

“The New Children’s Hospital and Me”

A SURVEY OF RESIDENTS VIEWS

Residents Alliance Group

A NETWORK OF LOCAL COMMUNITY GROUPS LOCATED AROUND ST JAMES’S CAMPUS DUBLIN 8

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Background

The Residents Alliance Group (RAG) is network of community groups located around the St James's Campus in Dublin 8, the location of the New Children's Hospital.

RAG was established originally to provide a voice for residents at the Residents Monitoring Committee. The Residents Monitoring Committee was established by the National Paediatric Hospital Development Board.

The Role of the Residents Monitoring Committee

The new children's hospital Residents Monitoring Committee is to develop a process for communication and dialogue and to manage and address residents' concerns and issues during the construction phase of the project and work as a collaborative group to mitigate and resolve these issues.

Primary Objectives of the Monitoring

- Serve as a two-way communication channel between NPHDB and local residents/representatives on the construction of the new children's hospital
- Frequency of meetings should be at least monthly until full construction is underway to ensure process is agreed
- Provide timely information to the Group on upcoming construction works and likely impact
- Provide a forum for open discussion and reporting on matters concerning construction impacts. These would include issues such as noise, vibration, traffic, dust, working hours, timelines etc and the effectiveness of any construction mitigation measures
- Agree monitoring and reporting templates
- Agree material and communications protocol (meetings, webpage, social media app etc) for circulation to wider audience
- Develop a forum to resolve issues/conflicts in a timely and collaborative manner
- Ensure that impacts have been mitigated properly to the agreement of local residents

Members of the RMC

Chair Mr. Peter Finnegan, Independent

Nominated local residents representatives Mr. Daniel Watkins, South Circular Road, Jean Early Ceannt Fort, Mr. George Ray, Ceannt Fort

Named local residents replacement representatives, Mary Kearney SCR, Brenda Meehan O'Reilly Ave Residents, One Vacant.

Dublin City Councillors Cllr Rebecca Moynihan (Labour), Cllr Pat Dunne (Independents 4 Change), Cllr Criona Ní Dhalaiagh (Sinn Fein)

Dublin City Council Executive Mr. Bruce Phillips, Senior Executive Officer

National Paediatric Hospital Development Board Executives Mr. Pat Molloy, Lead Construction Manager Ms. Rhonda Evans, Communications Manager

BAM Garry Keegan BAM Community Liaison, Howard McDonagh BAM Director of Construction Administrator Ms. Elaine O'Rourke (NPHDB)

Project Committee Technical Advisor Atkins Global,

Community Facilitator Billy Murphy

Minutes of meeting are available on the [RAG web](#) site along with Monitoring Reports

Survey

The survey was undertaken for two reasons the first to assess the impact of the development after the initial first 12 months of construction and secondly to reach out to residents in the adjacent communities to give them voice and engage them more effectively in the process.

The survey was designed by the Residents Representatives and distributed in a door to door drop in November of 2018 and collection was completed in early December with the final batch being returned in January 2019.

The Survey focuses on 6 issues;

- Impact on my health
- Impact on my home
- Information about what is going on
- Noise Dust and Dirt
- Traffic /Parking
- Working Hours

and each issue is further sub divided into a series of questions ranging from 5, in regard to Working Hours and 11 to Impact on my Home, the main areas are

Almost 1000 surveys were distributed in the areas adjacent to the St James's campus with over 200 returned representing a 20% response rate.

The percentages responses are based on the numbers distributed and Rialto with 300 is the largest area by some way followed by Ceannt Fort at 200 and SCR at 109 all the other areas are under 100 units.

Areas	distributed	returned	%
Brookfield	41	12	29.3
Ceannt Fort	200	41	20.5
Cameron	41	10	24.4
3Ms	91	37	40.7
Rialto	300	22	7.3
Old Kilmainham	54	7	13.0
SCR	109	20	18.3
Suir Rd	53	12	22.6
4 Tces	86	29	33.7
Basin St		12	
	975	202	20.7

Table 1 Areas surveyed and response rate

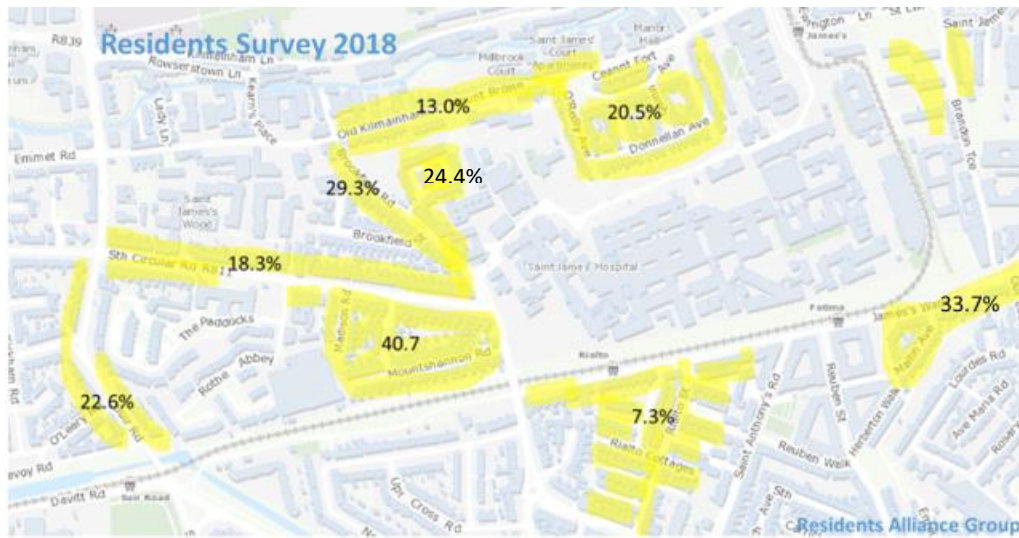


Figure 1 Areas surveyed and response rate %

Main Survey Findings

Over 200 residents completed the RAG survey under in November and December 2018. The analysis of the survey and recommendation were agreed in January following consultation with resident groups and individuals in the community.

The perception of respondents to the general question about resident expectations of a year ago is divided almost equally with 34% selecting “About the Same” and another 11% stated it was “Better” or “Much Better” than expected and 48% are saying it is “Worse” or “Much Worse” than expected.

However when the survey looks at the 6 issues, Noise, Dirt and Dust and Traffic /Parking are the two issues with the greatest level of concern evenly spread across the entire community, with 75% and 76% scoring “Worse” or “Much Worse” than 12 months ago, Impact on my Home also scores 60% in the worse much worse zone.

Health

The majority of respondents experience of Impact on my Health is “about the same “ or did not offer an opinion and left the option as “Select”.

However, over a third of respondents in a particular area have experienced a detrimental impact on their perceived health as a direct consequence of the hospital build resulting in a perceived increased in visits to the GPs and an increase in the use of Prescribed Medicines.

Working Hours

Respondents expectation about Working Hours on site are very much the same as 12 months ago and the only issue relates to Early Morning noise and Weekend work.

Recommendations

The Residents Alliance Group completed this survey in December 2018 and since the findings have not yet been formally presented to the Residents Project Monitoring the Resident Representatives have agreed to update the original recommendations to take account of the current issues that have been identified.

The survey covered the following areas;

- Noise Dirt and Dust
- Impact on my Homes
- Traffic and Parking
- Information
- Working Hours
- Impact on my Health

Noise Dirt and Dust

Is the issue that most residents find to be currently “worse” or “much worse” than the previous year. The most obvious source of dirt and dust has resulted from the excavation work on site and the transport of the “dirt” off site.

There are a number of issues here that need to be addressed;

Transport .

The wheel wash is not effective, that fact that mitigation in the form of street cleaning, window and car wash confirms this however the level of dirt that is being deposited on public street continues to be unacceptable in spite of the mitigation in place.

The wheel wash system should be completely reviewed, and the builders should ensure that an appropriate system is in place, that staff are available to operate the system and the system is regularly maintained.

Recommendation

- All lorries leaving the site should pass through the wheel wash
- All lorries exiting the site to be photographed as they enter public road to ensure washed and covered.
- The Mount Brown Gate should not come into operation until the wheel wash system has been amended and is working properly.

Dublin City Council Planning Enforcement

The DCC Planning Enforcement Office to make public the planning enforcement plan for the NCH construction phase where activities impact on the residents in the area.

Recommendation

- Ensure regular review of the wheel wash system
- Review routes of lorries exiting the Rialto gate ensuring they are exiting via Suir Road
- Review the current flow of traffic to and from the site, currently the vast majority of lorries enter and exit through the Rialto Gate contrary to EIS where it indicates that 70% of traffic will use the Rialto Gate and 30% will use the Mount Brown Gate. This has not been the case during Phase 1 excavation and Phase A Construction Phase and nor indeed is it evident during Phase B Construction which is operational since January 2019.
- Review the noise levels on the site, where monitoring shows that the excavation and construction breach the EIS noise levels in a number of locations repeatedly. Residents are aware of the issue of ambient noise however they are also anxious to have in place a system of monitoring that is transparent and accountable.
- Planning Enforcement to investigate the high level of monitors that are “off line” in all reporting cycles.

