

ABOUT THE STUDY

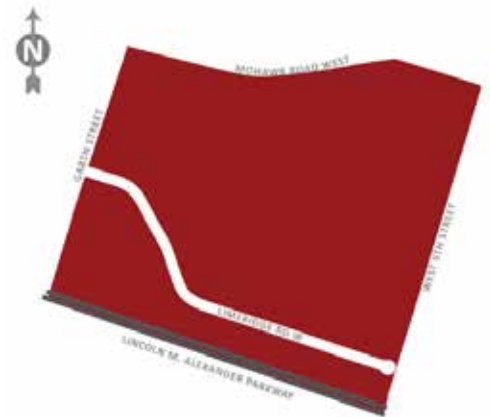
The City of Hamilton's Neighbourhood Action Strategy is working towards improving social, economic and health outcomes in targeted neighbourhoods in the city. The City is working with community partners, neighbourhood groups, and residents to develop neighbourhood action plans. These action plans lay out a vision for the future of each neighbourhood, and the specific projects needed to get there.

Another important part of this work is research and evaluation. We want to find out more about residents' views and priorities, how well the planning and neighbourhood projects are going and what might need to be

changed along the way, as well as what kind of impact the strategy has on residents in the neighbourhoods overall. Our research team at McMaster, led by Dr. Jim Dunn, has undertaken the Hamilton Neighbourhoods Study to help answer these questions.

Between 2012-2014 we did surveys with residents in Beasley, Keith, McQuesten, Rolston, Stinson and Stipley. This report presents results from the 302 people who completed a survey with us in Rolston in 2013-14.

In this report, we've focused in particular on the questions we asked residents about how they feel about their neighbourhood now and their priorities. We present results on housing, safety and security, and civic engagement.



ROLSTON NEIGHBOURHOOD



WHO WE TALKED TO IN ROLSTON

Rolston residents over the age of 18 were eligible to take part in our study. We selected residents at random in the neighbourhood, and knocked on their door to ask if they'd like to complete a survey. Some people also received a letter asking them if they'd like to participate. Interpretation assistance was available for respondents who required it. We talked to a total of 302 residents in Rolston. The following table describes our survey respondents with respect to certain characteristics of the neighbourhood as a whole, as taken from the most recent federal statistics.

	OUR SURVEY RESPONDENTS	2011 CENSUS
gender	60% female; 40% male	55% female; 45% male
average (mean) age	57 years	48 years*
Canadian born	74%	72%

* excludes residents under 18

On average, respondents had been living in the neighbourhood for almost **15 years**, and in their current dwelling for **14 years**.

92% had not moved residences in the past year.

There is a high degree of residential stability in Rolston.

	OUR 302 PARTICIPANTS LIVED IN...	COMPARED TO ROLSTON ON THE WHOLE...
detached house	56%	44%
semi-detached house	<1%	<1%
row house or town house	22%	25%
duplex (one of two units; one unit above the other)	2%	9%
low-rise apartment (less than 5 storeys)	7%	21%
high-rise apartment (5 or more storeys)	12%	<1%

DWELLING AND NEIGHBOURHOOD SATISFACTION

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
satisfaction with residence overall	46%	47%	5%	<5%
satisfaction with the neighbourhood overall	42%	53%	<5%	<5%

