

Housing Community Network and Community Involvement Opportunities

Research Report 2010

Northern Ireland
HousingExecutive

ACKNOWLEDGEMENTS

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Executive summary

Background

In 2008 the Housing Executive commissioned research on the Housing Community Network (HCN); a key recommendation was to review the impact of social capital on the HCN every two years. The present research is the result of this key recommendation; the aim of which was to examine community involvement opportunities.

Key findings

HCN membership

- The length of time in years for District HCN members ranged from one to 20 years with an average of six years. Area HCN members served between one and 19 years with an average of five years and Central HCN members between one and 10 years with an average of five years served.
- District members attended between one and 10 meetings with an average of five, Area members attended between one and five meetings with an average of four and Central members attended between one and seven with an average of six.
- Of the 227 respondents (84%) who were aware of the HCN Terms of Reference 89 per cent reported that the document was helpful with regard to 'membership'; 80 per cent noted it was helpful in terms of 'defining roles'
- When asked if the HCN was representative 82 per cent of respondents felt that it was representative in terms of 'age' and 'gender'.
- Less reported that the HCN was representative in terms of 'disability' (71%) or 'black / minority ethnic' (43%).
- In terms of the following 72 per cent of respondents were aware of the Intercommunity Network and 71 per cent were aware of the Rural Community Forum.
- Nearly a third of all respondents (35%; n = 96) felt they had training needs.

Organisational aspects of the HCN

- All respondents (n=275; 100%) reported being a member of their district HCN, the majority of whom were either satisfied or very satisfied with most organisational aspects of the District HCN.
- District HCN members were least satisfied with opportunities to input into HCN agendas in advance of meetings (79% either satisfied or very satisfied)

- Nearly a quarter of respondents (24%; n=66) reported being a member of their Area HCN, the majority of whom were either satisfied or very satisfied with every organisational aspects of the Area HCN
- Only seven per cent (n=18) of respondents reported being a member of the Central HCN all of whom were either satisfied or very satisfied with every organisational aspects of the Central HCN
- The vast majority of respondents felt that appropriate Northern Ireland Housing Executive (NIHE) staff attended district meetings (95% for District; 89% Area members; 100% for Central members)

Communication and feedback

- The vast majority of respondents (94%; n=259) felt better informed as a result of being on the HCN.
- Moreover, the majority of respondents were either satisfied or very satisfied with various aspects of communication and feedback within the HCN; the ability to participate in performance monitoring being the least rated at 78 per cent.
- The most common form of communication within the HCN is done verbally to community associations on a monthly basis (51%).
- Over three quarters of respondents were either satisfied or very satisfied with the various aspects of Housing Executive communication with their group.
- This was an improvement of 2008 figures when just over two thirds of respondents were either satisfied or very satisfied with the various aspects of Housing Executive communication with their group.
- More than four fifths of respondents (85%; n=234) were aware of the Compact between NIHE and the District HCN.
- Moreover there were high levels of satisfaction among members for the District HCN compact with least satisfaction noted for 'performance monitoring' (78% either satisfied or very satisfied)
- When asked whether their community group had a compact with NIHE more than three quarters (76%; n=209) and again there was high levels of satisfaction among members for community group compacts with NIHE.

Effectiveness of the HCN

- As in 2008, responses suggest that community group involvement in the HCN has made a substantial contribution to developing social capital

- In particular there was strong evidence of the HCN facilitating and maintaining bonding social capital.
- For example, majority of respondents (87%) noting an increased effectiveness of their group with regard to sharing information and recourses within their community; a significant increase in positive responses from 67 per cent in 2008.
- Furthermore, nearly four fifths of respondents (78%) noted increased effectiveness with regard to being able to complete projects within their community; an increase from 59 per cent in 2008
- There was also evidence of the HCN facilitating and maintaining bridging social capital with nearly four fifths of respondents (78%) reporting increased effectiveness with regard their group's ability to identify new ideas and solutions to benefit their community.
- A further 70 per cent noted increased effectiveness in their ability to implement these ideas (in 2008 66% noted and increase for this item).
- However, fewer respondents were able to report an increase in effectiveness in terms of their ability to participate in cross-community networks (67%; 62% in 2008) and interagency networks (66%; 73% in 2008) and to lobby collectively (63%; 57% in 2008).
- In terms of linking social capital over four fifths of respondents (85%) noted an increase in effectiveness of their group with regard to working with partnerships / agencies within their community; again this is a significant increase from 62 per cent in 2008.
- Analysis of findings suggests that HCN members feel they have more of an increased influence on items such as anti-social behaviour (67%), response maintenance (66%), estate management (63%) than more policy related items such as district housing plans (52%) and modernising services (51%).
- However, when compared to 2008 survey findings an improvement in positive responses to items by respondents was noted.
- In particular, in terms of 'district housing plans' more respondents (52%) now feel their HCN membership has increased residents' influence on this area of NIHE business; an increase from 31 per cent in 2008.
- Nearly four fifths (88%) of respondents reported receiving support from their local District Office.
- Moreover, three quarters of respondents (75%) reported receiving support from Supporting Communities NI and just over two thirds (68%) noted support from other community groups and networks.

Group activities

- According to respondents, over four fifths (88%) of community groups organise / run community projects, the most common of which was described as social.
- Notably, over three quarters (77%) run cross-community projects.
- Over four fifths (88%) of community groups access other organisations / agencies within their area, most of which are situated in the community sector.
- For example, just over half work on cross-community issues with organisation within the community sector.
- However, a fifth of all respondents did note that their group worked with organisations / agencies in both the community and statutory sectors and this is when working on 'educational' (21%), 'youth' (19%), 'partnership' (21%) and 'environmental' (22%) matters.
- Two thirds of all respondents (67%) noted their groups' participation in their local council, nearly two thirds (62%) participate in their local community safety partnership and more than half (53%) in Neighbourhood Renewal.
- Only 21 per cent noted participation in local school boards (see table 96).
- Two fifths of respondents (40%) noted that their group participates in decision making about policy.

Chapter 1: Introduction

1.1 The Housing Community Network

The Housing Community Network (HCN) is a framework providing opportunities for community involvement. Since its formation the HCN has been developed with financial support from the Department for Social Development (DSD) and the Northern Ireland Housing Executive (NIHE). It is supported, via a Service Level Agreement, by Supporting Communities Northern Ireland (SCNI), (formerly know as the Northern Ireland Tenants Action Project (NITAP)).

In 2008 the NIHE commissioned research on the Housing Community Network (HCN). The underlying rationale for the HCN research was to evaluate community involvement opportunities and to establish a baseline for the level, depth and impact of its activities. A key recommendation was to review the development of social capital in the HCN every two years. The present research is the result of this key recommendation.

1.2 Aims and Objectives

The overall aim of the research was to conduct a follow-up study of the HCN by re-examining the framework which provides opportunities for tenant involvement. The objectives of the research were:

- To update the existing literature review, taking into account any advances in tenant involvement strategies and changes in the policy context
- To re-examine the HCN as a facilitator of community involvement and allied activities;
- To re-examine the impact of HCN membership on the delivery of services and on building stronger communities;
- To make recommendations for further action.

1.3 Background to the Housing Community Network

The Community Advisory Group was founded in 1992 and evolved into the HCN in 2003. The focus on “Community and Customer Involvement and Empowerment” in the NIHE Corporate Plan 2007-2008 to 2009-2010¹ notes that the HCN helps the organisation to arrange its services to reflect the needs of customers.

Associated business objectives and critical performance indicators are identified in relation “to working with others to empower local communities to improve their quality of life”. The key performance indicator (5.1.1) “to encourage and promote community involvement and participation in local housing management issues” is demonstrated

through the Continuous Tenant Omnibus Survey¹ and a 20% increase in the number of compacts agreed; from 144 in 2005/06 to 185 in 2006/07 and 225 in 2007/08². In 2008 a Community Involvement Strategy³ was developed by the Housing Executive in partnership with the HCN, the agreed outcomes of which are to improve NIHE services, enhance accountability to residents and communities, capacity build and develop social capital. The Implementation Plan sets out those matters on which the Housing Executive will inform, consult, invite participation and hand over responsibility of the delivery of services / management of facilities and resources through the four tier structure of the HCN.

1.4 Community / tenant involvement

A great deal of the background literature uses the term '*tenant involvement*' and as such this term is used in Chapter 2. However, due to the mixed tenure within estates as well as the wider community beyond, associations and groups will invariably represent more than just Housing Executive Tenants. Owner occupiers as well as private rented and housing association tenants are likely to be present in any given estate / community represented by an association or group and the Northern Ireland Housing Executive takes cognisance of this in their 'Community Involvement Strategy'. Therefore, with the exception of Chapter 2 the term '*community involvement*' is used throughout the report.

¹ In 2009 70% of respondents said the Housing Executive consults with them well and more than half (52%) of were satisfied or very satisfied with the opportunities for participation in the management of their estate/area (full report available at http://www.nihe.gov.uk/index/sp_home/research-2.htm)

Chapter 2: Background

2.1 Introduction

Citizen empowerment is an increasingly significant issue for all government departments, with the Community Empowerment White Paper, Communities in Control (2008)⁴, reinforcing the duty to involve, consult and inform. This continued shift in focus has impacted on the housing sector which has experienced significant policy change in recent years. The Cave Review (2007)⁵ and subsequent Housing and Regeneration Act 2008, ensures that housing policy has tenant involvement as a central element of good service delivery⁶.

2.2 Tenant Involvement

The Chartered Institute of Housing defines tenant involvement as ‘a two way process involving sharing information and ideas where residents are able to influence decisions and take part in what is happening⁷. The purpose of tenant Involvement is two fold in that it should afford tenants an active voice with real influence in services which affect them and empower tenants as citizens^{8,9}. With an emphasis on efficiency and effectiveness, the former results in services being more customer-focused and accountable; the later approach enhances participative democracy¹⁰.

Arnstein’s ‘ladder of citizen participation’¹¹ provides a useful classification for the level of involvement, whereby tenant involvement can be divided into four ‘rungs’ denoting increasing level of influence which tenants can adopt: information, consultation and dialogue, shared decision making, and devolution and tenant management / ownership. This ladder approach implies that ‘landlords and residents should be seeking to move from more passive styles of involvement through to more ‘meaningful’ levels (p.6)¹². However, since different approaches, levels and styles of involvement will be appropriate in different places and at different times a range of options facilitating increasing levels of involvement should be available to tenants¹³. Thus regulatory systems and guidelines need to be flexible, ensuring tenants are afforded avenues of participation appropriate to their objectives¹⁴ and, where sought, facilitate community-led partnerships as levels of community involvement grow¹⁵.

2.3 Policy Context

Recent research, most notably the Hills Report¹⁶ and the Cave Review¹⁷, establishes the continuing importance of social housing and the need to empower and protect tenants. England and Wales and Scotland have some commonality in the legislative requirements for tenant involvement. Recent developments in Scotland and Wales have combined the compliance frameworks for social landlords and Housing Associations. In England, similar developments have occurred through the establishment of Tenant Service Authority (TSA) and the Homes and Communities Agency (HCA). However, in Northern Ireland there have been no moves as yet towards joint regulation for the Housing Executive and Housing Associations.

England

In England policymakers acknowledge the limited choices afforded social housing tenants¹⁸. As a consequence the need to ensure tenants have an appropriate degree of choice and protection remains one of the key objectives to be met through regulatory reform. The reform process in England culminated in the creation of a new regulator, the Tenant Service Authority (TSA), and resulted in new regulations which came into force April 2010. However, since then the new coalition government has undertaken its own review of social housing which has resulted in the planned abolition of TSA via their Decentralisation and Localism Bill. The regulatory function will be transferred to the Homes and Communities Agency (HCA) with a planned commencement date for the new arrangements confirmed as 1 April 2012. Until then, arrangements under the Housing and Regeneration Act 2008 will remain officially in force. Therefore until April 2012 'Tenant involvement and empowerment' remains one of six national standards that landlords will have to adhere to. The TSA expect landlords and tenants to work together in partnership in setting, achieving and maintaining local standards. The National Standard sets clear expectations for what providers should do when developing local standards with their tenants but does not prescribe 'content' or even define what is meant by 'local'. Instead it establishes a framework that requires these issues to be discussed and agreed between providers and their tenants, thus facilitating a form of co-regulation where landlords are directly accountable to their tenants on a local level as well as the regulator at the national level.

Scotland

Scottish policymakers also acknowledge the limited choices afforded social housing tenants¹⁹. The Housing (Scotland) Act 2001 (Sections 53-56) introduced a statutory framework for tenant participation requiring local authority and registered social landlords to prepare tenant participation strategies. Under the Act landlords have a duty to Registered Tenant Organisations and individual tenants to provide opportunities for involvement; more specifically to influence decisions. Recently there have been moves to reform the regulatory system in Scotland. In April 2008 Communities Scotland was abolished and replaced by the New Scottish Regulator transferring its regulatory function (including the Regulation and Inspection Division) in the process. The main aim of the reform process is to protect the interests of tenants and prospective tenants and compensate for their relatively weak bargaining position vis-a-vis landlords.