Dublin City Council

Given the central role that Dublin City Council in the management of roads, traffic and parking it is our view that the DCC should;

- Establish an interdepartmental committee that ensures that all works to be undertaken adjacent to the St James’s Campus by the various DCC departments are, where possible, co-ordinated and this information is made available to the residents through the DCC Area Office. The relevant departments include, Traffic, Parking, Parks and Planning.
- DCC to adopt the building protocols know as the “Docklands Protocols” in the area to ensure that all large sites in the area adhere to these protocols.
- Section 48 Planning costs if required should be used to ensure that DCC has the resources to mitigate the adverse effect of such a large developments on the local community such as increased road cleaning and maintenance, traffic management.
- As a priority, in response to residents’ concerns with the increased volume of heavy lorries on the routes in and out of St James’s campus that appropriate road signage be erected to make all road users more aware of pedestrians and cyclists.
- As a matter of urgency to locate digital speedometers on the South Circular Road and on Mount Brown.
- To repair the road surface at the junction at SCR /Brookfield Road urgently as a matter public safety and in light of the continuing heavy lorry usage put in place a regular monitoring and maintenance of the road condition.
- To ensure that pedestrian markings are located across the Mount Brown entrance before it becomes operational to ensure the safety of the many pedestrians both young and old that use this footpath.
- As part of the DCC Traffic Management Programme DCC to prioritise a James’s campus as a research cell.
- DCC to facilitate a “Parking” workshop so residents can clearly understand the process and the options in terms of parking in the area. The workshop should be focused on a certain radius and be of a consultative/solution focused nature

Impact on my Home

Survey respondents cite dirt and dust as the main impact on their home, in the form of dirty windows, cars, dirt being walked into the house and being unable to open windows due to the dust and noise. BAM have over the last 18 months put in place some mitigation measures such as window cleaning and tokens for car washes however at the time of writing these measures have been intermittent with not clear criteria for entitlement to these services

- BAM to put in place a clear and transparent mitigation programme that outlines the measures and who is entitled to what services.
- BAM to report on their road and footpath cleaning measures to date and to facilitate a workshop to feedback these findings to residents and to incorporate feedback in going forward.

Information

Residents have a right to accurate and regular information in regard to the building of the NCH with its potential impact on their homes and lives. To date information that has been available has proven to be inaccurate or irregular.

The Residents Alliance Group recommend that;

- Information on the building activities should be available to households in advance of each quarter.
- Out of hours work should be notified to affected residents at least four days in advance. Residents are also aware that works can be postponed for various reasons.
- Monitoring reports should be available within a week of each calendar month.

Specific Actions

In terms of the finding there was one finding that we believe needs further clarification. The Health issue did identify an increase in stress levels among a significant number of residents all around the site however it is notable that one area had an “out of the norm” finding and that is in Ceannt Fort more particularly along O Reilly Ave (Ceannt Fort respondents identified themselves as ORA) where it was indicated that there was greater use of prescribed drugs and visits to GPs.

In the light of this we recommend that ;

- A discreet piece of research to be undertaken to quantify the extent and nature of the increase in GP visits and prescription medicine.

Survey Results

The perception of respondents is divided about their expectations of a year ago with 34% selecting “About the Same” and another 11% stated it was “better” or “much better” than expected and 48% saying it is “Worse” or “ Much Worse” than expected.



Figure 2 Overall area Impact of build 12 months on

The overall scores are reflected in scores by area but there is a different emphasis on certain issues. Suir Road the most distant area from the site is the area with almost 70% thinking it is “Worse” or “Much Worse” than expected. Old Kilmainham and the 3Ms (Mountshannon, Mayfield and Madison) are the two areas where 50% of responders felt that the impact was “About the Same”.

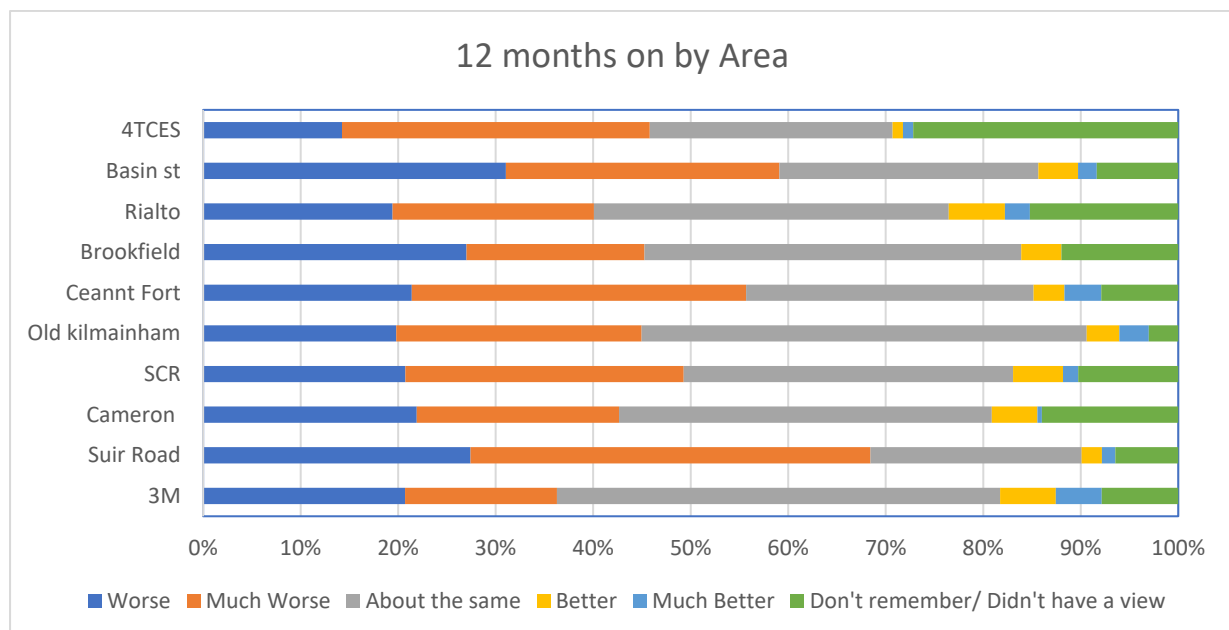


Figure 3 Impact of build 12 months on by area

The survey examines 6 issues and as shown in the graph below; Noise, Dirt and Dust and Traffic /Parking are the areas with the greatest level of concern, with 75% and 76% scoring “worse” or “Much Worse” than 12 months ago, Impact on my Home also scores 60%.

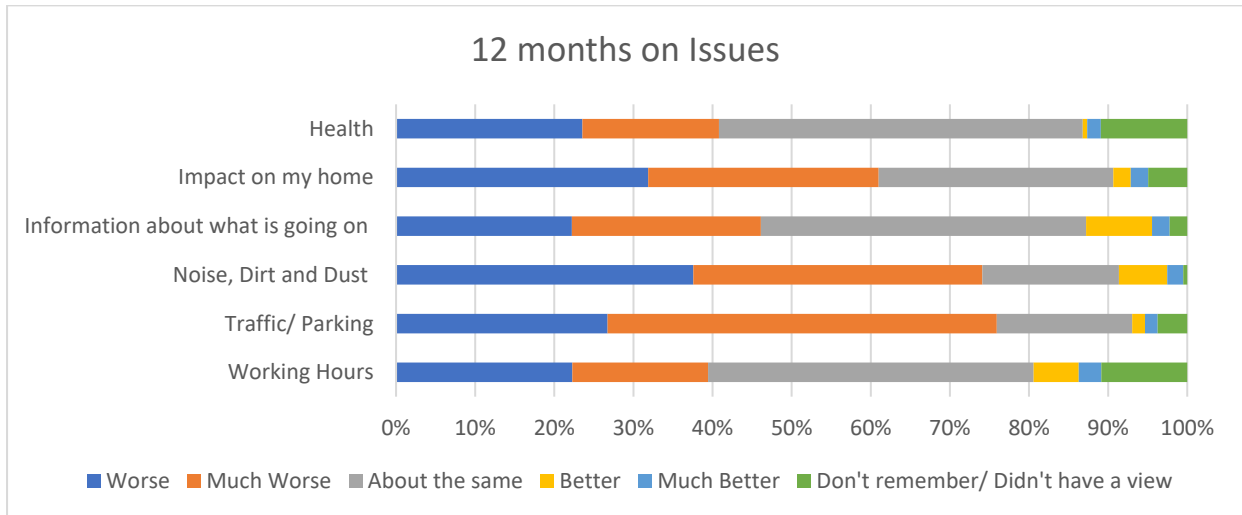


Figure 4 Overall area impact by issue

75% of respondents view Car parking as “Worse or Much worse” over the year and with the higher than expected volume of lorries has given increased concerns about pedestrian and cyclist safety is a significant concern.

