

# The People Make the Place

Research to inform the  
Social Regeneration of  
Dolphin House Estate

## Acknowledgements

On behalf of Dolphin Alliance and Quality Matters we would like to thank a number of people for their support in developing this report. We would like to thank firstly, and most importantly, the residents of Dolphin House and Park who so generously gave of their time, welcomed the researchers into their homes and shared their stories and opinions, and the young residents who also kindly gave us their time and their opinions in the focus groups. Residents also provided considerable time and energy to us in developing the research instruments and reviewing the findings and recommendations, for which we are very grateful. The staff of the Dolphin Community Centre, in particular Debbie Mulhall, Danielle McKenna and the rest of the staff, volunteers and Board members were extremely supportive and helpful throughout the process, organising interviews and focus groups, and providing expert input at all stages of the research journey. The Social Regeneration Board and Residents Design Group's expertise and input was also invaluable in developing and conducting this research.

Many thanks also to Lou Gardner who provided expertise and time to conduct interviews, focus groups and to support analysis of the data. A number of colleagues also provided us with advice or data collection templates in the initial phases of the research including Rory Hearne, Eileen Humphreys and Kieran McKeown.

Countless people were involved in and committed to this research process. Their efforts have resulted in a report that is robust, informative and reflects the views of residents and professionals alike. It is our hope that this research will be useful for planning social regeneration that meets the needs of all residents of Dolphin, young and old.

Dermody A., Gardner C., Quigley M. & Isard, P. The People Make the Place, A Research Report to Inform the Social Regeneration of Dolphin House Estate.



# Table of Contents

	1.
Acknowledgements	2
<b>TABLE OF CONTENTS</b>	<b>3</b>
<b>1. INTRODUCTION TO THE REPORT</b>	<b>6</b>
1.1 Overview	6
1.2 Structure of this Report	7
<b>2 SUMMARY OF FINDINGS</b>	<b>8</b>
2.1 Theme One: Social Capital	8
2.2 Theme Two: Safety	9
2.3 Theme Three: Health	9
2.4 Theme Four: Education and Work	10
2.5 Theme Five: Regeneration	11
2.6 Theme Six: Social and Recreational Activities and Facilities	11
<b>3 DOLPHIN'S BARN AND REGENERATION: A REVIEW OF RELEVANT LITERATURE</b>	<b>13</b>
3.1 Introduction	13
3.2 What Makes a Strong Community?	13
3.3 Dolphin and Disadvantage	14
3.4 A Brief History of Regeneration in Dolphin	16
3.5 What Helps Regeneration?	16
3.6 Good Practice Models for Consideration	18
3.7 Summary	20
<b>4 COMMUNITY AND SOCIAL CAPITAL</b>	<b>21</b>
4.1 Introduction	21
4.2 Satisfaction with Living in Dolphin	21
4.3 Community Spirit	24

4.4	Social Networks	25
4.5	Belonging	26
4.6	Involvement in Local Groups and Volunteering	27
4.7	Ability to Affect Change and Understanding of Issues	28
4.8	Community Trust	30
4.9	Social Issues and Needs	31
4.10	Summary	32
<b>5</b>	<b>SAFETY</b>	<b>33</b>
5.1	Introduction	33
5.2	Safety in Dolphin	33
5.3	Safety and Drug Use	34
5.4	The Value of Safety	34
5.5	Attitudes to Policing	34
5.6	Young People and Safety	35
5.7	Summary	36
<b>6</b>	<b>HEALTH</b>	<b>37</b>
6.1	Introduction	37
6.2	Health in Dolphin	37
6.3	Use of and Access to Health Services	38
6.4	Youth and Health	39
6.5	Overcrowding	39
6.6	Summary	40
<b>7</b>	<b>EDUCATION AND WORK</b>	<b>41</b>
7.1	Introduction	41
7.2	Education in Dolphin	41
7.3	Work in Dolphin	41
7.4	Use of and Access to Education and work Supports	43
7.5	Youth and Education in Dolphin	43

7.6	Summary	44
<b>8</b>	<b>REGENERATION</b>	<b>45</b>
8.1	Introduction	45
8.2	Concerns about Regeneration	45
8.3	Concerns for Neighbours Regarding Regeneration	46
8.4	Memories	46
8.5	Youth and Regeneration	46
8.6	Summary	47
<b>9</b>	<b>RECREATION AND SOCIAL</b>	<b>48</b>
9.1	Introduction	48
9.2	Recreation and Social Activities in Dolphin	48
9.3	The Community Centre as a Facility	50
9.4	Young People: Recreation and Social	51
9.5	Summary	52
<b>10</b>	<b>METHODOLOGY</b>	<b>53</b>
10.1	Introduction	53
10.2	Engagement of Participants in Research Design	53
10.3	Overview of the Process	53
10.4	Who was Interviewed?	55
10.5	Data Management	56
10.6	Ethical Considerations	56
10.7	Challenges and Limitations of the Research	57
<b>11</b>	<b>BIBLIOGRAPHY</b>	<b>58</b>

# 1. Introduction to the Report

## 1.1 Overview

This report documents the findings of a survey of 80 households and focus groups with 18 young people in the Dolphin House Estate in Rialto, Dublin 8. This research was undertaken in order to understand resident perspectives on community needs, strengths, challenges and what services and facilities are needed to maximise the next stage of regeneration and promote social sustainability in the area.

The Dolphin House estate was one of 12 disadvantaged estates in Ireland that were identified for regeneration by the state in the years leading up to the economic crash. The process of planning the regeneration in the Dolphin estate has been on-going since this time and the journey has been marked by many achievements and disappointments. This process has culminated recently in an announcement by the government in summer 2013 that €20 million would be released for the first phase of regeneration in Dolphin in 2014. After many years of planning, debating and waiting, community organisations in Dolphin's Barn felt confident that regeneration would go ahead and that research into the social needs of the community was needed to inform the next stage of the process.

Regeneration tends to make us think of the built environment – making old or unsuitable housing better – but an important part of regeneration is focusing on health, education, community facilities, well-being and recreation (29). After conducting a longitudinal study of a number of regeneration housing estates across Ireland, Norris and colleagues concluded that:

"The concept of 'estate regeneration' needs to be redefined so that it gives central place to the development and provision of appropriate services for acutely disadvantaged families and individuals. Plans for the delivery and long-term funding of these services should be placed at the centre of regeneration schemes and should not be left as additions to be tacked on as regeneration schemes get under way" (Norris, 2011).

Social regeneration is people-focussed, rather than just focussed on buildings or grounds. It focuses on quality of life of residents and should be part of an overall programme of regeneration (29, 52, 53, 55).

The purpose of this research was to get a sense of the quality of life of residents in Dolphin House Estate, the challenges facing them and supports they needed as regeneration progressed. The research was led by an interagency advisory group made up of staff from the Dolphin community centre, representatives from state services and resident representatives<sup>1</sup>. The research advisory group were eager to ensure that this research captured information from residents around a number of issues:

- What is good about living in Dolphin?
- Are people who live in Dolphin well-connected to one another?
- What are some of the challenges about living in Dolphin?
- What needs do people have?

---

<sup>1</sup> TBC with details from Manus

- Are there sufficient services to meet people's needs, and are they good enough?
- What are some of the concerns or challenges facing the residents of Dolphin during regeneration?
- How will Dolphin hold on to its memories at this time of change?

The researchers sought to answer these questions by conducting interviews with 80 households and holding a number of focus groups with youth, residents and services in the area. The aim was to build a social profile of the people in the area, their needs and views, which is now documented in this report.

## 1.2 Structure of this Report

One of the last questions we asked when we interviewed the 80 households, was: If you were in charge of the budget for regenerating this area, where would you invest the most money? The answers that the residents gave to this question informed the order of the findings as presented in the report; the most important issue was safety, followed by health, education and work and regeneration and finally recreation and social facilities.

After this introduction, the report first begins with an executive summary of the findings and the recommendations. Following this, prior to presenting detailed findings, a brief summary of what is already known about regeneration and the Dolphin area is documented in a literature review in Chapter 4. Chapter five presents what was found about the community itself, including community cohesion and community spirit – in short the social capital within the area. The following chapter, chapter six, looks at the issue of safety in Dolphin. After this, chapters 7 – 10 deal with health, work and education, regeneration and recreation facilities respectively. The report concludes with a summary of how this research was conducted, and looks at some of the limitations of the research.

## 2 Summary of Findings

The findings are presented here under six emergent themes; social capital in Dolphin House and Park, safety, health, work and education, regeneration and recreation facilities.

### 2.1 Theme One: Social Capital

Despite being a socially disadvantaged area, Dolphin House and Park exhibits many of the qualities that define an area with high social capital<sup>2</sup>.

- **Strong family support networks:** Just under half of residents (43%) had family outside their household living in the Dolphin complex.
- **Dolphin residents like living in Dolphin:** 82% of people said they liked living in Dolphin, and 60% said they still want to be living in Dolphin in five years.
- **Strong sense of belonging:** 80% of people felt like they belonged in the community.
- **Strong community spirit:** A vast majority (87%) of people said that there is a strong community spirit and people look out for each other.
- **High level of community involvement:** A third of people (33%) had been involved with a community group as a volunteer in the last three years.
- **People are informed about local issues:** Three quarters of residents (75%) said that they feel informed about local issues.
- **Appetite for volunteerism:** Almost half of residents (49%) said that they would like to volunteer in the future.
- **Strong sense of collective power to change:** The vast majority (92%) said that by working together they can make change happen in the community.
- **Perception of previous successes in local grassroots campaigns:** 63% agreed that the human rights (damp and sewage) campaign had improved housing conditions in the area (of those that knew it).
- **High trust in the community centre:** The level of trust in the staff of the community centre was 83%; this is high compared to the general population who's level of trust in NGOs (non-governmental organisations) sits at just over 60%<sup>3</sup>.
- **Some sense of exclusion:** While there is significant social capital, it is important to note that this is not without exception - 20% of people don't feel like they belong in Dolphin.

---

<sup>2</sup> These issues are reviewed in the main report under the categories described by Forrest and Kearns (52) and building on the definition of the UK Office for National Statistics.

<sup>3</sup> To assess the level of trust, residents were asked 'on a scale of 0 – 10, how much do you trust the following...' and a list of institutions / organisations were read out. The information for comparison to level of trust in NGOs in the general population was taken from the Edelman Trust Barometer data for Ireland, 2013.



## 2.2 Theme Two: Safety

Feeling safe was a significant priority for the people of Dolphin; almost 90% of respondents said that feeling safe in the community was invaluable. Almost a quarter of the people interviewed were affected by anti-social behaviour (23%), and the most significant concern of residents regarding safety was the issue of drug dealing and intimidation, although it was noted that in most blocks, this was less of a concern than it had been in the past.

- **Safety is Invaluable:** Almost all respondents (89%) said that you could not put a value on feeling safe.
- **The problem of anti-social behaviour:** 79% of people in the area mentioned drug related issues and anti-social behaviour as problems.
- **Feeling unsafe at night:** While most residents felt safe walking around the community during the day, over one third of the residents (36%) did not feel safe at night and this was of particular concern to the elderly people in Dolphin Park. Just over half (55%) of the elderly population living in Dolphin Park felt very unsafe or unsafe walking after dark.
- **Anti-social behaviour by outsiders:** Half of those interviewed (52%) said that there is a problem with people from outside the community coming in and creating problems through anti-social behaviour.
- **Youth perceptions of safety:** In the focus groups, a majority of youth reported that they felt generally safe during the day and unsafe in the evening or at night. The concerns reported included drug dealing and anti-social behaviour. When asked what could improve safety in the area, young people recommended improving security and lighting on the estate.
- **Mixed perceptions of the police:** People were largely divided on whether policing was good or poor. Many people stated that having a community Garda had been helpful in the past.

## 2.3 Theme Three: Health

The people of Dolphin generally felt positively about their health and that of their families. Families felt confident that they could access the information they needed about health services when they needed it. There was significant use of general medical services (free or subsidised health care), with 83% of the population having medical cards or GP visit cards. The majority of residents felt confident that they could get any information they needed on health services from their GP (68%). There was strong engagement and a very positive perception of the long-standing public health nurse. The surveys also showed that mental health was an issue for a significant number of households in the area, as well as addiction, long-term illness and disability.

- **Good health care:** 82% of people said local health services were good or very good and 84% of people said they knew where to go when they needed information on health services.
- **High use of medical cards:** 83% of the population were using medical cards or GP visit cards.
- **High use of the community nurse:** The most common community health service that people said they used was the community nurse, at 58%.
- **High levels of mental health issues:** Almost two in five households, or 38%, said that mental health or depression was an issue for someone in the household.

- **High levels of physical disability and long-term illness:** Over a third of households were affected by physical disability or long-term illness (34%).
- **High levels of addiction:** Over one fifth of households were affected by addiction (22%).
- **Additional health information needed:** Just over a quarter of people (28%) said that they would like more information on health services.
- **Young people and specialised services:** Young people who participated in focus groups had a good knowledge of mental health issues. Young people said that they could trust counsellors, youth workers, teachers, but would like more 'anonymous' supports, where they can discuss difficult issues such as mental and sexual health.

## 2.4 Theme Four: Education and Work

Many people in Dolphin were actively seeking work, and many had previous workplace experience, qualifications or skills in their areas of work interest. A significant minority of households were seeking to pursue additional educational opportunities. There was also high level of engagement with employment services in the area. However, it is important to note that Dolphin has a higher rate of unemployment and lower educational attainment than many communities in Ireland<sup>4</sup>.

- **High unemployment:** Half of households (50%) had no employed person living there. A third (34%) of people surveyed were unemployed<sup>5</sup>; this is considerably higher than the national figure of 13-14%<sup>6</sup>.
- **High levels of debt or lack of money:** Well over half (57%) of households were affected by lack of money and debt.
- **Strong desire for work and high levels of experience in relevant fields:** 40% of households had at least one person actively seeking employment. Within this group 80% had experience in the type of work they were seeking and 65% had completed a course or apprenticeship in a relevant area to the work they were seeking.
- **Lower educational attainment:** Over half of households (55%) did not have a person with a leaving certificate or higher. 16% of households had a person with a degree, diploma or higher. 36% of people left school by age 15, which is almost three times higher than in the general population: at 11%<sup>7</sup>.
- **High levels of literacy difficulties:** One in five households (20%) contained someone with literacy difficulties.
- **Appetite for education and learning:** 44% of households said that they were interested in on-going education and up-skilling through courses, with the most commonly cited topics being IT and computer skills.
- **Young people and hands-on skills:** Youth participants wished to see an expansion of educational curricula to include more hands on and practical programmes including;

---

<sup>4</sup> CSO Data, 2011

<sup>5</sup> The difference between the figures of '34% unemployment' and '50% of households have no employed person living there' may be because in some households disability or retirement meant that nobody was working, but they would not be considered unemployed (i.e. able to work and seeking it).

<sup>6</sup> [http://www.indexmundi.com/ireland/unemployment\\_rate.html](http://www.indexmundi.com/ireland/unemployment_rate.html)

<sup>7</sup> CSO Data, 2011

woodwork, metal work and sports. They said that they would like the same activities outside the school environment.

## 2.5 Theme Five: Regeneration

There was a sense of ennui about the regeneration project in Dolphin due to the length of time the project has been in planning, the process having started almost fifteen years ago. The main concern with regeneration noted by a significant minority of people was that the project would not be finished. Other concerns included that the new homes would not meet the needs of their households. One fifth of participants had no concerns in relation to the regeneration.

- **The value of memories:** 82% of residents felt that at this time of change, it was important to preserve memories. A number of ideas were provided for doing this by adults and by youth, which included presenting engraved bricks from homes, memory walls, and commemorative names for sections of housing.
- **Concern that physical regeneration will not be completed:** 38% of residents were worried that regeneration would not be completed.
- **No concerns about regeneration:** One fifth of people (20%) had no concerns about regeneration.
- **Concerns about new homes:** Nearly a quarter of people (23%) worried that new homes would not be what they needed. Young people were concerned about this in particular.
- **Help for residents during regeneration:** Over half of residents said that some of their neighbours may need help, and over a quarter of respondents expressed concern for their elderly neighbours in particular and the physical demands of moving house. Young people shared the concern for elderly neighbours.