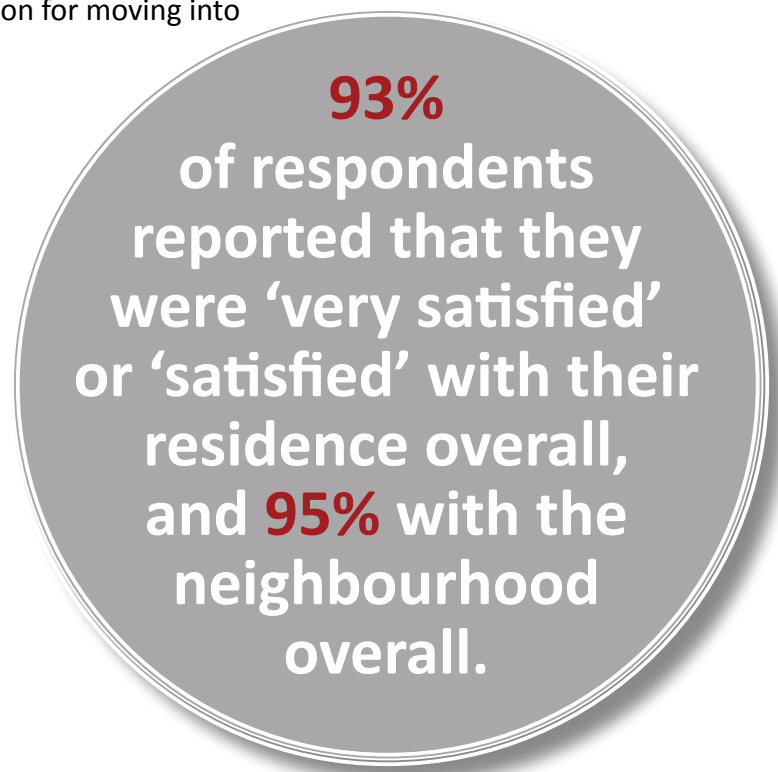
Participants in Rolston felt positive about their residence and neighbourhood overall. They also felt positive about the neighbourhood as a place to bring up children. Note that all respondents were asked this question, whether or not they have children of their own.

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
feelings about the neighbourhood as a place to bring up children	39%	28%	22%	8%	3%

* asked to all respondents, whether or not they had children of their own

Participants reported that their **most important** reason for moving into the neighbourhood was:

convenient - close to good schools	20%
liked the residence	16%
affordable	12%
convenient - close to services and amenities	8%
moved in with family or friends	8%
knew people in the neighbourhood	7%
other, single response	5%
neighbourhood character	<5%
roots in the neighbourhood	<5%
convenient - close to work	<5%
available	<5%



SAFETY AND SECURITY

Most respondents felt very safe in the neighbourhood during the day – less than 2% told us that they did not feel safe during the day. At night, respondents felt somewhat less safe in the neighbourhood.

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
Overall, I feel safe when I am outside in my neighbourhood during the day	58%	40%	<5%	<5%
Overall, I feel safe when I am outside in my neighbourhood at night	29%	53%	17%	4%

Residents who had children in school (kindergarten to grade 12) were asked if they felt it was safe for their children to walk to and from school; the results of that question reflect only those respondents who have children in this age category living in their dwelling.

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	MY CHILDREN NEVER WALK HOME FROM SCHOOL
Overall, I feel that my children are safe walking to and from school	34%	28%	16%	<5%	20%

*asked only to respondents with children in school, K-12

This question was not applicable for 72% of participants, as they did not have school-aged children.

98% of respondents felt safe in the neighbourhood during the day.

At night, respondents felt less safe in the neighbourhood.

NEIGHBOURHOOD AMENITIES

Our survey asked people about what kinds of services and amenities they feel are important to have in a neighbourhood, whether those services currently existed in their neighbourhood, and (if they do exist in the neighbourhood now), if the services or amenities were accessible.

Overall, for services and amenities that do exist in the neighbourhood, respondents felt they were accessible.

52% of respondents felt that family doctors or walk-in clinics are important but lacking in the neighbourhood.

	SERVICE IS IMPORTANT BUT IS LACKING IN NEIGHBOURHOOD	SERVICE EXISTS, BUT IS INACCESSIBLE
family doctors or walk-in clinics	52%	10%
childcare	23%	4%
places to buy healthy food	32%	3%
public libraries	<5%	<5%
places for worship (e.g. churches, mosques etc.)	5%	<5%
parks	<5%	<5%
banks	26%	<5%
public schools	<5%	<5%
public transportation (e.g. buses)	<5%	<5%
services for youth (employment services, counselling or recreation programs)	21%	<5%
places to get together with people you know (cafés, community centres etc.)	35%	<5%
places to have a meeting (café, community centre, library etc.)	17%	<5%
a place to exercise or be physically active (outside of the home)	11%	6%

NEIGHBOURHOOD PROBLEMS

We asked respondents to rate a list of common issues in terms of how much of a problem they felt these things were in Rolston.