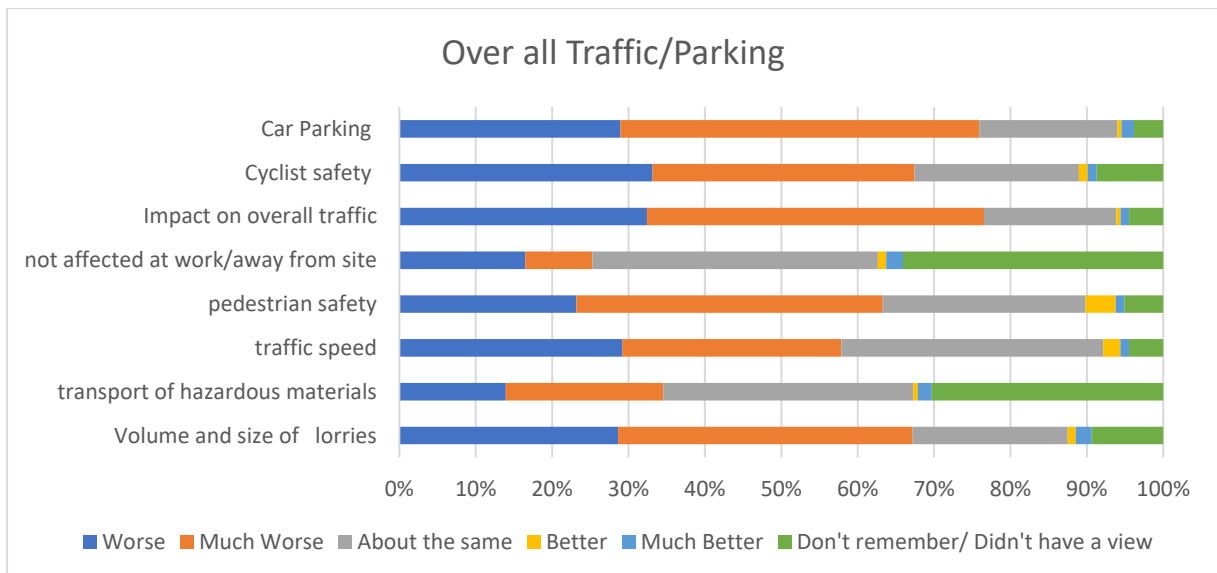


Figure 5 Overall Traffic by subsets

Dirt and Dust is viewed by almost 80% of respondents as “worse” or “much worse” that 12 months previously followed by Air Quality at 73%.

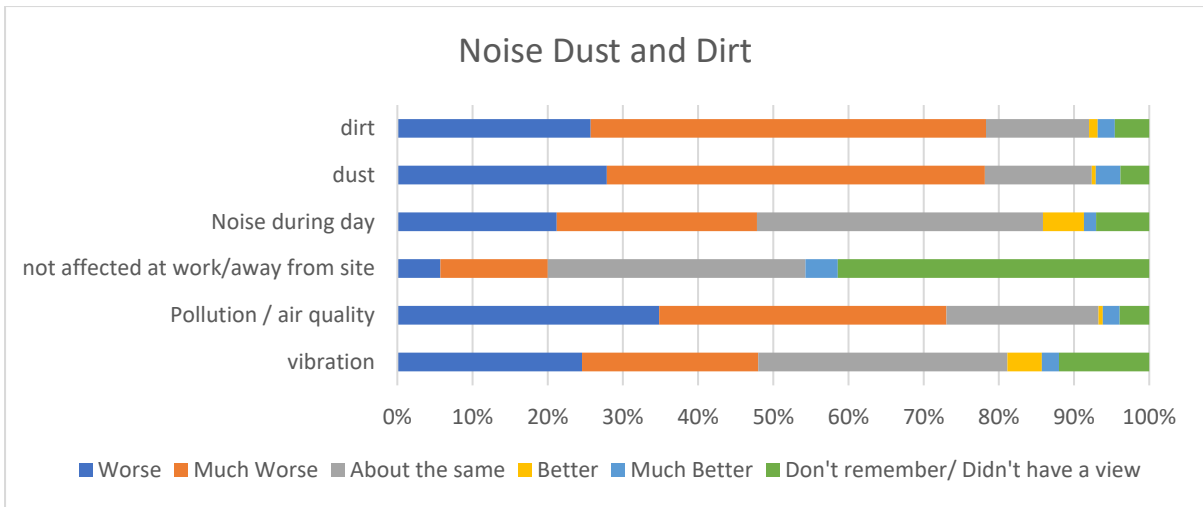


Figure 6 Noise Dirt and Dust by subsets

Information

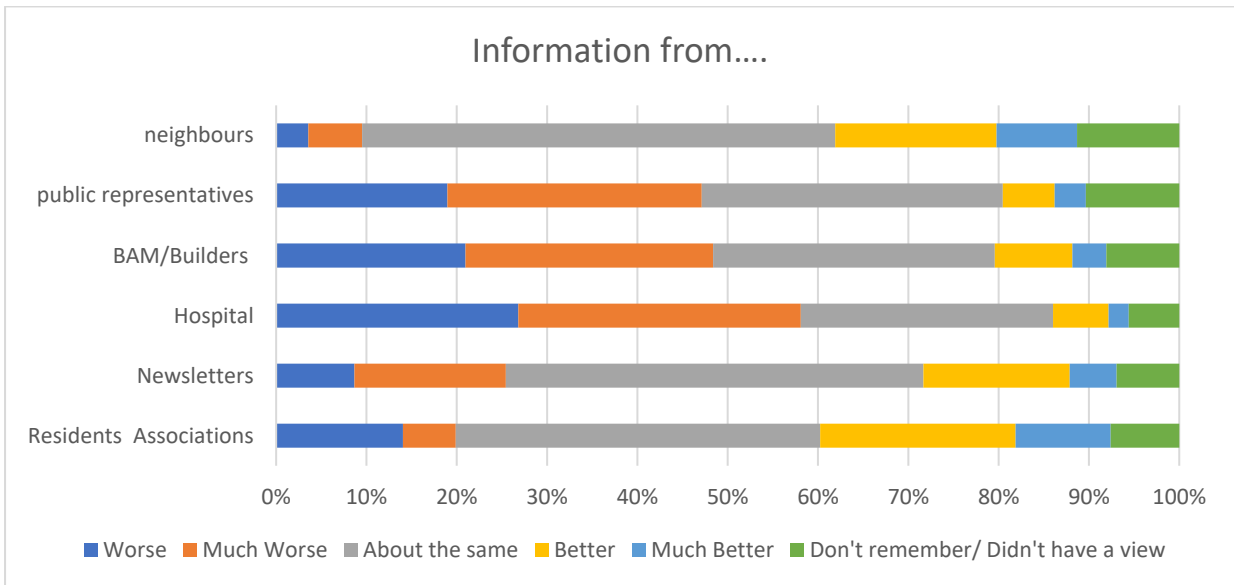


Figure 7 Overall information by source

30% of respondents perceive an improvement in the flow of information from Neighbours and Resident Groups while 58% experience the flow of information form the hospital as worse or much worse.

Impact on My Home

The “worst” and “Much Worse” scores over the past 12 months relate to the impact of dirt and dust, with almost 80% to windows, almost 870% with walking dirt into the house and over 70% saying their carts are dirty and over 60%

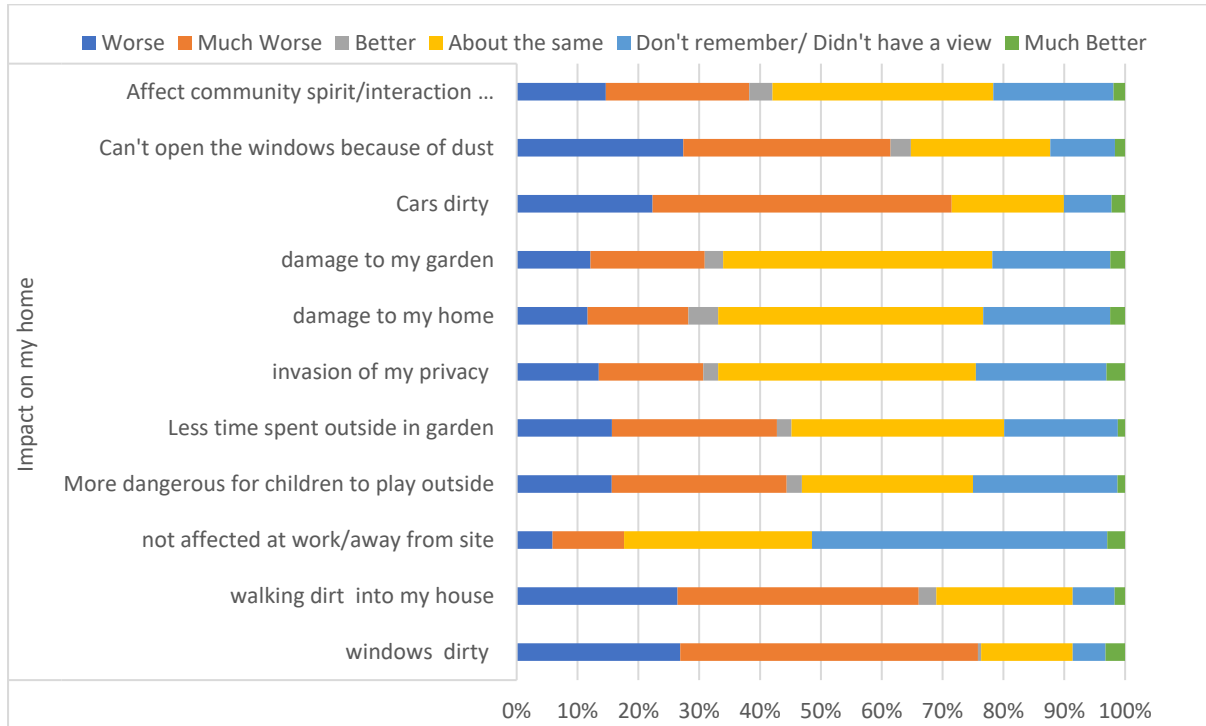


Figure 8 Impact on My Home Area wide

Peoples expectation about Working Hours on site are very much the same as 12 months ago and the only issue relates to Early Morning noise and Weekend work.

