

**Dirk Schubotz and Paula Devine**

**Lower Ormeau Training and Employment  
Survey 2005**

**Final Report**



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## **Acknowledgments**

This project was completed in close cooperation between the Research Centre of ARK (Northern Ireland Social and Political Archive) at Queen's University Belfast and the Mornington Community Project in the Lower Ormeau Road.

A number of local residents were trained to conduct interviews in their area. Most of these residents had never done this or similar work before. Without their involvement this project could not have been completed. The interviews were completed to a high standard and a high return rate was achieved. The data input was largely completed by Jacquette Fleury and Brendan Murray who spend many hours of their spare time to assist the completion of this study.

Funding for the survey was provided by Belfast City Council.

## Executive Summary

In early 2005, Mornington Community Project, in collaboration with ARK, undertook an employment and training survey of the Lower Ormeau Road area. A previous survey undertaken in 1992 had highlighted high levels of unemployment and the need for training opportunities.

### *Sample characteristics*

All 638 households in the area were invited to take part, and 325 did so (50.9%). These comprised 945 people, with an average household size of 2.9 people.

The area has a particularly young population, for example, 28.3% of residents were aged 16-24 years.

48.3% of residents aged 16 years or more have no qualifications; 10% had a first or higher degree.

8.9% of residents aged 16 years or more were unemployed and seeking work.

### *Employment opportunities*

57.2% of respondents felt that the Gasworks and the Laganside redevelopments have not benefited the employment prospects of the Lower Ormeau residents at all.

8.9% of respondents felt that the Lower Ormeau Road area had benefited a lot from these new employment opportunities

57.2% of respondents were dissatisfied with the employment opportunities available locally, and only 10.1% were satisfied.

### *Issues arising*

Key issues to arise from the survey and additional comments related to:

- The lack of training and employment opportunities;
- The need to improve the training opportunities for young people, especially if they were linked directly to training;
- Disappointment that the Gasworks redevelopment and the jobs created within it had not benefited the local community;
- Problems caused by parking, especially by workers from outside the area;
- The behaviour of students and the increase in the number of houses in multiple occupancy.

### *Recommendations*

Taking these needs into account, the following recommendations are applicable:

- Advertising local employment opportunities widely among residents;
- Facilitating a range of new training courses to match the training needs identified in Table 12 of this report, ranging from basic skills in literacy and numeracy, to more vocational and academic courses;
- Advertising all local training opportunities widely;
- Lobbying large employers within the Gasworks site;
- Examining current childcare provision within the local area, especially given how the lack of adequate provision impacts on the uptake of employment and training;
- Holding discussions with relevant government agencies and employers in relation to the parking issues.

## Introduction and Background

The first Lower Ormeau Training and Employment Survey was conducted in 1992 (CTA, 1992). High levels of unemployment in the Lower Ormeau Road area were highlighted as one of the key issues in that survey. The provision of a wider range of training opportunities was seen as one opportunity to increase employability of local residents. However, the report also pointed out that the reasons for high levels of unemployment were much more complex and were unlikely to be solved by better training and higher qualifications alone. For example, 46% of respondents who did not take up training and employment opportunities in the 1992 survey said that this was because of fear of sectarian attack or abuse.

### *Socio-political Change since 1992*

Since 1992, the socio-political landscape in Northern Ireland has changed dramatically. There has been a considerable decrease in openly sectarian violence since the initiation of the Peace Process and the paramilitary ceasefires since 1994, even though informal social control is still exercised by paramilitary organisations in many residential areas [Anderson, 2004]. The Peace Process and the Belfast Agreement have resulted in the implementation of a range of equality legislation in the 1990s, directed towards the improvement of the employment rate of people so far disadvantaged in terms of their employment prospects. These include:

- The Disability Discrimination Act 1995;
- The Race Relations (Northern Ireland) Order 1997;
- The Fair Employment and Treatment (Northern Ireland) Order 1998;
- The Northern Ireland Act 1998;
- The Equality (Northern Ireland) Order 2000.

### *Employment Structure in Northern Ireland*

Economically, Northern Ireland has seen a decrease in unemployment. Currently the official unemployment rate is the lowest in history. In the monthly Labour Market Report an unemployment rate of 4.8% was reported for the period from December 2004-February 2005 (Department of Enterprise, Trade and Investment, 2005, p. 6). The working age employment rate in this period was 68.5% (ibid) and the working age economic inactivity rate for Northern Ireland in the same period was given as 27.9%. For Belfast the unemployment benefit claimant rate was 4.2%.

Although Northern Ireland's employment rate remains the lowest in the UK, unemployment has significantly decreased compared to 1992, when the previous training and employment survey was conducted in the Lower Ormeau area. At that time, the authors of the survey reported that the unemployment rate for Northern Ireland was 14.2% (CTA, 1992).

However, this growth in employment is largely based on an increase in the service sector and publicly funded employment sector. Traditional industries, on the other hand, such as manufacturing industries have been heavily affected by job losses. According to the Labour Market survey, manufacturing jobs in Northern Ireland declined by 14% from 1994 to 2004. (DETINI 2005, p. 17). From March 1994 to March 2004, 17,810 jobs were lost in manufacturing. The textile industry lost 12,360 jobs in the same period, whilst the optical and electrical manufacturing sector in lost 2,730 jobs, which is as many as the manufacturing of transport equipment (2,700) did (ibid). However, given that Protestants and Catholics in Northern Ireland have experienced different employment and unemployment patterns (Rowthorn and Wayne, 1988), the effect of these job losses will have affected particular

geographic areas more than others. In the previous Lower Ormeau Training and Employment survey (CTA, 1992) unemployment among construction workers was the highest (57.6%) in the sample. According to the Labour Market survey, unemployment in the construction sector had (DETINI 2005) has recently decreased. However, since construction workers also constituted the smallest occupational group among respondents in the Lower Ormeau Road, the expected effect of this are going to be small. Similarly, the increase in unemployment in the manufacturing sector can be expected to be limited since only very few respondents in the Lower Ormeau Road were employed in this sector when the first Training and Unemployment survey was conducted.

A reverse trend appeared in the services sector industry. The total number of employees in Northern Ireland in the services sector increased by 13.6% from 478,790 in March 2000 to 543,920 in December 2004. The share of the service sector in the total employment in Northern Ireland in this period had increased from 74.9% to 80.2% (ibid).

Finally, with the recent redevelopment of the area directly adjacent to the Lower Ormeau Road (the Gasworks redevelopment) or in close proximity to it (Laganside development), more employment opportunities were created nearby. These are again predominantly jobs in the services sector industry. In the previous Lower Ormeau Training and Employment survey, it was reported that the unemployment rate in the Lower Ormeau area was almost three times as high as the Northern Ireland average. It would be interesting to see if the creation of nearby employment opportunities had a positive impact on the area.

A repeat of the Ormeau training and employment survey in early 2005 was a timely opportunity to investigate how these changes in the socio-political and economic landscapes have affected residents in the Lower Ormeau Road. Funding for the repeat survey was provided by Belfast City Council.

## Methodology

The 2005 Lower Ormeau Employment and Training survey was conducted as a household survey. The boundaries of the Lower Ormeau area were defined in line with the previous survey (CTA, 1992). Some landmark boundaries of the area were:

- the Ormeau Bridge to the South
- the Old Gasworks and the River Lagan to the East
- the railway bridge to the North

All 638 households in the identified Lower Ormeau area received an introductory leaflet with details about the aims and the objectives of the survey in February 2005. Fieldwork for the survey was undertaken in February and March 2005.

In order to undertake the fieldwork, local residents were recruited. All interviewers took part in a training session where they were familiarised with the task and ethical considerations of a household survey. Two such training sessions were provided for the twelve interviewers.

A number of addresses were assigned to each interviewer and administrative arrangements were put into place to enable residents as well as interviewers to get in touch with the Mornington Community should any questions or concerns arise.

The interviews were carried out with the first person to answer the door willing to complete the questionnaire, provided they were 18 years of age or older. Each respondent received £5 for their time. At the end of the interview, respondents were asked if they were interested in taking part in a follow-up discussion about issues of employment and training. Although a small number of residents agreed to be invited to a follow-up discussion, none turned up to the scheduled event.

One focus group discussion took place with these interviewers at the end of the fieldwork period.

Data from completed questionnaires were initially entered into Excel. One data input training session was provided. The complete Excel data set was then transferred into SPSS for analysis.

The questionnaire was divided into three main sections:

- a) demographic information about the household;
- b) information on training, employment and career of the respondent;
- c) information on training, employment and career of other household residents over the age of 16 years.

## Results

### *Sample characteristics*

Of the 638 households identified for the survey, 325 took part in the projects. This represents a completion rate of 50.9%. These households consisted of 945 individuals in total. The largest proportion of households consisted of two persons (28.6%), followed by three-person households (20.0%) and four-person households (19.1%). Over one in six households (17.5%) were occupied by a single person. The average household size was 2.9 persons per household. Compared to the previous Lower Ormeau Training and Employment Survey, the average household size remained almost unchanged. Table 1 presents a breakdown of household sizes in the sample.