## 2.6 Theme Six: Social and Recreational Activities and Facilities

Staff in the community centre, staff providing support to the elderly and staff working with youth were highly valued by residents of Dolphin. Although residents perceived the team in the community centre to be very welcoming and many of the programmes to be very good, the building was generally perceived to be inadequate. Residents and youth felt strongly that there were inadequate recreational facilities for children and young people in the area. They prioritised the development of playground/s and the development of a better community centre that provided activities for young people in the evening beyond what was currently provided.

- **High value of staff and programmes in the community centre:** Almost everyone (97%) felt that the staff and programmes in the community centre were good or very good.
- **Inadequate premises:** Under a third (30%) of people said the building itself was good.
- **Poor playgrounds:** Almost everyone (94%) of people felt that playgrounds in the area were poor or very poor.
- **Poor sports facilities:** 83% of people felt that sports facilities in the area were poor or very poor.
- **A need for more activities:** Over three quarters of people (76%) perceived a need for additional facilities for children and young people, particularly evening activities and social

spaces such as a youth café. People also identified the need for new facilities to be accessible to older people and to cater to their social needs.

- **Young people's need for better facilities:** The majority of youth said that they would like to see a new community centre built, including ideally; a youth area, library, computer room, a swimming pool and outdoor football pitch.

# 3 Dolphin's Barn and Regeneration: a Review of Relevant Literature

## 3.1 Introduction

This chapter provides introductory information on what is already known in relation to some issues relevant to this report, namely, regeneration and what makes it successful. The chapter begins by looking at how a 'strong' community might be defined, and what 'disadvantage' means in the context of Dolphin. It also provides a brief history of regeneration of Dolphin as documented in several published and unpublished reports.

## 3.2 What Makes a Strong Community?

There are many ways to describe strong communities, or ways of attempting to measure the 'strength' of a community. Community strength and well-being can refer to the health, happiness or wealth of the members, to the relationships between residents, and how connected they are, or to the levels of crime or safety in a community (55, 57). Previous research in Dolphin has shown that residents in Dolphin perceive a number of strengths and positive aspects of living there (28) including:

- Family, friends, neighbours and a sense of familiarity
- A sense of solidarity and people looking out for each other
- Access to public transport and having a central location
- Structure of flats – layout – separate toilet and bathroom
- Services for young people including the homework club, crèche and schools
- Local services such as the Public Health nurse and community workers

There are a number of factors that can be measured, compared and analysed to describe the strength of a community. One framework for doing this, which has been developed over a number of years by many different thinkers, is Social Capital.

Social Capital is a way of describing the strength of a community without counting the value of the money or resources they have. The idea behind Social Capital is that being sociable, rather than being isolated, has positive social consequences, and that these positive consequences can be strengths or sources of power (normally, capital refers to money or other resources in businesses or government). While economic capital is in people's bank accounts, social capital comes from the relationships that people and groups have in a community (26, 57, 55). Social capital is defined by the OECD as 'networks together with shared norms, values and understandings that facilitate co-operation within or among groups' (32).

While it isn't always possible to use the idea of social capital to explain how or why things happen in a community, it can help us to understand how social connections, through family, neighbours, friends and professionals, can influence a community's ability to deal with deprivation (27, 57). High social capital can be seen as contributing to a higher quality of life. If people are connected to each and their environment, there is a greater chance of having basic human requirements such as belonging, safety and connection filled in some way by their community (55, 56, 57).

Francis Fukuyama, in trying to define social capital and a means to measure it noted that one of the greatest weaknesses of the social capital concept is the absence of consensus on how to measure it (53). However nebulous or difficult the concept of social capital has been to define and measure, it remains prominent on the agenda of policy makers and thinkers, and measures have been developed and included in national household surveys in Ireland and in the EU generally (in the Survey on Income and Living). According to the UK Office for National Statistics and the Economic and Social Data Service, there are five domains of social capital that can be measured:

- Civic participation: such as voting, taking community actions
- Social networks/support: including contact with friends and relatives
- Social participation: which includes involvement with groups/voluntary activities
- Reciprocity & trust: meaning giving/receiving favours and trust in other people
- Views about the local area: including levels of satisfaction with the area, and perception of problems in the area

In addition to these domains, Forrest and Kearns (52) who analysed arguments from some of the major theorists in social capital (including Robert Putnam and Francis Fukuyama) identified additional domains of social capital:

- Empowerment: people feel they have a voice, are involved in things that affect them and can effect change
- Participation: is expanded from the UK Government's interpretation above to include participation in social and community activity
- Belonging: that people feel connected to their co-residents, their home area and have a sense of belonging

This research, conducted with the residents of the Dolphin estate asked questions in relation to these social capital domains, namely; participation, networks and support, reciprocity and trust, views about the local area, empowerment and belonging.

### 3.3 Dolphin and Disadvantage

Dolphin House and Park is a Dublin City Council estate. It is Dublin's largest remaining public housing flat complex. It was built in 1957, sits on 18.5 acres and comprises 436 homes, made up of 392 flats in 6 blocks through the estate and 44 senior citizen units in Dolphin Park<sup>8</sup>. There were 853 people living in Dolphin in 2011 (28). Dolphin is one of 12 social housing estates that had been identified for regeneration in Ireland.

Social housing projects both in Ireland and internationally are often characterised by high levels of social disadvantage including high levels of unemployment, high dependency on social welfare, low levels of educational attainment, high levels of crime, poor health indicators and family breakdown (20, 22, 25). Disadvantage, marginalisation and social exclusion are all terms that are often used to describe communities of people who experience fewer opportunities and less favourable circumstances than others in the general population. The Irish government describes marginalisation as:

A result of inadequate income and resources people may be excluded and marginalised from participating in activities which are considered the norm for other people in society... Social

---

<sup>8</sup> <http://dolphinhouse.ie/about/>

exclusion is being unable to participate in society because of a lack of resources that are normally available to the general population. It can refer to both individuals, and communities in a broader framework, with linked problems such as low incomes, poor housing, high crime environments and family problems (58).

A recent profile of the social and economic aspects of the community showed that Dolphin is highly disadvantaged. There are a number of facts about the population that provide evidence for this:

- There are high numbers of people over the age of 15 who did not go to secondary school; in the general population just under 11% of people did not progress beyond primary school. It was over three times higher in Dolphin at 36%.
- Very few people in the area go on to third level education (lower education makes it harder to get a job).
- There are high numbers of people under 15 (they cannot work) in Dolphin: 33% of the population, versus only 21% of the general population of Ireland.
- There are high numbers of lone parent families (single parent families tend to be poorer) and there are high levels of unemployment and of people with long-term illness or disability.
- The profile also highlighted the fact that not only had things deteriorated since the 2006 census, like the rest of the country, but that they had gotten worse in Dolphin even compared to other areas (28).

Within disadvantaged areas, there are often a wide range of experiences of disadvantage: while people in one flat may experience severe poverty, physical or mental ill-health, low educational attainment and unemployment, their next door neighbours may well be healthy, have a job and go to college. The fact is that social housing estates in Ireland, like Dolphin, are not homogenous: people are different and have different experiences, and some people are more acutely disadvantaged than others (20), therefore requiring more targeted supports in order to have an equivalent opportunities to create a good quality of life.

The housing units in Dolphin have been documented as; being smaller than modern minimum guidelines; being overcrowded, especially within a number of one room units; affected by dampness and mould and sewage penetration; having some accessibility problems. While the planned physical regeneration of the area will aim to address some of these issues, it is important that the opportunity to develop a comprehensive regeneration strategy that looks beyond bricks and mortar is not lost. Regeneration of physical spaces alone is not sufficient to prevent many of the problems associated with disadvantage re-emerging - crime, anti-social behaviour, physical degeneration, poor educational attainment, poor physical and mental health, stress, and participation in the labour market etc. These issues require targeted and considered interventions, for example, research has repeatedly shown that those who have higher levels of education are more likely to gain employment (See for example data from the CSO in Chapter X; education and work), that higher rates of unemployment is associated with increased personal and social problems in a community including physical and psychological well-being (48), crime and violent crime (49, 50) and that access to and participation in extra-curricular activities and structured supports for children increases their likelihood of retention in the formal educational system (46, 47).

This research aimed to fill in some of the gaps in knowledge around the different challenges experienced by people living in 80 different households and what their needs are for different services and facilities to help them in their day-to-day lives.

### 3.4 A Brief History of Regeneration in Dolphin<sup>9</sup>

At the turn of the century and up until the economic crash in 2008, plans were underway for the regeneration of Dolphin through public-private partnerships between the state and private developers. Across Ireland, 12 estates were identified as in need of regeneration. Regeneration projects in Ireland are funded by the Department of the Environment, Community and Local Government, though other agencies (both publicly and privately funded) are often involved. All regeneration projects are required to set out a Master Plan (including costs and timelines for the project) developed through consultation with all key agencies through the County/City Development Board (29).

It was planned for these communities to be regenerated through Public Private Partnerships, between the government and private developers. It was anticipated that the money that the private developers would pay to build private housing on the highly valued land on which regeneration estates were built would pay for the improvement or redevelopment of social housing for the residents of the estates. However, the private developers who had been contracted by the state to undertake regeneration withdrew from the agreement when the value of the land plummeted in the property / economic crash of 2008, and the planned regeneration was indefinitely halted (2).

In their case-study report on a successful human rights initiative driven by Dolphin tenants, The Advocacy Initiative noted that tenants were at this point left frustrated after facing 'years of intolerable housing conditions' (30). In the period from 2009 onwards, the tenants of Dolphin continued to negotiate and fight for their human rights in relation to their housing after the halting of regeneration. In July 2013, it was finally announced that €19 million would be spent to provide 100 new homes in the first phase of regeneration of Dolphin House.

### 3.5 What Helps Regeneration?

Undoubtedly, one of the most important messages evident in literature relating to regeneration is to ensure that energy and resources are not conserved for physical regeneration alone.

*...efforts to combat disadvantage that are focused on the neighbourhood level, such as estate regeneration schemes...need to avoid excessive focus on capital programmes (refurbishment or replacement of dwellings, rehabilitation of the physical environment, provision of community buildings) to the neglect of services. Public funding agencies are often more willing to provide one-off capital grants (which may be quite large) rather than commit to long-term annual services expenditure even where the latter is what is required to address key problems in disadvantaged areas. The balance between capital and current expenditure in area-based regeneration schemes should be based on well-informed diagnosis of what is needed in those areas rather than on a priori preference for capital over current expenditure (Norris, 2011, p100).*

In a review of the regeneration of a number of housing estates in Ireland, Norris et al (2011) made a number of recommendations in relation to service distribution which included implementing and utilising local structures such as development boards and childcare committees to support effective and targeted service development. Linkage from local government to area based initiatives should be promoted to ensure multiple stakeholder involvement in decision making

---

<sup>9</sup> The long and challenging journey of Dolphin House to regeneration has been well documented and analysed in Irish literature (1, 2, 3, 4, 5), as have the experiences of communities in Fatima Mansions (11) and Inchicore (12).



regarding resource distribution, developing services in response to local need and in partnership with local providers, and promoting initiatives which make employment opportunities accessible.

In documenting the experiences of the residents of St. Michaels Estate, Inchicore during the regeneration process, Dr. John Bissett notes that one of the most threatening and damaging aspects of regeneration for communities is the power imbalance between the state and the residents, and a fundamental protective factor against this is the capacity of residents to organise, understand the technical elements of the process and to advocate for themselves (12). Literature supports this, showing that full community participation contributes to better communities and regeneration efforts. A community development and human rights based approach empowers people to articulate their entitlements, understand their responsibilities and hold the state to account (5, 7). Effective regeneration and renewal efforts will be based on strong evidence including an understanding of the local community; local issues and local needs and will promote the capacity of the community to influence their circumstances (5, 6, 7, 8). This is particularly important in relation to marginalised communities who may be traditionally alienated from civic engagement and public policy.

Tenants First, a conglomerate of representatives from inner city housing associations, developed a guide for residents in estates undergoing regeneration or proposed for regeneration which included the following steps (6):

- Find out about and understand regeneration
- Think about regeneration and talk about it
- Value what is in place currently and what you have currently
- Make a decision as a community about whether to engage in the regeneration process
- Be clear in what residents want from regeneration, and set your own agenda
- Organise locally and be prepared to fight for what you want
- Get resources to achieve what you want

Fortunately, in Dolphin there is ample evidence of a strong, empowered community that have been actively engaged with the regeneration process. The strength of the community in Dolphin through what is regarded as a challenging time during regeneration has been well documented (2). From an early point in the regeneration process, the community resisted de-tenanting, established formal structures to ensure that serious maintenance issues were addressed, were in constant communication with DCC regarding systematic and structural problems in the area, consistently resisted imposed plans by DCC regarding regeneration and fought for community consultation and participation in the planning process (2).

In 2008, significant work was undertaken in partnership with Dolphin residents, local community development groups and an architecture company. During this process, it was noted that there was a significant participation rate from residents and leadership in the overall Dolphin Decides process, with 110 people attending block meetings (4). The Dolphin Decides consultation process showed that the majority of tenants are not on the housing transfer list and want to remain living in Dolphin. This process also revealed a number of strengths in the community including (in addition to those outlined above) it's young population, access to first and second level education, local sporting facilities, access to education and employment support and the many open spaces in the area.

The crushing breakdown of the PPP regeneration plans led Dolphin to develop an innovative, participatory and comprehensive process to identify how the human rights of residents in Dolphin were being breached, and who was responsible for fulfilling these rights. This campaign successfully adopted a participatory human rights approach, which involves collecting consistent outcome data on specific human rights failings caused by failings in the physical environment ([www.pprproject.org](http://www.pprproject.org)). This campaign placed increased pressure on local government to uphold the conditions of the Dolphin estate in the aftermath of the failed regeneration efforts (30).

There are a number of challenges identified relating to regeneration efforts. In Ireland, by 2009, of the 12 estates originally identified for regeneration only Fatima mansions was completed while the other estates have been left with what Hearne and Redmond describe as an array of challenges to maintaining community stability. They note that this revealed an enormous gap in planning by the state, where no safeguards and no plan B was in place for the residents of the other 11 estates.

The prospect of regeneration brings challenges as well as potential for communities. The primary documented challenges relate to de-tenanting and associated challenges: sustaining community cohesion, reduced tenant numbers and reduced management and maintenance of public space, increased disillusionment among tenants remaining and increased anti-social behaviour (2). The potential that can be realised through cohesive and participatory planning and follow through include cohesive communities, with better living conditions and decreased anti-social behaviour and crime.

### 3.6 Good Practice Models for Consideration

In this section, two potential models that might be considered by planners and policy makers that can help to ensure that the regeneration is as beneficial to the community as possible by either generating employment, or improving service planning and delivery. These are using Public Social Partnerships for service delivery and co-operative planning, and including Community Benefit Clauses in procurement of public contracts for building work to support the creation of local employment opportunities.

#### Refining Service Delivery: Public Social Partnerships

As outlined previously, the Public Private Partnership model that was originally identified for regeneration, and is one which has been strongly criticised for not meeting its potential, especially in relation to housing (2). The need for exploring alternative models to respond to social need in an Irish context has been promoted in Irish literature in this area (40). There is a need to examine the success of various providers in the public, private, community / voluntary, and charity sectors, and partnership approaches amongst these groups, and to implement learning from these approaches. Hearne argues strongly in favour of collaborative approaches that involve the end user, citizens in communities, in a core role in identification of need, service design and review. Public Social Partnerships are different to Public Private Partnerships (PPP) which involve traditional commercial businesses in partnership with the state to provide public goods, such as social housing. Public Social Partnerships have been defined as:

... a model for the Third Sector to be involved earlier and more deeply in the commissioning and service design process. It is based on the principle of the Third and Public Sectors engaging in co-production to design a new, or re-design a current, service with the goal of delivering better outcomes for citizens (Ready For Business, 2013, p1).