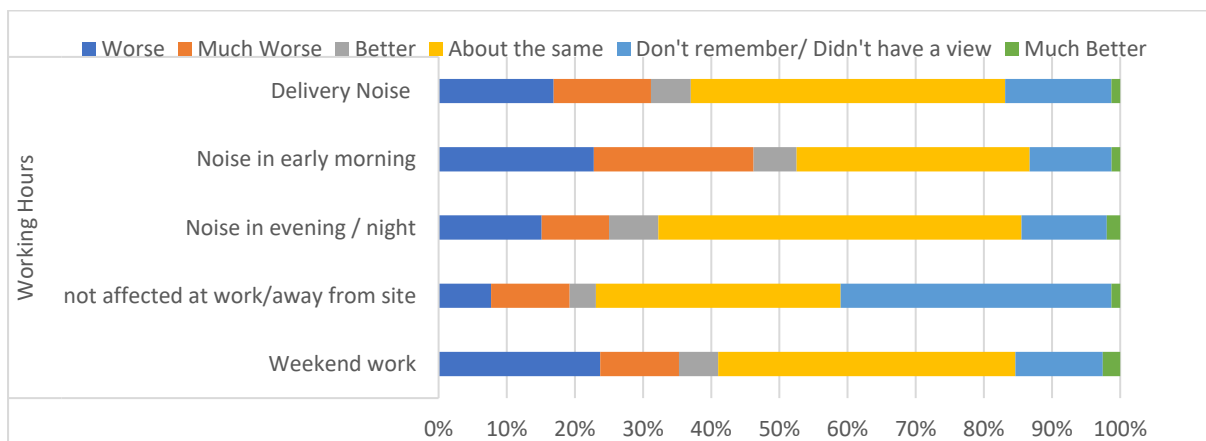


Figure 9 Area Wide Working Hours

Health

Health is another issue where the majority of respondent’s experience is much as expected although significant numbers have experienced a worsening in Colds snivels, Asthma, Sleeping and stress issues.

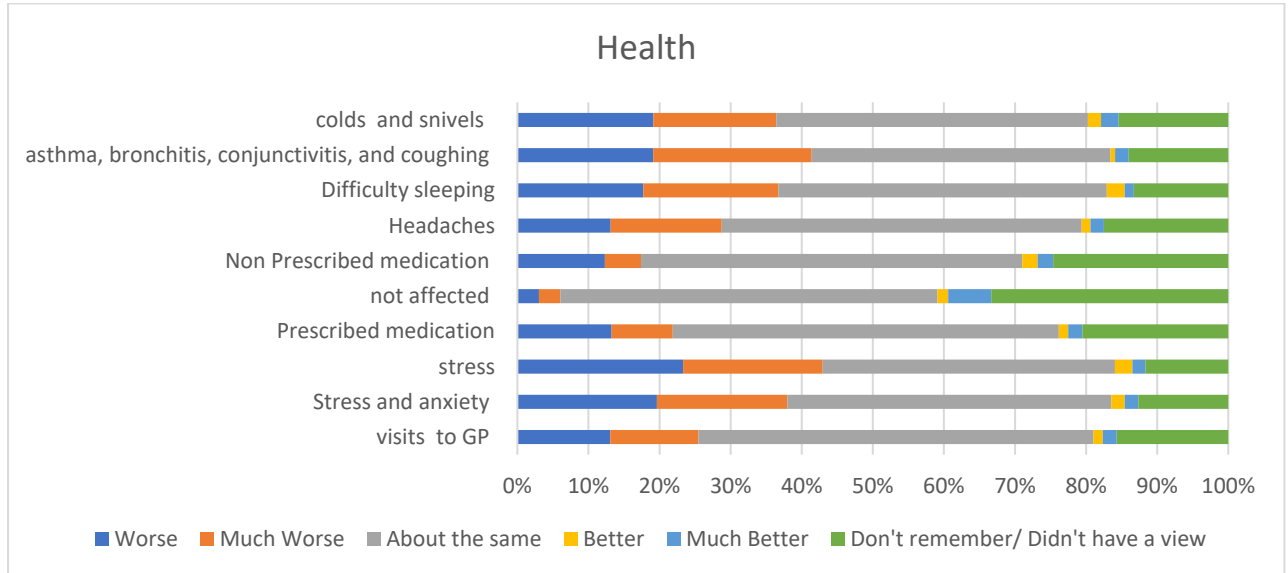


Figure 10 Impact on My Health area wide

When viewed by AREA both Ceannt Fort and Suir Road have similar issues however within each “Health” area subset there is a distinct difference in emphasis, in Suir Road the high scores relate to stress and the majority of scores are “Worse” whereas in Ceannt Fort the scores are across the board and are more of a “Much Worse”.