**Table 1: Distribution of household size**

Household size	Number of households	Percent of households	Total number of people per household size
Single person household	57	17.5	57
Two persons	93	28.6	186
Three persons	65	20.0	195
Four persons	62	19.1	248
Five persons	27	8.3	135
Six persons	15	4.6	90
Seven persons	4	1.2	28
Eight persons	2	0.6	16
<b>Total</b>	<b>325</b>	<b>100</b>	<b>945</b>

No persons under the age of 16 years lived in over half of all households (56.9%). The oldest householder was 92 years of age.

The average age of respondents (i.e. person completing the questionnaire) was 41.9 years. Over two thirds of respondents (68.9%) were female. Nearly half of the respondents were single (49.2%) and over one quarter were married (27.1%). Over half (54.8%) held no formal qualification.

The average age of *all* people living in the households included in this survey was 34 years. Over half of all people aged 16 years or over (58.7%) living in these households were single.

Table 2 also shows population characteristics of respondents to the 2001 Northern Ireland Census of Population. More than one quarter (28.3%) of the sample of people living in the Lower Ormeau area were aged 16-24 years, compared with 12.4% of the Census population. This difference in age distribution may help explain the very high proportion of Lower Ormeau residents who are single compared with the Census population.

Nearly one half (48.3%) of residents aged 16 years or over within the sampled households have no qualifications, while one in ten (10.0%) have a degree. It is difficult to compare these figures with data from the Census of Population, as the latter asked for highest educational qualifications only of people aged 16-74 years, and also used a different categorisation system. However, it does appear that a larger proportion of Lower Ormeau residents have no qualifications than the general population. Fewer residents have degrees, although this may reflect the younger age distribution.

**Table 2: Sample characteristics of all people living in the households surveyed**

	%	2001 Census of Population
<b>Gender</b>		
Male	46.2	48.7
Female	53.8	51.3
<b>Age</b>		
0-15	10.50	23.97
16-24	28.30	12.35
24-34	14.72	14.43
35-44	19.21	14.80
45-54	13.83	12.04
55-64	5.76	9.71
65+	7.68	12.70
<b>Marital Status*</b>		
Single	58.7	29.7
Married	26.8	51.5
Living as married	3.4	4.3
Separated	2.7	3.3
Divorced	3.4	3.4
Widowed	5.0	7.3
<b>Highest qualifications*</b>		
Degree or higher	10.0	15.8**
BTEC(Higher),BEC(Higher),TEC(Higher),HNC,HND	3.8	
GCE A Level (including NVQ Level 3	10.0	
BTEC(National),TEC(National),BEC(National),ONC,OND	1.2	
GCSE(including NVQ Level 2),GCE O level (including	18.6	
CSE Grade 1)		
CSE (other than Grade 1)	5.4	
No formal qualification	48.3	41.64
Other	2.0	

\*(Respondents aged 16 years or older only)

\*\* (Respondents aged 16-74 years only)

### *Employment*

Among the 325 respondents who were interviewed, approximately one third (34.2%) were in either full-time or part-time employment – see Table 3. A further 6.6% were in full-time education and 12.1% were retired. Among those of working age, over one fifth (20.5%) were not working, of whom less than half (8.4% of respondents) were seeking work. Over one in six respondents (17.4%) were looking after the home.

**Table 3: Respondents' employment status**

	<b>Frequency</b>	<b>%</b>
Working full-time	73	22.7
Working part-time	37	11.5
Not working (seeking work)	27	8.4
Retired	39	12.1
In full-time education only	15	4.7
In full-time education and working part-time	6	1.9
Looking after the home	56	17.4
Permanently sick or disabled	28	8.7
Not working (and not seeking work)	39	12.1
Caring for elderly or disabled person full-time	1	.3
Other	1	.3

Male respondents were almost twice as likely as female respondents to work full time (33% and 18% respectively), whereas females were eight times as likely as males to work part time (15.8% and 2.0% respectively) and five times as likely as males to look after the home (23% and 5% respectively) full-time. There was very little variation between male and female respondents in terms of being out of work, whether they sought work or not, and in terms of sickness and disability.

Data from the 2004 Northern Ireland Life and Times (NILT) Survey ([www.ark.ac.uk/nilt](http://www.ark.ac.uk/nilt)) show similar trends, in that 20% of female NILT respondents worked part time, compared with only 6% of male respondents. In addition, while only 1% of male NILT respondents looked after the home or family, 20% of females did. However, these figures are not strictly comparable due to the differing age distributions of the two samples, specifically the much younger age profile of Lower Ormeau respondents.

The number of weekly working hours of those respondents in employment varied between a minimum of four and a maximum of sixty: 53.9% of respondents said they worked between 35 and 40 hours every week; 13.4% said they worked for twenty hours every week, and 9% of respondents worked more than 40 hours every week. The average number of hours worked was 31.9, with males having a higher average number of weekly working hours (38.2) than females (27.9).

More than three quarters (76.8%) of those respondents who were working had a permanent contract, 8.9% were on fixed term contracts, about one in eight respondents had casual work arrangements (8.9%) or were self-employed or free-lance (1.2%). A very small minority of respondents worked through agencies (1.8%). Females were slightly more likely than males to have a work contract.

Eight in ten respondents had no managerial duties, with males being less likely than females to be a manager or supervisor (16.2% and 20.0% respectively). 15% of respondents were in their current posts for less than one year, and over half of respondents (50.5%) had worked in their jobs for less than three years. On average females were slightly longer in their current posts (mean=6.6 years, median=4 years) than males (mean=4.9 years, median=3 years). Table 4 provides a summary of the occupational information provided by 113 respondents. The most frequently identified occupations were administration/clerical (including civil service) and sales/customer advisor, encompassing one quarter of jobs (24.8%). 'Other'

occupations mentioned included legal advisor, betting shop manager and insurance underwriter.

Some of the occupations identified by respondents require a high level of educational and professional qualifications, such as barrister and teacher. Others require vocational apprenticeships, such as plumber and joiners. Respondents work within a mixture of public sector organisations (for example, Translink, Health and Social Services, civil service and Road Service), and private sector organisations (such as banks, retail, insurance and property developer).

**Table 4: Respondents' occupation**

	<b>Frequency</b>	<b>%</b>
Administration/clerical	15	13.3
Sales/customer advisor	13	11.5
Cleaner/caretaker	12	10.6
Care assistant/auxiliary nurse	11	9.7
Construction eg plumber, joiner	8	7.1
Child care	7	6.2
Technical (eg laboratory, IT)	7	6.2
Bar person	5	4.4
Driver – bus/taxi	5	4.4
Hairdresser	5	4.4
Chef	4	3.5
Teacher	4	3.5
Youth/social worker	4	3.5
Classroom assistant	2	1.8
Security	2	1.8
Housewife	1	0.9
Other	10	8.8
<b>Total</b>	<b>113</b>	

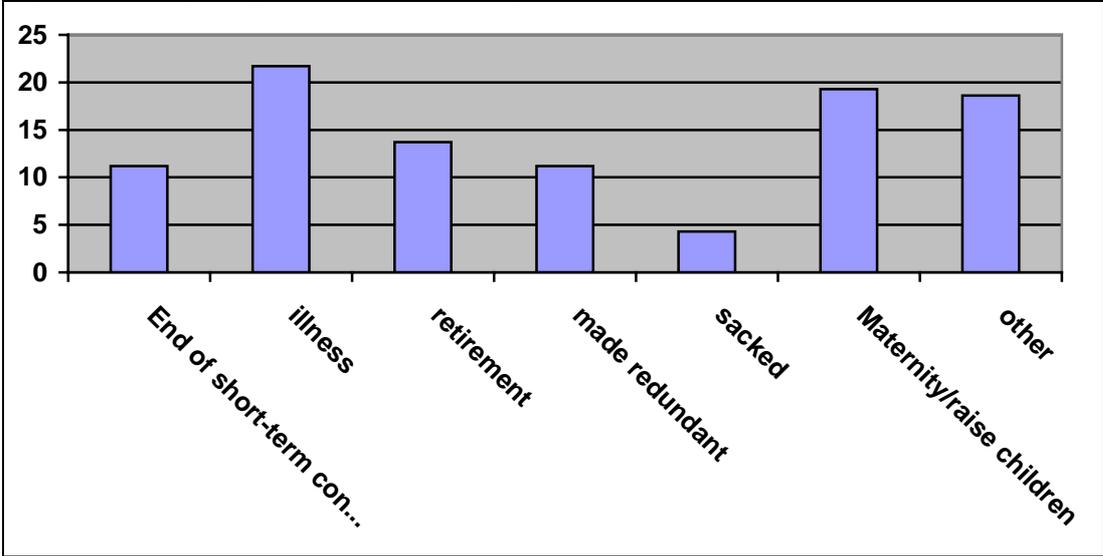
Of those respondents who were currently out of work, three quarters (75.6%) had worked in the past. Over half had held permanent contracts (55.9%), but crucially, one quarter (25.8%) only had had casual work arrangements. This figure is three times higher than among those who said they were currently in employment. On average, these respondents had been in post for 8.5 years (mean), but over half (55.5%) of these respondents had been in their post for five years or less (median).