Top 5 'Serious Problem' in Rolston:

1. Traffic and road safety (17%)
2. Litter in the streets (16%)
3. Vandalism, graffiti or other deliberate damage to property (15%)
4. Lack of entertainment (13%)
5. Noise from traffic (11%)

One problem, **LITTER**, was deemed a 'somewhat or serious problem' by **53%** of respondents.

	NOT A PROBLEM	SOMEWHAT OF A PROBLEM	A SERIOUS PROBLEM
litter in the streets	48%	37%	16%
poor air quality	75%	20%	5%
problems with dogs	78%	16%	7%
noise from traffic	60%	29%	11%
lack of entertainment (cafés, cinemas, pubs etc.)	60%	27%	13%
traffic and road safety (including speed of traffic)	51%	32%	17%
lack of places to shop	69%	21%	10%
vandalism, graffiti or other deliberate damage to property	52%	34%	15%
problems with neighbours	83%	14%	<5%
run down or boarded up properties	84%	14%	<5%
racial harassment or discrimination	90%	7%	<5%
people being attacked or harassed	86%	10%	<5%
household burglary	74%	21%	5%
drug dealing or use	77%	15%	7%
sexwork	96%	<5%	<5%
teenagers or youth hanging around on the streets	71%	25%	<5%
disturbance from gangs or crowds	88%	9%	<5%
lack of police protection	85%	12%	<5%

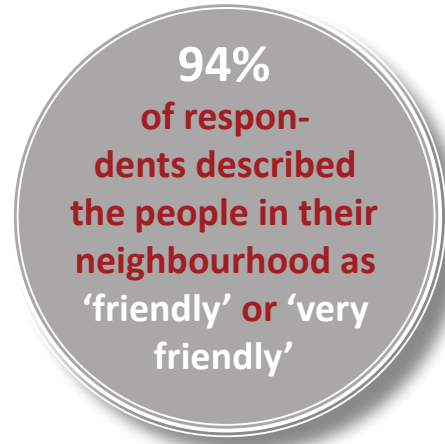
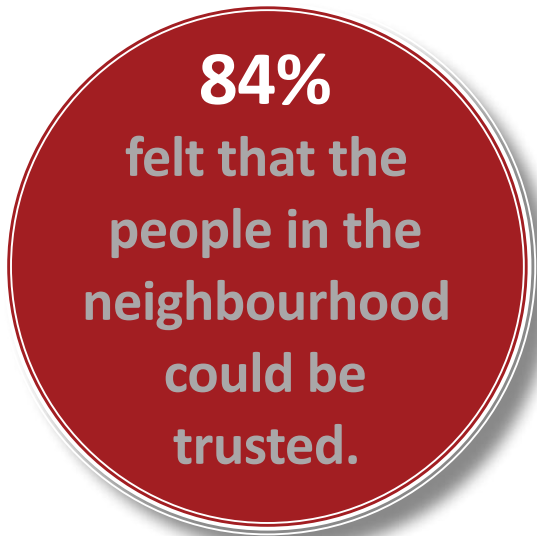
NEIGHBOURHOOD PRIORITIES

Participants were asked: **“What do you think are the two most important things that would make your neighbourhood a better place to live?”**, to which they could give two short responses. The table below shows early results of the responses to this question. The broad themes include the most common categories of responses. The category “other, single responses” includes options that may be re-categorized in the future, and therefore, these numbers may change.