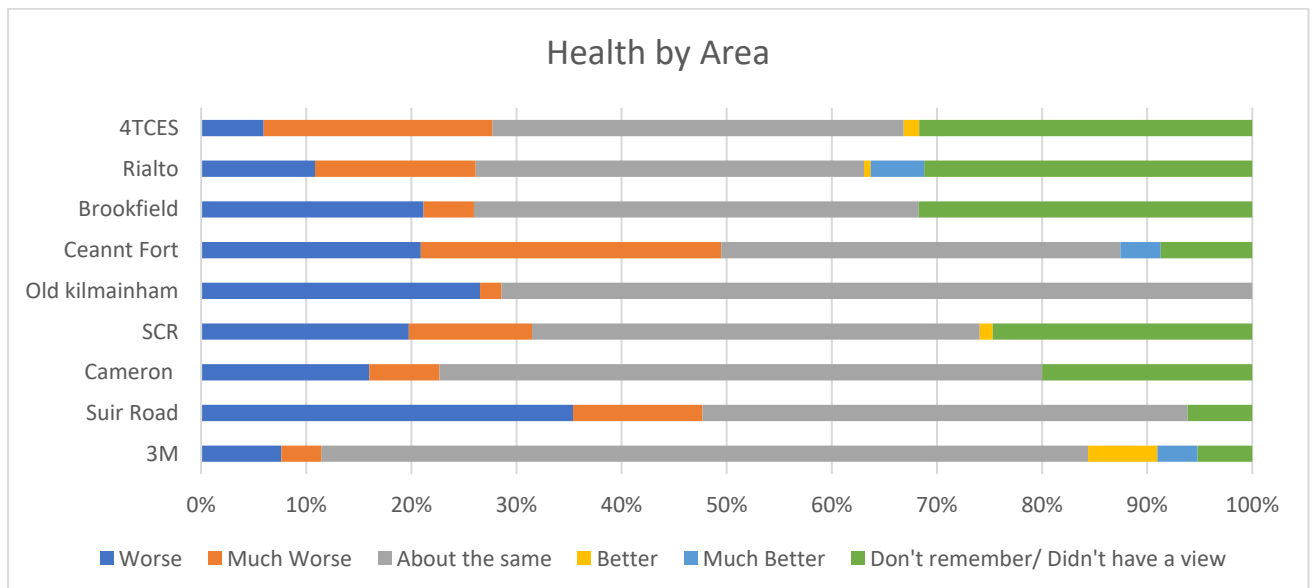
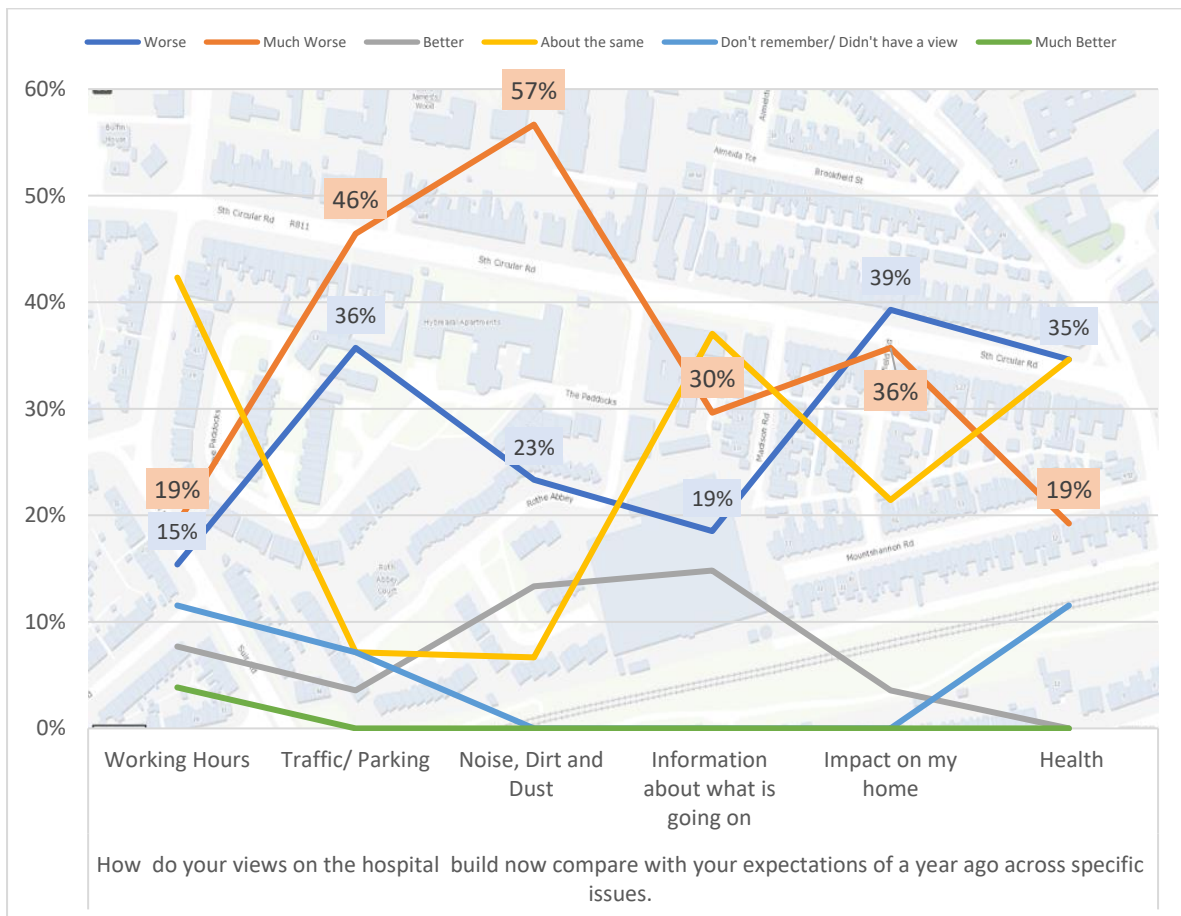
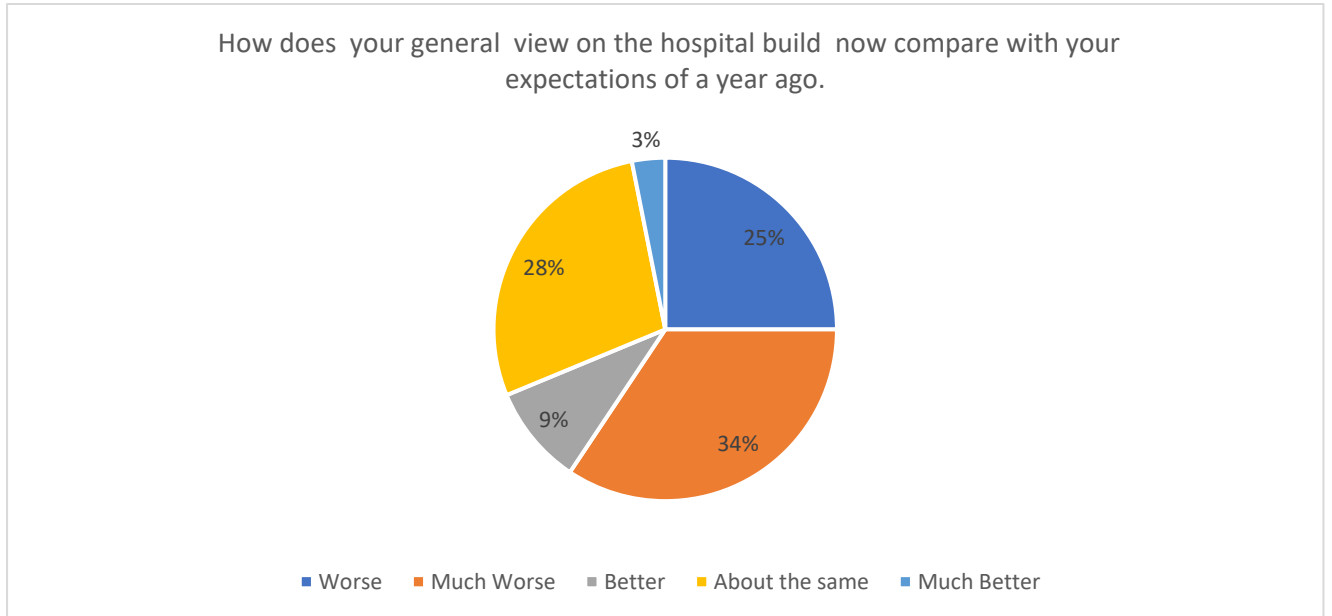


Figure 11 Impact on My Health by Area

Survey by Area

Transit Route Suir Road and SCR



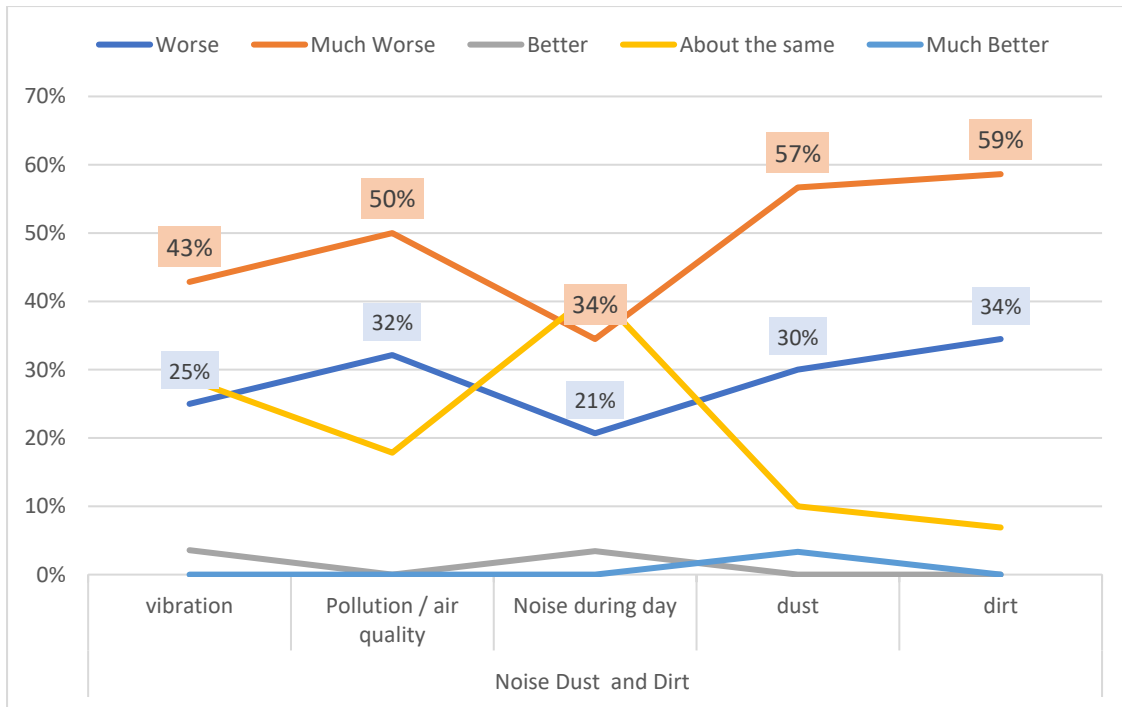


Figure 12 Transit Route Noise Dirt and Dust SCR and Suir Road

Ceannt Fort

Ceannt Fort comprises of some 200 houses on the north side of the site on Mount Brown.