Looking only at respondents who were out of work and who were *under* the age of 60 years, over half (50.5%) had not worked for six years or longer. Less than one quarter of these respondents at working age (22.9%) were out of work for less than two years. Unsurprisingly, there was a strong correlation of respondents' age and the number of years respondents were out of work (Pearson=0.655,  $p<0.000$ ), which means that older respondents at working age seemed to find it more difficult to find other employment after they had been made redundant.

When asked why respondents left their job, the range of answers was diverse, as Figure 1 shows. Illness (21.7%) and maternity or the need to bring up children (19.3%) were the most frequent reasons mentioned by respondents why they left their jobs. Redundancy and the end of short-term contracts (11.2% each) were the third most likely reason why respondents were not working anymore. Among those who said they had other reasons to leave, one quarter

(25.2%) said they left because they were going back to study and just over one fifth (22.6%) said they left because of family commitments, such as a bereavement or the need to care for a relative. A small number of people lost their posts because the business they were working in closed down or because they were taking up another post.

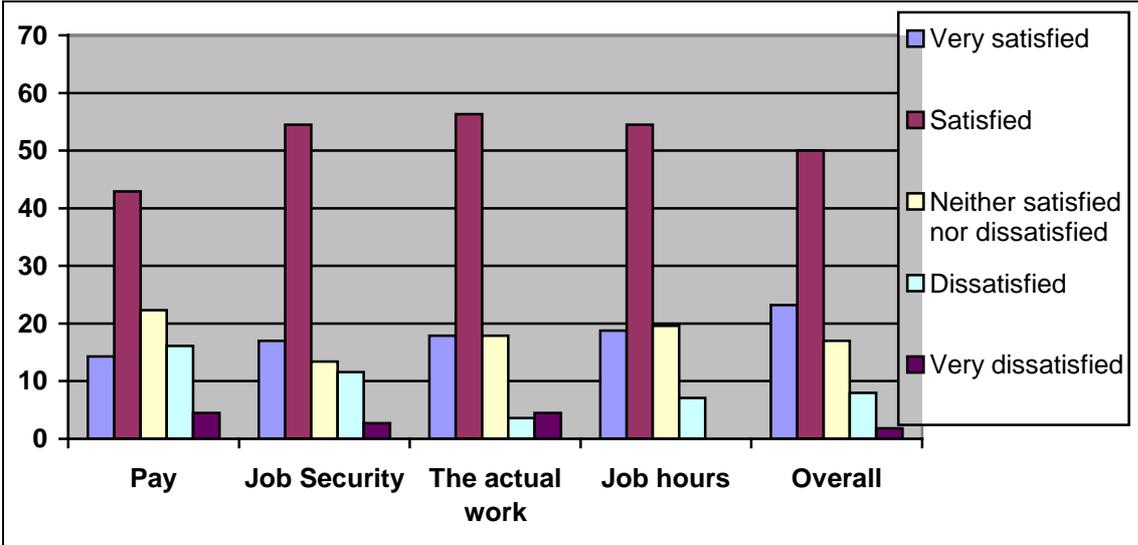
**Figure 1: Why respondents left their jobs**



*Satisfaction with employment*

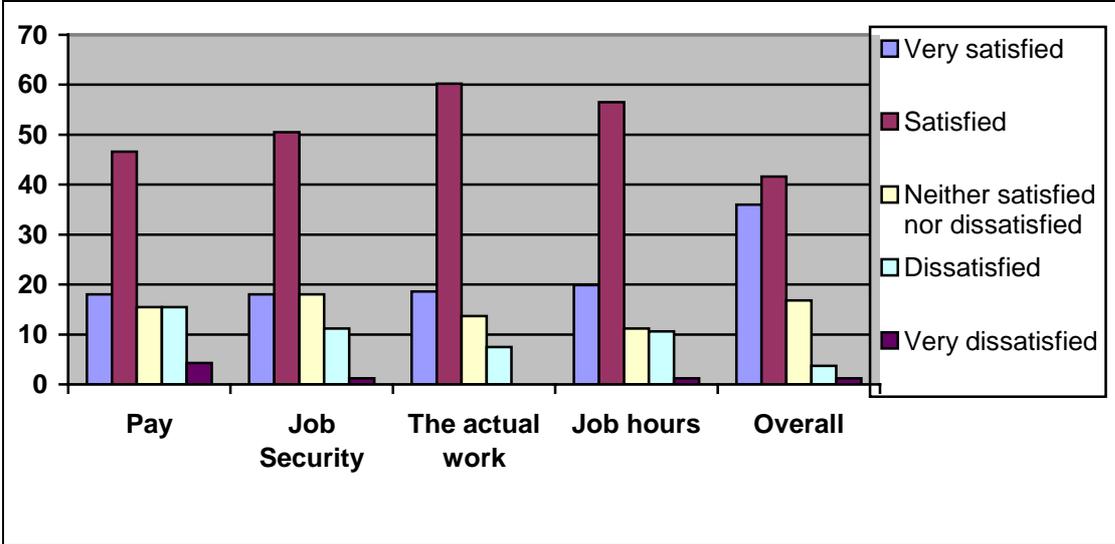
As Figure 2 shows, respondents who were in employment were overwhelmingly satisfied with their jobs overall. Nearly three quarters of respondents (73.2%) said that they were satisfied or very satisfied with their job overall. Satisfaction was highest with the actual work respondents were doing (71.1% were satisfied) and lowest with the pay they received (57.1% were satisfied). Crucially, over seven in ten respondents (71.4%) were also satisfied with the job security in their employment. No significant differences were found between male and female respondents in terms of their job satisfaction.

**Figure 2: Job satisfaction of respondents currently in employment (%)**



The figure for job satisfaction about previous jobs for those respondents who were not working was even higher. Overall, 77.6% were satisfied with their previous jobs and 78.9% were satisfied with the actual work of their past jobs. In terms of pay, satisfaction with past jobs was significantly higher (64.6%) among respondents who had previously worked than respondents who were currently working (57.1%) (Figure 3).

**Figure 3: Job satisfaction of respondents currently in employment (%)**



*Perception of availability of local employment options*

In recent years, the adjacent areas of the Lower Ormeau Road have experienced urban redevelopment with the result of the creation of new job opportunities. Namely, the site of the Old Belfast Gasworks was cleaned from its toxic waste, and new office buildings and a hotel have been built on the site within the Laganside redevelopment scheme. Similar developments happened at old industrial wasteland near the Belfast harbour. The redevelopment of these areas was marketed as a major scheme with the creation of new employment opportunities for residents close by living in areas previously affected by high

unemployment and poverty, such as the ‘Markets’, the Donegal Pass and Lower Ormeau Road. The survey asked respondents to what extent they thought their area had benefited from these redevelopments.

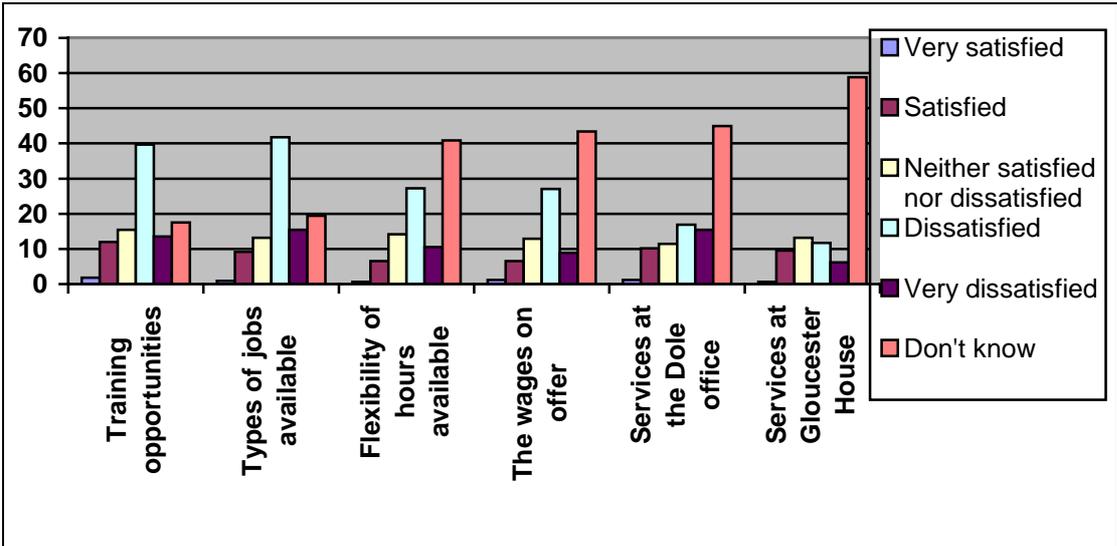
Over half (57.2%) of respondents felt that the redevelopments along the river Lagan, i.e. the Old Gasworks and the Laganside redevelopment, have not benefited the employment prospects of the Lower Ormeau residents at all. Just over one third of respondents (36.9%) felt that the area benefited in terms of employment opportunities at least a little, but less than one in ten respondents (8.9%) felt that the Lower Ormeau Road area benefited a lot. A number of comments were received that indicated that residents knew a few people who worked at the Old Gasworks. However, a similar number of respondents commented that they were unsuccessful in applying for jobs in the Gasworks. Some respondents felt that the required standards were too high and others said that the jobs on offer were not suitable for many residents

Some respondents (5.6%) felt that there were other benefits to the area, such as an improved cleanliness, a nicer look of the area, with better roads and cycle paths. However, some respondents also felt that the developments even had disadvantageous effects to the area, such as more traffic going through the Ormeau Road, more difficulty to find a car-parking space and a rise in house prices.