Essentially, PSPs involve charities, social enterprises or other organisations with a social remit in engagement with state service providers and end users in developing innovative service responses to social needs. The principles of PSP include requirements that services must be 'co-produced' involving public and social services, and end service users with a strong emphasis that the advancement of organisational agendas cannot be an end in itself unless it coincides with improved service (38). By working with agencies that have similar goals in relation to community wellbeing and cohesion PSPs avoid a challenge inherent in PPPs, which is the incongruent values and motivations of private corporations and profit margins versus the public good.

These partnership models of service provision are currently being trialled in Scotland and some promising findings from a number of case studies have been documented by the Scottish support organisation *Ready for Business*<sup>10</sup> and include hospital, public transport development and successful youth offender programmes, as well as providing support for innovative social enterprises seeking to promote access to the labour market for marginalised groups.

### Promoting Employment: Community Benefit Clauses

The European Commission issued guidance in 2010 that identified a range of social considerations that could be relevant for procurement including promoting employment opportunities for young unemployed or long-term unemployed. Minister Brendan Howlin, Minister of Public Expenditure and Reform noted in a written answer in May 2013 that social clauses could be used in public procurement in cases where they are targeted at factoring into the procurement process consideration of promotion of social benefits such as employment opportunities, equal opportunities and social inclusion (39). Community benefit clauses can be defined as:

*...contractual requirements which deliver a wider social benefit in addition to the core purpose of the contract. In particular, requirements in relation to targeted training and employment outcomes (Government of Scotland, 2013)*

These are common throughout Europe and were used extensively and successfully in the preparations for the Glasgow Commonwealth Games (43), where 149 Work Experience Places for the long-term unemployed were created using the model. CBCs are not without challenges and it was noted that core to the success of the programme was an investment of time in promoting the social aims of the project:

*It took some time to promote awareness of the approach and its implications to suppliers. However, active promotion and support in key contracts means that large contractors in the construction industry are now aware of the approach, accept it, and are delivering added social value for the Council (43).*

There were initial concerns raised in the not for profit sector in the UK regarding the legality of such clauses, particularly in relation to Equality legislation and potential contractors from other areas in the EU. However, the Joseph Rowntree Foundation (44) conducted legal analysis of the status of these clauses, which lead them to conclude that the inclusion of such benefit clauses in public procurement is not in contravention with EU or UK law,

Social clauses have not been used in Ireland, however in Budget 2014 Minister Howlin announced:

*We are now including social procurement contract clauses in our schools capital works for the first time ensuring that a proportion of the workforce is drawn from the long-term unemployed (44).*

---

<sup>10</sup> <http://readyforbusiness.org/case-studies/>

This recent policy shift is promising for the development of social enterprise and can be used to change procurement practice to promote the interests of those currently excluded from the labour market in communities such as Dolphin's Barn. The value of such clauses has been noted in previous unpublished literature relating to regeneration in Dolphin as a potential area for further exploration (28), which is supported also by this research.

### 3.7 Summary

The people of Dolphin have shown considerable resilience and strength in the face of significant structural, social and personal challenges. This community resilience is evidenced in part by local engagement with the regeneration process and other community initiatives. However, it must also be noted that the community faces disproportionate challenges to that of many other communities in Ireland as a result of poverty, lower educational attainment, unemployment and fewer resulting economic opportunities.

To maximise the benefits of the significant investment that will be made over the coming years into Dolphin, community and community social needs must be prioritised as part of the planning process and included as a clear objective for the coming years in any regeneration initiative. There are a number of models that can be have been used elsewhere effectively and can be managed directly as part of the physical regeneration including community benefit clauses and social public partnerships.

The recent announcement of the physical regeneration of the community space provides a significant opportunity to develop plans that also address the very evident social needs of the community, and to utilise the strengths and skills of the residents of Dolphin in doing so.

# 4 Community and Social Capital

## 4.1 Introduction

This section looks at the results of the resident survey under a number of social capital domains including; people's perception of the area, their perceptions of community spirit, trust in different groups, contact with friends and families and other social networks, their participation in social and community activity and local organisations, and their sense of belonging in the community. Although many issues and concerns about young people by adults are detailed in this chapter, there is no specific section with the youth perspective in this chapter, as the youth focus groups focussed on the key areas of health, safety and recreation.

## 4.2 Satisfaction with Living in Dolphin

### Enjoyment of Living in Dolphin

The majority of people interviewed stated that they liked living in Dolphin (82%, n=66) and wanted to be living there in five years (60%, n=48).

*"I just love living in dolphin, I love my flat and I love my neighbours, I'd be telling lies if I didn't say that. I could go on my balcony and call someone if I was feeling ill and they would come, that's just the type they are here"*

*"Everyone sticks together here. I feel safe in my home"*

*"People are very friendly, you never feel like you are on your own."*

As illustrated in Fig X below, just over a quarter of people interviewed stated that would not like to be living in Dolphin in five years time (26%, n=21) with the remaining 14% (n=11) saying that they were unsure.

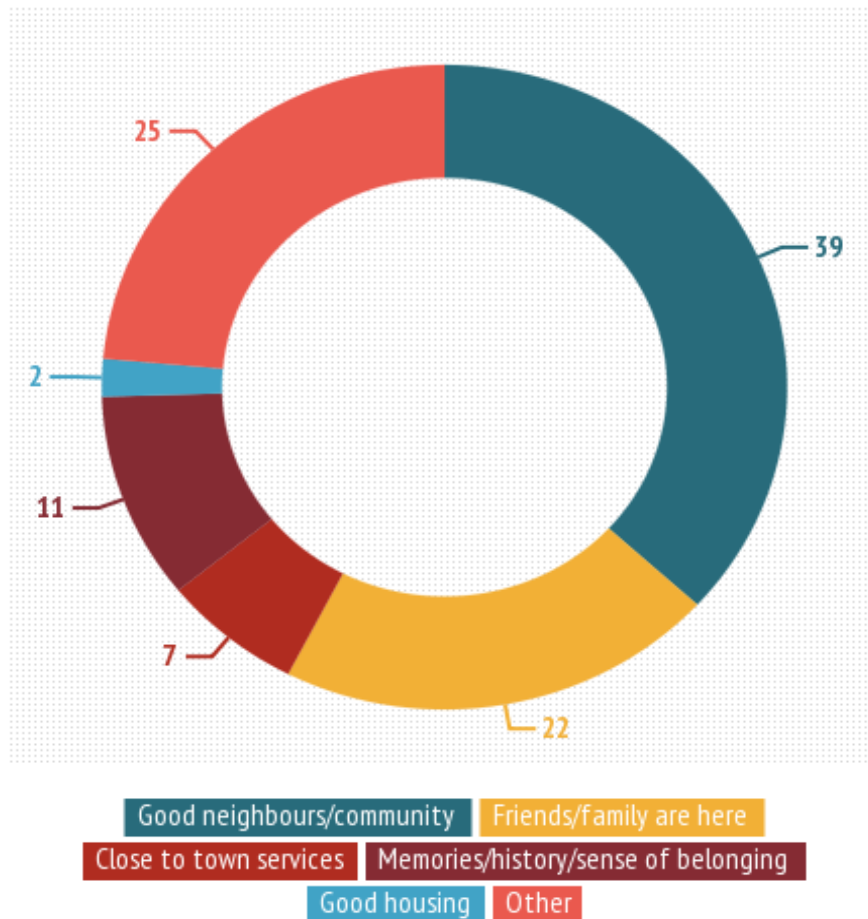
Figure 1: People who want to be living in Dolphin in five years time



Those who were considering leaving the area were asked what could make them stay. The two factors most commonly stated were better housing conditions (26%, n=21) and less crime and drugs (n=16).

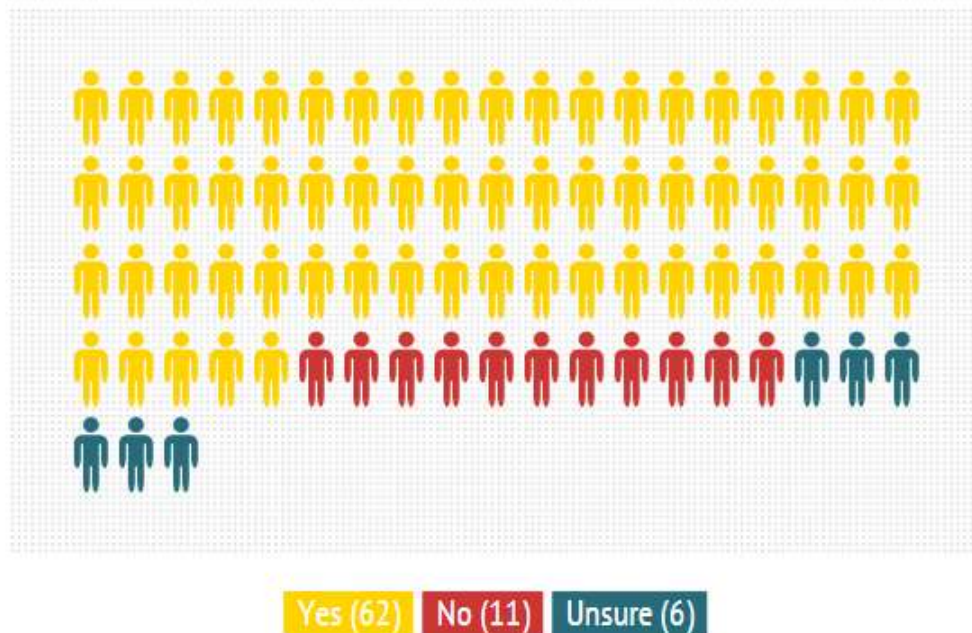
The reasons that people wanted to stay living in Dolphin, represented in Fig X below, were the good neighbours and a good community (49%, n=39), because they have friends and family here (28%, n=22) and their memories / history and sense of belonging (14%, n=11).

Figure 2: Reasons people want to remain living in Dolphin



The following diagram shows that 78% of people (n=62) think they will be living in Dolphin in 5 years (regardless of whether they want to leave or not). Only 14% of people (n=11) think that they won't be living in Dolphin in 5 years.

Figure 3: People who think they will be living in Dolphin in five years time



When those who want to be living in Dolphin in five years are compared with those who think they will be there in five years, it can be seen that almost one in five of people felt that they want to leave, but are unable to do so.

### Children Living in Dolphin

While the majority of people were happy to be living in Dolphin, there was slightly less enthusiasm about their children or grandchildren growing up in the estate. Of those who answered the question 42% (n=29) said that they would like their children or grandchildren to grow up in Dolphin. 46% (n=32) said that they would not like their children or grandchildren to grow up in Dolphin, with the remaining 12% (n=8) being unsure. Those who did not want their children to grow up in Dolphin were slightly less likely to have had parents from the area (30% as opposed to 35%). The following quotes from people who said they do not want their children or grandchildren to grow up in Dolphin illustrate concerns, which primarily related to safety, boredom and drugs:

*"The community is great, but it's not a good place for kids ... it's not safe for them"*

*"There are people from outside using drugs here. It's dangerous for the kids. They could pick up anything"*

### Pride in Dolphin

Over three quarters of people interviewed (76%, n=60) said they were proud to say they were from or lived in Dolphin, with only one person strongly disagreeing with this statement. This is illustrated in the graph below:





People who stated they were proud to say they are from Dolphin

When discussing a sense of pride in the area, three people told stories about how they felt that other people from outside Dolphin were judgemental or discriminatory to those who lived in Dolphin. This judgement was considered as being based on untrue assumptions about the people of the area.

*"Everyone says they wouldn't want to live in flats, but nobody bothers no-one. It's a great place"*

A story was told by one respondent that after changing her address on a job application from Dolphin to her mother's address, she went from getting no responses to her job application to a number of responses. While she was proud to be from Dolphin, she used her mothers' address on new applications as a way of responding to the negative attitudes of others. Three respondents mentioned that they felt that this bad reputation was changing as a result of changes in the area:

*"I really do like living here. I can go out and know people. It's a good place that had a bad reputation but it has improved. There's good and bad everywhere"*

### 4.3 Community Spirit

There was broad agreement (87%, n=69) that there was a strong sense of community spirit in Dolphin, with a similar majority stating that Dolphin was a place where people looked out for each other. This is shown in the following two images:



People who stated there was a strong sense of community spirit (n=69)



Of people felt the community looked out for each other (n=78)



When asked what was great about living in Dolphin, young people also highlighted the community spirit, stating that people were friendly and that people in the community help each other.

*"The community spirit here is just great. You can go outside your door and talk to anyone. People here really look out for each other".*

People interviewed were asked about whether they had done a favour for a neighbour in the last six months and whether neighbours had done a favour for them in the same timeframe. These questions have been asked before in research on communities living in social housing in Dublin (33), and provide a useful indicator of social cohesion and community spirit. This former research found that across Ireland, around 75% reported giving and receiving favours (33). It is of note that within Dolphin these numbers are higher, with 81% (n=64) reporting that they have received a favour and 92% (n=73) reporting having done a favour.

Respondents recalled stories of cooking meals for one another, bringing meals to each other when a neighbour was sick, doing shopping for each other and minding each other through sickness.

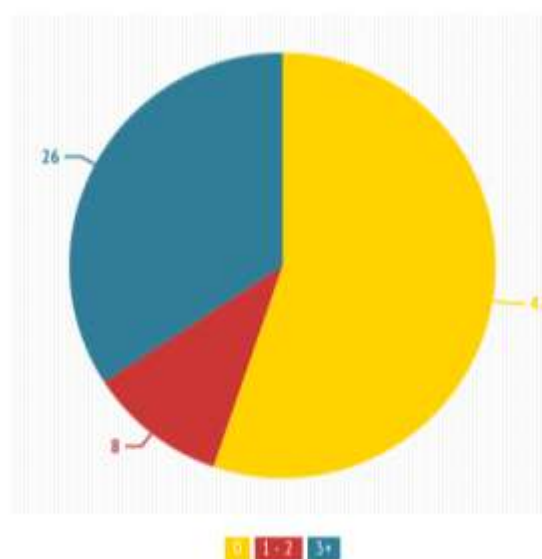
*"The community have broken their backs trying to help me out when I needed support"*

#### 4.4 Social Networks

The research found a lot of evidence for strong social and family networks with Dolphin. Just under half of those interviewed (43%) had family outside their household living within the dolphin complex. Of those who had family in the area more that three quarters had three or more relatives living in the area (76%, n=26). This is highlighted by the graph and quote below:

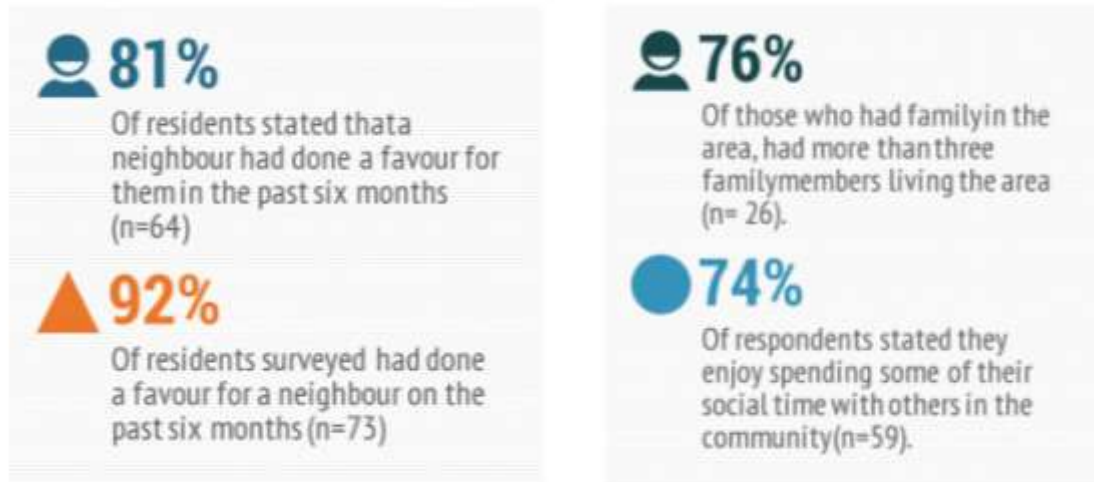
*"There's a strong family sense in here in the flats. Lots of generations of people. You'd hear them shouting across to one another. You don't need phones in these flats!"*