Wales

Since 2005, local councils in Wales are required to develop a Tenant Participation Strategy linked to the enabling and strategic role of local councils²⁰. This replaces the separate guidance to local councils and to Housing Associations, with a unified strategy. In March 2007, the Welsh Assembly published a "National Tenant Participation Strategy for Wales" to include communities as well as tenants and residents. It aims to improve 'public services through citizen engagement and its policy on tenant participation'²¹.

Northern Ireland

As the comprehensive regional housing authority The Northern Ireland Housing Executive (NIHE) (established by the Housing Executive Act (Northern Ireland) 1971), has a statutory duty to consult tenants on matters affecting their tenancies. Since the mid-1980s, the NIHE has “expanded its activities to encourage a more active and participative involvement of tenants and tenant groups in the delivery of housing services”²². The Housing Executive includes the Housing Community Network (HCN) in its corporate compliance framework with Key Performance Indicators (KPI) of particular relevance to community involvement being those associated with Building Stronger Communities and delivering Better Public Services (detailed in the Corporate Plan (Ibid: 57-64)). One such KPI, under key objective 5 ‘Building a stronger Community’ is “to encourage and promote community involvement and participation in local housing management issues” (5.1.1). Included in the strategy is an Implementation Plan which sets out how the Housing Executive will inform, consult, invite participation and responsibility through the four tier structure of the HCN. The regulatory code of the Department for Social Development (DSD) requires that Registered Housing Associations “must seek and be responsive to residents’ views and priorities”²³. Compliance relies on unpublished DSD inspection reports.

Republic of Ireland

In the Republic of Ireland the housing (Miscellaneous Provisions) Act (1992) requires local authorities to adopt a statement of policy on housing management and the guidance specifies that tenant participation should receive particular attention. However, due to high rates of privatisation of social housing stock the Republic of Ireland have far fewer local authority rented tenures compare with UK regions (8.5% of total housing stock). Historically this has required very limited management from housing departments²⁴. However, the increased social problems associated with ‘residualisation’ of social housing tenure has ‘added impetus to the drive for the reform of housing management’ (Norris and Redmond, p.184), resulting in the formulation of a best practice guide published in 2001²⁵. Nevertheless, providers’ progress in this area has been impeded by internal organisation factors and their relationship with central government²⁶.

2.4 Participation Compacts

In the main, regulatory frameworks represent a movement toward further self regulation with the trend being the development of landlord led business improvement using mechanisms such as Mystery Shopping and tenant-led inspection teams. However, among the various models employed to develop community group involvement the ‘participation compact’ is most readily used.

The Tenant Participation Compact (TPC) is a formal agreement between residents of an estate/ area and their respective landlord, defining how tenant participation will take place. An evaluation of TPCs²⁷ conducted in 2003 concluded that tenant involvement in strategic issues in England and Wales had increased and the range of involvement techniques had extended. Notably, in Northern Ireland there has been a

20% increase in the number of compactsⁱⁱ agreed from 144 in 2005/06 to 185 in 2006/07 and 225 in 2007/08²⁸.

2.5 Networks and Forums

As well as the creation of the TSA, recommendations from the Cave Review have resulted in the development of a National Tenant Voice (NTV) for England. Developed by the National Tenant Voice Project Group, which has a tenant majority, the NTV will be an advocate for tenants in national debates and will undertake dialogue with the government regulators (including the TSA) and providers' representative bodies²⁹.

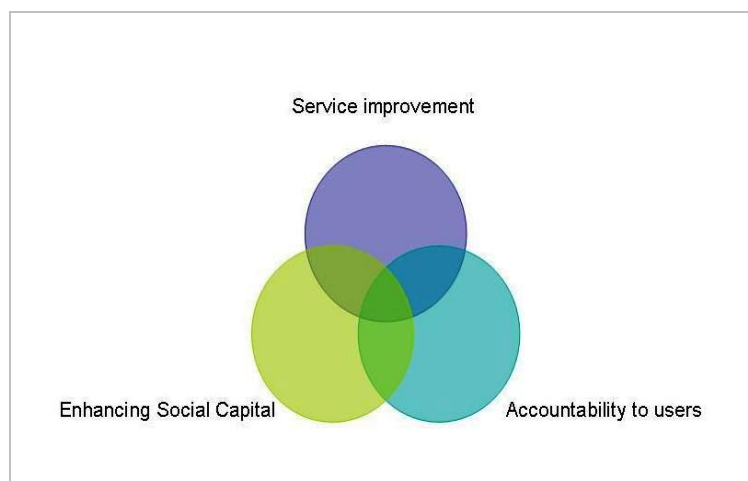
In Scotland the Scottish Parliament now supports the Regional Tenant Organisations (RTOs) network, consisting of nine fully established regional networks. The purpose of the network is to enable RTO representatives to communicate practically with the Scottish Government on national policy issues. Having this two way conversation means that RTOs are able to participate and respond to consultation documents in a more effective and uniformed way. The nine national regional networks have their own constitution, communications strategy, and election process.

Since its foundation in 1992, the Community Advisory Group has evolved into the Housing Community Network (HCN). The focus on "Community and Customer Involvement and Empowerment" in the NIHE Corporate Plan 2007-2008 to 2009-2010³⁰ notes that the HCN helps the organisation to arrange its services to reflect the needs of customers.

2.6 Impact of Community Involvement

Research undertaken by the Social Exclusion Unit suggests that the key component in tackling problems on estates is community involvement³¹ since investment in the physical fabric alone does not resolve the problems of 'failing estates'.

Figure 2.1: Impact of community Involvement*



**Source Audit commission 2004³² p.g. 10*

ⁱⁱ In Northern Ireland compacts are known as Community Participation Compacts

According to research conducted jointly by the Audit Commission and the Housing Corporation³³ the impact of community involvement is three fold and echoes the outcomes set out in the Community Involvement Strategy agreed by NIHE and HCN in 2008.

Figure 2.1 above illustrates that service improvement, increased accountability to users and enhanced social capital can be positive outcomes of increased community involvement. The diagram also illustrates that these outcomes are not mutually exclusive in that improvement in one will serve to increase the presence of another. For example increased service improvement is very likely to be achieved by greater involvement of residents in decision-making which in turn enhances social capital.

Social capital

According to the Office for National Statistics (ONS) social capital can be described as the by product of social relations³⁴. Similarly Muir³⁵ suggests that social capital is generated and increased through networks between individuals or group. These networks can be both formal and informal and different types of social capital can be described in terms of different types of networks³⁶. Figure 2.2 describes the three types of social capital, bonding, bridging and linking as put forward by Putnam and other writers on social capital.

Figure 2.2: Types of social capital

Bonding	Describes closer connections between people and is characterised by strong bonds e.g. among family members, close friends or within a community
Bridging	Describes more distant connections between people and is characterised by weaker, but more cross-cutting ties e.g. with business associates, acquaintances, friends of friends and cross community ties
Linking	Describes connections with people in positions of power and is characterised by relations between those within a hierarchy where there are differing levels of power; it is good for accessing support from formal institutions. It is different from bonding and bridging in that it is concerned with relations between people who are not on an equal footing.

Adapted from ONS (2003) Measuring Social Capital in the United Kingdom pg. 3³⁷

In addition to the above Coleman³⁸ emphasises the capacity of information flow through social structures as a form of social capital, since information flow within, between and beyond communities is important in providing a basis for action. Information flow can be described as either '*horizontal*' within and between community groups or '*vertical*' between communities and formal structures such as councils and housing providers. This description of information flow is premised on the power differential between those receiving and giving information. Consequently, 'horizontal' information flow within and between communities are types of bonding and bridging social capital while 'vertical' forms of information flow between

community groups and statutory agencies can be described as a type of linking social capital.

Chapter 3: The research project

3.1 Research aims

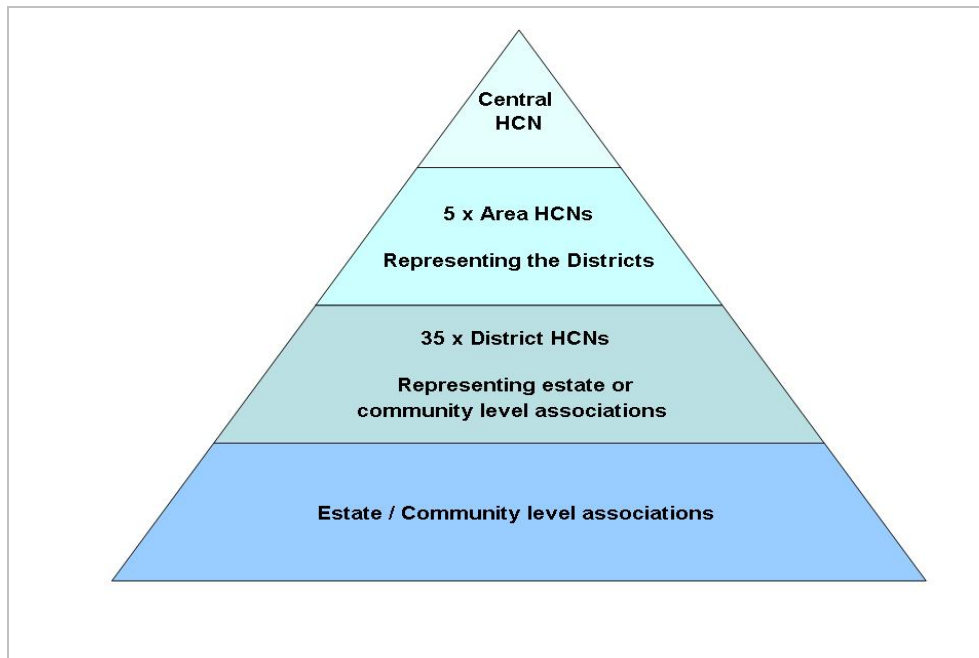
The overall aim of the research was to conduct a follow-up study of the HCN by re-examining the framework which provides opportunities for community involvement.

- To update the existing literature review, taking into account any advances in tenant involvement strategies and changes in the policy context
- To re-examine the HCN as a facilitator of community involvement and allied activities;
- To re-examine the impact of HCN membership on the delivery of services and on building stronger communities;
- To make recommendations for further action.

3.2 The Housing Community Network

The Housing Community Network is the Housing Executives' community involvement framework. As illustrated by figure 3.1 the HCN has a pyramid structure with four integrated parts starting with local level estate / community based associations.

Figure 3.1: The Housing Community Network four-tier structure

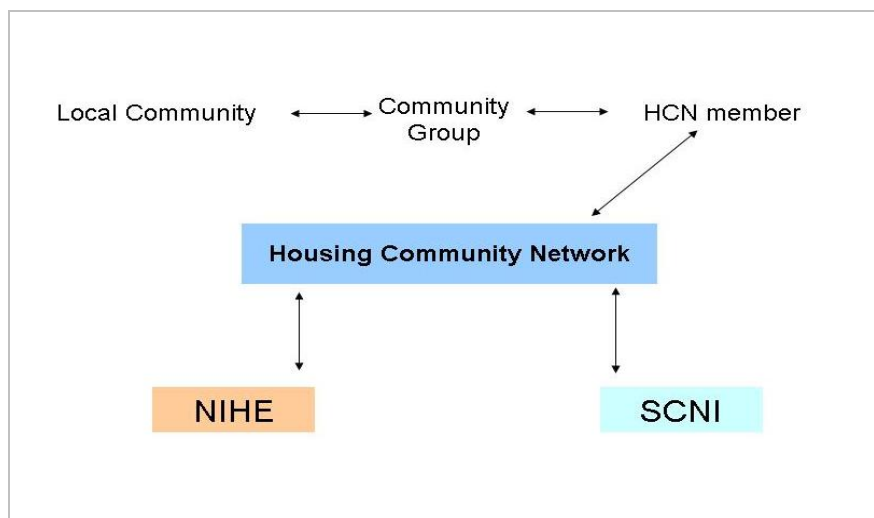


- Representatives from these associations come together at their local District Housing Community Network (DHCN). Each district forum meets to discuss service standards and delivery including identification and sharing of best practice.
- Each DHCN sends at least two representatives to one of the five Area Housing Community Networks (AHCN) meetings. Each AHCN reviews standards throughout their Area and deals with a variety of issues which are either referred up from the DHCNs or down from the CHCN. They also consider the relevant District Housing Plans and physical programmes of work.
- The Central Housing Community Network (CHCN) covers the whole of Northern Ireland and has sixteen members: three from each Area plus one representative for people with disabilities. It deals with strategic issues such as consultation with the Housing Executive and other organisations on policies and procedures.
- The Housing Community Network is therefore carefully constructed to allow different levels of involvement, from the more practical interaction with local groups at district level to the strategic in the CHCN.