On a more general level, local employment opportunities received an overwhelmingly negative evaluation. Just one in ten respondents (10.1%) were satisfied with the employment opportunities available locally compared to 57.2% of respondents who were dissatisfied with these.

In terms of the level of flexibility in working hours available, and the employment and unemployment services, over half of the respondents were indifferent or said that they could not answer these questions, as Figure 4 shows. The high level of ‘Don’t know’ answers would indicate that only a minority of respondents makes use of services such as those offered by Gloucester House or the dole office.

**Figure 4: Satisfaction of respondents with local employment services (%)**



### *Means of travelling to work*

Over four in ten respondents who were in employment said they travelled to work on foot (43.2%). This could be an indication both that respondents work locally, but also that the Lower Ormeau Road is fairly near to Belfast City Centre where many retail, service and administrative jobs can be found. However, one third of respondents also travelled by car or van (28.8%) or as passengers of a car (4.5%). One in ten (10.8%) respondents travelled by public transport (bus or train), and 3.6% used a bicycle.

Among those respondents who had worked in the past but were not currently employed, almost two thirds (64.6%) had travelled to their workplace on foot. Only 16.2% had travelled by car (10.6%) or as car passengers (5.6%), whereas 15.6% had used public transport.

### *Training experiences*

Just over one fifth of respondents (22.9%) had ever attended a training scheme. Respondents identified a wide variety of schemes, such as:

- YTP, including beauty, retail, looking after older people, secretarial - 18 respondents
- Computers, including CLAIT and ECDL – 8 respondents
- Mornington ACE, IFI Wider Horizons and catering – 3 respondents
- LEDU start your own business – 1 respondent
- Carer training for disabled – 1 respondent

In relation to the usefulness of participation in these training schemes, just over half of respondents who ever had a job (53.7%) thought that the training scheme they took part in helped them in finding a job. Exactly one half of respondents think that the training scheme will help them find a job in the future.

However, despite some pessimism about the schemes' benefit to finding a job, other benefits were highlighted. More than three quarters of respondents thought that the training scheme helped them to increase their self confidence (75.7%), and to communicate with other people (79.7%).

Respondents who were not currently working were asked if they had not attended a government training scheme for any of a list of reasons. As Table 5 shows, one third of respondents were not aware of any schemes (33.3%). A slightly lower proportion (31.6%) thought that they weren't relevant.

**Table 5: Reasons for not attending a government training scheme**

	<b>%</b>
I wasn't aware of any training schemes	33.3
I don't think they are relevant	31.6
No childcare was provided	11.4
I don't think there are any jobs	10.7
I don't think I would do well enough in the training scheme	10.7
Any other reasons	11.3

'Other' issues identified included a wide variety of internal and external factors, such as :

- Not interested – 6 respondents
- Illness, disabled – 5 respondents
- I was never interested as I had a job until recently
- I feel it hard to go to places as I feel I won't fit in
- Rent is too high to go out to work

### *Looking for employment*

Thirty seven respondents said that they were currently looking for a job, of whom 11 were currently working full time, and 3 were working part time. (Due to the small number of respondents, percentages cannot be calculated.)

Those respondents who were looking for work were asked to identify if any of a list of three issues would hinder them from taking up employment or training. Table 6 shows that the loss of benefits and lack of childcare were pertinent issues, with fear of sectarian attack or abuse being less so. Two other respondents cited financial pressures - 'having to pay big rent'.

**Table 6: Factors hindering the take-up of employment or training**

	<b>Frequency</b>
Loss of childcare	9
Loss of benefits	8
Fear of sectarian attack or abuse	3
Other	2

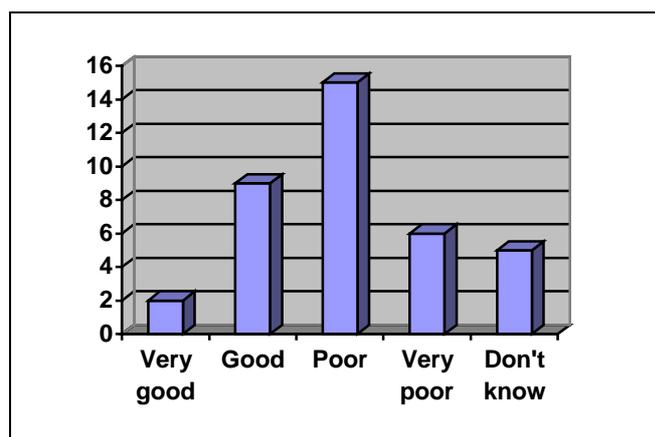
Respondents identifying 'loss of childcare' were then asked about their preference if childcare provision were to be made available to allow people to take up employment or retraining. Four respondents preferred the flexible option of 'money allowance to provide your own childcare', while three respondents preferred a day nursery, one preferred a registered childminder, and one preferred after-school provision.

Half of those respondents (19 out of 37) looking for a job would prefer to work full-time. However, while 13 respondents would prefer to work part-time, 5 respondents did not state a preference, and said that they would prefer to work either full-time or part-time.

Most people (22 out of 37) were prepared to travel to work in Belfast City Centre, with 12 others saying that they would travel to Greater Belfast. Several others were more far-reaching, as 2 respondents would travel to anywhere in Northern Ireland, 1 respondent said they would travel to Newry and another person indicated that they would be prepared to travel to work 'anywhere'.

However, these responses have to be set within the context of what people perceive their chances of getting employment are. As Figure 5 shows, the respondents looking for a job are generally pessimistic – less than one third of respondents (11 out of 37) rated their chances as good or very good.

**Figure 5: Respondents' perception of their chances of getting employment**



Among those respondents who thought that they had good or very good chances of getting a job, their optimism seemed to be based on training that they had undertaken (see Table 7). In particular, one respondent cited 'my education and experience are very good'. Opportunities for either training or employment were not perceived as being contributing factors.

**Table 7: Factors contributing to good/very good chances of getting a job (n=11)**

	Frequency
Training you have undertaken	10
Employment opportunities outside this area	4
Training opportunities in this area	1
Employment opportunities in this area	1
Don't know	2
Other	1

Respondents who thought that their chances of getting a job were poor highlighted contributed their pessimism both to the lack of relevant training as well as the lack of jobs (see Table 8). Other pertinent factors included the quality of training they had received, as well as a fear that they didn't have sufficient literacy skills. Discrimination and a lack of self-confidence were each highlighted by 2 respondents.

**Table 8: Factors contributing to poor/very poor chances of getting a job (n=11)**

	Frequency
Lack of jobs	11
You have not received relevant training	10
Quality of training you have received	6
A fear that you don't have sufficient reading and writing skills for many jobs	5
Discrimination	2
A lack of self-confidence to apply for jobs	2
Don't know	1

### *Skills*

Respondents were asked if they had any particular skills, and it was emphasised that these did not have to be job related, but could be a hobby or related to a course the respondents had undertaken. 155 respondents identified up to five different skills. Table 9 summarises the 230 responses given. Computer or IT-related skills were the most commonly cited, although few respondents specified a particular level of skill (for example, European Computer Driving Licence). The next most frequently cited skills related to communication and sales, followed by child care and sport.

**Table 9: Skills held by respondents**

	<b>Frequency</b>	<b>%</b>
Computers/IT	28	12.2
Communication, sales, media	23	10.0
Child care	19	8.3
Sport	19	8.3
Cleaner/housekeeping/domestic	16	7.0
Cooking	16	7.0
Reading/quiz/crosswords	12	5.2
Decorating/DIY	11	4.8
Sewing/crafts	10	4.3
Typing/clerical	9	3.9
Music	7	3.0
Construction	8	3.5
First aid	7	3.0
Organisation/mgt/equality/training	7	3.0
Hairdressing /beauty	6	2.6
Languages, including sign language	6	2.6
Waiting/hospitality/bar	4	1.7
Gardening	3	1.3
Care of elderly	3	1.3
Walking	2	.9
Community work	2	.9
Dancing	12	5.2
Total	230	100.0

For each skill identified, respondents were asked how they acquired these skills. As might be expected, Table 10 shows that the most commonly cited responses were 'at work/in house', or 'a course', 'training', or 'night class'. However, many skills were also acquired at home, which was especially true of skills such as child care and cleaning (see Table 11). Other skills, such as those relating to construction (for example, joinery) or hospitality were generally acquired at work. Computer skills were acquired via a mixture of courses, school/college and work.