Traffic and road safety TOTAL: 121	Address other traffic and road problems, e.g. potholes	33	Traffic management (e.g. less traffic, synchronize lights)	17
	Traffic calming measures needed	26	More and /or better snow removal needed	14
	Too much speeding; slow down traffic	19		
Amenities needed TOTAL: 107	Events and activities for the neighbourhood	18	Community or recreation centre	9
	More and/or better grocery stores	16	Places to shop (not groceries)	8
	Places to meet or eat e.g. cafés, bars, restaurants	11	More and/or better parks and green space	7
Sense of community TOTAL: 100	More/better communication needed among neighbourhoods and neighbourhood institutions	28	Neighbourhood association needed	14
	General/non-specific e.g. “people should be nicer”	24	Neighbourhood watch needed	11
	Neighbour gatherings and involvement	19	Other, single responses	4
Beautification TOTAL: 70	Improve garbage pick-up	24	Improve run-down residential properties	6
	Clean up litter on the streets	16	Other, single responses	<5
	Clean up graffiti and vandalism	13	Plant more flowers and trees	<5
Crime and safety TOTAL: 57	Greater police presence needed	23	General/non-specific, e.g. “too much crime”	7
	Address drug use and drug dealing	7	Enforce bylaws/laws e.g. dumping, speeding, parking)	5
	Address property crime problems (theft, break & enter)	7	More security e.g. security cameras in apartment buildings	<5
Infrastructure TOTAL: 53	Improve street lights, park equipment and other infrastructure	40	Bike infrastructure e.g. bike lanes	<5
	Pedestrian infrastructure e.g. sidewalks	9		
Ungrouped	Children & youth e.g. more resources needed, problems with	30	Better/improved public transit	12
	Neighbours, Neighbourliness e.g. neighbours should be kinder to each other	23	More and/or better economic development	10
	Other, single responses	23	Parking	10
	Address housing and tenancy issues (e.g.problem renters and landlords, address derelict properties)	22		

SOCIAL COHESION AND TRUST

Respondents agreed that their neighbours could be trusted, share the same values and want the same things from the neighbourhood. People also agreed that the neighbourhood has good leaders, ways of sharing information and looks for solutions to local problems.



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
My neighbourhood continually looks for solutions to local problems rather than being satisfied with the way things are	<5%	44%	38%	6%
My neighbourhood has good leaders who look out for the best interests of our neighbourhood	5%	49%	34%	5%
I know about a local neighbourhood or business association or group that meets regularly in my neighbourhood	<5%	16%	64%	16%
Our neighbourhood has ways of sharing information (talking to neighbours, newsletters etc.)	<5%	48%	40%	7%
I have influence over what this neighbourhood is like	<5%	33%	47%	15%
There are opportunities for celebration and fun in my neighbourhood	9%	42%	41%	8%
If there is a problem around here, neighbours get together to deal with it	7%	44%	38%	8%
In my neighbourhood, neighbours watch over each other's property	24%	58%	14%	<5%
People in this neighbourhood can be trusted	19%	65%	13%	<5%
People in this neighbourhood share the same values	11%	61%	22%	<5%
My neighbours and I want the same things from the neighbourhood	13%	69%	14%	<5%

COMMUNITY ATTACHMENT AND PRIDE

84%
of respondents
felt that living in the
neighbourhood gives
them a sense of
pride.

Residents in Rolston have a strong level of attachment to their neighbourhood. The majority feel that living in Rolston gives them a sense of pride and would like to stay in their neighbourhood for years to come.