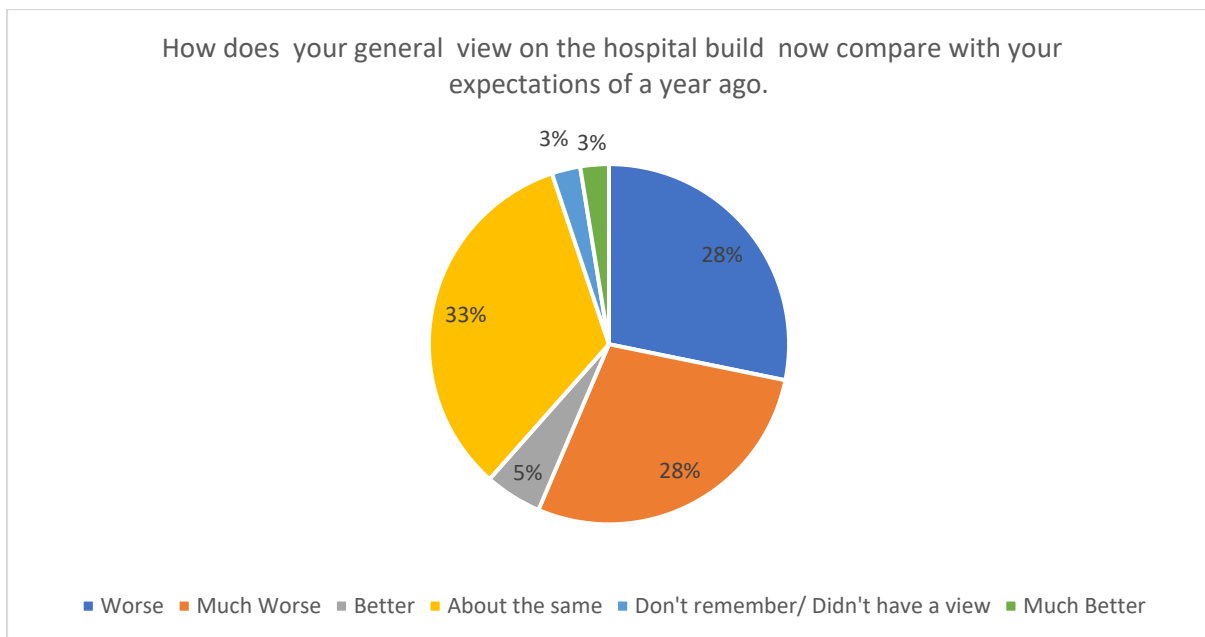




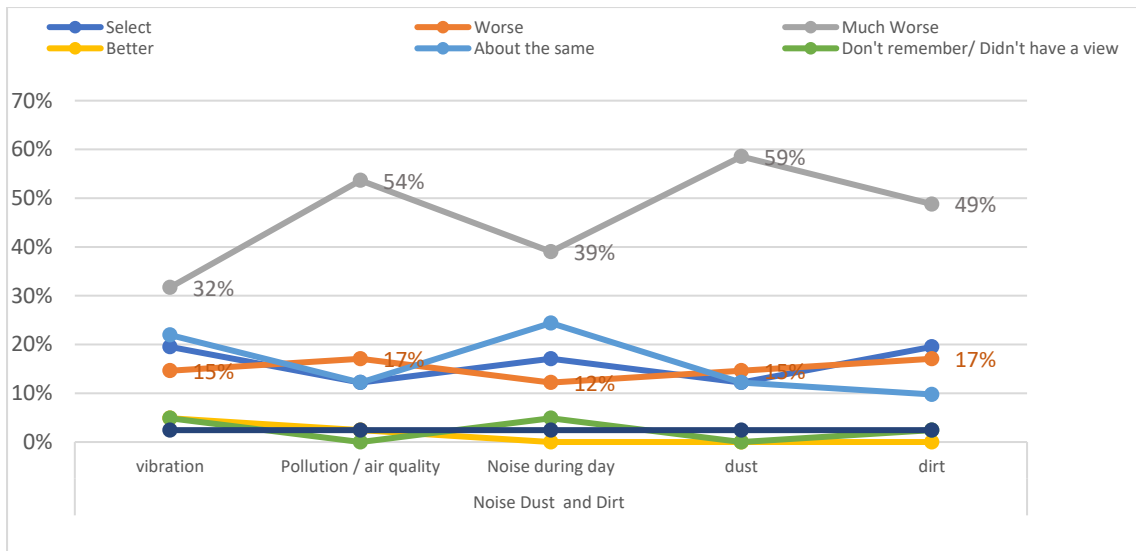
Figure 13 Ceannt Fort Overview

The returns from Ceannt Fort are similar to other areas in that Noise Dirt, Traffic and Impact on my Home are the key concerns however they differ in their emphasis on impact type, there is significantly greater score of “Much Worse” here than elsewhere reflecting the impact of the site on homes directly adjacent to the site.

There is also a notable pattern of scoring in the Ceannt Fort scores itself where a particular and not insignificant group of respondents have scored their experiences as “Worse” and “Much Worse” across most areas. From the “location” on forms it appears that many of these responses originate from O Reilly Avenue a street right on the front line in Ceannt Fort. Obviously, residents in these houses has been far more exposed to the excavation and building process that other homes in the estate and this could account for the variance in the scoring pattern for the area.

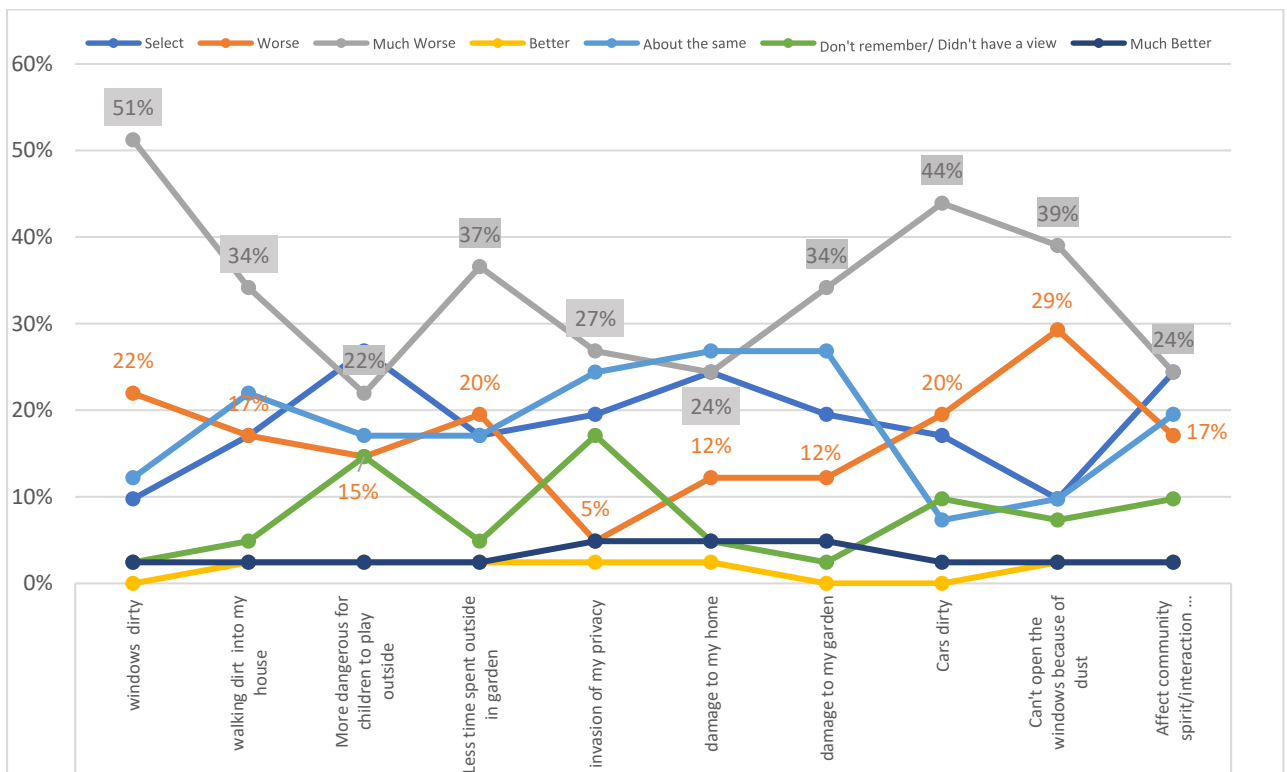
About a third of respondents see no change in impact over the year whereas the majority of respondents experience the impact as “worse to much worse”.

Below looking at the detail of the Noise Dust and Dirt although the figures area again similar to the overall scores in Ceannt Fort it is Dust and Air Quality have a higher emphasis than elsewhere while not diminishing the impact of dirt.



Impact on my home

Similar to other areas, dirt on windows and Cars are the headlines however 36% of respondents are citing Damage to their home as “worse” or “much worse” and 46% for Damage to my Garden is higher than elsewhere and reflects particularly in certain streets in Ceant Fort the actual damage to homes that residents have experienced over a considerable period.