**Table 10: Where skills were obtained**

	<b>Frequency</b>	<b>%</b>
Work/in house	50	29.4
Course, training, night class	50	29.4
Home/family	25	14.7
Experience, by doing	18	10.6
School/college/study	15	8.8
Self taught	10	5.9
Other	2	1.2
<b>Total</b>	<b>170</b>	<b>100.0</b>

**Table 11: Type of skills by how skills were acquired**

	<b>Home/ family</b>	<b>At work/ 'in house'</b>	<b>School/coll ege/study</b>	<b>Self taught</b>	<b>Course/ training</b>	<b>Experience/ by doing</b>	<b>Total</b>
Computers/IT	0	5	6	1	12	0	24
Communication, sales, media	0	7	0	0	8	3	19
Childcare	7	3	0	0	4	1	15
Cooking	6	6	0	1	0	1	14
Sport	1	0	0	1	5	3	11
Cleaner/housekeepi ng/domestic	5	1	0	0	1	1	8
Decorating/DIY	4	2	0	1	0	1	8
Typing/clerical	0	5	1	0	2	0	8
Music	0	0	1	3	1	2	7
Construction	0	6	0	0	1	0	7
Organisation/ Management/ equality/training	0	6	0	0	0	1	7
Hairdressing/ beauty	0	1	0	1	3	0	5
Wewing/crafts	0	2	0	0	2	1	5
Languages, including sign	0	0	3	0	2	0	5
Waiting/hospitality/ bar	0	4	0	0	0	0	4
Gardening	1	0	0	1	0	0	2
Care of elderly	1	0	0	0	0	1	2
Teading/quiz/ crosswords	0	0	0	1	0	0	1
Community work	0	0	0	0	1	0	1
Photography	0	0	1	0	0	0	1
Other	0	1	2	0	2	2	7
<b>Total</b>	<b>25</b>	<b>50</b>	<b>14</b>	<b>10</b>	<b>49</b>	<b>17</b>	<b>167</b>

Respondents were then asked if they were interested in acquiring any other skills, and 81 respondents identified up to three skills. Table 12 shows that computer skills were the most commonly identified skill. While some respondents gave a very general response (such as computers), others identified specific areas of interest, such as ECDL and internet. The next most commonly identified skills were languages, including Irish, Spanish, German and Chinese. A wide range of other skills were identified, including those that were job-related (for example, forklift licence), qualification-related (for example, GCSE) or more person-centred (such as personal development).

**Table 12: Skills respondents would like to acquire**

	<b>Frequency</b>
Computer skills	52
Languages (Irish, Spanish, German, Chinese)	8
Women's group	5
Beauty course	4
First Aid	3
GCSE (English, Maths)	3
Child care/child minding	3
Interior decorating	3
Driving	2
Knitting/sewing	2
Line dancing	2
Piano	2
Catering/cooking	2
Community development/work	2
Book keeping	1
Riding a unicycle	1
Civil engineering	1
Counseling	1
DIY, plumbing, electrical work	1
DJ computer produced music	1
Exercise	1
Crafts and gardening	1
Forklift licence	1
Creative writing	1
Marketing	1
Sociology	1
Typing/shorthand	1
Aromatherapy, Reiki	1
Journalism, media	1
Painting	1
Personal development	1
Jewelry	1
Physiotherapy	1
Social skills	1
Fiddle	1
Sign language	1
Anything	1
Any recognized qualification	1
Anything, as long as it is in the afternoon	1
Too old, no interest, disabled	3
<b>Total</b>	<b>120</b>

*All residents (including respondents)*

This section will report on the economic characteristics of all residents living within the sampled households (including the respondent).

Table 13 reports the employment status of all residents aged 16 years or over. Three out of ten residents were working full-time, and a further one in ten were working part-time only, while 3.0% of residents were in working part time as well as being in full-time education. As identified among respondents only, a larger proportion of men than women were working full-time, while the reverse was true for looking after the home.

**Table 13: Respondents' employment status**

	%		
	Male	Female	All
Working full-time	38.7	24.7	30.3
Working part-time	4.0	14.2	9.5
Not working (seeking work)	11.4	7.3	8.9
On a Government Training Scheme	1.3	.3	.7
Retired	6.7	8.6	7.7
In full-time education only	10.8	8.9	10.8
In full-time education and working part-time	3.4	2.7	3.3
Looking after the home	2.0	15.6	9.2
Permanently sick or disabled	6.4	5.4	5.6
Not working (and not seeking work)	14.1	11.0	12.6
Caring for elderly or disabled person full-time	.3	1.1	.9
Other	.7	.3	.6

Four out of five residents who were working (80.1%) had permanent contracts. A higher percentage of residents working full time had permanent contracts compared with those working part time (85.9% and 70.0% respectively). Just under one in ten of those working full time had fixed-term contracts (9.4%) – a similar proportion to those working part-time (8.6%). A further 13.8% of the latter group had casual contracts.

Table 14 shows that 17.4% of working residents are employed within sales, such as travel agent, counter assistant and telesales. Data from the Northern Ireland New Earnings Survey show that this is the employment sector with the lowest average weekly earnings (DETINI, 2003, p. 21). In fact, apart from agriculture and hunting, employees in restaurants, bars and in the retail sector were the lowest paid workers in Northern Ireland (ibid, p. 24). The next most frequent occupation in the Lower Ormeau Road is construction, which includes plumbers and joiners. Only a small minority of residents were working in professional or managerial capacities, which are the best-paid posts.

**Table 14: Residents' occupation**

	<b>Frequency</b>	<b>%</b>
Sales/customer advisor	57	17.4
Construction eg plumber, joiner	30	9.2
Administration/clerical	28	8.6
Cleaner/caretaker	22	6.7
Manufacturing	22	6.7
Bar person/waiter/waitress	20	6.1
Care assistant/auxiliary nurse	19	5.8
Driver – bus/taxi/lorry	19	5.8
Chef/catering	15	4.6
Child care	12	3.7
Youth/social worker	12	3.7
Technical (eg laboratory, IT)	11	3.4
Hairdresser/beauty	11	3.4
Teacher	4	1.2
Classroom assistant	4	1.2
Housewife	3	0.9
Security	2	0.6
Medical professional	2	0.6
Other	34	10.4
	327	

Forty six residents aged 16 years or over had served an apprenticeship, 18 of which were currently servicing their apprenticeships. (However, this question was not asked of respondents – only of other residents within the sampled households). The vast majority who had ever served/were serving an apprenticeship were male (38 out of 46 people). Two thirds of people with an apprenticeship were currently working (29 people), and only 4 were unemployed (the remainder were economically inactive, for example, retired, looking after the home or in full-time education). Table 15 shows the wide range of trades these apprenticeships were in.

**Table 15: Apprenticeship trades**

	<b>Frequency</b>
Administration	1
Bar man	1
Beauty therapy	1
Bricklaying	2
Builder	1
Building trade	1
Car mechanic	2
Catering	1
Chef	2
Childcare	1
Construction	2
Electrician	3
Engineering	1
Hairdresser	1
Hotel and catering	1
Joinery	3
Lines man	1
Mechanic	1
Mechanical engineering	1
Mechanics	1
Painter	1
Painting and decorating	4
Plumbing	5
Roofing	3
Scrap dealer	1
Service engineer	1
Sheet metal worker	1
Stylist	1
Welder	1

One third of respondents (31.7%) had either a motorcycle or private car licence, and a further 3.7% had either an LGV or PCV licence. A similar proportion (61.8%) of all people aged 16 years or over living in these households had no driving licence.

Approximately one in five residents (19.7%) aged 16 years or over identified that they had ever attended a training course. As Table 16 shows, these courses encompassed a wide variety of topics and levels. The most commonly cited training course was YTP generally combined with specific courses, with 26 courses identified (residents could identify up to two schemes), including hairdressing, caring and retail.