Figure 4: Number of family members in Dolphin outside respondent's household



Over three quarters of people (78%, n=62) stated they had someone they could discuss personal matters with in Dolphin. This is highlighted in the quote below:

*"I haven't lived here a long time, but the community have broken their backs trying to help me out when I needed support, even though I wasn't from here."*

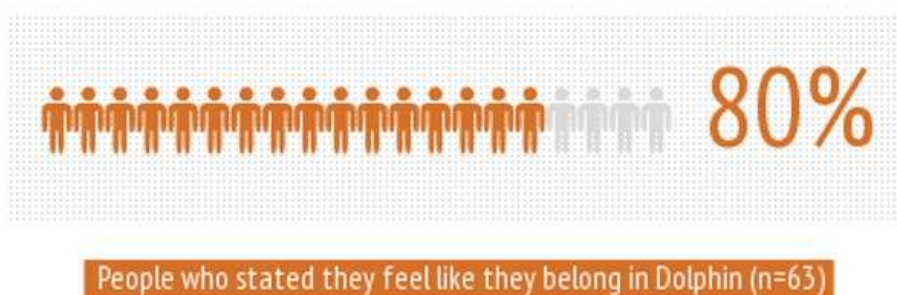


It was also found however that 11% (n=9) of those surveyed felt that they or someone in their household experienced a sense of exclusion from the community:

*"I get lonesome here sometimes because I've no neighbour on one side, and the other fella is on drugs"*

## 4.5 Belonging

Residents were asked whether they felt like they belonged in the Dolphin community. Over three quarters of people (80%, n=63), who answered the question about belonging, felt that they belonged to the community. However, it is important to note that a fifth (19%, n=15) disagreed, or strongly disagreed with the statement 'I feel like I belong in this community'.



Both gender and family ties were associated with a sense of belonging in the community. Of those who said that they do not feel a sense of belonging, age did not appear to be a factor. Women were more likely to feel that they did not feel a sense of belonging – 73% (n=11) of those who did not feel a sense of belonging were women, whereas only 61% (n=48) of all respondents were women. With regard to employment, five of the respondents (6%) were employed full time, none of whom felt like they did not belong. A deeper analysis into the data revealed that people who

were unable to work were more likely to feel like they didn't belong (this includes those on disability allowance): 11% (n=9) of total respondents were unable to work, but 20% (n=3) of those who did not feel like they belonged were unable to work. However, it is of note being unemployed did not show up as being a precursor to having less sense of belonging.

Having parents who had lived in the area had a minor association with a sense of belonging. 35% (n=28) of all respondents said that their parents had lived in Dolphin, while just 27% (n=4) of those who did not feel like they belonged had parents who had lived in Dolphin. 43% (n=34) of all respondents stated they had family outside their household living in Dolphin. Of the people who said they do not feel like they belong (n=14), only 29% of them had other family, outside their household, living in Dolphin. This is in contrast to the general population, where 43% (n=34) of the general population had family outside their household living in Dolphin. This shows that residents with other family in the community are more likely to feel like they belong in Dolphin.

## 4.6 Involvement in Local Groups and Volunteering

A third of people had been engaged in community groups over the last three years, the vast majority had done so in a voluntary capacity (n=25). This compares favourably to national statistics, with rates of engagement in community activities significantly higher in Dolphin than the national average for engagement in voluntary activities, and was higher than that recorded in McKeown's research in Respond! Housing projects, which showed that 22% had been involved in local organisations in the last three years (33).



Of note is that almost half of people stated that there is a possibility that they will volunteer<sup>11</sup> with local organisations in the future (47%, n=38). Those who stated they would be interested in volunteering were slightly more likely to be unemployed, with 42% (n=20) of those interested in volunteering being unemployed, as opposed to 34% (n=27) of the total sample. Part time employed people were no more or less likely to want to volunteer.

Those who stated their employment status was retired were the least likely to express a desire to volunteer, with just one of the twelve retired persons spoken to stating they would be interested in volunteering.

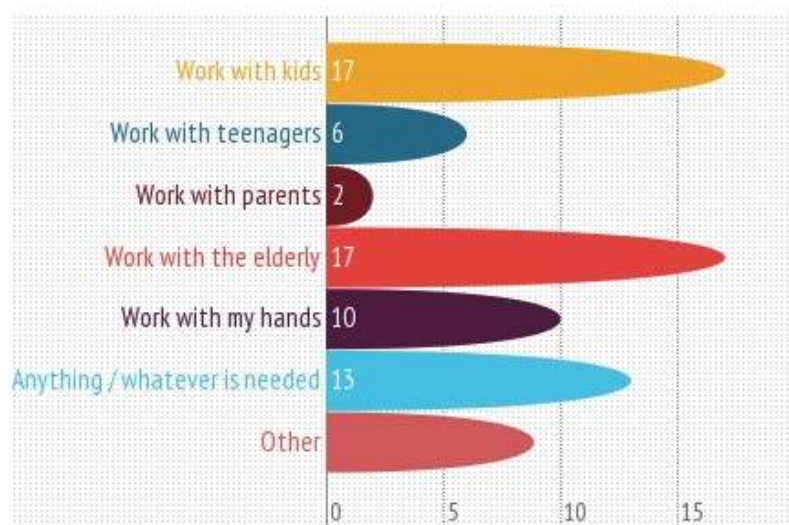
<sup>11</sup> Volunteering referred to any unpaid once-off or on-going activity that would benefit the community or its residents.

The strongest indicator of wishing to volunteer was age, with 60% (n=47) of those wishing to volunteer under the age of 44, even though just 47% (38%) of those sampled were below this age.

Expressing an interest in volunteering was marginally associated with having lived in Dolphin for a shorter amount of time, however this is likely due to the age factor, discussed above.

This enthusiasm for volunteering is potential resource that could be further developed and used within the area, if resources are available to support and develop meaningful volunteering opportunities. The most often stated areas where people would like to volunteer, as illustrated in Fig X below, were working with children and working with the elderly, with around a fifth of those respondents (21%, n=17) stating they would volunteer in either of these areas.

Figure 5: Areas where people would like to volunteer



## 4.7 Ability to Affect Change and Understanding of Issues

### Understanding of Local Issues

All participants were asked if they felt that they had a good understanding of local issues including social issues, local politics and developments with the regeneration programme. There was a strong sense that people in Dolphin felt informed, with 75% (n=60) agreeing that they were well informed about local issues:



### Ability to Affect Change

When asked if they feel they have the power to affect change, a vast majority of those who answered - 92% (n=68), agreed they were able to affect change within their community when they worked collectively.

*"If people work together they can get things changed, but they have to work together".*

However, only 45% (n=29) believed that as an individual they had the power to affect change, clearly showing the belief that collective, rather than individual action is the best mechanism for effecting change within the community.

### Effectiveness of Local Campaigns

To assess perception of one such initiative, a question was asked regarding the effectiveness of the Damp and Sewage (human rights) campaign. Of those who knew of the campaign or had an opinion on it (78%, or 62 people) of the total population of those interviewed), 63% (n= 28) agreed or strongly agreed that the campaign had improved housing conditions in the area. Residents were then asked if they were aware of the role of the campaign in securing funding for regeneration, 84% (n=38) of those who had an opinion agreed or strongly agreed that they had played a role in this.



A number of households who had not had damp and sewage problems fixed in a timely manner, commented on the detrimental affect this had on their lives. Residents mentioned going long periods of time without reported problems being fixed, noting the negative effects this had on their health and the health of their families. Some residents noted frustration around the issue of dampness, saying that officials often blamed condensation for what were cases of damp.

While many agreed that the damp and sewage campaign had been effective, a number of people interviewed were still living with the issue in their homes:

*"This is still a serious and ongoing issue that has not been resolved in my home... this is still and ongoing issue."*

*"I still have dampness in my house, but I know the campaign worked for other people".*



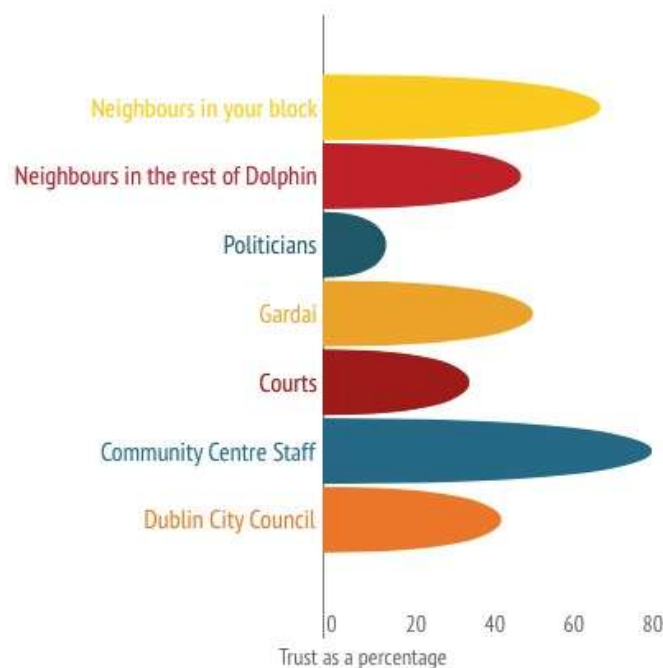


Of those who knew about the damp and sewage campaign and wanted to make a comment, 84% (n=37) believed that the campaign had been helpful in obtaining funding for regeneration in the area.

## 4.8 Community Trust

The people who took part in the surveys were asked a number of questions about who they trust in the community. This is illustrated in the graph below:

Figure 6: Levels of trust across different groups



The Edelman Trust Barometer, a study conducted on levels of trust in a number of countries internationally, found that the level of trust among Irish people in NGOs in 2013 was 63% (61). When this is compared with the level of trust by the community of the staff in the community centre, the level of trust is quite high, standing at 83%.

The lowest levels of trust were expressed in politicians, with an overall trust rating of 16%. Again when compared to the level of trust in government as measured in the Edelman Trust Barometer for Ireland in 2013 (61) the level of trust in government was 33%, indicating that the residents of Dolphin are more untrusting of the government or politicians than the general population.

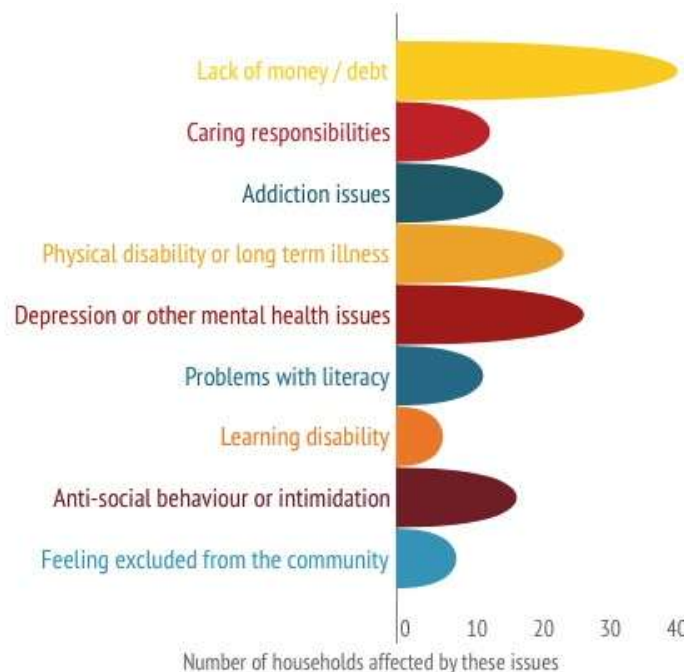
Interestingly, while trust in neighbours within the resident's block was relatively high (70%), the figure for trust of neighbours outside their block was significantly lower (50%). This was a theme that

emerged regularly within the research; with people stating that each block within Dolphin had its own identity and sense of community.

## 4.9 Social Issues and Needs

Those interviewed were asked to indicate which of the issues affected their household. The list of issues was read out to respondents, and they were asked to highlight as many as were an issue for them. Around three quarters (n=59) of households reported being affected by at least one of the issues, with lack of money and debt (57%, n=42) being the most commonly cited issue affecting households in Dolphin. The list of issues recorded and the number of households affected by these can be seen in Fig X below.

Figure 7: Issues affecting households in Dolphin



After lack of money / debt, the next most commonly stated issue affecting households in Dolphin is depression or other mental health issues, followed by long term illness or physical disability. These will be discussed further in the health chapter.

Overall, more than half of households (n=45) reported being affected by two or more of these issues, with around a third being affected by three or more (n=27).

### Lack of Money, Inability to Get to Work and Mental Health

Of the 57% (n= 42) of people who stated that lack of money and debt was or somewhat was an issues in their household 19 (45%) also stated they were affected by an inability get work (which is higher than the 38% (n=25) of the total sample who stated this was an issue). Households where lack of money was an issue were far more likely to have someone in the household affected by mental health issues including depression. In fact, over 57% (n=24) of households where money was an issue, also identified having someone with mental health issues. Amont the total sample of households the figue for mental health issues was 38% (n=29).

## 4.10 Summary

Dolphin is a community that shows strength in many domains of social capital, including: civic partnership, social networks and supports, participation and belonging, reciprocity and trust, and pride in the local area. The majority of people interviewed stated that they liked living in Dolphin and wanted to be living there in five years. People in Dolphin are well connected on an interpersonal level, where the vast majority of people have someone they can talk to and neighbours who they swap favours with. Dolphin enjoys an unquestionable strength of community spirit, and for the most part the residents who participated in this research were proud of the community, felt like they belonged there and that the community looked out for each other. This sentiment was evident among youth and adults, and among those whose families have lived there for generations as well as those who have more recently moved to the community. The community recognises the power of collective action; many people have been involved in collective initiatives, and the vast majority of others respect the work of community organisations. The area has higher rates of volunteering than the national average or other comparative social housing estates. The community believe in their capacity to change things by working together, and trust the staff in the community centre to work for them.

However, despite being a community with strong social capital, this chapter also highlights that the people of Dolphin are dealing with a number of serious and challenging issues including; addiction, mental health issues and financial difficulties. There is also evidence of isolation and one fifth of residents feeling like they do not belong and one tenth of residents experiencing loneliness. There is significant potential for using the resources and strengths of the community, in partnership with relevant professionals, to respond to some of the difficult challenges that families and individuals are facing.



# 5 Safety

## 5.1 Introduction

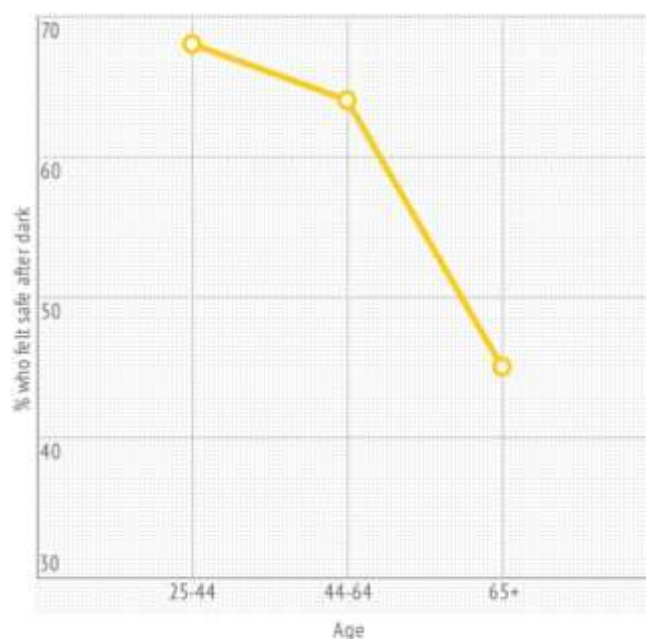
In interviews, residents of Dolphin were given a list of issues and asked which was the most concern to them- health, education and work, social and recreation, safety or regeneration supports. The majority of residents chose safety as their primary concern. Residents also clearly stated that there is no monetary value that you can put on a feeling of being safe. This chapter summarises residents' safety concerns in relation to drug use and anti-social behaviour, safety in the evening and day light hours and attitudes to policing.