Model of community involvement

As figure 3.2 illustrates, in Northern Ireland local estate-based or community based associations are encouraged and supported by Housing Executive staff. Support within this model of community involvement also comes from Supporting Communities Northern Ireland (SCNI); an independent tenants training and advocacy organisation.

Figure 3.2: Community involvement model in Northern Ireland



Via their community representatives, these estate / community based groups feed into the Housing Community Network, where issues regarding service delivery and standards that cannot be dealt with at local association level meetings are discussed. As such, community representatives, who take up membership on the HCN, act as a valuable information conduit between NIHE and estate / community based associations.

3.3 Social Capital

The government of Northern Ireland recognises the connection between social capital and community development. The Office of the First Minister and Deputy First Minister's Shared Future Policy and Strategic Framework for Good Relations document notes that development of and investment in social capital is achieved through community development (p.55)³⁹.

The HCN is a framework for community involvement and is the means by which the Housing Executive endeavours to empower communities by facilitating access to capacity building and to have a real voice in matters affecting their home and community⁴⁰. As a facilitator of community involvement and development, participation in the HCN should bring about an increase in bonding, bridging and linking social capital within, between and beyond community groups and individuals.

3.4 Methodology

In 2010, the Research Unit, on behalf of Housing and Regeneration, were asked to re-examine the HCN framework which provides opportunities for community involvement.

To fulfill the objectives of the research a Northern Ireland wide survey was adopted using a single self-complete questionnaire to be sent to all members of each district HCN. The self-complete questionnaire was designed and agreed with Housing and Regeneration. Since the survey was designed for all HCN members it was agreed that the questionnaire should be circulate via District HCN meetings.

Questionnaire distribution was carried out in September / October of 2010 during the first District HCN meetings after the summer. A list of meeting dates for each DHCN meeting was provided by the SCNI. A list of HCN members was also provided at the same time. Given the fluid nature of membership the original list of 606 HCN members was subject to change. As a consequence, contact with each district office confirmed that 512 members were still serving on the District HCN.

Once membership numbers for each DHCN were established a set of questionnaire packs were sent to each District Office for distribution at their next DHCN meeting. In the event, district office staff were asked to distribute a questionnaire pack to each member at the meeting.

Each questionnaire pack included a cover letter and a copy of the questionnaire. To ensure confidentiality a self seal envelop was also provided for respondents to return their questionnaire to staff. All sealed envelops containing completed questionnaires were returned to the Research Unit for data input validation and analysis.

To ensure all members received a copy of the questionnaire those who could not attend the meeting were sent a postal questionnaire to their home address. As a result the fieldwork period continued into November to allow for postal returns; a free post envelop was included with every postal questionnaire.

In the event, 290 questionnaires were returned. Close inspection of returns showed that 15 were too incomplete (less than 50% complete) to be included in the final analysis. The subsequent 275 returns yielded a 54 per cent response rate.

3.5 Reporting

The research carried out in 2008 utilized both qualitative (interviews) and quantitative (questionnaire) data collection techniques. However, for the present research a single self-complete questionnaire was deemed sufficient to meet the aims objectives of the project. Therefore, the present research reports quantitative findings only.

The questionnaire design for the present research took the 2008 survey instrument as a starting point. To facilitate comparisons between 2008 and 2010 some of the items remain the same. However, changes were made in order to both refine and improve the flow of the questionnaire for respondents. Therefore, only where comparisons could be made they are reported in the research findings section of the report (Chapter 4).

Finally, percentages in the tabular appendix are detailed to one decimal place. However, for ease of reporting, the percentages in the textual analysis are in whole numbersⁱⁱⁱ.

ⁱⁱⁱ Therefore, .5 or higher is rounded up and .4 or below is rounded down

Chapter 4: Research findings

4.1 Membership and organisational aspects of the HCN

4.1.1 Membership

Respondents were asked how long, in years, they have served on the HCN. In addition they were asked how many meeting they attended in the previous twelve months. Table 4.1 below shows some variation within the three-level structure.

For instance, there was a large range noted in terms of length of time served on the District and Area HCNs (1 -20 years for district members; 1-19 years for area members). However, the average length of time served was six years for district members and five years for area members.

The range was smaller among central HCN members, between 1 and 10 years served, with an average time served similar or the same as District and Area HCN members; five years. Findings therefore suggest that while there are long-term members serving on both District and Area HCNs there is has been a reasonable turnover among members at each level over the past 20 years.

Table 4.1: HCN membership – years served and meeting attended

Length of time served	Min	Max	Average
District	1	20	6
Area	1	19	5
Central	1	10	5
Number of meetings attended	Min	Max	Average
District	1	10	5
Area	1	5	4
Central	1	7	6

Notwithstanding the possibility of new members starting within the 12 months and given the number of District HCN meetings held per year is on average 11, the average meetings attended at district level (five per year) suggests that attendance among these members was poor.

Similarly, while the number of Area HCN meetings held per year is 11 the average attendance (four meetings in the past 12 months) suggests Area HCN members are attending less than half the meetings scheduled. However, since the number of area member respondents were small (n=66) and given the possibility of new members starting within the 12 months period caution should be given to these figures.

Given the number of Central HCN meetings held per year is 10 findings would suggest that attendance by central members is also poor; six meetings attended on average. Again, since the number of central member respondents are small (n=18)

and given the possibility of new members starting within the 12 months stated caution should also be given to these figures.

Interesting to note is the fact that while satisfaction with the time and frequency of meetings is high among members at all levels (see table 10, 20 and 33 in tabular appendix) the attendance at meetings is low.

HCN terms of reference

When asked if they were aware of the HCN Terms of Reference 84 per cent (n=227) reported that they were (see appendix table 1). Of the 227 respondents who were aware of the HCN Terms of Reference 89 per cent reported that the document was helpful with regard to 'membership'. A further 80 per cent noted it was helpful in terms of 'defining roles' (see appendix table 2).

HCN representativeness

When asked if the HCN was representative 82 per cent of respondents felt that it was representative in terms of 'age' and 'gender'. Less reported that the HCN was representative in terms of 'disability' (71%) or 'black / minority ethnic' (43%); (see table 3). In terms of the following 72 per cent of respondents were aware of the Intercommunity Network and 71 per cent were aware of the Rural Community Forum (see appendix table 4).

Training needs within the HCN

With regard to training 35 per cent (n = 96) of respondents felt they had training needs (see appendix table 5). Of these 96 respondents 21 did not specify what their training needs were when asked. However, of those that did (n = 71) a sixth (n=12) specified that they would like training in IT skills. A further nine reported that any training would be useful with two respondents taking the opportunity to request that their community be made better aware of any training available to them. Nine respondents requested training in HCN and NIHE structures and working and a further two felt that orientation training for new members would be helpful.

4.1.2 Organisational aspects

District HCN

As expected all respondents (n=275; 100%) reported being a member of their district HCN (see appendix table 6). On the whole there was positive opinion among respondents with regard to the organisational aspects of their District HCN (see appendix tables 7-14). Table 4.2 below shows that the vast majority of respondents are either satisfied or very satisfied with most aspects of their district HCN.

Whilst still significant in number, respondents were least satisfied with opportunities to input into agenda in advance of meetings (79%) relative to other organizational aspects such as length of time a member serves (97%) and accuracy and reliability of minutes (93%).

Table 4.2: Satisfaction levels with organisation of the District HCN

Organisational aspects of District HCN	%
The length of time a member serves	97
The accuracy / reliability of minutes	93
Suitability of venue	91
Arrangements to chair HCN Meetings	91
Time and frequency of meetings	89
Relevancy of issues discussed	87
Timely circulation of minutes/agendas	86
Input into HCN agendas in advance of meetings	79

With regard to roles rotating within the District HCN nearly half (45%) of respondents felt the role of the chairperson should rotate. More than half (52%) felt that the chairperson's role should not rotate. In terms of the minute taker's role nearly a quarter (24%) felt that this role should rotate; a further 67 per cent noted this role should not rotate (see table 15).

The vast majority of respondents reported they gave feedback to members of their group (99%). Fewer noted they gave feedback to individual residents (81%) and two thirds noted they gave feedback to other groups in their area (67%); (see table 16). The vast majority of respondents felt that appropriate NIHE staff attended district meetings (95%); (see table 17).

Area HCN

Nearly a quarter of respondents (24%; n=66) reported being a member of their Area HCN (see table 18). Due to small numbers in this subsample frequencies are reported instead of percentages. As with the District HCN there was positive opinion among respondents with regard to the organisational aspects of the Area HCN. Almost all were either satisfied or very satisfied with the accuracy / reliability of minutes (n=64), time and frequency of meetings (n=63), and suitability of venue (n=62).

In terms of the arrangements to chair AHCN meetings, the length of time a member serves and timely circulation of minutes 61 were either satisfied or very satisfied with these aspects of the AHCN. Slightly less were satisfied or very satisfied with opportunities to input into HCN agendas in advance of meetings (n=60) and with the relevancy of issues discussed (n=58); (see tables 19 -25):

In terms of roles within the Area HCN more than a third of all area members (n=26) felt the role of the chairperson should rotate; over half (n=38) felt that the chairperson's role should not rotate. In terms of the minute taker's role more than a quarter (n=18) felt that this role should rotate with a further 43 respondents noting it should not. When asked about the District HCN representative just under half (n=31) felt this role should rotate, 21 respondents felt it should not (see table 26).

The majority of Area HCN respondents reported they gave feedback to members of their group (n=55). Fewer noted giving feedback to their District HCN (n=49) and other groups in their area (n=39). Fewer still feedback to individual residents (n=32) and the Central HCN (n=15); (see table 27). The majority of Area HCN members felt

the appropriate NIHE staff attended Area HCN meetings (n=59); (see table 28). It is important to note there were many missing responses for some of these questions put to Area HCN members.

Central HCN

Only seven per cent (n=18) of respondents reported being a member of the Central HCN. Due to small numbers in this subsample frequencies are reported instead of percentages (see table 29). All Central HCN respondents (n=18) were either satisfied or very satisfied with each organisational aspects of the Central HCN listed in the questionnaire (see tables 30-37).

In terms of roles within the Central HCN a third of Central member respondents (n=6) felt the role of the chairperson should rotate; two thirds (n=12) felt that the chairperson's role should not rotate. In terms of the minute taker's role nearly a quarter (n=4) felt that this role should rotate with a further 14 respondents noting this role should not rotate. When asked about the Area HCN representative 7 respondents felt this role should rotate, half (n=9) felt it should not (see table 38).

The majority of Central HCN respondents reported they feedback to members of their group (n=16). Two thirds (n=12) noted they gave feedback to Area HCN. Fewer noted giving feedback to other groups in their area and District HCN (n=11 for both) and less feedback to individual residents (10); (see table 39). All Central HCN members (n=18) felt the appropriate NIHE staff attended Central HCN meetings (see table 40).

4.2 Communication and feedback

Since information flow within, between and beyond communities is important in providing a basis for action and is a form of social capital respondents were asked whether they felt better informed as a result of being on the HCN. In the event the vast majority of respondents (94%; n=259) reported they were. Only two per cent answered 'no' they were not; nine members did not respond (4%); (see table 41).

4.2.1 Within the community involvement framework

There was a positive attitude to information flow within the HCN with the majority of respondents either satisfied or very satisfied with the various aspects of communication and feedback within the network (see tables 42-46).

- For instance, the vast majority of respondents were either satisfied or very satisfied with opportunities to express their views and the relevancy of the information they receive (90% and 93% respectively).
- A further 88 per cent of respondents were either satisfied or very satisfied with the level at which information is received and with the information received regarding district services. Nearly four fifths (78%) were either satisfied or very satisfied with their ability to participate in performance monitoring

Respondents were asked how often and in what form community groups and residents received feedback on HCN issues. It is important to note there were many missing responses for this question. On average 28 per cent (n=78) of all respondents did not give a response.

- According to results (see table 4.3. below) HCN members utilize several forms of communication and feedback within the network. However most communication and feedback by HCN members is done on a monthly basis.
- The most common form of communication and feedback HCN members use is verbally to their community association and just over half, (51%) reported doing this monthly.

Table 4.3: Type and frequency of HE communication and feedback

Type of feedback / frequency of feedback	Monthly	Bi-monthly	Quarterly	6 monthly	Annually	Does n't occur	Don't know
Information pack	15	10	14	>5	5	17	>5
Minutes of meetings	28	19	14	>5	>5	11	>5
Community newsletter	15	6	28	7	>5	10	>5
Verbally to your community association	51	15	11	>5	>5	>5	>5
Public Meetings with residents	12	7	>5	20	14	>5	>5
Put on the agenda of other groups	14	8	9	>5	>5	21	7
Face to face discussion with individuals	28	17	14	0	0	10	>5

- When respondents were asked whether there were any other methods of communication and feedback used but not stated 14 made comment. Among the responses to this open ended question four mention the use of ad hoc leaflet drops, two noted that meetings are arranged if and when issues arise and a further two reported the use of the internet in terms updating groups / residents by email.