**Table 16: Training courses attended by residents**

	<b>Frequency</b>
YTP (general)	15
Computing (including CLAIT, ECDL)	12
Hairdressing	4
Youth work	4
Bridge to employment	3
First aid	3
Medical (professional)	3
Open College Network	3
Painting and decorating	3
YTP - beauty	3
ACE scheme through Mornington	2
Bricklaying	2
Childcare	2
Creative play	2
Joinery	2
New Deal	2
NVQ childcare	2
NVQ	2
Office work	2
YTP - retail	2
YTP - warehouse	2
ACE scheme - french polisher	1
Administration	1
Alfred Street Training Centre	1
Bar training	1
Brick laying	1
Boucher Road training scheme	1
BT Call Centre training	1
Carer training for disabled	1
Catering Springvale	1
Childminding	1
City & Guilds level painting & decorating	1
Civil Service training	1
Coffee shop assistant	1
Computers, French & Spanish	1
Explorers - Invest NI graduate marketing programme	1
FPC FINANCIAL PLANNING	1
Fitting	1
Forklift training course	1
Gas training scheme	1
Government Training Centre	1

Health and Safety in workplace	1
Hospitality and tourism	1
Institute of first line management course	1
Joblink training scheme	1
Job club	1
Job seekers	1
Job skills	1
LEDU –Start your own business	1
Mornington Enterprises catering	1
Mornington IFI Wider Horizon	1
NVQ level I in retail	1
NVQ customer service	1
Peter Pan complex	1
Physical education instructor	1
Plumber apprenticeship	1
Play work level II (Joblink)	1
Protocol training skills/travel tourism	1
Retail	1
Sales management	1
Some with school	1
Springvale	1
Steps to excellence - Sociology	1
Teaching	1
Trainee mechanic	1
YMCA	1
YTP - hairdressing	1
YTP - looking after old people, children, disabled	1
YTP - painting and decorating	1
YTP - secretarial	1

#### *Additional comments*

Finally, respondents were asked if there was anything else they would like to add about any of the issues raised in this questionnaire. Approximately one in five respondents (66 respondents) took this opportunity. The full list of comments is available in Appendix B. However, several key issues were evident:

- **More concerted advertising of both training and employment opportunities should be made:**  
*‘A bit of advertising for any training schemes that come up would be good, i.e. PC start-up courses.’*
- **Particular emphasis was put on the need to improve the training opportunities for young people, especially if they were linked directly to training:**  
*‘I believe if training was linked to employment, young people would be more likely to partake in training.’*  
*‘This questionnaire will be an eyeopener & glad that it will help the young people get more training, as I find in my field of work the young need more training as they drop out of school early (some of them).’*

- **There was a very strong sense that the Gasworks redevelopment and the jobs created within it had not benefited the local community:**  
*'I think that the Gasworks haven't done enough for this community as we were promised employment for the young in the area.'*
- **Parking is another major issue, especially by workers from outside the area:**  
*'Area used as a free car park'*  
*'People using gasworks, Laganside taking up parking spaces.'*
- **The behaviour of students and the increase in the number of houses in multiple occupancy (HMO) is a concern to residents:**  
*'Landlords and publicans should take more responsibility for noise and disturbances at night - too many students allowed into houses - too many HMO's given.'*
- **On a more positive note, the physical redevelopment of the surrounding areas, for example, Laganside and the tow path, has been welcomed, such as:**  
*'The local environment has improved in appearance - towpath and gasworks site.'*

## Conclusions

The results from this survey provide a useful snapshot of the demographic, employment and training characteristics of the population of the Lower Ormeau Road in early 2005. The data suggest that this is a diverse group of people with a range of employment and training needs. The population in this area is generally younger than the Northern Ireland population as a whole. One half of residents have no educational qualifications. One quarter of people of working age are not working. The majority of residents in employment were working in occupational sectors which are characterised by low pay. Only a very small minority worked in professional or managerial capacities.

The large scale redevelopment of the Gasworks site was a major issue within the local area. In particular, despite the close proximity of this development, there was an overwhelming sense that this has not benefited the local community in terms of jobs. Despite the employment-related issues, the redevelopment of the Gasworks and Laganside areas were seen as positive by many residents for environmental reasons.

The responses to the survey also highlight the importance placed on training within the local community. Many respondents had undertaken training in various ways, such as via their workplace, nightclasses or other classes. These were in a wide range of work and hobby related subjects. Respondents also readily identified specific skills that they would like to acquire. Those respondents who thought their prospects of getting a job were high put this down to good training. In contrast, respondents who thought their job prospects were poor identified lack of training as a major cause, alongside the lack of childcare facilities and the fear of losing benefits. The latter is more pertinent among people looking to be employed in lower paid jobs.

Other issues affecting the area include the congestion caused by cars being parked in the area, especially by workers based at the Gasworks site. There was also concern about the disturbance caused by students living in HMOs.

In conclusion, the data and comments emerging from this project allow for the following five recommendations:

1. Local employment opportunities should be advertised widely among residents. Large employers within the Gasworks site and Lagansite development should be lobbied proactively in terms of the provision of employment for people living in the Lower Ormeau Road. This could include further research into what specific skills employers are looking for, which can directly feed into the provision of tailor-made training.
2. New training courses should be facilitated to match the training needs identified in Table 12, as well as the obvious respect and appreciation that local residents have of training opportunities. This would involve training at a range of levels, ranging from basic skills such as literacy and numeracy, as well as more academic and vocational subjects. It is also pertinent to offer training courses that offer specific support on how to successfully apply for jobs, personal development and assertiveness training. All local training opportunities should be advertised widely.
3. The Current childcare provision within the local area should be examined, especially given how the lack of adequate provision impacts on the uptake of employment and training.

4. Holding discussions with relevant government agencies and employers in relation to the parking issues.
5. Given that the unemployment rate in the area is higher among men than women, men-only training and personal development courses should be set up that address issues of the changing labour market, such as the decline of manufacturing jobs and the changes in the traditional male bread-winner role. Alternative occupation opportunities should be discussed. Existing groups of men (such as the young men's group or local football clubs) could be initially targeted; however more innovative approaches such as events for fathers and school-aged sons could be considered.

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## Appendix A: Questionnaire

ID number

# Mornington Community Project & ARK

## Lower Ormeau Training and Employment Survey

Name of  
interviewer

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	Time	Date	Outcome
Date of call 1			
Date of call 2			
Date of call 3			

This survey is being carried out by the Mornington Community Project, in conjunction with Queen's University Belfast. We would like to find out about the employment and education needs of people living in the Lower Ormeau area. This information will help to ensure that any future employment and training development within the Lower Ormeau area will take account of the needs of local people.

We would be very grateful if you could take a few minutes to complete the questionnaire. **All information given by you will be treated in the strictest confidence. No individual details will be given or made available to any statutory agency (e.g. Government departments).**

If you have any questions, please contact Ken Humphrey or Dorothy Kenny, Mornington Community Project, at 9033 0911.

## Section 1: Household Composition

Q1 I would like to ask some questions about the people who live in this household.

How many people live in this household?

How many adults aged 16 or over live here?

How many children aged 15 or under live here?

Could you please tell me about ALL the people who live here. First of all, starting with yourself:

1. What was your age on your last birthday? **[INTERVIEWER: Then write in respondent's gender]**
2. Are you ... **[INTERVIEWER: Show MARITAL STATUS OPTIONS]**
3. Have you got any of these qualifications? **[INTERVIEWER: Show QUALIFICATIONS OPTIONS]**

Now starting with the eldest other person in the household:

1. What was his/her age on their last birthday?
2. Are they male or female?
3. Are they ... **[INTERVIEWER: Show MARITAL STATUS CARD]**
4. If he/she is over 15 years of age, has he/she got any of these qualifications? **[Show QUALIFICATIONS CARD]**

	1 Age last birthday	2 Gender	3 Marital status	4 Highest level of qualification
Respondent				
Person 2				
Person 3				
Person 4				
Person 5				
Person 6				
Person 7				
Person 8				
Person 9				
Person 10				

## Section 2: Labour Force Characteristics

The next few questions are about **all the other** adults aged 16 or over living in this household. Starting again with the eldest person in the household, could you tell me about their current job? If they are not working at the moment, could you tell me about the last job that they had?

Can you tell me ...

**1. Is person ...[INTERVIEWER SHOW EMPLOYMENT STATUS OPTIONS for every person except for respondent him/herself.]**

If they are working or are on a training scheme: ASK

2. What their occupation is/was – what they actually do/did in their last job?
3. What industry does/did the person work in?
4. How does the person normally travel to work each day?
5. Is this a permanent job, a temporary job (or fixed contract), or a training scheme?
6. How long has the person been in this particular job with this particular employer?
7. If they are unemployed, how long is it since they last had a job?

	1 Employment status	2 Occupation	3 Industry	4 Travel to work/training scheme	5 Type of contract	Duration of...:	
						6. ...current job	7. ...current unemployment
Person 2							
Person 3							
Person 4							
Person 5							
Person 6							
Person 7							
Person 8							
Person 9							
Person 10							

### Section 3: Apprenticeships and driving licences

Again, talking about **everyone else in the household** aged 16 or over, and starting again with the eldest person in the household:

1. Has the person ever served an apprenticeship?
2. If yes, for what trade? If more than one, refer to the most recent. If currently serving an apprenticeship, record it as current
3. Has the person got a full (**not provisional**) driving licence? If yes, what type?

	1 Apprenticeship:			2 Is this current?		3 Trade?	4 What driving licence? None 1 Motorcycle 2 Private car 3 PSV 4 LGV 5 PCV 6
	Yes	No	Don't know	Yes	No		
Person 2	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 3	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 4	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 5	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 6	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 7	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 8	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 9	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		
Person 10	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>		

## Section 4: Training schemes

Again, talking **about everyone else in the household** aged 16 or over, and starting again with the eldest person in the household:

Has the person ever attended any training schemes?

If more than two, record the last two schemes, with the first named scheme being the most recent.