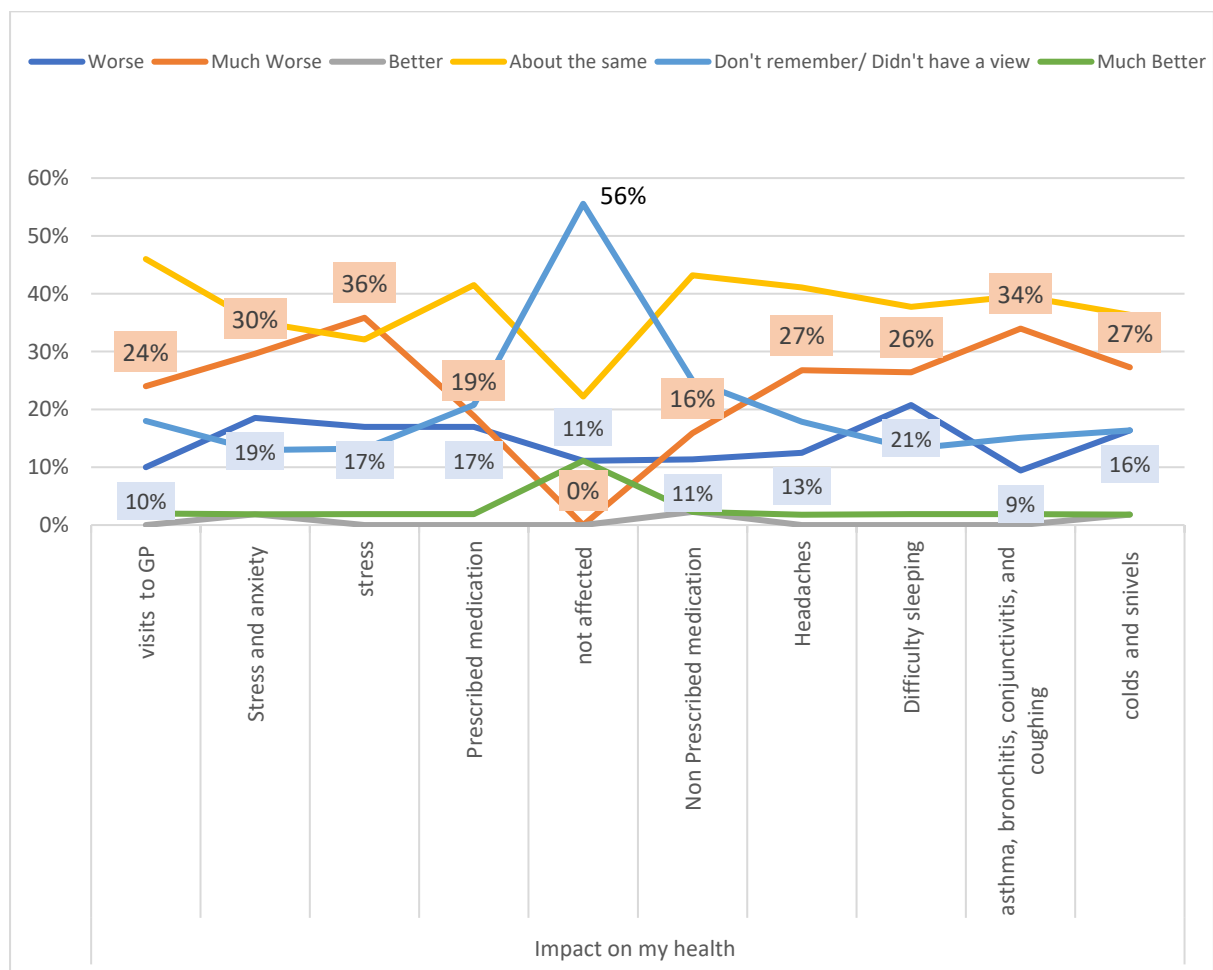


Health

The majority of respondents experience of Impact on my Health is “about the same “or did not offer an opinion and left the option as “Select”.

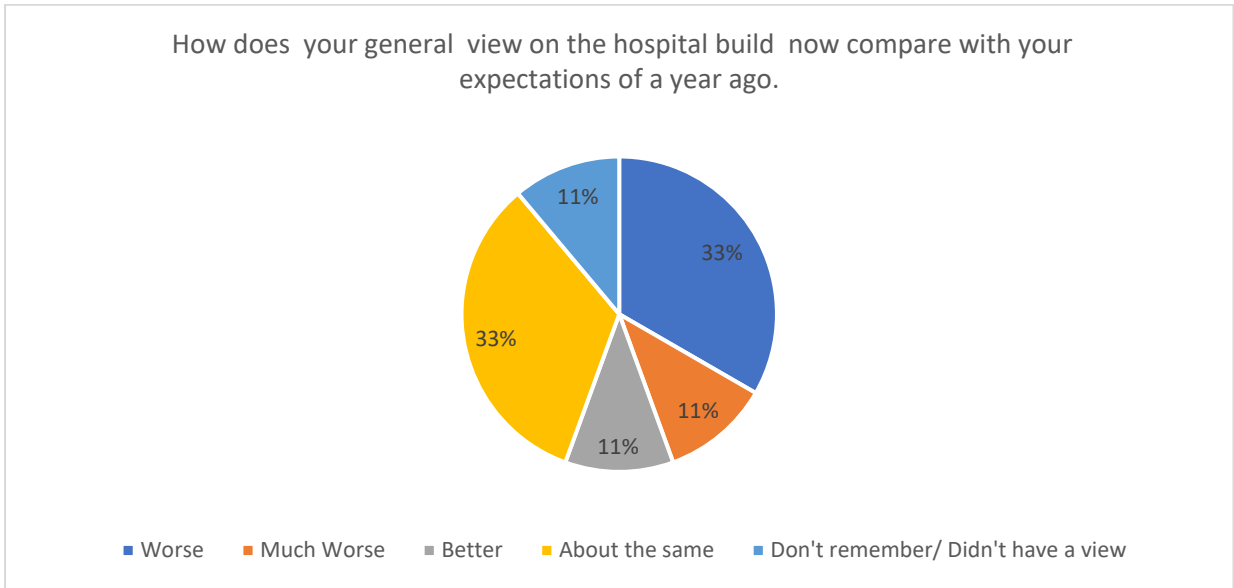
However over a third of respondents have experienced a detrimental impact on their perceived health as a direct consequence of the hospital build resulting in increased visits to the GP and an increased use of Prescribed Medicines .

These Health Scores are different than in other areas in that here there are a group of respondents stating that that their use of prescribed medicine and visit to GPs has become Much Worse over the 12-month period.



There is a case here for further examination of the impact of the build on residents, certainly there are quantifiable claims such as an increase use of prescribed medicine and visits to GPs that can be verified.

Cameron Square



Cameron Is a small square comprising of some 50 houses where 41 forms were distributed and 10 or 24.4% were returned.