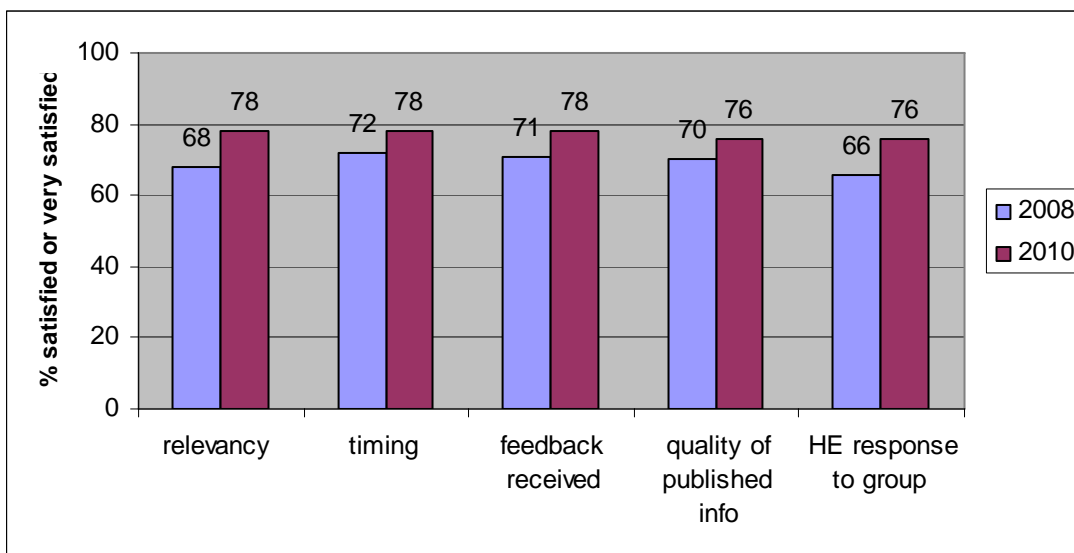
4.2.2 Between HCN and Northern Ireland Housing Executive

Although there were slightly lower levels of satisfaction with Housing Executive communication and feedback results show there were still positive attitudes to information flow between community groups and the Housing Executive.

- When asked how satisfied or dissatisfied they were with Housing Executive communication with their group nearly four fifths of respondents were either satisfied or very satisfied with 'relevancy' (78%) and 'timing' (77%) of communication (see table 58 and 59).
- In terms of feedback and response from the Housing Executive to community groups just over three quarters were either satisfied or very satisfied with feedback received (78%), the quality of published information (76%) and Housing Executive response to their group (76%); (see table 60 – 62).

- The same questions regarding communication and feedback within the HCN were asked in 2008. Figure 4.1 below shows there was an increase in satisfaction levels for all aspects of HE communication, especially for 'relevancy' and 'HE response to groups' (10 percentage point increase for both).

Figure 4.1: HE communication and feedback 2008 and 2010



Respondents were asked whether they had any suggestions on how the Housing Executive's methods of communication could be improved.

- In the event, 34 suggestions were made. The most common theme noted was the frequency of communication in that respondents requested more up-to-date information on a regular basis.
- The format of communication was also a common theme in that more communication should be done electronically i.e. email, internet and text messaging.

Community participation compacts

The Community Participation Compact is a formal agreement between residents of an estate/ area and their respective landlord, defining how community participation will take place. The Northern Ireland Housing Executive has compacts with all 35 District HCNs as well as with individual residents' groups. When respondents were asked whether they were aware of the compact between the NIHE and their District HCN, more than four fifths of respondents (85%; n=234) noted that they were (see table 47).

- Analysis of results show there are high levels of satisfaction for their District HCN compact with over four fifths being satisfied or very satisfied with the

compact in terms of 'housing services' (86%) arrangements for 'meetings' (84%) and 'resources' (84%); (see tables 48 -50).

- Slightly less were either satisfied or very satisfied with 'information' (80%) and 'performance monitoring' (78%); (see tables 51 and 52):
- When asked if they had any suggestions on how their District HCN compact could be improved 15 made comment. Mostly respondents took the opportunity to reiterate their satisfaction with their District HCN compact.
- A further three suggested regular reviews of the compact with one respondent suggesting that one District meeting should be designated to the compact entirely.

When asked whether their community group had a compact with NIHE more than three quarters (76%; n=209) of respondents confirmed that this was the case; a further 11 per cent (n=30) answered 'no' and 13 per cent (n=36) did not know whether this was the case or not (see table 53).

- Analysis of results show there are high levels of satisfaction for their community group compact with over four fifths being satisfied or very satisfied with the compact in terms of arrangements for 'meetings' (87%; 83% in 2008), 'housing services' (86%; no figure for 2008), 'information' (85%; 82% in 2008) and 'resources' (84%; 75% in 2008); (see tables 54-57).

4.3 Effectiveness of the HCN

4.3.1 Developing social capital

As in the 2008, survey questions included in 2010 were utilized to examine whether there were any direct links between participation in the HCN, the development of bonding bridging and linking capital, and the capacity of community groups. Table 4.4 below is a summary of the links between survey questions and the development of social capital. As in 2008, responses suggest that community group involvement in the HCN makes a substantial contribution to developing social capital.

Bonding social capital

Findings suggest there is strong evidence of HCN facilitating and maintaining the development of bonding social capital.

- For instance the majority of respondents (87%) noted an increase in effectiveness of their group with regard to sharing information and resources within their community (see table 63); this was an improvement on 2008 when 67 per cent of respondents reported this was the case.
- Furthermore, 78 per cent of respondents noted increased effectiveness with regard to being able to complete projects within their community (see table

65). Again this is an improvement on 2008 when 59 per cent of respondents felt this was the case.

Bridging social capital

Findings also suggest there is evidence of HCN facilitating and maintaining the development of bridging social capital.

- For instance, 78 per cent of respondents noted increase effectiveness in terms of their ability to identify new ideas and solutions to benefit their community and a further 70 per cent noted increased effectiveness in their ability to implement these ideas (see tables 71 and 72); (in 2008 66% noted and increase for this item).
- Moreover, three quarters of respondents noted an increase in effectiveness in their ability to work with organisations outside their area (75%) and identify best practice (74%); (see tables 66 and 70).
- Less respondents were able to report an increase in effectiveness in terms of their ability to participate in cross-community networks (67%; 62% in 2008) and interagency networks (66%; 73% in 2008) and to lobby collectively (63%; 57% in 2008); (see tables 67-69)

Table 4.4: Evidence of social capital due to membership of the HCN

Types of social capital and outcomes	Has your involvement in the HCN increased the effectiveness your group in relation to...	%
Bonding – <ul style="list-style-type: none"> • Empowerment • Infrastructure • Connectedness 	Community groups organising / running projects	88
	Sharing information and resources within your community	87
	Completing projects within your community	78
Bridging - <ul style="list-style-type: none"> • Engagement • Accessibility • Innovation 	Identifying new ideas / solutions to benefit community	78
	Working with organisations outside your area	75
	Identifying best practice	74
	Implementing new ideas / solutions to benefit community	70
	Participation in cross-community networks organisations	67
	Participation in interagency networks / groups	66
	Ability to lobby collectively	63
Linking – <ul style="list-style-type: none"> • Resources • Influence 	Working successfully with partnerships / agencies other groups within the community	85

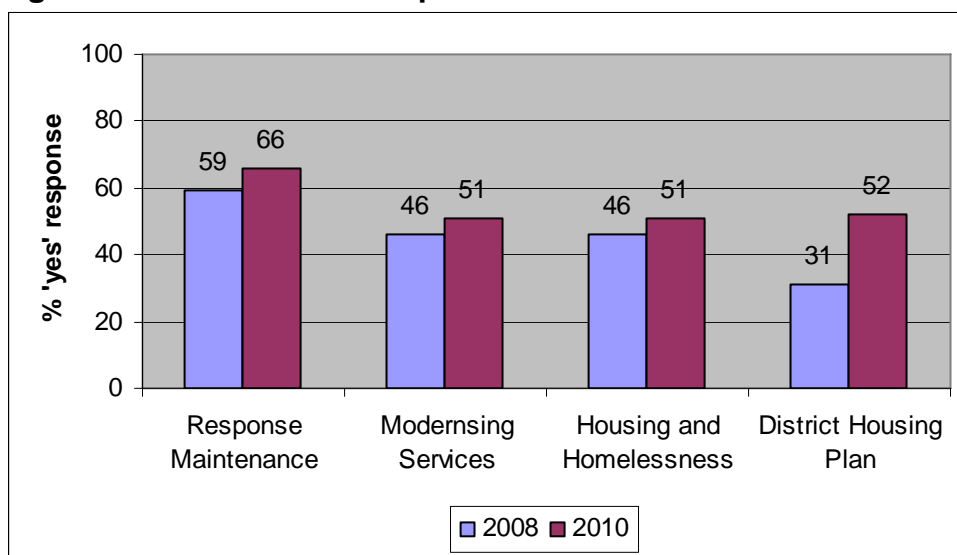
Linking social capital

In terms of linking social capital 85 per cent of respondents noted an increase in effectiveness of their group with regard to working with partnerships / agencies within their community (see table 64). Again this is significant improvement on the 2008 figure of 62 per cent.

A major aspect of linking social capital can be evidenced in the increased ability to influence organisations that affect their quality of life. Consequently, respondents were asked whether their participation in the HCN had increased residents influence on the Housing Executive with regard to a number of services / functions.

- Analysis of findings suggests that respondents feel they have more of an increased influence due to their membership on items such as anti-social behaviour (67%), response maintenance (66%), estate management (63%) than policy related items such as planned maintenance (54%), district housing plans (52%) and modernising services (51%); (see tables 81-89).
- However, when compared to 2008 survey findings an improvement in positive responses to items by respondents was noted (see figure 4.2 below). In particular, in terms of district housing plans more respondents now feel their HCN membership has increased residents' influence on this area of NIHE business. (52%; an increase from 31% in 2008)

Figure 4.2: HCN membership and resident influence on HE 2008 -2010



Respondents were asked whether they had any suggestions on how participation may be improved.

- Of the 15 respondents who made comment five felt there should be closer contact at local level, for example 'bring meetings out into community offices'.

- Other common suggestions to improve participation were for groups to improve / obtain community houses and for residents to get more involved in the letting of houses in their area.

4.3.2 Support

When respondents were asked what networks / groups / individuals they had received support from in the last 12 month variation between items was noted (see tables 73-80). Table 4.5 below shows the proportion of respondents who answered 'yes' to receiving support from networks / groups / individuals.

Table 4.5: Support received by community groups in the last 12 months

Type of networks / groups / individuals	% 'yes' responses
Your local Housing Executive district office	88
Supporting Communities NI (SCNI)	75
Community groups or networks	68
Community centers or community workers	61
Other representatives on the Housing Community Network	54
Education/community education /learning resource centres	42
Disability networks	31
Black and minority ethnic or migrant worker support networks	22

The most positive response was for the Housing Executive where nearly four fifths (88%) of respondents reported receiving support from their local District Office. A further 75 per cent of respondents reported receiving support from Supporting Communities NI and just over two thirds (68%) noted support from networks and other community groups.

4.4 Group activities

Since social capital is the by product of social relations the presence of social capital within, between and beyond communities can be evidenced by the level and type of community group activities. The present research details the level and types of group activities as reported by district HCN members who, by definition, are representatives of communities / community groups within each district.

4.4.1 Community projects

In 2008 respondents were given an open ended question regarding the types of projects (if any) they ran / organised and as such they were free to describe such projects. Consequent analysis of the various answers given in 2008 informed the set of pre-determined answers included in the present survey instrument (see appendix 2).

- In the event, when asked whether the group they represent presently organised / ran community projects 88 per cent (n=241) of respondents reported that they did (see table 90).

- Of the 241 respondents who reported that their group ran / organised projects those described as social were most common, with nearly four fifths (87%) reporting that their group ran projects of this type.
- Notably, over three quarters (77%) of respondents reported that their group ran cross community projects, contributing to evidence of bridging social capital within the HCN. The same proportion (77%) of respondents noted that their group ran youth projects.
- Furthermore, according to respondents a similar proportion of groups run / organise projects described as environmental (71%), educational (70%) and partnership (69%); slight less run / organise projects described as inter-generational (60%); (see tables 91).
- When respondents were given the opportunity to describe any other types of community projects not included in the pre-determined list only three offer alternatives; they were 'summer schemes / sport and leisure' , 'health' and 'festival'.