Scheme				
Person 2	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 3	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 4	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 5	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 6	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 7	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 8	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 9	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99
Person 10	1	N/A	<input type="checkbox"/>	98
	2	Don't know	<input type="checkbox"/>	99

## Section 5: Respondent's employment history

And now I would like to ask YOU some questions about **YOUR** working life [Interviewer **SHOW** employment option card]

Q1 First of all, are you ...

Working full time – how many hours per week do you work?	<input type="text"/>	1	Go to Q2
Working part time - how many hours per week do you work?	<input type="text"/>	2	Go to Q2
Not working, but seeking work	<input type="text"/>	3	Go to Section 6
On a government training scheme	<input type="text"/>	4	Go to Section 6
Retired	<input type="text"/>	5	Go to Section 6
In full time education only	<input type="text"/>	6	Go to Section 6
In full time education and working part time	<input type="text"/>	7	Go to Section 6
Looking after the home	<input type="text"/>	8	Go to Section 6
Permanently sick or disabled	<input type="text"/>	9	Go to Section 6
Not working and not seeking work	<input type="text"/>	10	Go to Section 6
Caring for elderly or disabled person full time	<input type="text"/>	11	Go to Section 6
Other? Please say what	<input type="text"/>	12	Go to Q2

**If the respondent is working:**

Q2 What is your occupation – what do you actually do in your job?

Q3 What industry do you work in?

Q4 Is this a ...

- Permanent contract  1
- Seasonal work  2
- Fixed term contract  3
- Agency temping  4
- Casual type of work  5
- Other (please say what)  6

Q5 Are you an employee or self-employed?

- Employee  1
- Self-employed  2
- Other? Please say what  3

Q6 Do you have any managerial duties or do you supervise any other employees?

- Manager  1
- Foreman/supervisor  2
- Not a manager or supervisor  3
- Other? Please say what  4

Q7 How long have you been in this particular job?

Years	Months
<input type="text"/>	<input type="text"/>

Q8 How satisfied or dissatisfied are you with the following aspects of your present job?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
The total pay, including any overtime or bonuses	1	2	3	4	5	6
Your job security	1	2	3	4	5	6
The actual work itself	1	2	3	4	5	6
The hours you work	1	2	3	4	5	6

Q9 All things considered, how satisfied are you with your present job overall?

- Very satisfied  1
- Satisfied  2
- Neither satisfied nor dissatisfied  3
- Dissatisfied  4
- Very dissatisfied  5
- Don't know  6
- Other? Please say what  7

Q10 How do you travel to work?

- Motorcycle, scooter or moped  1
- Driving a car or van  2
- Passenger in a car or van  3
- Car or van pool  4
- Taxi  5
- Bicycle  6
- On foot  7
- Train  8
- Bus (public or private)  9
- Other? Please say what  10

⇒ **Now go to Section 7**

## Section 6: Unemployment

Q1 Have you ever had a job?

Yes  1 Go to Q2  
No  2 Go to Section 7

Q2 What was your last occupation – what did you actually do in your job?

Q3 What industry did you work in?

Q4 Was this a ...

Permanent contract  1  
Seasonal work  2  
Fixed term contract  3  
Agency temping  4  
Casual type of work  5  
Other (please say what)  6

Q5 Were you an employee or self-employed?

Employee  1  
Self-employed  2  
Other? Please say what  3

Q6 Did you have any managerial duties or did you supervise any other employees?

- Manager  1
- Foreman/supervisor  2
- Not a manager or supervisor  3
- Other? Please say what  4

Q7 How long were you in this particular job?

Years	Months
<input type="text"/>	<input type="text"/>

Q8 How satisfied or dissatisfied were you with the following aspects of your last job?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
The total pay, including any overtime or bonuses	1	2	3	4	5	6
Your job security	1	2	3	4	5	6
The actual work itself	1	2	3	4	5	6
The hours you work	1	2	3	4	5	6

Q9 All things considered, how satisfied were you with your last job overall?

- |                                    |                          |   |
|------------------------------------|--------------------------|---|
| Very satisfied                     | <input type="checkbox"/> | 1 |
| Satisfied                          | <input type="checkbox"/> | 2 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | 3 |
| dissatisfied                       | <input type="checkbox"/> | 4 |
| Very dissatisfied                  | <input type="checkbox"/> | 5 |
| Don't know                         | <input type="checkbox"/> | 6 |
| Other? Please say what             | <input type="checkbox"/> | 7 |

----------------------

Q10 How did you travel to work?

- |                              |                          |    |
|------------------------------|--------------------------|----|
| Motorcycle, scooter or moped | <input type="checkbox"/> | 1  |
| Driving a car or van         | <input type="checkbox"/> | 2  |
| Passenger in a car or van    | <input type="checkbox"/> | 3  |
| Car or van pool              | <input type="checkbox"/> | 4  |
| Taxi                         | <input type="checkbox"/> | 5  |
| Bicycle                      | <input type="checkbox"/> | 6  |
| On foot                      | <input type="checkbox"/> | 7  |
| Train                        | <input type="checkbox"/> | 8  |
| Bus (public or private)      | <input type="checkbox"/> | 9  |
| Other? Please say what       | <input type="checkbox"/> | 10 |

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Q11 How long was it since you last worked?

Years	Months
<input type="text"/>	<input type="text"/>

Q12 Why did you leave your last job

- End of a short-term/temporary contract  1
- Illness  2
- Retirement  3
- I was made redundant  4
- I was sacked  5
- Other (please say what)  6

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## Section 7: Looking for Employment

Q1 Are you currently looking for a job (even if you are currently working)?

- |                        |                          |   |                        |
|------------------------|--------------------------|---|------------------------|
| Yes                    | <input type="checkbox"/> | 1 | Please go to Q2        |
| No                     | <input type="checkbox"/> | 2 | Please go to Section 8 |
| Don't know             | <input type="checkbox"/> | 3 | Please go to Section 8 |
| Other? Please say what | <input type="checkbox"/> | 4 | Please go to Section 8 |

Q2 Would any of the following currently hinder you from taking up employment or training?

- |                                   | Yes                      |   | No                       |   |                 |
|-----------------------------------|--------------------------|---|--------------------------|---|-----------------|
| Loss of benefits                  | <input type="checkbox"/> | 1 | <input type="checkbox"/> | 2 | If yes go to Q4 |
| Lack of childcare                 | <input type="checkbox"/> | 1 | <input type="checkbox"/> | 2 | If yes go to Q3 |
| Fear of sectarian attack or abuse | <input type="checkbox"/> | 1 | <input type="checkbox"/> | 2 | If yes go to Q4 |
| Any other reason? Please specify  | <input type="checkbox"/> | 1 | <input type="checkbox"/> | 2 | If yes go to Q4 |

Q3 If childcare provision were to be made available to allow people to take up employment or retraining, which option would you prefer?

- |   |                          |   |
|---|--------------------------|---|
| On-site childcare facilities                  | <input type="checkbox"/> | 1 |
| Day nursery                                   | <input type="checkbox"/> | 2 |
| Money allowance to provide your own childcare | <input type="checkbox"/> | 3 |
| Registered childminder                        | <input type="checkbox"/> | 4 |
| Relative/friend                               | <input type="checkbox"/> | 5 |
| After school provision                        | <input type="checkbox"/> | 6 |
| Don't know                                    | <input type="checkbox"/> | 7 |
| Other? Please say what                        | <input type="checkbox"/> | 8 |

Q4 Would you prefer to ...

- |                                    |                          |   |
|------------------------------------|--------------------------|---|
| Work full-time                     | <input type="checkbox"/> | 1 |
| Work part-time                     | <input type="checkbox"/> | 2 |
| Work either full-time or part-time | <input type="checkbox"/> | 3 |
| Don't know                         | <input type="checkbox"/> | 4 |
| Other? Please say what             | <input type="checkbox"/> | 5 |

Q5 How far would you be prepared to travel to work?

- |                          |                          |   |
|--------------------------|--------------------------|---|
| Belfast City Centre      | <input type="checkbox"/> | 1 |
| Greater Belfast          | <input type="checkbox"/> | 2 |
| Northern Ireland         | <input type="checkbox"/> | 3 |
| Outside Northern Ireland | <input type="checkbox"/> | 4 |
| Anywhere                 | <input type="checkbox"/> | 5 |
| Don't know               | <input type="checkbox"/> | 7 |
| Other? Please say what   | <input type="checkbox"/> | 8 |

Q6 Do you feel your chances of getting employment are....

- |                        |                          |   |                 |
|------------------------|--------------------------|---|-----------------|
| Very good              | <input type="checkbox"/> | 1 | Go to Q7        |
| Good                   | <input type="checkbox"/> | 2 | Go to Q7        |
| Poor                   | <input type="checkbox"/> | 3 | Go to Q8        |
| Very poor              | <input type="checkbox"/> | 4 | Go to Q8        |
| Don't know             | <input type="checkbox"/> | 5 | Go to Section 8 |
| Other? Please say what | <input type="checkbox"/> | 6 | Go to Section 8 |

Q7 You say your chances of getting a job are **good**. Is this because of any of the following...