## 5.2 Safety in Dolphin

Safety in the community was a high priority for people surveyed. Residents in interviews were asked if they felt safe walking alone during the day and after dark. In general, the area was seen as safe during the day, with 95% (n=76) of people saying they felt safe walking alone during the day. However, just 64% (n=51) stated feeling safe while walking alone at night.

This information was analysed further, to see who felt least safe in the community. Men felt just marginally safer while walking alone after dark (65% for men, 62% for women) and there was no significant difference in perceptions of safety based on how long a person had been living in Dolphin, or whether or not they had family in the area. The only other significant correlation found regarding safety was age - the other factors analysis include blocks, employment and whether people had children. The elderly (those aged 65+) where the least likely group to feel safe walking in the community after dark with over half of the elderly population living in Dolphin Park felt very unsafe or unsafe walking after dark (55%, n=11). Furthermore the 25-44 age group also felt marginally safer than the 45 - 66 age bracket. This is illustrated in Fig X below:

Figure 8: Perceptions of safety after dark by age



### 5.3 Safety and Drug Use

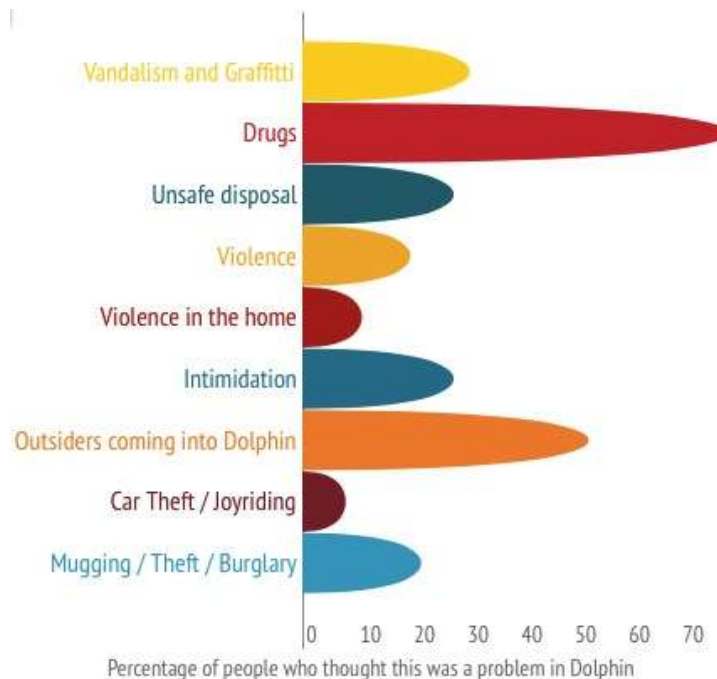
People were also asked specifically, what types of security issues were a problem in Dolphin. Just less than a quarter of those asked reported that they were affected by anti-social behaviour or intimidation (23%, n=18). The most common concern identified by 79% (n=62) of respondents related to drugs (drug use, drug dealing and drug related intimidation). Approximately half of respondents (52%, n=40) stated that there was also a significant issue with people who do not live in Dolphin, but who come into the area and cause anti-social behaviour.

*"Drugs. It's the only real problem, I could go out and leave all the windows open, the only problem is the drugs".*

*"The anti-social behaviour is an issue - there are gangs hanging around. People blatantly selling drugs in the block and people turning a blind eye. People are afraid of the repercussions"*

*"It's a problem, people from outside using drugs here. It's dangerous for the kids. They could pick up anything"*

Figure 9: Perceptions of Crime Problems in Dolphin



### 5.4 The Value of Safety

When people were asked to put a monetary value on safety 92% (n=76) stated that safety was invaluable/priceless and that no amount of money would be worth living in an unsafe environment. When people were asked to prioritise five social issues (safety, health, work education, transition supports for regeneration changes and recreation facilities and social events), safety was ranked the highest priority.

### 5.5 Attitudes to Policing

Participants were asked to discuss their perception of policing in the area; almost one third said it was good (29%, n=22) and 43% (n=23) and 28% (n=21) of people surveyed felt that generally policing in the wider community was poor or very poor.

*"There's no policing anymore, when it was on radio they were here, we should have a police presence all the time, and then when they see something they should deal with it, they are stopping the wrong people. They are stopping the good kids, there's dealing going on and the Garda will drive by this and stop the hurlers. The dealers are not from Dolphin and the teenagers are often not from here also."*

*"We need security to stop the bigger kids from destroying the small kids play areas".*

*"If you ring them they're good but you wouldn't see them after otherwise."*

Trust in the Gardaí was mixed, with an overall trust rating of 53%. Older people and women were more likely to trust the Gardaí<sup>12</sup>. There was less trust in the court system, with an average trust rating of just 37%.

There was a 'strong sense from conversations with residents in the interviews that previous community policing relationships had been effective, although they were currently not as effective, due to personnel changes and less Garda presence. However, community policing was a service valued by a number of residents.

*"We don't have a community guard anymore and I'd be afraid to talk to a Garda I don't know in case someone thought I was squealing. A Garda everyone knows would be great again".*

Comments by both young people and adult respondents also highlighted a need for a more concentrated focus on drug dealing and anti-social behaviour, which was very visible in the area.

## 5.6 Young People and Safety

The majority of young people felt that Dolphin was unsafe after dark, with seven participants (58%) stating that it was unsafe or very unsafe. Five young people stated it was fairly safe after dark, with none saying it was very safe. However, 83% (n=10) felt that it was either fairly safe or very safe during the day.

When asked why they felt unsafe, reasons given included drug dealing in the area and violence/antisocial behaviour. When asked what would make the area safer, four young people stated that increasing security, through Garda presence or even additional lighting at night-time could be effective. Three young people stated that those selling and using drugs should not be allowed to stay in Dolphin. One of the youth respondents noted that having somewhere to hang out that is safe in the evening would be helpful:

*"Young people, they need an indoor place to be together but be safe. There's not enough room in a flat to hang out with your mates so you end up out on the street"*

---

<sup>12</sup> 52% of people gave the Gardaí a score of 6 or higher out of ten. When analysed further, the average level of trust actually represents a mixed view on policing, with most people either having a lot, or having very little trust in the Gardaí. Trust in Gardaí was most strongly associated with being older with 22% (n=9) of those trusting the Gardaí being over 65, while just 15% (n=12) were in this age bracket of the total sample. While 47% (n=38) of the total sample was under 44, of those who trusted the guards, just 41% (n= 17) were in this age profile. Women were more likely to trust the Gardaí, with 70% of those trusting the guards being female, while they represented just 60% of the population sampled.

Just two of the 12 young people believed that the Garda in the area do a good job. Three stated that they did a bad job, while the remaining young people did not know or had no opinion.

The youth focus group also identified bullying as an issue both at school and in the Dolphin estate, although some young people also stated that people in the community generally look out for each other.

## 5.7 Summary

Safety is a priority issue for the residents of Dolphin. The vast majority of people interviewed felt safe in Dolphin during the day, and many issues that were mentioned regarding safety and anti-social behaviour were not perceived to be problems. However, there were a number of concerns regarding safety: over one third of the residents do not feel safe at night and this is of particular concern to the elderly folk in Dolphin Park – the correlation between age and perception of safety is clearly illustrated in the chapter. Feeling unsafe at night was also raised by youth within the focus group. The most significant concern regarding safety was the issues of drug dealing and intimidation, although it was noted that in most blocks, this was less of a concern than it had been in the past. Almost a quarter of the people interviewed were affected by anti-social behaviour, and around half of those interviewed also noted that there was an issue with people who do not live in Dolphin, but who come into the area and engage in anti-social behaviour.

There were very mixed perceptions of policing and varied levels of trust in the Gardaí, however it was clear that many residents valued the role of the community Garda and that there was potential for a more focused Garda response to obvious incidence of drug dealing and antisocial behaviour, an issue raised by youth and adult respondents.

Given that this issue was the most important issue identified by the people of Dolphin, and there were many ideas of how to improve safety or perceptions of safety in the area, there is a clear need for this issue to be prioritised for social regeneration, and responses to be developed in consultation with residents of Dolphin.

# 6 Health

## 6.1 Introduction

This chapter summarises the findings as reported by residents in relation to health issues, as well as their perceptions of access to, and knowledge of, health services and general satisfaction with local health services.

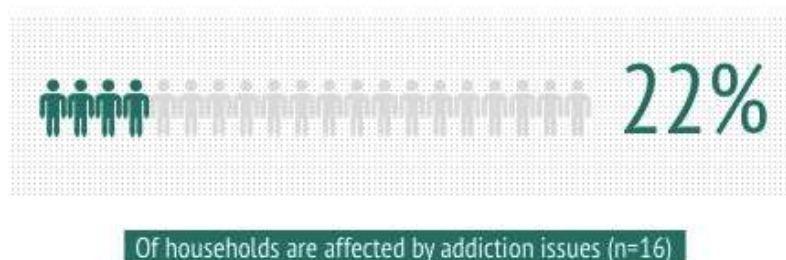
When the respondents to the interviews were asked what issues they would prioritise if they had control of the regeneration budget, health was the second most important issue after safety. Respondents were asked questions about their perceptions of their own health and that of their families, as well as whether members of the household were affected by specific health issues. The findings highlight very specific areas that would benefit from a concentrated focus, most particularly supports for mental health for both adults and children.

## 6.2 Health in Dolphin

People in the community had positive perceptions of their own or their family's health; 63% (n=50) of respondents rated their health as good or very good with just 9% (n=7) rating their health as poor. 67% (n=54) of people spoken to in interviews rated their family's health as being good or very good.

In line with the findings of McKeown's research in Respond! Housing projects (33), this report found that employed people (full and part time) reported that they were healthier than unemployed people. Full and part time employed residents were 16% more likely to report themselves as having good or very good health.

Participants were asked whether they or their families were affected by some specific health issues, and this revealed high numbers of households (rather than individuals) were affected by depression or other mental health issues (38%) physical disability or long term illness (34%), and addiction (22%).





The prevalence of depression in particular was evident, with over a third of respondents mentioning that this was a concern for them or their family (38%, n=28). Where severity was discussed, this ranged from being quite mild, to families who had lost members through suicide or had given up employment due to mental health issues.

*"I do get very low, I get very lonely, a bit of depression. My doctor has given me some tablets to help me".*

*"I get a little depressed about not having work. I don't say I'm looking for work anymore, because there's no jobs out there".*

### 6.3 Use of and Access to Health Services

The people of Dolphin generally rated local health services as very good or good (82%, n=60) and only 7% (n=5) rated the local health services poorly. The most commonly used community health service was the public health nurse/community nurse (58%, n=41). One fifth had also accessed physiotherapy (n=14) and 8% (n=6) had accessed James' Primary Care Team.

There was an overwhelmingly positive perception of the services of the public health nurse, with many residents volunteering positive feedback on her services. The public health nurse has been working in the community for many years and is well known to residents:

*"She's just great. She comes to see me and helps me a lot".*

When residents were asked about how they get their information on health services, a significant majority said that they asked their GP when they needed information (68%, n=50), and 16% (n=12) of people surveyed used health workers in the community centre as a source of information. While 84% (n=64) of people surveyed felt that they did know where to go if they or a family member needed help, 8% (n=6) felt that they only somewhat knew or did not know where to get the help they needed and 28% (n=22) would like more information on health services in the community. The vast majority of those people who said they would like more information (n=17, 77%) said that they would like this through leaflets through the door.

The number of residents interviewed who were in receipt of General Medical Services was very high compared to the national average; 77% (n=61) had a full medical card, with a further five participants (6%) having a GP visit card, meaning that 83% of the population have a medical card of some sort. In total just 16% (n=14) did not have some form of medical card. By way of comparison to other areas, in the same period – late 2013, the Irish Examiner reported that just under half of the general population had medical cards (64).

Almost one fifth of households (n=15) cited barriers to accessing healthcare appointments. The barrier most commonly cited was the cost followed by the hassle of travelling.

## 6.4 Youth and Health

Young people in Dolphin showed strong knowledge of mental health issues. The groups noted that it is very difficult to talk about these issues and there are very few people they could discuss these issues with. Despite these concerns, the participants had a keen understanding of available supports around mental health; when asked about what mental health services they knew of the group listed Pieta house, the mental health counsellor, social worker, community nurse as well as school teachers and friends.

When the issue of sexual health was discussed, the group identified again the difficulty in discussing pregnancy and sexual health with family or adults that they know, as they did not feel confident about how they would respond. Again, the young people of the group showed an awareness of available support, listing local clinics, the community nurse and school counsellors as being accessible for sexual health advice and support.

Some other concerns relating to health that were noted by the group included:

- A lack of knowledge of where local health services were located
- Sometimes the quality of health services is not good
- Hospitals are too busy and wait times are long
- Ambulances do not respond to emergencies fast enough

Some recommendations made by youth in relation to health included:

- Putting emergency buttons around Dolphin that can put people who need it directly in contact with ambulance services when needed
- Improved access to health services, counselling and advice for young people through a confidential email or help telephone number

## 6.5 Overcrowding

An analysis of the households of Dolphin interviewed found that 22% (n=17) of families were living in overcrowded conditions. Eurostat define overcrowding as when a person is living in conditions where:

- There is only one room in the house (as in Dolphin Park)
- There is less than a room per couple in the house
- There is less than a room for each single person 18 or older
- There is more than two children under 12 in a room
- Children between the age of 12 and 17 have to share a room with someone of the other gender

Respondents explained how that this had an affect on their family and their quality of life:

*"My daughter is sharing a room with grown boys. It's desperate"*

*"My child is nearly 12 and shares my room. I've tried and tried to get us a bigger flat. It's not fair".*

Overcrowding is correlated with decreased mental and physical health, and when considered in light of many other problematic housing conditions in Dolphin, may be putting residents of the area at increased risk of health problems.



## 6.6 Summary

In general, the people of Dolphin feel positively about their health and that of their families, and confident that they can access the information they need about health services when they need it. However, the research showed that mental health is an issue for a very significant number of households in the area, as well as addiction, and long-term illness and disability.

There was strong engagement and hugely positive perception of the long-standing public health nurse. There is also a desire to have more information about health services locally. Young people do not feel they have the access they need to support around issues of mental health and sexual health.

A number of findings from the research (both in this chapter and in others) highlight that residents experience disadvantage in relation to a number of social determinants of health: one fifth of residents have trouble keeping health appointments, primarily due to cost, and over one fifth of residents are living in overcrowded conditions, residents are disproportionately affected by early school leaving and unemployment, and are affected by poverty and debt.

While both physical and social regeneration initiatives may go some way to alleviating some health concerns, the research highlights specific health issues such as youth health and mental health that could be prioritised in any social regeneration initiative.