One of the aims of the research was to examine the allied activities of groups represented on the HCN. As such the questionnaire also included items regarding the nature of work done with organisations / agencies in their area. In addition, to estimate the level of such activities, respondents were asked to specify whether these organisations / agencies were either community or statutory based or both.

- According to present findings there is evidence that community groups within Northern Ireland are accessing other organisations / agencies within their area which may offer support. For instance, when respondents were asked whether their group work with other organisations / agencies in their area over four fifths (88%; n=243) reported that they did (see table 92).

Table 4.6: Group activities - nature of work done by sector type

	Community (%)	Statutory (%)	Both (%)
Educational	39	11	21
Inter-generational	47	>5	7
Youth	46	7	19
Partnership	35	14	21
Environmental	39	12	22
Cross community	51	7	14

Base: 243 respondents who reported they worked with other organizations / agencies

- Findings suggest (see table 4.6 above and appendix tables 93-95) that the majority of organisations accessed are within the community sector. The nature of work most commonly conducted is cross-community work. Table 4.6 shows that just over half (51%) of respondents noted they work on cross-community issues with organisations within the community sector.

- However, there is evidence that some groups work with statutory as well as community based organisations / agencies. For instance a fifth of all respondents noted their group worked with organisations / agencies in both the community and statutory sectors and this was when working on 'educational' (21%), 'youth' (19%), 'partnership' (21%) and 'environmental' (22%) matters.
- Respondents were also asked about their groups' participation in four specific bodies. Two thirds of all respondents (67%) noted their groups' participation in their local council, nearly two thirds (62%) participate in their local community safety partnership and more than half (53%) in Neighbourhood Renewal; only 21 per cent noted participation in local school boards (see table 96).

4.4.2 Decision making

When asked whether their group participates in decision making about policy two fifths (40%) of respondents noted that this was the case. Conversely, more than a third (35%) reported that their group did not participate in decision making about policy. A further 11 per cent did not know; 14 per cent (n=39) did not respond to this question (see table 97).

Chapter 5: Conclusions and recommendations

5.1 Conclusions

Membership and organisational aspects of the HCN

- While there are long term members serving on the HCN there has been a reasonable turnover at each level over the past 20 years.
- However, attendance is an issue as the average number of meetings attended at all levels falls well below the number held; although satisfaction with the time and frequency of meetings is high among members at all levels.
- There is positive opinion among members at all levels with regard to the way the HCN is organised and run. However, at district level members are less satisfied with opportunities to input into HCN agendas in advance of meetings relative to all other organisational aspect of the HCN.
- Representativeness of the HCN in terms of black / minority ethnic is low relative to other groupings with less than half of members agreeing that the HCN is representative in terms of black / minority ethnic.
- There is a demand for training among HCN members as a third of all respondents feel they have training needs; most common needs being training in IT skills and in HCN and NIHE structures.

Communication and feedback

- In addition to high levels of satisfaction with communication and feedback within the HCN, the vast majority of respondents are better informed as a result of being on the HCN.
- Moreover, whilst fewer respondents were as satisfied with NIHE communication and feedback to community groups more than three quarters were still satisfied or very satisfied. Furthermore, there is improvement in the levels of satisfaction since 2008 with more respondents being satisfied or very satisfied with NIHE communication and feedback than in 2010 than in 2008; especially the relevancy of communication and NIHE response to groups.
- The awareness of and satisfaction with the District HCN community participation compact with NIHE is high among HCN members. Furthermore over three quarters of community groups have an individual group compact with NIHE. The satisfaction level with these individual compacts is high and has improved slightly since 2008.

Effectiveness of HCN

- As in 2008, the 2010 survey suggests that community group involvement in the HCN makes a substantial contribution to developing bonding and bridging social capital. Moreover, the perception of increased effectiveness due to HCN membership has improved since 2008, especially with regard to bonding social capital items such as sharing information and resources and the ability to complete projects within the community.
- Some improvement has also been made since 2008 with regard to bridging social capital items such as increased effectiveness in a group's ability to implement new ideas, participate in cross-community networks and lobby collectively.
- However, whilst improvement has been made the perception of increased effectiveness in a group's ability to participate in cross-community networks and lobby collectively is still lower than other bonding and bridging social capital items.
- The perception of increased effectiveness in terms of those items concerning linking social capital was less significant as was the likelihood of groups having increased influence on policy related HE business as opposed to operational issues. Moreover, in relation to decision making less than half of groups participate in decision making about policy; although there has been significant improvement in the perception of influence relating to District Housing Plans since 2008 (52% in 2010; 31% in 2008)
- There is little evidence of support being received from networks representing minority interests such as disability and black / minority ethnic whilst at the same time the majority of support received comes from the NIHE and SCNI and to a lesser extent other community groups and networks.

Group activities

- The majority of groups do run community projects and there is strong evidence that community groups within Northern Ireland are accessing other agencies within their area which may offer support.
- Social, cross-community and youth projects are the most common type of projects organised and cross-community issues are most commonly worked on when accessing other agencies.
- Notably, there is evidence that community groups work with agencies in the statutory sector; on environmental, educational and partnership issues in particular. This has implications for linking social capital, since there may be the capacity to leverage resources, ideas and information from these more formal institutions that are beyond the community.

5.2 Recommendations

- Since there are low levels of attendance at meetings while at the same time high levels of satisfaction with the time and frequency of meetings consideration should be given to examining attendance at meetings at all levels within the HCN.
- While satisfaction is high among members with regard to communication and feedback within the HCN and NIHE to community groups, consideration should be given to the possible use of internet technologies such emails, forums, Facebook etc. to increase the coverage of communications and information flow within, between and beyond communities.
- Since members are least satisfied with opportunities to input into HCN agendas in advance of meetings relative to all other organisational aspect of the HCN consideration should be given to the processes where by community groups input to agendas prior to meetings.
- Since there is a demand for training among HCN members consideration should be given to assessing and facilitating training needs.
- There is less evidence of influence on policy related items and participation in decision making on policy relative to bonding and bridging social capital items. This is acceptable if communities do not want further involvement in this area. However given the positive impact this type of involvement can have consideration should be given to measuring the level of involvement tenants and communities want, possibly using the tenant register, and how the NIHE can facilitate this.
- If tenants and communities do want to get more involved in decision making consideration should be given to capacity building in order to support this type of involvement.
- Given that less than half of HCN members felt the network was representative of black / minority ethnic residents consideration should be given to developing the involvement of hard to reach groups in the District HCN through community associations, youth projects, networks and various black / minority ethnic support and advocacy groups.
- There is good evidence of community groups working with statutory agencies Given the implications for linking social capital, consideration should be given to a more detailed examination of the level, depth and impact of work done by community groups with statutory agencies to help identify best practice in leveraging resources, ideas and information from more formal institutions that are beyond the community.
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Appendix 1: Tabular results

TABLE 1: Awareness of the Terms of Reference for the HCN

	Frequency	%	Valid %
Yes	227	82.5	83.8
No	44	16.0	16.2
TOTAL	271	98.5	100.0
Missing No response	4	1.5	
Total	275	100.0	

TABLE 2: Helpfulness of the terms of reference for the HCN

	Frequency	%
MEMBERSHIP Yes	201	88.5
No	9	4.0
No response	17	7.5
TOTAL	227	100.0
DEFINING ROLE Yes	182	80.2
No	6	2.6
No Response	39	17.2
TOTAL	227	100.0

Base: 227 respondents who reported being aware of the HCN terms of reference

TABLE 3: Representativeness of the HCN

	Frequency	%
AGE Yes	225	81.8
No	40	14.5
No response	10	3.6
TOTAL	275	100.0
GENDER Yes	226	82.2
No	17	6.2
No response	32	11.6
TOTAL	275	100.0
DISABILITY Yes	195	70.9
No	42	15.3
No response	38	13.8
TOTAL	275	100.0
BME Yes	119	43.3
No	110	40.0
No response	46	16.7
TOTAL	275	100.0

TABLE 4: Awareness of other networks / forums

		Frequency	%	Valid %
INTERCOMMUNITY NETWORK	Yes	178	64.7	71.5
	No	71	25.8	28.5
	TOTAL	249	90.5	100.0
	No response	26	9.5	
	Total	275	100.0	
RURAL COMMUNITY FORUM	Yes	174	63.3	70.7
	No	72	26.2	29.3
	TOTAL	246	89.3	100.0
	No Response	29	10.5	
	Total	275	100.0	

TABLE 5: Training needs

	Frequency	%
Yes	96	34.9
No	175	63.6
No response	4	1.5
TOTAL	275	100.0

TABLE 6: Membership of the District HCN

	Frequency	%	Valid %
Yes	275	100.0	100.0
No	0	0.0	0.0
TOTAL	275	100.0	100.0

TABLE 7: Arrangements of District HCN meetings

	Frequency	%	Cumulative %
Very satisfied	150	54.9	54.9
Satisfied	100	36.4	90.9
Neither	9	3.3	94.2
Dissatisfied	3	1.1	95.3
Very dissatisfied	7	2.5	97.8
No response	6	2.2	100.0
TOTAL	275	100.0	

TABLE 8: Input into agendas in advance of District HCN meetings

	Frequency	%	Cumulative %
Very satisfied	119	43.3	43.3
Satisfied	99	36.0	79.3
Neither	33	12.0	91.3
Dissatisfied	8	2.9	94.2
Very dissatisfied	3	1.1	95.3
No response	13	4.7	100.0
TOTAL	275	100.0	

TABLE 9: Suitability of venue for District HCN meetings

	Frequency	%	Cumulative %
Very satisfied	167	60.7	60.7
Satisfied	84	30.5	91.3
Neither	7	2.5	93.8
Dissatisfied	4	1.5	95.3
Very dissatisfied	4	1.5	96.7
No response	9	3.3	100.0
TOTAL	275	100.0	

TABLE 10: Time and frequency of District HCN meetings

	Frequency	%	Cumulative %
Very satisfied	148	53.8	53.8
Satisfied	96	34.9	88.7
Neither	16	5.8	94.5
Dissatisfied	4	1.5	96.0
Very dissatisfied	2	0.7	96.7
No response	9	3.3	100.0
TOTAL	275	100.0	

TABLE 11: Timely circulation of District HCN minutes

	Frequency	%	Cumulative %
Very satisfied	151	54.9	54.9
Satisfied	86	31.3	86.2
Neither	20	7.3	93.5
Dissatisfied	5	1.8	95.3
Very dissatisfied	3	1.1	96.4
No response	10	3.6	100.0
TOTAL	275	100.0	

TABLE 12: Accuracy / reliability of District HCN minutes

	Frequency	%	Cumulative %
Very satisfied	160	58.2	58.2
Satisfied	95	34.5	92.7
Neither	7	2.5	95.3
Dissatisfied	2	0.7	96.0
Very dissatisfied	2	0.7	96.7
No response	9	3.3	100.0
TOTAL	275	100.0	

TABLE 13: Length of time a District HCN member serves

	Frequency	%	Cumulative %
Very satisfied	121	44.0	44.0
Satisfied	117	42.5	96.5
Neither	22	8.0	94.5
Dissatisfied	2	0.7	95.3
Very dissatisfied	3	1.1	96.4
No response	10	3.6	100.0
TOTAL	275	100.0	

TABLE 14: Relevancy of issues discussed during District HCN meetings

	Frequency	%	Cumulative %
Very satisfied	138	50.2	50.2
Satisfied	101	36.7	86.9
Neither	20	7.3	94.2
Dissatisfied	5	1.8	96.0
Very dissatisfied	2	0.7	96.7
No response	9	3.3	100.0
TOTAL	275	100.0	

TABLE 15: Rotation of roles within the District HCN

		Frequency	%
CHAIRPERSON*	Yes	120	44.6
	No	141	52.4
	No response	8	3.0
TOTAL		269	100.0
MINUTE TAKER**	Yes	66	24.4
	No	177	65.6
	No response	27	100.0
TOTAL		270	100.0

* 6 respondents reported that this was not applicable to them

** 5 respondents reported that this was not applicable to them

TABLE 16: District HCN member feedback

		Frequency	%	Valid %
MEMBERS IN YOUR GROUP	Yes	254	92.4	98.8
	No	3	1.1	1.2
	TOTAL	257	93.5	100.0
Missing	No response	18	6.5	
Total		275	100.0	
OTHER GROUPS IN YOUR AREA	Yes	113	41.1	67.3
	No	55	20.0	32.7
	TOTAL	168	61.1	100.0
Missing	No response	107	38.9	
Total		275	100.0	
INDIVIDUAL RESIDENTS	Yes	148	53.8	80.9
	No	35	12.7	19.1
	TOTAL	183	66.5	100.0
Missing	No response	92	33.5	
Total		275	100.0	