	Yes		No	
Training you have undertaken	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Training opportunities in this area	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Employment opportunities in this area	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Employment opportunities outside this area	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Other? Please say what	<input type="checkbox"/>	1	<input type="checkbox"/>	2

Q8 You say your chances of getting a job are **poor**. Is this because of any of the following...

	Yes		No	
You have not received relevant training	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Quality of training you have received	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Lack of jobs	<input type="checkbox"/>	1	<input type="checkbox"/>	2
A lack of self-confidence to apply for jobs	<input type="checkbox"/>	1	<input type="checkbox"/>	2
A fear that you don't have sufficient reading and writing skills for many jobs	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Discrimination	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Other? Please say what	<input type="checkbox"/>	1	<input type="checkbox"/>	2

## Section 8: Training Schemes

Q1 Have you ever attended a training scheme?

Yes  1 Go to Q2  
 No  2 Go to Q6  
 Don't know  3 Go to Section 9

Q2 Which scheme did you attend?

If more than two, record the last 2 schemes, with the first named scheme being the most recent.

	Scheme:
Respondent	1
	2

**Only ask next question if the respondent has ever had a job**

Q3 Do you think that the training scheme you took part in ever helped you in finding a job?

Yes  1 No  2 Don't know  3

**Only ask next two questions if the respondent has ever attended a training scheme**

Q4 Do you think that the training scheme you took part in will help you in finding a job in the future?

Yes  1 No  2 Don't know  3

Q5 Do you think that the training scheme you took part in helped you to:

... increase your self confidence  1 Yes  1 No  2 Don't know  3  
 ... communicate with other people  1 Yes  1 No  2 Don't know  3

If the respondent is unemployed ask the **NEXT** question. If the respondent is **NOT** unemployed, then go to **Section 9**

Q6 Have you **NOT** attended a government training scheme for any of the following reasons?

	Yes		No	
I wasn't aware of any training schemes	<input type="checkbox"/>	1	<input type="checkbox"/>	2
I don't think they are relevant	<input type="checkbox"/>	1	<input type="checkbox"/>	2
I don't think there are any jobs	<input type="checkbox"/>	1	<input type="checkbox"/>	2
No childcare was provided	<input type="checkbox"/>	1	<input type="checkbox"/>	2
I didn't think I would do well enough in the training scheme	<input type="checkbox"/>	1	<input type="checkbox"/>	2
Any other reason? Please say what	<input type="checkbox"/>	1	<input type="checkbox"/>	2

⇒ **Now go to Section 9**

## Section 9: Skills

Q1 Do you have any of the following full driving licences?

	Yes	No
Motorcycle	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Private car	<input type="checkbox"/> 1	<input type="checkbox"/> 2
LGV	<input type="checkbox"/> 1	<input type="checkbox"/> 2
PSV	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Any other? Please say what	<input type="checkbox"/> 1	<input type="checkbox"/> 2

Q2 Do you have any other skills? These do not have to be job related, they could be a hobby or have done a course. How did you acquire these skills?

Type of Skills	How were skills acquired
1.	
2.	
3.	
4.	
5.	

Q3 Would you be interested in acquiring any skills? If yes, please specify what skills this would be.

Not interested  98

Don't know  99

## Section 10: Employment Opportunities

The final question relates to the employment/unemployment situation around here.

Q1 Are you satisfied, dissatisfied or neither satisfied or dissatisfied with each of the following issues:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
The opportunities available for training/retraining in this area?	1	2	3	4	5	6
The type of jobs available?	1	2	3	4	5	6
The hours (e.g. part time/full time) of jobs available?	1	2	3	4	5	6
The wages on offer for jobs?	1	2	3	4	5	6
The services at the Dole office which you do or would use?	1	2	3	4	5	6
The services at Gloucester House	1	2	3	4	5	6

Q2 To what extent do you think people living in the Lower Ormeau area have benefited from job opportunities that have been created nearby, such as the regeneration of the old Gasworks and the Laganside?

- |                        |                          |   |
|------------------------|--------------------------|---|
| Benefited a lot        | <input type="checkbox"/> | 1 |
| Benefited a little     | <input type="checkbox"/> | 2 |
| Not benefited at all   | <input type="checkbox"/> | 3 |
| Other. Please say what | <input type="checkbox"/> | 4 |

Q3 Is there anything else you would like to add about any of the issues raised in this questionnaire?

We will also be running a number of focus groups within the next few months in order discuss in more detail the employment and training opportunities for residents living in the Lower Ormeau area. Would you be interested in taking part in such a focus group?

If yes, record name and address of respondent **on separate sheet.**

**Thank you very much for taking the time to complete this questionnaire.  
We will be sending out a leaflet with the results once the survey data have been analysed.**

## **Appendix B: Additional comments**

### **Training needs**

- A bit of advertising for any training schemes that come up would be good, i.e. PC start of courses
- I believe if training was linked to employment, young people would be more likely to partake in training.
- I think there needs to be more done with the young people of the area, as they are the next people who will be out looking for jobs
- I would be interested in courses for women connected with making things, if they were at a time that suited.
- I would like more safety for animals and children on roads in the area, and better confidence building courses and prioritise the people in the community where government spending is concerned.
- Would like more educational courses in the area where you get a recognised qualification, don't gain a lot from 6wk courses, education is inaccessible at the moment - childcare needed, these don't suit.
- To help the young people, we're not in the centre of town and need some local opportunities
- This questionnaire will be an eyeopener & glad that it will help the young people get more training, as I find in my field of work the young need more training as they drop out of school early (some of them)
- There is an issue around the quality of jobs on offer, the cost of training, the level of training available, the quality of training available
- Should be a place for young unemployed people to train, gain qualifications etc there, Mornington more of a variety of skills all aspects of work
- Training course for young people who have left school would be good, eg computers and sales
- would like to see son employed-issue re. Motivation & knowledge of training available
- I would like more schemes for the young people in the area, e.g. training, qualifications eg night classes in GCSE, BTEC etc
- More training for kids would be good
- More advertising available for training/jobs available

### **Employment-related issues**

- Find that jobs in area were already pre selected eg Gasworks
- Gasworks has provided work for some people - also some who never had a job - wages are reasonable
- I don't think the gasworks has done anything for the area, but the Laganside makes the place look a lot cleaner
- I don't anyone from the area working there
- I think that the gas works haven't done enough for this community as we were promised employment for the young in the area
- The work that LORAG and Mornington do contributes more to the local community than the gasworks development in terms of jobs
- Regeneration has had a positive effect. Approaches could be made to the gasworks employers to match people to jobs
- Posters, flyers no promotion of jobs in this area from Gasworks
- Have bad eyesight & can't drive which is an impediment in getting a job, registered partially sighted in a lot of jobs it's a requirement to have a driving licence

- I would like to see more opportunities for people in this area regarding work and leisure
- I would like to see more things like jobs etc and car parking for people being created in the area.
- Jobs are not promoted in this area (8 respondents)
- People are finding work - regeneration has had a positive effect on the local areas appearance - parking has become a problem
- Not enough information in this area and a lot of favourism
- More parking for working people, more jobs, more help for working mothers
- More advertising available for training/jobs available

### **Issues within the area**

- Area used as a free car park -no facilities to access the potential of the lagan for water sport - eg - a slipway on this side of the river
- Area used as a free car park by the gasworks and Laganside workers (3 respondents)
- Car parking problems –HMO's are given too easily –
- Gasworks have turned the area into a free car park.
- I think the Laganside is nice apart from the underage drinking at the weekend.
- Regeneration has had a positive effect. Approaches could be made to the gasworks employers to match people to jobs
- Regeneration has had a positive effect but a lot more could be done
- parking problem (2 respondents)
- To many students in the area too noisy
- The traffic in River Terrace and the hours of the community centre opening
- The local environment has improved in appearance - towpath and gasworks site
- Would like to see area cleaned up a bit, it's a disgrace!
- Parking problems and cleaning the street at the front of the house has become a problem
- Parking problems - gasworks does not promote jobs in the area - regeneration has had a positive effect eg tow path
- Parking problems -landlords and publicans should take more responsibility for noise and disturbances at night - too many students allowed into houses - too many h.m.o.'s given
- Parking problems - gasworks does not promote jobs in the area
- Not enough work, not enough housing, not enough opportunities for youth. Too many cars and strangers in the area.
- People are finding work - regeneration has had a positive effect on the local areas appearance - parking has become a problem
- People using gasworks, Laganside taking up parking spaces, not enough housing for locals
- Not enough jobs in area for local people or opportunities. Too many strange people taking up local residents parking spaces
- Not a lot but would like to see cleaner streets and entries.
- More parking for working people, more jobs, more help for working mothers
- I am a pensioner now and used to look after my parents. I don't get anything from the gasworks, but I think the Laganside is a nice place in the summer.
- I think the students in the area need to give us some peace as this used to be a very good close area.
- I think there are too many students in the area which are making families, like my own, leave

**Miscellaneous**

- Thank you
- Thanks very much for the fiver
- No, good that it is up and running.
- I have just moved into the area and I don't know much about it
- Enjoy visiting graveyards