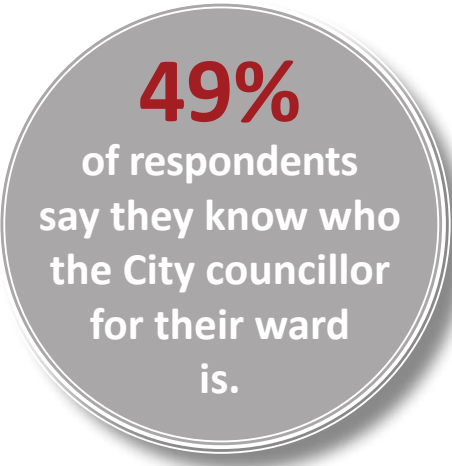
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
I would like to stay in my neighbourhood for many years to come	35%	45%	16%	<5%
Living in this neighbourhood gives me a sense of pride	23%	61%	14%	<5%
It is very important to me to live in this particular neighbourhood	19%	50%	26%	5%
My neighbourhood has a distinct character it is a special place	14%	51%	33%	<5%

CIVIC AWARENESS, ENGAGEMENT AND INVOLVEMENT

Results indicate a high level of civic engagement, awareness and involvement. 73% of Rolston respondents either “agreed” or “strongly agreed” that information about their neighbourhood’s services and activities was available to them. However, they feel less strongly that the City is responsive to their queries and requests and that residents are invited to be involved in decision-making in the neighbourhood.

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DON' T KNOW
Information is readily available to the public on City services and activities that take place in my neighbourhood	16%	57%	21%	5%	<5%
The City is responsive to residents' inquiries, input and or requests	9%	52%	23%	7%	9%
Residents are invited to be involved in decision-making in my neighbourhood	7%	39%	41%	6%	6%

MORE ON CIVIC AWARENESS, ENGAGEMENT AND INVOLVEMENT



We also asked respondents to tell us more about how they get information about the local area, (for example information about events and meetings happening in the neighbourhood, or information on issues of concern in the neighbourhood).

	YES	NO
through friends or family	61%	39%
through work or colleagues	25%	75%
leaflets or flyers in the mailbox	87%	13%
posters on telephone poles, in shops or community buildings	48%	52%
free newspapers or community language newspapers	72%	22%
radio stations	52%	48%
television stations	59%	41%
websites or email	49%	51%
on buses	32%	68%
at public meetings	18%	82%
through volunteer or community organizations	26%	74%

BARRIERS TO PARTICIPATION

When asked if there was anything that made it difficult to participate in community events and organizations, respondents were invited to state up to two barriers. The results are grouped into categories below.

		TOTAL COUNT
Busy with...	Work	81
	Children	46
	Other family	21
	School	11
	Hobbies/interests	6
	Travel	<5
	Home and/or home repairs	<5
	Other	<5
Barriers	Health reasons/mobility concerns	26
	Transit/access/distance	14
	Feels excluded/marginalized	<5
	Financial	<5
	Language	<5
Lack of...	Interest	25
	Awareness: don't know what's available	15
	Time	11
	Childcare	5
	Opportunity: nothing is available	<5
Other reasons	No barriers/nothing preventing participation	73
	Age	8
	Different values/opinions/conflicts with groups	<5
	Lazy	<5

This table below lists the top four barriers in Rolston and the proportion of respondents by gender.

	TOTAL COUNT	FEMALE	MALE
Busy with work	81	48	33
Busy with children	46	38	8
Health reasons/mobility concerns	26	19	6
Lack of interest	25	11	14

NEXT STEPS FOR ROLSTON

At the time of the preparation of this report, the Rolston Planning Team is in the process of creating the Neighbourhood Action Plan. This presents Rolston with an opportunity to consider responses from this survey when planning their Goals and Actions.

Information that can support the ongoing activities of the Rolston Planning Team:

- A preference for receiving information through flyers or brochures in the mail and through free newspapers
- One of the most common barriers to participating in community events is “caring for children,” suggesting a need for childcare - and advertising this fact - at community events.

Notable areas of focus for Rolston:

- Decrease the presence of litter and graffiti
- Improve road safety for all residents, in particular, address the high speed road traffic
- Improve access to family doctors and walk-in clinics
- Address the lack of places to buy healthy food, or to meet people
- Increase the amount of services for youth

HOW CAN I LEARN MORE?

Dr. James Dunn and staff at McMaster University are doing the research study this report is based on. If you have any questions, please contact us.



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