TABLE 17: NIHE staff attendance at District HCN meetings

	Frequency	%
Yes	261	94.9
No	12	4.4
No response	2	0.7
TOTAL	275	100.0

TABLE18: Area HCN membership

	Frequency	%	Valid %
Yes	66	24.2	24.2
No	209	75.8	75.8
TOTAL	275	100.0	100.0

(N.B. Tables 19 to 28 have a base of 66 respondents who reported being a member of the Area HCN)

TABLE 19: Arrangements of Area HCN meetings

	Frequency	%	Cumulative %
Very satisfied	37	56.1	56.1
Satisfied	24	36.4	92.5
Neither	3	4.5	97.0
Dissatisfied	1	1.5	98.5
Very dissatisfied	1	1.5	100.0
TOTAL	66	100.0	

TABLE 20: Input into agendas in advance of Area HCN meetings

	Frequency	Valid %	Cumulative %
Very satisfied	33	50.0	50.0
Satisfied	27	40.9	90.9
Neither	4	6.1	97.0
Dissatisfied	1	1.5	98.5
Very dissatisfied	1	1.5	100.0
TOTAL	66	100.0	

TABLE 21: Suitability of venue for Area HCN meetings

	Frequency	%	Cumulative %
Very satisfied	36	54.6	54.6
Satisfied	26	39.4	94.0
Neither	2	3.0	97.0
Dissatisfied	1	1.5	98.5
Very dissatisfied	0	0.0	98.5
No response	1	1.5	100.0
TOTAL	66	100.0	

TABLE 22: Time and frequency of Area HCN meetings

	Frequency	%	Cumulative %
Very satisfied	35	53.0	53.0
Satisfied	28	42.5	95.5
Neither	0	0.0	95.5
Dissatisfied	1	1.5	97.0
Very dissatisfied	1	1.5	98.5
No response	1	1.5	100.0
TOTAL	66	100.0	

TABLE 22: Timely circulation of Area HCN minutes

	Frequency	%	Cumulative %
Very satisfied	37	56.1	56.1
Satisfied	24	36.4	92.5
Neither	0	0.0	92.5
Dissatisfied	3	4.5	97.0
Very dissatisfied	2	3.0	100.0
TOTAL	66	100.0	

TABLE 23: Accuracy / reliability of Area HCN minutes

	Frequency	%	Cumulative %
Very satisfied	39	59.1	59.1
Satisfied	25	37.9	97.0
Neither	2	3.0	100.0
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	66	100.0	

TABLE 24: Length of time an Area HCN member serves

	Frequency	Valid %	Cumulative %
Very satisfied	35	53.0	53.0
Satisfied	26	39.4	92.4
Neither	4	6.1	98.5
Dissatisfied	1	1.5	100.0
Very dissatisfied	0	0.0	
TOTAL	66	100.0	

TABLE 25: Relevancy of issues discussed during Area HCN meetings

	Frequency	%	Cumulative %
Very satisfied	37	56.1	56.1
Satisfied	21	31.8	87.9
Neither	5	7.6	95.5
Dissatisfied	2	3.0	98.5
Very dissatisfied	0	0.0	98.5
No response	1	1.5	100.0
TOTAL	66	100.0	

TABLE 26: Rotation of roles within the Area HCN

		Frequency	%
CHAIRPERSON	Yes	26	39.4
	No	38	57.6
	No response	2	3.0
TOTAL		66	100.0
MINUTE TAKER	Yes	18	27.3
	No	43	65.2
	No response	5	7.5
TOTAL		66	100.0
DISTRICT HCN REP	Yes	31	47.0
	No	21	31.8
	No response	14	21.2
TOTAL		66	100.0

TABLE 27: Area HCN member feedback

		Frequency	%	Valid %
CENTRAL HCN	Yes	15	22.7	60.0
	No	10	15.2	40.0
TOTAL		25	37.9	100.0
Missing	No response	41	62.1	
	Total	66	100.0	
DISTRICT HCN	Yes	49	74.2	94.2
	No	3	4.5	5.8
TOTAL		52	78.8	100.0
Missing	No response	14	21.1	
	Total	66	100.0	
MEMBERS IN YOUR GROUP	Yes	55	83.3	98.2
	No	1	1.5	1.8
TOTAL		56	94.8	100.0
Missing	No response	10	15.2	
	Total	66	100.0	
OTHER GROUPS IN YOUR AREA	Yes	39	59.1	98.2
	No	6	9.1	1.8
TOTAL		45	68.2	100.0
Missing	No response	21	31.8	
	Total	66	100.0	
INDIVIDUAL RESIDENTS	Yes	32	48.5	88.9
	No	4	6.1	11.1
TOTAL		36	54.5	100.0
Missing	No response	30	45.5	
	Total	66	100.0	

TABLE 28: NIHE staff attendance at Area HCN meetings

	Frequency	%
Yes	59	89.4
No	4	6.1
No response	3	4.5
Total	66	100.0

TABLE 29: Central HCN membership

	Frequency	%	Valid %
Yes	18	6.5	6.5
No	257	93.5	93.5
TOTAL	275	100.0	100.0

(N.B. Tables 30 to 40 have a base of 18 respondents who reported being a member of the Central HCN)

TABLE 30: Arrangements of Central HCN meetings

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 31: Input into agendas in advance of Central HCN meetings

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 32: Suitability of venue for Central HCN meetings

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 33: Time and frequency of Central HCN meetings

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 34: Timely circulation of Central HCN minutes

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 35: Accuracy / reliability of Central HCN minutes

	Frequency	%	Cumulative %
Very satisfied	11	61.0	61.0
Satisfied	7	39.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 36: Length of time a Central HCN member serves

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 37: Relevancy of issues discussed during Central HCN meetings

	Frequency	%	Cumulative %
Very satisfied	12	67.0	67.0
Satisfied	6	33.0	100.0
Neither	0	0.0	
Dissatisfied	0	0.0	
Very dissatisfied	0	0.0	
TOTAL	18	100.0	

TABLE 38: Rotation of roles within the Central HCN

		Frequency	%
CHAIRPERSON	Yes	6	33.0
	No	12	67.0
	TOTAL	18	100.0
MINUTE TAKER	Yes	4	22.2
	No	14	77.8
	TOTAL	18	100.0
AREA HCN REP	Yes	7	39.9
	No	9	50.0
	No response	2	11.1
	TOTAL	18	100.0

TABLE 39: Central HCN member feedback

		Frequency	%	Valid %
AREA HCN	Yes	12	66.7	85.7
	No	2	11.1	14.3
TOTAL		14	77.8	100.0
No response		4	22.2	
Total		18	100.0	
DISTRICT HCN	Yes	11	61.1	84.6
	No	2	11.1	15.4
TOTAL		13	72.2	100.0
No response		5	27.8	
Total		18	100.0	
MEMBERS IN YOUR GROUP	Yes	16	88.9	100.0
	No	0	0.0	0.0
TOTAL		16	88.9	100.0
No response		2	11.1	
Total		18	100.0	
OTHER GROUPS IN YOUR AREA	Yes	11	61.1	84.6
	No	2	11.1	15.4
TOTAL		13	72.2	100.0
No response		5	27.8	
Total		18	100.0	
INDIVIDUAL RESIDENTS	Yes	10	55.6	90.9
	No	1	5.6	9.1
TOTAL		11	61.1	100.0
No response		7	38.9	
Total		18	100.0	

TABLE 40: NIHE staff attendance at Central HCN meetings

	Frequency	%
Yes	18	100.0
No	0	0.0
TOTAL	18	100.0

TABLE 41: Response to whether respondents feel better informed

	Frequency	%
Yes	259	94.2
No	6	2.2
No response	10	3.6
TOTAL	275	100.0

TABLE 42: Opportunities to express your views

	Frequency	%	Cumulative %
Very satisfied	164	59.6	59.6
Satisfied	91	33.1	92.7
Neither	7	2.5	95.3
Dissatisfied	3	1.1	96.4
Very dissatisfied	2	0.7	97.1
No response	8	2.9	100.0
TOTAL	275	100.0	

TABLE 43: The relevancy of the information receive

	Frequency	%	Cumulative %
Very satisfied	137	49.8	49.8
Satisfied	111	40.4	90.2
Neither	15	5.5	95.6
Dissatisfied	2	0.7	96.4
Very dissatisfied	2	0.7	97.1
No response	8	2.9	100.0
TOTAL	275	100.0	

TABLE 44: The level at which information is received

	Frequency	%	Cumulative %
Very satisfied	136	49.5	49.5
Satisfied	106	38.5	88.0
Neither	14	5.1	93.1
Dissatisfied	4	1.5	94.5
Very dissatisfied	2	0.7	95.3
No response	13	4.7	100.0
TOTAL	275	100.0	

TABLE 45: Information received regarding district services

	Frequency	%	Cumulative %
Very satisfied	142	51.6	51.6
Satisfied	99	36.0	87.6
Neither	16	5.8	93.5
Dissatisfied	4	1.5	94.9
Very dissatisfied	4	1.5	96.4
No response	10	3.6	100.0
TOTAL	275	100.0	

TABLE 46: The ability to participate in performance monitoring

	Frequency	%	Cumulative %
Very satisfied	118	42.9	42.9
Satisfied	96	34.9	77.8
Neither	39	14.2	92.0
Dissatisfied	9	3.3	95.3
Very dissatisfied	2	0.7	96.0
No response	11	4.0	100.0
TOTAL	275	100.0	

TABLE 47: Awareness of compact between NIHE and District HCN?

	Frequency	%
Yes	234	85.1
No	41	14.9
TOTAL	275	100.0

(N.B. Tables 48 to 52 have a base of 234 respondents who reported being aware of the compact between NIHE and District HCN)

TABLE 48: Housing services

	Frequency	%	Cumulative %
Very satisfied	94	40.2	40.2
Satisfied	107	45.7	85.9
Neither	17	7.3	93.2
Dissatisfied	8	3.4	96.6
Very dissatisfied	1	0.4	97.0
No response	7	3.0	100.0
TOTAL	234	100.0	

TABLE 49: Resources

	Frequency	%	Cumulative %
Very satisfied	90	38.5	38.5
Satisfied	107	45.7	84.2
Neither	26	11.1	95.3
Dissatisfied	3	1.3	96.6
Very dissatisfied	1	0.4	97.0
No response	7	3.0	100.0
TOTAL	234	100.0	

TABLE 50: Meetings

	Frequency	%	Cumulative %
Very satisfied	94	40.2	40.2
Satisfied	102	43.6	83.8
Neither	22	9.4	93.2
Dissatisfied	6	2.6	95.7
Very dissatisfied	0	4.3	95.7
No response	10	0.0	100.0
TOTAL	234	100.0	

TABLE 51: Information

	Frequency	%	Cumulative %
Very satisfied	85	36.3	36.3
Satisfied	103	44.0	80.3
Neither	28	3.4	92.3
Dissatisfied	8	12.0	95.7
Very dissatisfied	1	0.4	96.2
No response	9	3.8	100.0
TOTAL	234	100.0	

TABLE 52: Performance monitoring

	Frequency	%	Cumulative %
Very satisfied	91	38.9	38.9
Satisfied	92	39.3	78.2
Neither	35	15.0	93.2
Dissatisfied	7	3.0	96.2
Very dissatisfied	0	0.0	96.2
No response	9	3.8	100.0
TOTAL	234	100.0	

TABLE 53: NIHE Compact with community group

	Frequency	%	Valid %
Yes	209	76.0	76.0
No	30	10.9	10.9
Don't know	36	13.1	13.1
TOTAL	275	100.0	100.0

(N.B. Tables 53 to 57 have a base of 206 respondents who reported being aware of the compact between NIHE and their community group)

TABLE 54: Housing services

	Frequency	%	Cumulative %
Very satisfied	86	41.1	41.1
Satisfied	95	45.5	86.6
Neither	13	6.2	92.8
Dissatisfied	7	3.3	96.2
Very dissatisfied	3	1.4	97.6
No response	5	2.4	100.0
TOTAL	209	100.0	

TABLE 55: Resources

	Frequency	%	Cumulative %
Very satisfied	80	38.3	38.3
Satisfied	96	45.9	84.2
Neither	16	8.1	92.3
Dissatisfied	7	2.9	95.2
Very dissatisfied	2	1.0	96.2
No response	8	3.8	100.0
TOTAL	209	100.0	

TABLE 56: Meetings

	Frequency	%	Cumulative %
Very satisfied	83	39.7	39.7
Satisfied	98	46.9	86.6
Neither	13	6.2	92.8
Dissatisfied	4	1.9	94.7
Very dissatisfied	2	1.0	95.7
No response	9	4.3	100.0
TOTAL	209	100.0	

TABLE 57: Information

	Frequency	%	Cumulative %
Very satisfied	79	37.8	37.8
Satisfied	98	46.9	84.7
Neither	14	6.7	91.4
Dissatisfied	6	2.9	94.3
Very dissatisfied	2	1.0	95.2
No response	10	4.8	100.0
TOTAL	209	100.0	