# 7 Education and Work

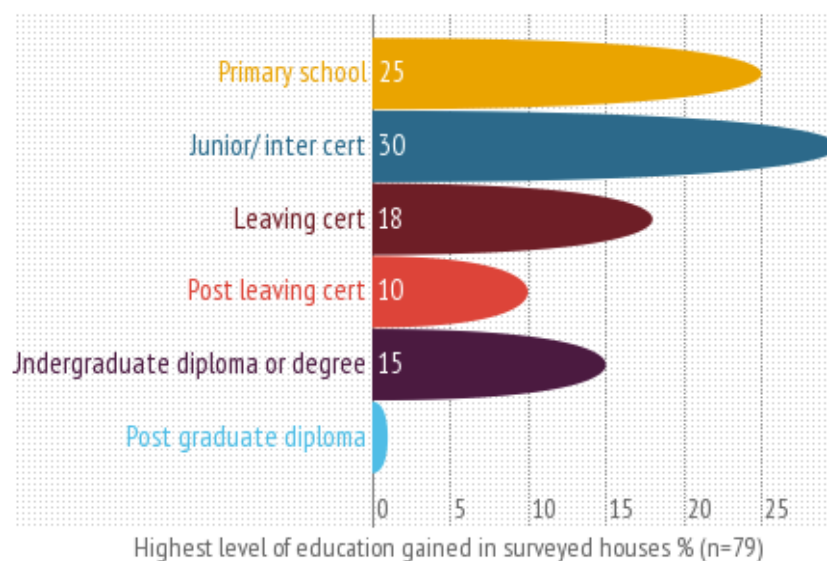
## 7.1 Introduction

Education and work was identified as the third priority area, behind safety and health, by the residents who participated in interviews. The advisory group for the research felt that it was important to document the strengths of the community and so the research asked questions to gain an understanding of work and education experience and goals or wishes in relation to work and education. Questions were also asked regarding resident's experience of educational services, and supports. While the findings in relation to employment and education mirror the socio-economic profile from census data, the research identified significant untapped local resources in relation to work motivation and experience that has potential to be utilised as part of the regeneration efforts.

## 7.2 Education in Dolphin

The majority of households (55% n=44) did not have a person with a leaving certificate or higher. Just 16% of households had a person with a degree, diploma or higher. National figures show that 38% of 25-64 year olds in Ireland have a third level qualification, for this age profile in Dolphin, the rate was 18% per household. Interestingly, 44% (n=35) of households said that they were interested in on-going education and doing more courses, with the most commonly cited topic being computers, with one third of the 35 households naming this.

Figure 10: Highest level of educational attainment in surveyed households



It was also found that 19% of households surveyed (n=13), stated there were problems with reading or writing for at least one member of the household.

## 7.3 Work in Dolphin

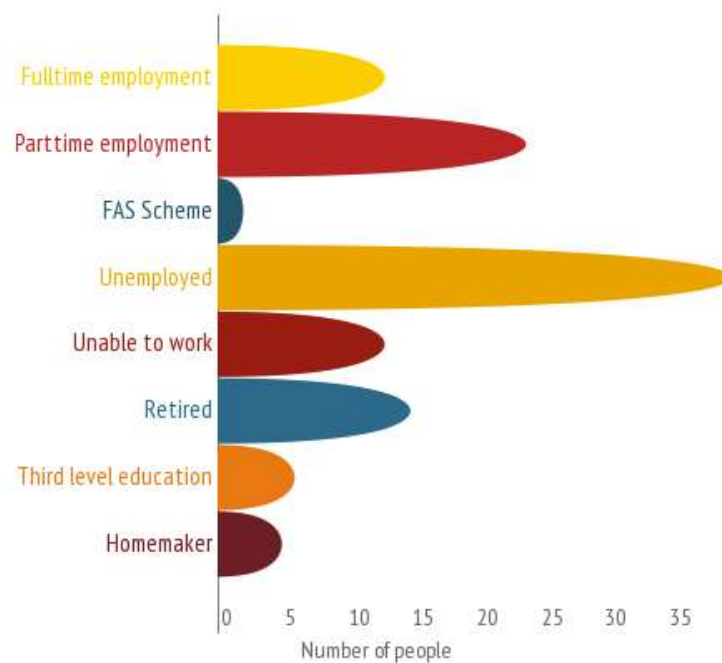
Employment was a significant challenge noted by participants throughout the research. Many respondents stated they were looking for work but finding it difficult.

Overall, around one third of people were unemployed (34%, n=27), this is considerably higher than the national figure, which in 2013 ranged between 13% and 14% on average<sup>13</sup>. Of those people who were unemployed, 57% were women and 43% were men, which reveals that men are slightly more likely to be unemployed (39% of participants were men). 54% of people who were unemployed were between 25 and 44 years of age, 43% were between 45 and 64 years of age, and 4% were between 18 and 24 years of age.

Slightly fewer people were retired or unable to work through long-term illness (26% n=21), with most of the remaining people in part time employment or caring for children (22% n=20). 56% (n=45) of households have no employed persons in them. When households where all occupants identified themselves as retired (n=10) are excluded, this brings the rate of unemployed households in the remaining homes to 50% (n=35 of 70).

Just 6% (n=5) of those surveyed were in full time employment. This may possibly be lower than the actual figure in Dolphin due many of the surveys being carried out during the day when people may have been in work.

Figure 11: Current employment status

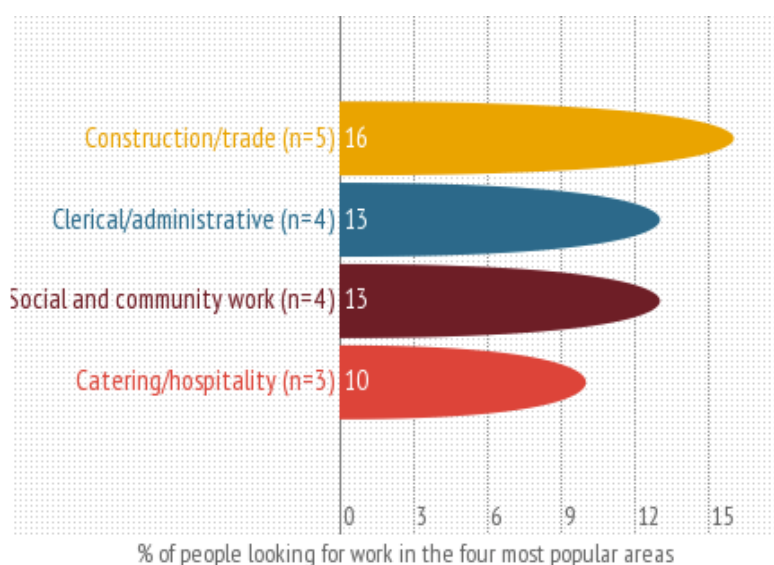


Participants were asked if anyone in their household was looking for work and 38% of households had at least one person actively looking for work (34 individuals in total). In relation to the type of work they were looking for, the most popular identified job or trade was construction/trades 16% (n=5). Next most popular was clerical/administration and social or community work 13% (n=4). 65% of people interviewed who were looking for work had completed a course or apprenticeship in the area they were looking for work in (n=17). 79% of those looking for work (n=27) had experience in the area that they were looking for work.

<sup>13</sup> [http://www.indexmundi.com/ireland/unemployment\\_rate.html](http://www.indexmundi.com/ireland/unemployment_rate.html)



Figure 12: Percent of people who are looking for work in the four most popular categories



## 7.4 Use of and Access to Education and work Supports

Opinion on the quality of work/employment supports was highly variable: 28% (n=21) of people interviewed had no opinion on these supports, 24% (n=18) thought these services were poor or very poor and 42% (n=31) felt that the employment supports were average, good or very good.

## 7.5 Youth and Education in Dolphin

The youth focus group were asked if they enjoyed their courses/classes at school. Participants stated that they would like to see more skills-based subjects on offer including metalwork, woodwork, arts and sports subjects.

There was praise and support for the Homework Club in Dolphin, both from youth and adult respondents, and a call for more services like it:

*"The homework club is the best thing that ever happened in this community"*

*"We need more youth clubs. We have one good youth club, the homework club is great but we need others".*

The issue of bullying at school was discussed with the youth focus group. Participants felt that there was not enough support and counselling available for youth and teenagers. When asked about individuals that youth could share their concerns with, participants identified teachers, youth workers, school counsellors and family members as people they could trust.

## 7.6 Summary

Dolphin experiences higher rates of unemployment than the national rate. High numbers of respondents in this research were looking for work and had experience or training in their preferred area of work, with the most commonly cited preference being construction.

The educational attainment of people in Dolphin is lower than the national average, and almost one fifth of participants said that there was an issue with literacy for a member of their household. However, there is a strong appetite for learning and many of those interviewed had engaged with education and employment services, and many households expressed an interest in on-going learning.

Young participants had an interest in a broader range of subjects at school and wanted to see inclusion of subjects that involve creativity, craft and manual skills. The role of the homework club in supporting the education of young people in the area was highlighted as a successful model which had very positive benefits for the community.

# 8 Regeneration

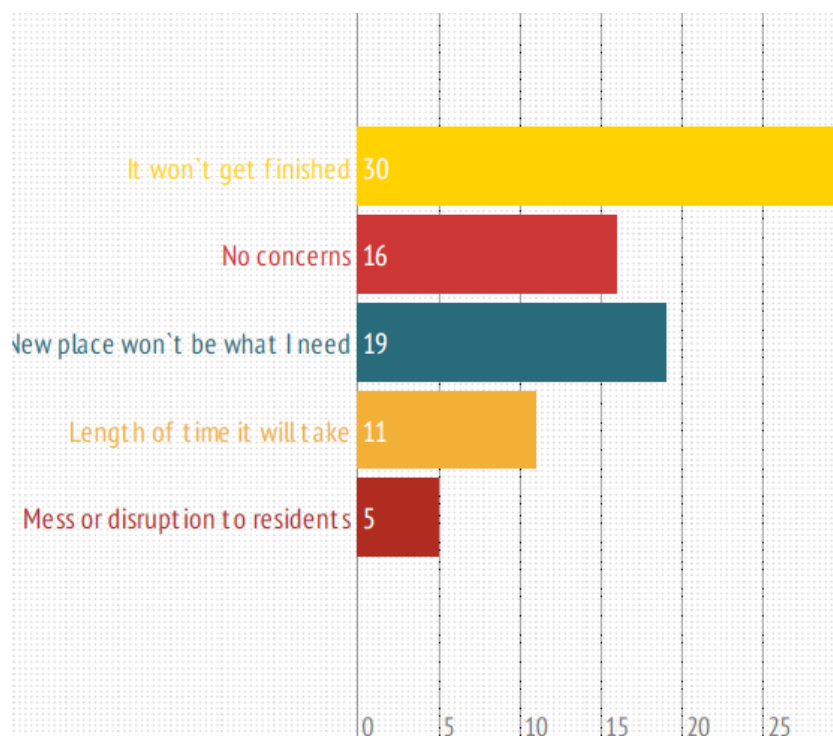
## 8.1 Introduction

While the primary aim of this research was to focus on social needs, rather than on the physical regeneration of the area, it was also considered important to capture the main concerns about the regeneration project at that point in time, considering that a significant injection of funding had just been announced for the initiative.

## 8.2 Concerns about Regeneration

People surveyed were asked what their main issues were regarding the regeneration process. The main concern, mentioned by 38% of people (n=30) was that it would not get finished. One fifth had no concerns in relation to regeneration (20%, n=16) and almost a quarter were concerned that the new place would not be what they needed (23%, n=19). Within the 'other' category, eleven people (14%) also expressed concern about the possible length of time the regeneration would take, with five people (6%) saying they were worried about the possible mess or disruption to residents during the building work. The graph below depicts the number of residents who vocalised these concerns in interviews. Many of these concerns have been detailed in previous research with residents of Dolphin (1).

Figure 13: Main concerns about regeneration



The following quotes highlight some of the concerns regarding the regeneration:

*"If the government changes they could pull the money before it finishes. The fact that it is going to take so long."*

*"There has been so much conversation, but little results"*

Four people spoken to (5%) also stated that they were worried that after the regeneration they might not be surrounded by the same neighbours. As identified earlier in this report, many people considered their neighbours to be those in their block, rather than the entire Dolphin complex. This was depicted in the following quote:

*"That I won't get put back in my own block. I like my neighbours. I feel safe here"*

A recurring theme through the interviews was that given the length of time the people of Dolphin have been campaigning for improved conditions, many are worried that it may not happen or may not get finished.

### 8.3 Concerns for Neighbours Regarding Regeneration

Just over half (54%, n=43) of people spoken to stated that there would be a need to support some neighbours or other residents throughout the process of regeneration. Most of these respondents said that the elderly residents would most need support (n=26) and that supports should focus on the practicalities of moving, as well as providing regular and up-to-date information on the regeneration process. The concern for elderly neighbours during regeneration was shared by youth in the focus groups.

### 8.4 Memories

Overall, 82% (n=65) felt it was important for the community to hold on to its memories and history. There were a lot of ideas on how to achieve this, some of the most common ideas mentioned were photos and video documentary. Other ideas involved a monument within the community symbolising the past. An interesting idea was for the bricks from the demolished buildings to be used in a monument, or given to families to remember their homes. Only 11% (n=8) felt it was not very important or not important at all. The feelings of many respondents were that the regeneration would be a new start. Ideas for how this could be achieved included;

*"A nice plaque to keep the memories going.... how it's changed, its history."*

*"A plaque to say something about the history, something from their grandparents time. What about names for the blocks that tell the history of the area."*

*"Keeping people together and keeping neighbours together."*

*"A monument saying this is where dolphins barn was and is"*

*"I watched a programme in America, and everyone got a brick from their own home in a glass case. It was a big deal and it was presented to people when they moved into their new home"*

### 8.5 Youth and Regeneration

Participants in the youth focus groups raised a number of concerns regarding the regeneration project. A primary concern, shared by many, that the great community spirit in Dolphin would be negatively affected. There were concerns about re-locating and about finding new homes as well as concern that new homes will be too small or have poor conditions. Young people also stated that they would like a guarantee that you could live next to the same neighbours as before and expressed concerns around general safety and hazards such as rats.



When asked what help they felt their neighbours or family might need, the youth, as with adult participants, were concerned primarily with elderly people and people with small children, although one participant noted that at such a time, everyone would need help.

When asked about how to preserve memories, young people also gave a number of ideas such as creating and burying a time capsule, naming, rather than numbering blocks and recording local and family history.

## 8.6 Summary

The main concern that residents in this research had regarding regeneration was that the work would not get finished, or that new homes would not be what the family needed. When people were asked what concerns they had for their neighbours during regeneration, a significant minority felt that in particular, elderly folk who may have mobility issues and may need support with moving during regeneration or may need social supports to help with adjustment. These concerns were mirrored in the youth focus group.

At a time of significant change, the vast majority of adults and youth were clear about the importance of preserving the memories of the changing community. They gave some innovative ideas as to how this might be done including; naming of streets, presenting pieces of the old building, murals, memory walls, time capsules and using different media to record and preserve the community's vibrant and important history.

# 9 Recreation and Social

## 9.1 Introduction

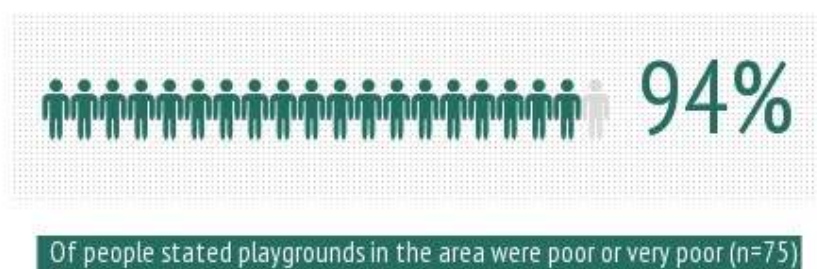
Recreation and social activities and supports were considered important, although less so than safety, health, education and work and supports for the regeneration process. This chapter identifies strong community agreement on what recreational and social facilities and supports require improvement. It also highlights the positive local infrastructure, such as public transport and proximity to services.