TABLE 58: Timing of NIHE communication

	Frequency	%	Cumulative %
Very satisfied	88	32.0	32.0
Satisfied	124	45.1	77.1
Neither	35	12.7	89.8
Dissatisfied	11	4.0	93.8
Very dissatisfied	2	0.7	94.5
No response	15	5.5	100.0
TOTAL	275	100.0	

TABLE 59: Relevance of NIHE communication

	Frequency	%	Cumulative %
Very satisfied	99	36.0	36.0
Satisfied	115	41.8	77.8
Neither	33	12.0	89.8
Dissatisfied	9	3.3	93.1
Very dissatisfied	4	1.5	94.5
No response	15	5.5	100.0
TOTAL	275	100.0	

TABLE 60: NIHE response to community group

	Frequency	%	Cumulative %
Very satisfied	103	37.5	37.5
Satisfied	105	38.2	75.6
Neither	36	13.1	88.7
Dissatisfied	16	5.8	94.5
Very dissatisfied	2	0.7	95.3
No response	13	4.7	100.0
TOTAL	275	100.0	

TABLE 61: NIHE feedback received by community group

	Frequency	%	Cumulative %
Very satisfied	105	38.8	38.2
Satisfied	110	40.0	78.2
Neither	28	10.2	88.4
Dissatisfied	17	6.2	94.5
Very dissatisfied	4	1.5	96.0
No response	11	4.0	100.0
TOTAL	275	100.0	

TABLE 62: Quality of NIHE published information

	Frequency	%	Cumulative %
Very satisfied	99	36.0	36.0
Satisfied	111	40.4	76.4
Neither	34	12.4	88.7
Dissatisfied	15	5.1	93.8
Very dissatisfied	4	1.5	95.3
No response	13	4.7	100.0
TOTAL	275	100.0	

TABLE 63: Sharing Information

	Frequency	%
Yes	240	87.3
No	17	6.2
Don't know	8	2.9
No response	10	3.6
TOTAL	275	100.0

TABLE 64: Working successfully with partnership agencies

	Frequency	%
Yes	236	85.1
No	22	8.0
Don't know	4	1.5
No response	13	4.7
TOTAL	275	100.0

TABLE 65: Completing projects

	Frequency	%
Yes	213	77.5
No	33	12.0
Don't know	11	4.0
No response	18	6.5
TOTAL	275	100.0

TABLE 66: Working with organisations outside your area

	Frequency	%
Yes	207	75.3
No	36	13.1
Don't know	6	2.2
No response	26	9.5
TOTAL	275	100.0

TABLE 67: Participating in cross community networks / groups

	Frequency	%
Yes	185	67.3
No	55	20.0
Don't know	10	3.6
No response	25	9.1
TOTAL	275	100.0

TABLE 68: Participating in interagency networks / groups

	Frequency	%
Yes	182	66.2
No	44	16.0
Don't know	16	5.8
No response	33	12.0
TOTAL	275	100.0

TABLE 69: Lobby Collectively

	Frequency	%
Yes	173	62.9
No	58	21.1
Don't know	12	4.4
No response	32	11.6
TOTAL	275	100.0

TABLE 70: Identify best practice

	Frequency	%
Yes	204	74.2
No	34	12.4
Don't know	12	4.4
No response	25	9.1
TOTAL	275	100.0

TABLE 71: Identify new ideas / solutions

	Frequency	%
Yes	213	77.5
No	30	10.9
Don't know	11	4.0
No response	21	7.6
TOTAL	275	100.0

TABLE 72: Implement new ideas

	Frequency	%
Yes	192	69.8
No	34	12.4
Don't know	12	4.4
No response	37	13.5
TOTAL	275	100.0

TABLE 73: Support from District Office

	Frequency	%
Yes	242	88.0
No	18	6.5
Don't know	3	1.1
No response	12	4.4
TOTAL	275	100.0

TABLE 74: Support from SCNI

	Frequency	%
Yes	205	74.5
No	45	16.4
Don't know	4	1.5
No response	21	7.6
TOTAL	275	100.0

TABLE 75: Support from community centres / workers

	Frequency	%
Yes	168	61.1
No	66	24.0
Don't know	3	1.1
No response	38	13.8
TOTAL	275	100.0

TABLE 76: Support from community groups / networks

	Frequency	%
Yes	186	67.6
No	48	17.5
Don't know	3	1.1
No response	38	13.8
TOTAL	275	100.0

TABLE 77: Support from education / resource centres

	Frequency	%
Yes	115	41.8
No	112	40.7
Don't know	5	1.8
No response	43	15.6
TOTAL	275	100.0

TABLE 78: Support from BME / migrant workers network

	Frequency	%
Yes	59	21.5
No	162	58.9
Don't know	6	2.2
No response	48	17.5
TOTAL	275	100.0

TABLE 79: Support from disability networks

	Frequency	%
Yes	85	30.9
No	144	52.4
Don't know	5	1.8
No response	41	14.9
TOTAL	275	100.0

TABLE 80: Support from other HCN representative

	Frequency	%
Yes	147	53.5
No	71	25.8
Don't know	3	1.1
No response	54	19.6
TOTAL	275	100.0

TABLE 81: Increased influenced on estate management

	Frequency	%
Yes	174	63.3
No	61	22.2
Don't know	16	5.8
No response	24	8.7
TOTAL	275	100.0

TABLE 82: Increased influence on response maintenance

	Frequency	%
Yes	181	65.8
No	57	20.7
Don't know	16	5.8
No response	21	7.6
TOTAL	275	100.0

TABLE 83: Increased influenced on modernising services

	Frequency	%
Yes	141	51.3
No	76	27.6
Don't know	22	8.0
No response	36	13.1
TOTAL	275	100.0

TABLE 84: Increase influenced on housing and homelessness

	Frequency	%
Yes	140	50.9
No	78	28.4
Don't know	31	11.3
No response	26	9.5
TOTAL	275	100.0

TABLE 84: Increased influence on district housing plan

	Frequency	%
Yes	144	52.4
No	76	27.6
Don't know	21	7.6
No response	34	12.4
TOTAL	275	100.0

TABLE 85: Increased influence on antisocial behaviour

	Frequency	%
Yes	184	66.9
No	54	19.6
Don't know	15	5.5
No response	22	8.0
TOTAL	275	100.0

TABLE 86: Increased influence on planned maintenance

	Frequency	%
Yes	148	53.8
No	76	27.6
Don't know	21	7.6
No response	30	10.9
TOTAL	275	100.0

TABLE 87: Increased influence on the management of voids

	Frequency	%
Yes	157	57.1
No	67	24.4
Don't know	17	6.2
No response	34	12.4
TOTAL	275	100.0

TABLE 88: Increased influence on publications

	Frequency	%
Yes	159	57.2
No	52	18.9
Don't know	18	6.5
No response	46	16.7
TOTAL	275	100.0

TABLE 89: Increased influence on awareness of housing

	Frequency	%
Yes	169	61.5
No	55	20.0
Don't know	18	6.5
No response	33	12.0
TOTAL	275	100.0

TABLE 90: Community projects

	Frequency	%	Valid %
Yes	241	87.6	89.3
No	27	9.8	10.0
Don't know	2	0.7	0.7
TOTAL	270	98.2	100.0
No response	5	1.8	
Total	275	100.0	

TABLE 91: Type of community projects

	YES	
	N	%
EDUCATIONAL	169	70.1
INTER-GENERATIONAL	144	59.8
YOUTH	185	76.8
PARTNERSHIP	166	68.9
ENVIRONMENTAL	172	71.4
SOCIAL	209	86.7
CROSS COMMUNITY	185	76.8
OTHER	3	1.2

Base: 241 respondents who reported their groups organise / run community projects

TABLE 92: Work with other organisations / agencies

	Frequency	%	Valid %
Yes	243	88.4	91.4
No	23	8.4	8.6
TOTAL	266	96.7	100.0
Missing No response	9	3.3	
Total	275	100.0	

TABLE 93: Area of work – Community

	Community	
	N	%
EDUCATIONAL	95	39.1
INTER-GENERATIONAL	114	46.9
YOUTH	111	45.7
PARTNERSHIP	85	35.0
ENVIRONMENTAL	95	39.1
CROSS COMMUNITY	124	51.0
OTHER	0	0.0

Base: 243 respondents who reported they worked with other organisations / agencies

TABLE 94: Area of work – Statutory

	Statutory	
	N	%
EDUCATIONAL	27	11.1
INTER-GENERATIONAL	8	3.3
YOUTH	18	7.4
PARTNERSHIP	33	13.6
ENVIRONMENTAL	28	11.5
CROSS COMMUNITY	17	7.0
OTHER	0	0.0

Base: 243 respondents who reported they worked with other organisations / agencies

TABLE 95: Area of work – Both

	Both	
	N	%
EDUCATIONAL	52	21.4
INTER-GENERATIONAL	18	7.4
YOUTH	46	18.9
PARTNERSHIP	50	20.6
ENVIRONMENTAL	54	22.2
CROSS COMMUNITY	33	13.6
OTHER	0	0.0

Base: 243 respondents who reported they worked with other organisations / agencies

TABLE 96: Public bodies

	Frequency	%
COMMUNITY SAFETY PARTNERSHIP	169	61.5
SCHOOL BOARD	57	20.7
NEIGHBOURHOOD RENEWAL	145	52.7
COUNCIL	183	66.5

TABLE 97: Participation in decision making about policy

	Frequency	%	Valid %
Yes	109	39.6	46.2
No	97	35.3	41.1
Don't know	30	10.9	12.7
TOTAL	236	85.8	100.0
No response	39	14.2	
Total	275	100.0	

SCHEDULE NUMBER			
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COMMUNITY INVOLVEMENT RESEARCH SURVEY

Two years ago the Housing Executive commissioned research on the Housing Community Network (HCN) and tenant and resident involvement opportunities. The final report was published in September 2008. One of its key recommendations is to review the impact of social capital on the HCN every two years [***social capital is a model used to measure the added value of community based activity***]. This process has now begun. This questionnaire is being distributed to all HCN members at the start of each District meeting during September and October of this year. To complete the questionnaire please circle your responses or where appropriate indicate number of years. Once completed please use the envelope provided and return to the Housing Executive's representative at the meeting. Sealed envelopes will be sent to Housing Executive's Research Unit.

All information relating to the survey will be strictly confidential to the Research Unit. It will not be possible to identify individual HCN members from any published information

SECTION A: HCN MEMBERSHIP

Q1. How long have you been involved in the Housing Community Network? (*Please note that 'Not Applicable' assumes you are not involved in the HCN at that level*)

Please circle one response for each level and where applicable write in the number of years

LEVEL	No. of Years	Not Applicable
District HCN	[] years	98
Area HCN	[] years	98
Central HCN	[] years	98

Q2. How many meetings have you attended in the last 12 months?

District _____ / NA

Area _____ / NA

Central _____ / NA

Q3a. Are you aware of the Terms of Reference for the HCN?

Please circle one response only

Yes	1	<i>Go to Q3b.</i>
No	2	<i>Go to Q4</i>

Q3b. Are the Terms of Reference for the HCN helpful with regard to the following?

Please circle one response per column

	Yes	No
Membership, chairperson etc.	1	2
Defining Role	1	2

Q4. Thinking of the HCN, is it representative of the residents in the district in terms of:

Please circle one response per column

	Yes	No
Age	1	2
Gender	1	2
Disability	1	2
Black and minority ethnic	1	2

Q5. Are you aware of the following Housing Community Network Groups?

Please circle all that apply

	Yes	No
Intercommunity Network	1	2
Rural Community Forum	1	2

Q6a. As a HCN member, do you feel you have any training needs?

Please circle one response only

Yes	1	Go to Q6b.
No	2	Go to Q7.

Q6b. If yes, please specify what type of training you feel you require?

SECTION B: ORGANISATIONAL ASPECTS OF HCN

Q7. Are you a member of the **District** HCN?

Please circle one response only

Yes	1	Go to Q8.
No	2	Go to Q12.

Q8. How satisfied/dissatisfied are you with the organisational aspects of the **District** HCN?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Arrangements to chair HCN Meetings	1	2	3	4	5
Input into HCN agendas in advance of meetings	1	2	3	4	5
Suitability of venue	1	2	3	4	5
Time and frequency of meetings	1	2	3	4	5
Timely circulation of minutes/agendas	1	2	3	4	5
The accuracy / reliability of minutes	1	2	3	4	5
The length of time a member serves	1	2	3	4	5
Relevancy of issues discussed	1	2	3	4	5

Q9. Do you think the following positions on the **District** HCN should rotate?

Please circle one response only

	Yes	No	Not applicable
Chairperson	1	2	98
Minute Taker	1	2	98
Other, please specify			

Q10. As a **District** HCN member who do you feedback to:

Please circle one response on each line

	Yes	No
Members of your group	1	2
Other groups in your area	1	2
Individual residents	1	2
Other, please specify		

Q11a. Do you feel the appropriate N.I.H.E. staff attend **District** HCN meetings?

Please circle one response only

Yes	1	Go to Q12.
No	2	Go to Q11b.

Q11b. If no, please explain below:

Q12. Are you a member of the **Area** HCN?

Please circle one response only

Yes	1	Go to Q13.
No	2	Go to Q17.

Q13. How satisfied/dissatisfied are you with the organisational aspects of the **Area** HCN?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Arrangements to chair HCN Meetings	1	2	3	4	5
Input into HCN agendas in advance of meetings	1	2	3	4	5
Suitability of venue	1	2	3	4	5
Time and frequency of meetings	1	2	3	4	5
Timely circulation of minutes/agendas	1	2	3	4	5
The accuracy / reliability of minutes	1	2	3	4	5
The length of time a member serves	1	2	3	4	5
Relevancy of issues discussed	1	2	3	4	5

Q14. Do you think the following positions on the **Area** HCN should rotate?

Please circle one response only

	Yes	No	Not applicable
Chairperson	1	2	98
Minute Taker	1	2	98
District Housing Community Network Representatives	1	2	98
Other, please specify			

Q15. As an **Area** HCN member who do you feedback to:

Please circle one response on each line

	Yes	No
Central HCN	1	2
District HCN	1	2
Members of your group	1	2
Other groups in your area	1	2
Individual residents	1	2
Other, please specify		

Q16a. Do you feel the appropriate N.I.H.E. staff attend **Area** HCN meetings?

Please circle one response only

Yes	1	Go to Q17.
No	2	Go to Q16b.

Q16b. If no, please explain below:

Q17. Are you a member of the **Central** HCN?

Please circle one response only

Yes	1	Go to Q18.
No	2	Go to Q22.

Q18. How satisfied/dissatisfied are you with the organisational aspects of the **Central** HCN?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Arrangements to chair HCN Meetings	1	2	3	4	5
Input into HCN agendas in advance of meetings	1	2	3	4	5
Suitability of venue	1	2	3	4	5
Time and frequency of meetings	1	2	3	4	5
Timely circulation of minutes / agendas	1	2	3	4	5
The accuracy / reliability of minutes	1	2	3	4	5
The length of time a member serves	1	2	3	4	5
Relevancy of issues discussed	1	2	3	4	5

Q19. Do you think the following positions on the **Central** HCN should rotate?

Please circle one response only

	Yes	No	Not applicable
Chairperson	1	2	98
Minute Taker	1	2	98
Area Housing Community Network Representatives	1	2	98
Other, please specify			

Q20. As a **Central** HCN member who do you feedback to?

Please circle one response on each line

	Yes	No
Area HCN	1	2
District HCN	1	2
Members of your group	1	2
Other groups in your area	1	2
Individual residents	1	2
Other, please specify		

Q21a. Do you feel the appropriate N.I.H.E. staff attend **Central** HCN meetings?

Please circle one response only

Yes	1	Go to Q22.
No	2	Go to Q21b.

Q21b. If no, please explain below:

SECTION C: COMMUNICATION AND FEEDBACK

Q22. Do you feel better informed as a result of being on the HCN?

Please circle one response only

Yes	1
No	2

Q23. How satisfied/dissatisfied are you with the following aspects of communication / feedback within the HCN?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Opportunities to express your views	1	2	3	4	5
Relevancy of the information you receive	1	2	3	4	5
The level at which information is received	1	2	3	4	5
The information received regarding District's Services	1	2	3	4	5
Your ability to participate in performance monitoring	1	2	3	4	5

Q24. Thinking about how your community group / the residents you represent receives feedback on HCN issues, what methods are used and approximately how often?

For each feedback method please circle one response per column only

	Monthly	Bi-monthly	Quarterly	6 monthly	Annually	Does not occur	Don't know
Information Pack	1	2	3	4	5	6	888
Minutes of meetings	1	2	3	4	5	6	888
Community Newsletter	1	2	3	4	5	6	888
Verbally to your community association	1	2	3	4	5	6	888
Public Meetings with residents	1	2	3	4	5	6	888
Put on the agenda of other groups	1	2	3	4	5	6	888
Face to face discussion with individuals in your HCN	1	2	3	4	5	6	888

Q25. If there are any other methods used not stated above please specify noting how often used:

Q26. Are you aware of the Compact (a formal agreement) between the Northern Ireland Housing Executive and District HCN?

Please circle one response only

Yes	1	Go to Q27.
No	2	Go to Q29.

Q27. How satisfied/dissatisfied are you with the following aspects of the HCN Compact?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Housing Services (information provided to new tenants, day to day estate management, housing surgery, forum, response maintenance, planned schemes and ground maintenance)	1	2	3	4	5
Resources (newsletter, training, community premises, photocopying, venues, research)	1	2	3	4	5
Meetings (such as the Housing forum, interagency groups, public meetings, special initiatives)	1	2	3	4	5
Information (leaflets, articles for newsletters, staff changes, consultation events and publicity)	1	2	3	4	5
Performance monitoring (six monthly reviews of compacts and annual updates and amendments)	1	2	3	4	5

Q28. Have you any suggestions on how the Compact between the **District** HCN and N.I.H.E. can be improved?

Q29. To your knowledge does the Housing Executive have a Community Participation Compact (CPC) with your group?

Please circle one response only

Yes	1	Go to Q30.
No	2	Go to Q32.
Don't Know	888	Go to Q32.

Q30. How satisfied/dissatisfied are you with the following aspects of the Community Participation Compact ?

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Housing Services (information provided to new tenants, day to day estate management, housing surgery, forum, response maintenance, planned schemes and ground maintenance)	1	2	3	4	5
Resources (newsletter, training, community premises, photocopying, venues, research)	1	2	3	4	5
Meetings (such as the Housing forum, interagency groups, public meetings, special initiatives)	1	2	3	4	5
Information (leaflets, articles for newsletters, staff changes, consultation events and publicity)	1	2	3	4	5

Q31. Have you any suggestions on how the Community Participation Compact can be improved?

Q32. Thinking about the community group / residents you represent, how satisfied/dissatisfied are you with the Housing Executive's communication (e.g. *Housing News*) regarding the following:

Please circle one response on each line

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
The timing of communication	1	2	3	4	5
The relevance of Housing Executive communication	1	2	3	4	5
The Housing Executives response to your group's views	1	2	3	4	5
The feedback your group receives from the Housing Executive	1	2	3	4	5
The quality of published information your group receives	1	2	3	4	5

Q33. Have you any suggestions on how the Housing Executive's methods of communication can be improved?

SECTION D: EFFECTIVENESS OF THE HCN

Q34. Has your involvement in the Housing Community Network (HCN) increased the effectiveness of your community group / residents you represent in relation to... **(*Please note, by participating, we mean involving residents and their local community associations in discussing and developing their local services and addressing housing issues generally).**

Please circle one response on each line

	Yes	No	Don't know
Sharing information or resources within your community	1	2	888
Working successfully with partnerships/agencies/other groups	1	2	888
Completing projects within your community	1	2	888
Working with organisations outside your community	1	2	888
Participating* in Cross Community networks/groups	1	2	888
Participating* in Interagency networks/groups	1	2	888
Increasing the groups ability to lobby collectively	1	2	888
Identifying best practice	1	2	888
Identifying new ideas/solutions to benefit your community	1	2	888
Implementing new ideas/solutions that benefit your community	1	2	888
Other, please specify			

Q35. During the last 12 months have you received support from the following?

Please circle one response on each line

	Yes	No	Don't know
Your local Housing Executive District Office	1	2	888
Supporting Communities NI (SCNI)	1	2	888
Community Centres or Community Workers	1	2	888
Community Groups or Networks	1	2	888
Education/Community Education /Learning Resource Centres	1	2	888
Black & Minority Ethnic (BME) or Migrant Worker support networks	1	2	888
Disability networks	1	2	888
Other representatives in the Housing Community Network	1	2	888
Other, please specify			

Q36. Has your participation in the Housing Community Network increased residents' influence on the Housing Executive in relation to the following?

Please circle one response on each line

	Yes	No	Don't know
Estate Management*	1	2	888
Response Maintenance	1	2	888
Modernising Services	1	2	888
Housing & Homelessness	1	2	888
District Housing Plan**	1	2	888
Antisocial Behaviour	1	2	888
Planned Maintenance	1	2	888
Management of Void (empty) properties	1	2	888
Publications	1	2	888
Greater awareness of how housing fits into the work of other agencies such as health, education, regeneration, community safety etc.	1	2	888
Other, please specify			

***Estate management refers to the following services: rent collection and housing benefit, lettings and transfers, response to complaints and maintenance of estates.**

****The District Housing Plan is published annually detailing the planned new build, improvement schemes, maintenance schemes etc. and district councils are consulted on their own housing plans.**

Q37. Have you any suggestions on how participation may be improved?

SECTION E: GROUP ACTIVITIES

Q38. To your knowledge does the group you represent presently organise/run community projects?

Please circle one response only

Yes	1	Go to Q39.
No	2	Go to Q40.
Don't Know	888	Go to Q40.
I do not represent a group because.....(please specify)		
Go to Q49.		

Q39. If yes, please specify the type of community projects your group currently organises/runs?

Please circle all that apply

Project Category	Yes	No	Don't know
Educational	1	2	888
Inter Generational	1	2	888
Youth	1	2	888
Partnership	1	2	888
Environmental	1	2	888
Social	1	2	888
Cross Community	1	2	888
Other (please specify)			

Q40. To your knowledge does your group work with other organisations / agencies in your area?

Please circle one response only

Yes	1	Go to Q41.
No	2	Go to Q42.

Q41. If yes, please specify the area of work your group is involved with:

Please circle all that apply specifying whether the area of work is with community and / or statutory groups

Project Category	Group Type			Don't Know
	Community Group	Statutory Group	Other (please specify)	
Educational	1	7		888
Inter Generational	2	8		888
Youth	3	9		888
Partnership	4	10		888
Environmental	5	11		888
Cross Community	6	12		888
Other (please specify)				

Q42. To your knowledge does your group participate in any of the following bodies?

Please circle one response per column only

	Yes	No	Don't Know
Community Safety Partnership	1	2	888
School Board	1	2	888
Neighbourhood Renewal Partnership	1	2	888
Council	1	2	888
Other (please specify)			

Q43. To your knowledge, does **your group** participate in making decisions about policy?

Please circle one response only

Yes	1
No	2
Don't Know	888

Q44. To your knowledge how long has **your group** been involved in the Housing Community Network? (Please note that 'Not Applicable' assumes your group is not involved in the HCN at that level)

Please circle one response for each level and where applicable write in the number of years

LEVEL	No. of Years	Not Applicable	Don't Know
District HCN	[] years	98	888
Area HCN	[] years	98	888
Central HCN	[] years	98	888

SECTION F: GROUP BACKGROUND

The Housing Executive is committed to the principles of equality of opportunity in the provision of housing and related services. In pursuit of this policy the Housing Executive aims to ensure complete fairness in the treatment of their customers. To assist in achieving this it is necessary to collect key information on the following.

Q45. In total, how many members are in your group? _____ / don't know

Q46. Please tell us about the membership of your group? (**Please give the approximate numbers**)

How many are...	Housing Executive Tenants _____ / don't know	Housing Association Tenants _____ / don't know	Private Rented Tenants _____ / don't know	Owner Occupiers _____ / don't know
How many are...	Males _____	Females _____		
How many are between...	18-25yrs _____	26-40yrs _____	41-60yrs _____	61yrs+ _____
How many are...	White _____ Chinese _____ Irish Traveller _____ Indian _____ Pakistani _____ Bangladeshi _____ Black Caribbean _____ Black African _____ Other ethnic group including migrant workers _____ (If other, please specify) _____			

Q47. How many members, if any, have a disability? _____ / don't know

Q48. Please tell us about your group and its participation in Housing Community Networks?

Please circle one response on each line below

The community background of our group is...	Predominantly Protestant	Predominantly Catholic	Mixed (Protestant& Catholic)	Other: (please specify)	
Our group participates in HCN based in the Housing Executive's ...	Belfast Area	North East Area	West Area	South Area	South East Area

Q49. If you would like to make some general comments on the Housing Community Network in which you are involved please use the space below:

Thank you for taking time to complete the questionnaire. Please return your completed questionnaire using the envelope provided to the Housing Executive's representative at the meeting. Sealed envelopes will be sent to Housing Executive's Research Unit.

If you have any queries about the questionnaire please do not hesitate to contact Sarah McCloy in the Research Unit on 028 90318545 or email Sarah.McCloy@nihe.gov.uk

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