The main issue discussed by residents were the need for more purpose built spaces and supports for youth; including a community centre, playgrounds and sports facilities. Recreational facilities were seen as an effective and important community asset for responding to anti-social behaviour and negative alternative options for young people such as drug use.

## 9.2 Recreation and Social Activities in Dolphin

### Children and Young People

There was a strong sense among most interviewees that services and facilities, particularly for young people, were inadequate in the area. This needs to be considered alongside the very strong support for the homework club, however there was a clear opinion that more child and youth supports and services were needed.



The vast majority of people felt that facilities for young children (94%, n=75) were inadequate and 76% of people (n=61) stated that there was a need for additional facilities and services for children and teenagers.

When asked about what specific services or facilities should be improved or provided for children and teenagers in the area, 29 people specifically noted a need for more youth activities such as a youth cafe or youth groups run in the evenings. A thematic analysis revealed no strong themes except for a call for more services in the evening particularly, as illustrated by the following quotes:

*"More things in the evenings: a youth cafe would help kids get off the streets."*

*"A safer place for children to play. Sports activities for younger children."*

*"They need more for the kids to do: the Thursday club on more days."*

*"Get rid of the drugs and the antisocial side of things, provide more things for children to do in the evening."*

*"Get the football pitch done up."*

21 people (26%) stated there was a need for additional sports facilities (as illustrated below, the vast majority of participants felt these facilities were rated as poor or very poor).

*"More organised sports...more coaches and teams. They're all just hanging around here after school. You're not allowed to use a lot of the pitches unless you're on a team"*

There was a strong sense that inadequate sporting and leisure facilities for young people was contributing to boredom and anti- social behaviour



### Parents and Adults

Ten people (13%) stated they would like to see parent and toddler groups being run in the community (many of whom in particular identified the needs of young parents), with a further five (6%) stating there was a need for more parenting courses. Other ideas included:

- How to help kids do their homework
- Sessions on bullying and cyberbullying

When asked about what services people would like to see for adults, nine (11%) people said they would like to see the community centre run more social activities for adults. This ranged from suggestions such as a men's shed to regular social evenings for adults in the community. It was also suggested that having an open space to drop in for tea or coffee as a community hub would be beneficial. A further five people (6%) said they would like to see more courses being run.

### Elderly People

When asked about social activities and facilities for elderly people in the community, most people stated that services were good, and should be continued.

*"The old folks are getting looked after. The CE team are very good that look after them."*

*"The community centre is really goos, they are great and do great work for the older people."*

Residents saw the most important focus for elderly residents as being social activities and events to get people out of their home and into a social setting. Of the 21 people who rated the CE team who support the residents of Dolphin Park, 15 (71%) rated the CE team as being good or very good.

### Rating of General Services

When asked to rate local services, most residents were satisfied with shops, public transport and health services, but recreational facilities scored poorly for all age groups.

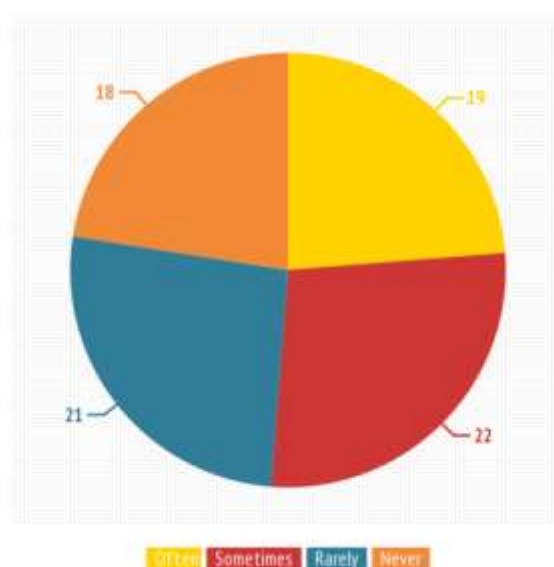
Table 1 Rating of Local Services

Amenity	% of people who rated as Good or Very Good
<b>Shops</b>	88%
<b>Public Transport</b>	81%
<b>Local Health Services</b>	77%
<b>Libraries</b>	69%
<b>Supports for the Elderly</b>	69%
<b>Educational supports (apart from schools)</b>	66%
<b>Childcare</b>	65%
<b>Employment Supports</b>	39%
<b>Leisure facilities / social activities for adults and elderly people</b>	38%
<b>Supports for Parents</b>	37%
<b>Leisure facilities / social activities for children and teens</b>	29%
<b>Policing</b>	29%
<b>Green Areas / Parks</b>	21%
<b>Football Pitches / Sports Facilities</b>	4%
<b>Playgrounds</b>	1%

### 9.3 The Community Centre as a Facility

Note that while the Community Centre is discussed in the recreation chapter, it is acknowledged that many other vital services relating to health, youth and regeneration are provided through the community centre. As can be seen in the diagram below half of the people interviewed sometimes or often used the community centre. Those who used the community centre often were more likely to have lived in Dolphin for longer.

Figure 14: Use of the community centre



While the vast majority (97%, n=28) of people who commented on the community centre felt the staff in the community centre were good or very good, just 30% of those who answered felt positively about the building itself. In all, 60% (n=8) of people who discussed the community centre stated the physical building was poor or very poor.

*"The community centre, they deserve better. I think they're just happy to have somewhere to work out of to be honest".*

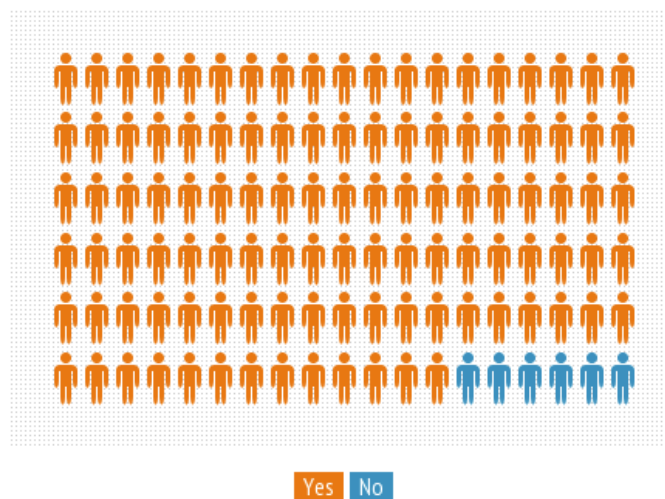
*"They need something better than what they're in. A solid building."*

There were high levels of satisfaction with the community centre and staff who work in the centre. As shown in the graph and quotes below:

*"They're good at holding meetings and keeping us informed about the regeneration and other things like that."*

Of the 35 people who answered the question 'do you think the staff in the community centre are welcoming?' 97% agreed that they were.

Figure 15: Proportion of people who said the community centre was welcoming



*"The Community Centre is great, but is poor considering the number of people and children that they serve. The facilities must be improved and extended".*

## 9.4 Young People: Recreation and Social

Young people suggested the need for more youth focused activities to be run by the community centre. They stated that the community centre was not big enough for the amount of children who could use it and that the building and equipment were too old.

When asked how to improve the community centre, young people in the focus group stated there was a need for a new, permanent building as the prefabricated building was not suitable. They also said they would like longer opening hours and more access to computers. One participant said that a workshop for learning about how to fix cars would be really great. Young people also said they would like to be trusted more and allowed access to the centre without supervision.

Youth participants in the focus groups also commended the staff in the community centre who they said were "great", and valued that everybody knows each other there. They also valued the fact that it is so close to their homes.

When asked what some of the challenges are in relation to recreation and socialising for young people in the area, the participants noted that there is little for them to do in Dolphin, and nowhere

for them to hang around outside i.e. no benches or parks, so they often end up hanging around at the shops in Drimnagh or Crumlin, or stay at home. Several participants explained that they avoid meeting in groups outside because they are concerned they will be searched or harassed by the Gardaí.

## 9.5 Summary

In Dolphin, there is significant appreciation for the work of the staff in the community centre, for the work of the staff supporting the older folks in Dolphin Park, for the Homework Club and for a number of other facilities provided there. There is also a high level of satisfaction with a number of local services including shops, public transport and health services.

However, the people in Dolphin feel strongly that there are inadequate recreational facilities for children and young people. They prioritised the development of a playground and a better community centre that provided activities for young people in the evening beyond what is currently provided. Although the team in the community centre are very welcoming and running good programmes, the building is perceived to be inadequate by residents.

# 10 Methodology

## 10.1 Introduction

In this section, we describe how the research was conducted. This includes how the research tools (the survey and focus group schedules) were selected, what the numbers participating means and how the findings and recommendations were interpreted.

## 10.2 Engagement of Participants in Research Design

Core to the design of the research was the engagement of residents and local planning groups in the design of the research questions. This was done through three focus groups at the beginning, where they types of questions to be asked was discussed, the language to be used and the tone of the questions. This approach was informed by community development and human rights research, which means that rather than simply being research subjects, people are active participants in the research process and post-research developments.

Genuine engagement of participants ensures more relevant, accurate findings and discussion (13, 17, 18, 19). Genuine engagement can support a spirit of teamwork and cooperation between researchers and the community (19, 22), and in some cases has shown that barriers to recruitment for participation in the research can be minimised where community members are involved in study design, measurement tools and consent procedures (15, 16, 19,). Where participants are offered an opportunity to be involved in data analysis and developing recommendations, this ensures that the traditional researcher / subject power dichotomy is circumvented, creating more effective research and a more egalitarian and community focussed process (13, 18). Research has also shown the importance of involvement of other gatekeepers and stakeholders such as community workers (14).

Two focus groups were held with the residents and community organisations to discuss the findings of the research and recommend potential next steps. Over 50 individuals attended these focus groups. An additional focus group was facilitated with the Board of Management of the Dolphin Alliance to ensure that recommendations were realistic, implementable and adequately ambitious for the residents.

## 10.3 Overview of the Process

In total, there were seven steps in the research. The research began with a review of literature to inform the development of draft question categories, focus groups were then held with stakeholder groups to refine the questions and ensure that the needs of the stakeholders would be met through the research.

Once the research questions were agreed, six trial interviews were conducted to test the research questions, the software being used and to assess the time taken for each interview. There were very few changes to the interview questions after the pilot interviews, as research questions were relatively unambiguous and the interviews could be completed within 35 – 45 minutes.

An additional 74 interviews were conducted with residents in the area. Residents were sent letters informing them that researchers would be in the area two weeks prior to the first interviews taking place. Researchers knocked on doors between the hours of 11.00 in the morning and 8.00 in the evening, ensuring all blocks received a similar level of researcher hours, resulting in a per block number of interviews that ranged from 8 - 15.



The researchers had identification and informed people of the purpose of the research, issues regarding confidentiality and the voluntary nature of the research prior to the seeking peoples agreement to be involved.

Two focus groups were conducted with young people. Each focus group included nine individuals and consisted of an open discussion and a written questionnaire, based on questions included in the general population survey. Each focus group was facilitated by staff from the Homework Club and a member of the Research Team. Not all young people participated in the safety survey, which was completed by 12 young people. Participants in the focus groups were between 14 and 18 years of age, and the mean age of participants was 14.9. Four of the six Dolphin House Blocks were represented in the youth focus groups.

After the report was compiled from the information gleaned from the interviews, three more focus groups were held to develop recommendations and next steps with residents, community organisations and the Dolphin Alliance. The steps involved in the research are as follows:

Table 2 Seven Steps of the Research

Step	Method	Details
1	Literature Review	
2	Focus Groups	Residents Community organisations Staff of the community centre 3 focus informed the development of the interview questions
3	Pilot interviews	Residents 6 pilot interviews completed to test the survey
4	Interviews	Structured interviews 74 additional interviews conducted with Dolphin Residents
5	Focus Groups	Youth Focus Groups to discuss main themes of report 2 focus groups involving 15 youth
6	Collation	Final Report Developed
7	<b>Focus Groups</b>	<b>Community organisations, residents and the Dolphin Alliance</b> <b>Final Recommendations Approved</b>

Where possible, questions for surveys and interviews drew upon a range of previous research, using validated instruments, as indicated in the table below:

Table 3 Previous research that Informed Research Instrument for Data Collection

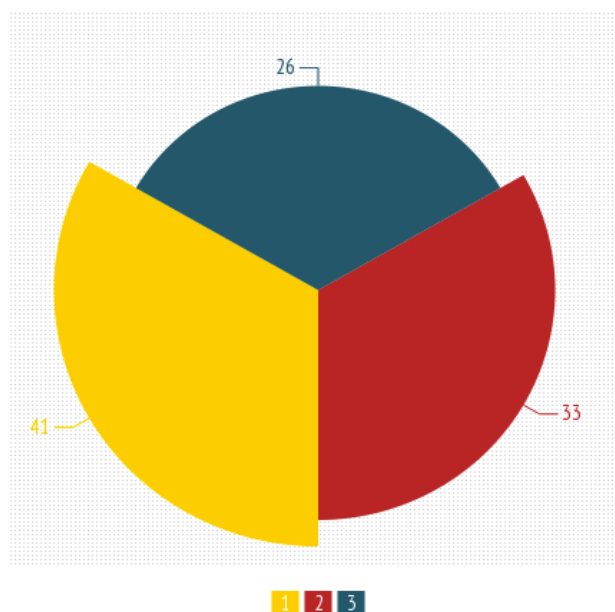
Central Statistics Office	Basic Demographic and Household Information
<b>Enjoyment of living in the area</b>	Bespoke
<b>Family connections in the area</b>	UK General Household Survey (60) / McKeown (33) / bespoke
<b>Trust and Reciprocity</b>	CSO SILC / UK General Household Survey (60)/ McKeown (33)
<b>Civic Engagement</b>	General Household Survey (60)
<b>Power and Influence in the Community</b>	Bespoke / UK General Household Survey (60)
<b>Services and Facilities</b>	McKeown (33) / Humphreys (37)
<b>Health</b>	How are our Kids (59)/ Bespoke

<b>Education</b>	How are our Kids (59) / Bespoke
<b>Safety</b>	General Household Survey (60) / Humphreys (37)/ Bespoke
<b>Regeneration</b>	Bespoke

## 10.4 Who was Interviewed?

8 -15 interviews were undertaken in each of the seven blocks, resulting in a total of 80 household interviews.

Table 4: Number of one, two and three bedroom houses surveyed



The percentage of one, two and three bedrooms surveyed are within 3% of the percentages for the overall distribution in the whole estate, as shown in the table below:

Table 5 Proportion of Flat Sizes Interviewed

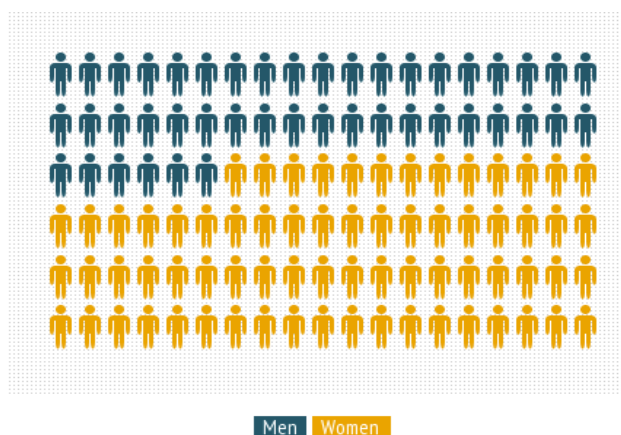
Size of House	Within Dolphin House and Park (28)	In this Research
<b>One bedroom</b>	44%	41%
<b>Two bedroom</b>	34%	33%
<b>Three bedroom</b>	23%	26%

61% of the respondents were female and 39% were male, again this is generally reflective of the general breakdown of household population within Dolphin. The representation of the gender breakdown is 7% different to that within the CSO statistics in the area. This shows a slight overrepresentation of women within the research. This may be accounted for by the hours the research was undertaken, which included more times within traditional work week days, as compared to evening and weekend slots, which may have favoured women who were caring for children.

Table 6 Gender of Participants

Gender	CSO statistics	In this Research
<b>Women</b>	54%	61%
<b>Men</b>	46%	39%

Table 7: Gender division of those surveyed



## 10.5 Data Management

Only the research team had access to raw data from surveys and interviews. Exceptions to confidentiality (e.g. child protection or potential/actual harm to self or harm to others) were discussed with all participants prior to beginning the interviews. Participants were given the opportunity prior to beginning the interview to ask questions and to withdraw from the research.

## 10.6 Ethical Considerations

A number of ethical concerns were considered in conducting the research. Steps taken to mitigate risks are outlined in the table below.

Table 8: Management of Ethical Considerations

Issue	Response
Capacity to consent (e.g. age, literacy and inebriation)	<ul style="list-style-type: none"> <li>- All participants in interviews had to be over 18 years of age</li> <li>- Accessible information about the research was disseminated prior to the research taking place in language that was simple, accessible and understandable to the community</li> <li>- Staff of the Community Centre were fully informed of the research in order to help residents understand where questions are asked.</li> <li>- The information session prior to an interview was conducted using lay language that was accessible, understandable and clear. Particular care was taken to accommodate those with literacy issues or those for whom English was not a first language.</li> <li>- Interviews terminated if appropriate.</li> </ul>
Trauma or upset during	<ul style="list-style-type: none"> <li>- Prepared participants by highlighting when questions of a personal nature were about to arise, that there was no compulsion to answer,</li> </ul>

interview	<p>and that no detail was needed if they felt like answering.</p> <ul style="list-style-type: none"> <li>- Were clear about the interviewees ability to end the interview at any point</li> <li>- Where interviewees became very upset, to cease the formal interview and offer a chance to talk 'off record.</li> </ul>
Issues arising / support needs	<ul style="list-style-type: none"> <li>- In all cases where residents mentioned that they had a particular personal challenge (e.g. mental health issues) they were asked if they would like a contact number for health workers, or if they would like the researchers to pass their contact details on to health workers.</li> </ul>

No concerns about capacity to consent arose. Only in two interviews did residents become upset and need to discuss issues off the record,

## 10.7 Challenges and Limitations of the Research

**Board rather than deep research** – Priority was given to breadth of subject matter, rather than depth. This means that a wide variety of questions was asked on a wide range of issues, to understand one of these issues in particular, say employment or safety in a more in-depth fashion, this would require a more targeted piece of research.

**Household rather than individual focus** – The research asked a number of questions about the experiences of the family / household rather than the experience of the individual. This meant that in some cases data was not directly comparable to national data that focuses on the experience of the individual.

**Sample bias** – There were eighteen households that declined to participate in the research, reasons were not requested for this refusal. It is possible that those who self-selected not to participate had issues or experiences which not represented by those surveyed. With research that involves voluntary participation this sample bias is difficult to eliminate.

**Inability to Use SILC (Survey of Income and Living Conditions) data** - Some of the trust questions used with the research were based on the national household survey in Ireland. This included the 10-point trust questions in the first quarter of 2013, but the data was not available for comparison by the third quarter of 2013 when the data for this report was analysed.

# 11 Bibliography

- 1) Dolphin House Community Development Association. *Dolphin Decides: a Community Regeneration Vision*. Dublin: DHCD; 2009
- 2) Redmond D & Hearne R. After the Boom: Social Housing Regeneration and Sustainability in Dublin. Paper presented at: Enhr Conference 2011 – 5-8 July, Toulouse, France.
- 3) Russell, P. and Redmond, D. Social housing regeneration in Dublin: market-based regeneration and the creation of sustainable communities. *Local Environment*. 2009 14 (7).
- 4) Sheridan Woods. *Dolphin Decides*. Dublin: Sheridan Woods Architects; 2009.
- 5) Hearne R. Applying a human rights based approach to social housing disadvantage: a community development analysis. *Working For Change: the Irish Journal of Community Work*. 2009 3.
- 6) Tenants First. *The Real Guide to Regeneration for Communities: Making the Right Decision about Urban Regeneration*, Dublin: Tenants First; 2009.
- 7) MacLaran A, Clayton V & Brudell P. *Empowering Communities in Disadvantaged Urban Areas: towards greater community participation in Irish Urban Planning?* Dublin: Combat Poverty Agency; 2007.
- 8) Wood M. Resident participation in community and urban renewal in Australia. AHURI Final Report No. 23. Australian Housing and Urban Research Institute; 2003.
- 9) Scott DH, Valery PC, Boyle FM, & Bain CS. Does Research into Sensitive Areas do Harm? *Medical Journal of Australia* Volume 2002 (9).
- 10) McGee H, Garavan R, deBarra M, Byrne J, & Conroy R. *The SAVI Report. Sexual Abuse and Violence in Ireland. A National Study of Irish Experiences, Beliefs and Attitudes Concerning Sexual Violence*. Dublin: Liffey Press/DRCC; 2002.
- 11) Whyte J. 8 Great Expectations. Dublin: Fatima Regeneration Board Ltd; 2005. Available at: <http://free.yudu.com/item/details/249998/8-Great-Expectations?refid=73306> Accessed on: 04/04/2013
- 12) Bissett J. *Regeneration: Public Good or Private Profit*. Dublin: Tasc at New Island; 2009.
- 13) Abma, T. Patient participation in health research: research with and for people with spinal cord injuries, *Qualitative Health Research*. 2005 15(10).
- 14) Adams, R. & McCullough, A. The urban practitioner and participation in research within a street work context. *Community, Work and Family*. 2003 6(3).
- 15) Wyatt, K., Carter, M., Mahtani, V., Barnard, A., Hawton, A. & Britten, N. The impact of consumer involvement in research: An evaluation of consumer involvement in the London Primary Care Studies Programme. *Family Practice*. 2008 25(3).
- 16) Vale C., Thompson L., Murphy C., Forcat S. and Hanley B. Involvement of consumers in studies run by the Medical Research Council (MRC) Clinical Trials Unit: Results of a survey, *Trials*, 13,9. 2008.
- 17) Stiffman, A., Freedenthal, S., Brown, E., Ostmann, E. & Hibbeler, P. Field research with underserved minorities: The ideal and the real. *Journal of Urban Health*. 2005 82 (2, Suppl 3).
- 18) Allen, J., Mohatt, G., Rasmus, S., Hazel, K., Thomas, L. & Lindley, S. The tools to understand: Community as co-researcher on culture-specific protective factors for Alaska natives. *Journal of Prevention and Intervention in the Community*. 2006 32(1-2).
- 19) Rowe, A. The effect of involvement in participatory research on parent researchers in a Sure Start Programme, *Health and Social Care in the Community*. 2006 14(6).
- 20) Fahey T, Norris M, McCafferty D & Humphries E. *Combating Social Disadvantage in Social Housing Estates: The policy implications of a ten-year follow-up study*. Combat Poverty Agency Working Paper Series 11/02. 2011.
- 21) Andejski, Y., Breslau, E., Hart, E., Lythcott, N., Alexander, L., Rich, I., Bisceglia, I., Smith, H. & Visco, F. Benefits and drawbacks of including consumer reviewers in the scientific merit review of breast cancer research. *Journal of Women's Health and Gender-Based Medicine*. 2002 11(2).
- 22) St. Teresa's Gardens Regeneration Board. *Growing Our Future Together*. Dublin.

- 23) Wright, D., Corner, J., Hopkinson, J. & Foster, C. Listening to the views of people affected by cancer about cancer research: an example of participatory research in setting the cancer research agenda. *Health Expectations*. 2006 Mar;9(1)
- 24) Angell, K., Kreshka, M., McCoy, R., Donnelly, P., Turner-Cobb, J., Graddy, K., Kraemer, H. & Koopman, C. Psychosocial intervention for rural women with breast cancer, *Journal of General Internal Medicine*. 2003 (18).
- 25) German D, Latkin CA. Social Stability and health: exploring multidimensional social disadvantage. *J Urban Health*. 2012 Feb;89(1)
- 26) Portes A. SOCIAL CAPITAL: Its Origins and Applications in Modern Sociology. *Annual Review of Sociology*. 1998;24:124.
- 27) Gillies, P., 1998. The effectiveness of partnerships and alliances for health promotion. *Health Promotion International*, 13 (2).
- 28) Hearne, Rory. Dolphin House & Park Socio Economic Profile & Needs Analysis. 2012. Unpublished
- 29) Oireachtas Library and Research Service. Social Regeneration: Beyond Bricks and Mortar. Spotlight No. 3, 2011.
- 30) The Advocacy Initiative. Case Studyt 3: Rialto Rights in Action Group. Available at: [http://www.advocacyinitiative.ie/download/pdf/case\\_study\\_3\\_web\\_version\\_single\\_pages.pdf?issuusl=ignore](http://www.advocacyinitiative.ie/download/pdf/case_study_3_web_version_single_pages.pdf?issuusl=ignore) Accessed on: 10/12/
- 31) The Irish Times. Dolphin House Flat Regeneration Scheme to begin. 5<sup>th</sup> July 2013. <http://www.irishtimes.com/news/ireland/irish-news/dolphin-house-flat-regeneration-scheme-to-begin-1.1469515>
- 32) OECD. OECD Insights: Human Capital. Available at: <http://www.oecd.org/insights/37966934.pdf> Accessed on 11/12/13
- 33) McKeown, K. The Well-Being of Parents, Children and Neighbourhoods. A National Study of Families in Respond! Housing Estates. Dublin: Respond; 2008.
- 34) Balanda, KP., and Wilde, J., 2003. Inequalities in Perceived Health: A Report on the All-Ireland Social Capital and Health Survey, Dublin: The Institute of Public Health in Ireland.
- 35) Cohen, Sheldon. "Social relationships and health." *American psychologist* 59.8 (2004): 676.
- 36) Berkman, Lisa F. "The role of social relations in health promotion." *Psychosomatic medicine* 57.3 (1995): 245-254.
- 37) Humphreys E. Social capital – the explanatory factor in effective socio-economic regeneration of disadvantaged neighbourhoods? Dublin: Royal Irish Academy; 2006
- 38) The Scottish Government. A Practical Guide to Forming and Operating Public Social Partnerships. 2011. Available at: <http://www.scotland.gov.uk/Resource/Doc/48453/0119024.pdf> Accessed on: 11/12/13
- 39) Howlin, B. Public Procurement Contracts Social Clause. Dáil Debates, Written Answers, 23<sup>rd</sup> May 2013. Available at: <http://www.kildarestreet.com/wrans/?id=2013-05-23a.6> Accessed on 13/12/2013
- 40) Hearne, R. Public Private Partnerships in Ireland. Manchester University Press: Manchester; 2011.
- 41) Ready for Business. Public Social Partnerships: Lessons Learned. 2013. Available at: [http://readyforbusiness.org/wp-content/uploads/2013/03/lib-PSP\\_Lessons\\_Learned\\_PSP-Lessons-Learned-2013.pdf](http://readyforbusiness.org/wp-content/uploads/2013/03/lib-PSP_Lessons_Learned_PSP-Lessons-Learned-2013.pdf) Accessed on: 11/12/13
- 42) Government of Scotland. Community Benefits in Public Procurement. Available at <http://www.scotland.gov.uk/Publications/2008/02/12145623/1> Accessed on 13/12/13
- 43) Glasgow Social Enterprise Network (2000) Glasgow: Social Enterprise City. A Social Enterprise Strategy for Glasgow. <http://ceis.org.uk/wp-content/uploads/2011/09/Glasgow-Social-Enterprise-Strategy.pdf> (accessed Oct 28<sup>th</sup> 2013)
- 44) Minister for Public Expenditure and Reform Mr. Brendan Howlin, T.D. Address to Dáil Éireann on Expenditure Estimates 2013 Tuesday 15<sup>th</sup> October 2013 <http://budget.gov.ie/Budgets/2014/EstimateStatement.aspx#section9>
- 45) MacFarlane, R & Cook, M. Achieving Community Benefits Through Contracts: Law, Policy and Practice. London: Joseph Rowantree Foundation; 2002.
- 46) Mahoney, J. & Cairns, R. Do extracurricular activities protect against early school dropout? *Developmental Psychology* 1997; 33(2): 241.

- 47) O'Brien, E, and Mary R. Extracurricular Participation and Student Engagement. *Education Policy Issues: Statistical Perspectives*. (1995).
- 48) McKee-Ryan, F., Song, Z., Wanberg, C. R., & Kinicki, A. J. Psychological and Physical Well-being during Unemployment: a meta-analytic study. *Journal of Applied Psychology* 2005; 90(1): 53.
- 49) Pratt, T. and Francis T. Assessing Macro-level Predictors and Theories of Crime: A meta-analysis. *Crime and Justice* 2005: 373-450.
- 50) Hsie, C &, and Meredith D. Poverty, Income Inequality, and Violent Crime: a meta-analysis of recent aggregate data studies. *Criminal Justice Review* 1993; 18.2: 182-202.
- 51) Central Statistics Office, Census Data 2011:  
<http://www.cso.ie/en/releasesandpublications/er/lr/liveregisternovember2013/#.UqszL6Vvd uY>
- 52) Forrest, R and Ade, K. Social Cohesion, Social Capital and the Neighbourhood. *Urban Studies* 2001; 38 (12): 2125-2143.
- 53) Fukuyama, F. Social capital, Civil Society and Development. *Third World Quarterly* 2001; 22 (1) 7-20.
- 54) Ready for Business. Social Value Case Studies. Glasgow City Council. Maximising Economic and Social Benefits for the Citizens' of Glasgow. Available at:  
[http://readyforbusiness.org/wp-content/uploads/2013/06/cs-Glasgow\\_City\\_Council.pdf](http://readyforbusiness.org/wp-content/uploads/2013/06/cs-Glasgow_City_Council.pdf)  
Accessed on: 15/12/13
- 55) Cattell, V. Poor people, poor places, and poor health: the mediating role of social networks and social capital. *Social Science & Medicine* 2001; 52(10): 1501-1516.
- 56) Robison, L., and Jan L. The social capital paradigm: bridging across disciplines. *American Journal of Agricultural Economics* 2003; 85 (5):1187-1193.
- 57) Putnam, R. The prosperous community: social capital and public life. *The American Prospect* 1993; 13 (4)
- 58) Department of Social Protection. Social Inclusion. Available at: [www.socialinclusion.ie](http://www.socialinclusion.ie)  
Accessed on 15/12/2013
- 59) Humphreys E, McCafferty D & Higgins A. How are our Kids? Experiences and Needs of Children and Families in Limerick City with a Particular Emphasis on Limerick's Regeneration Areas. 2011. University of Limerick.  
[http://www.childandfamilyresearch.ie/sites/www.childandfamilyresearch.ie/files/cs\\_agenda\\_handbook\\_family\\_support\\_0.pdf](http://www.childandfamilyresearch.ie/sites/www.childandfamilyresearch.ie/files/cs_agenda_handbook_family_support_0.pdf)
- 60) NICE. Assessing people's perceptions of their neighbourhood and community involvement (Part 1). UK General Household Survey. Available at:  
<http://www.nice.org.uk/nicemedia/documents/peoplesperceptions.pdf> Accessed on 16/12/2013
- 61) Edelman Trust Barometer. 2013 Ireland Findings. Available at:  
<http://www.slideshare.net/edelmanireland/ireland-trust-presentation-2013-fnl-fnl-printing?ref=http://www.pkellypr.com/blog/2013/01/2013-irish-results-for-edelman-trust-barometer/> Accessed on: 22/01/2014
- 62) Pantazis, C. Fear of Crime, Vulnerability and Poverty. *British journal of criminology* 40.3 (2000): 414-436.
- 63) Austin, D. Mark, L. Furr A, and Spine M. The effects of neighbourhood conditions on perceptions of safety. *Journal of Criminal Justice* 30.5 (2002): 417-427.
- 64) O'Sullivan, C. Almost half of us has a medical Card. *Irish Examiner*, Wednesday, February 13, 2013