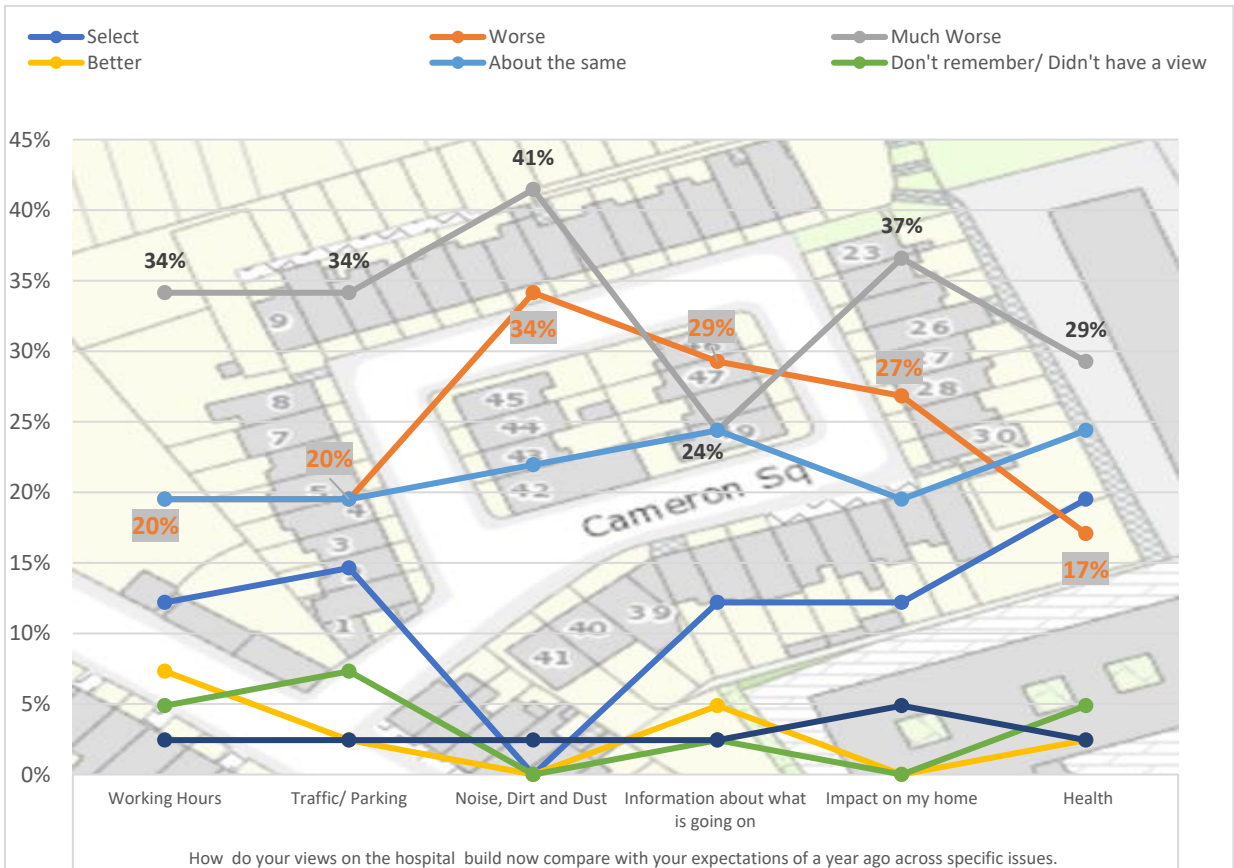


Figure 14 Cameron Overview

Noise Dirt and Dust

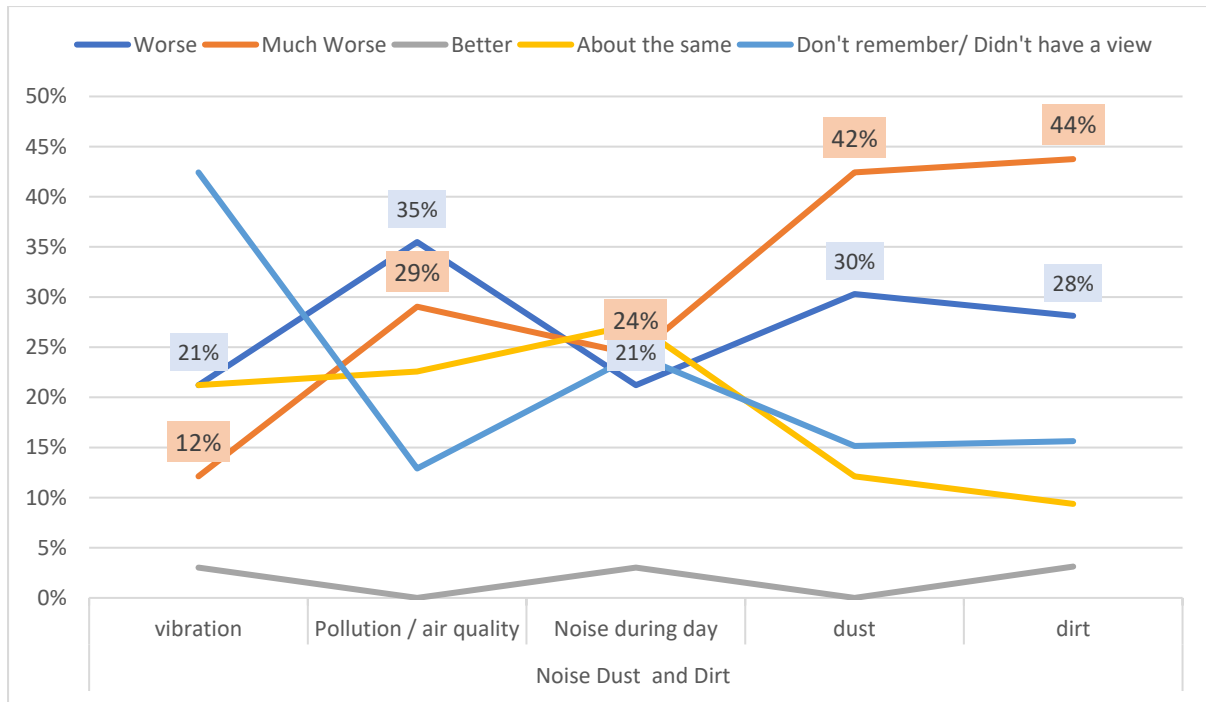
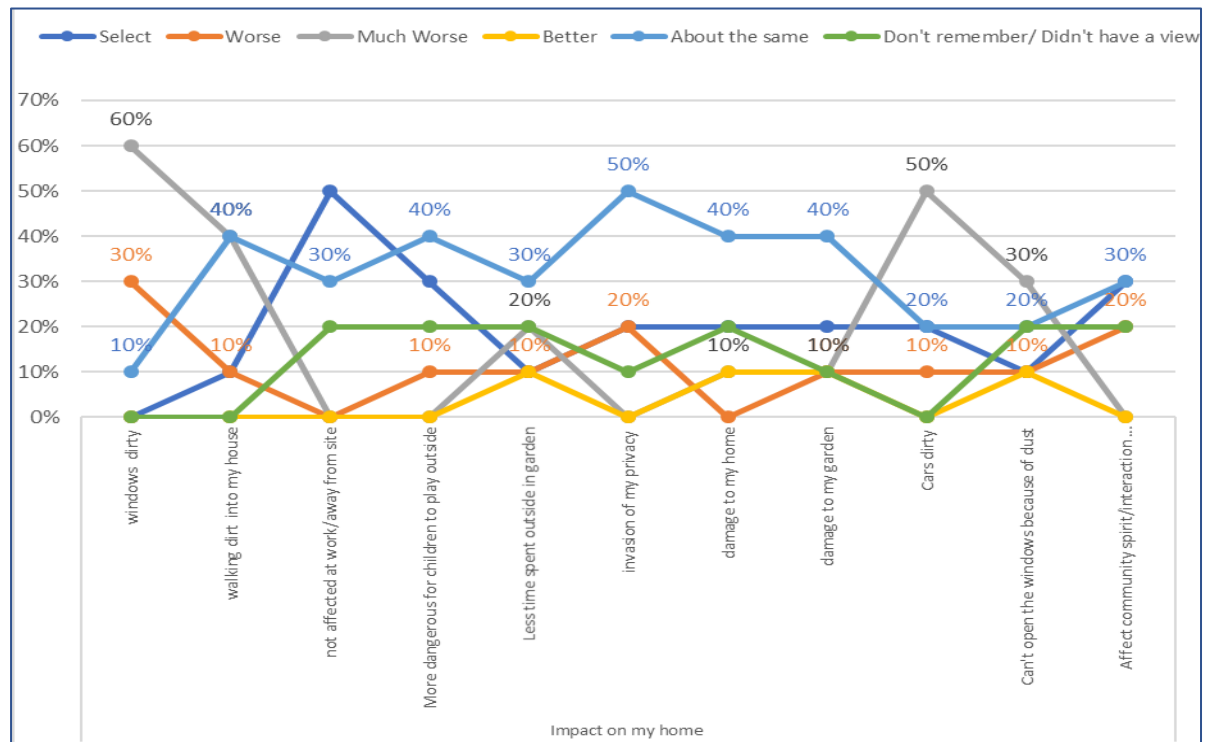


Figure 15 Cameron Noise Dust and Dirt

Impact on my home



Other Adjacent areas; Old Kilmainham and Brookfield

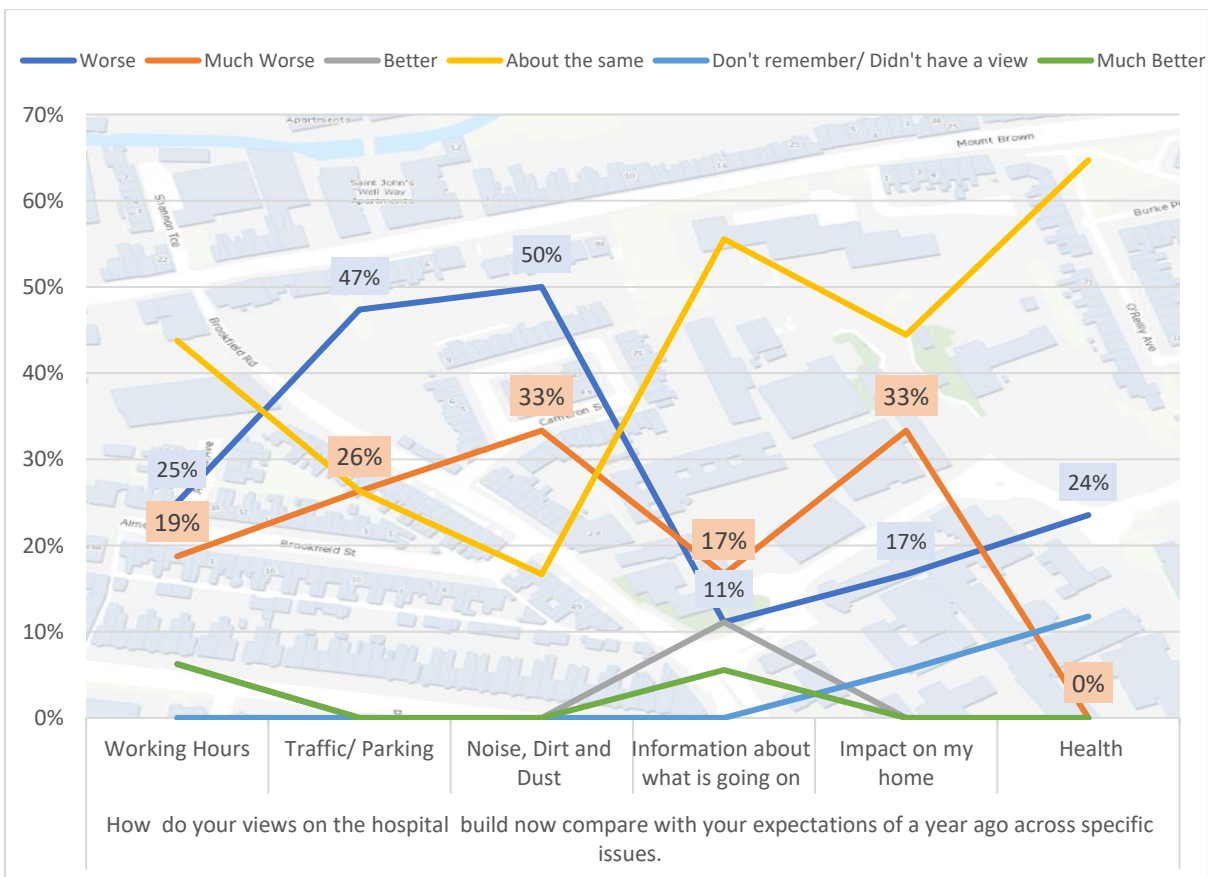
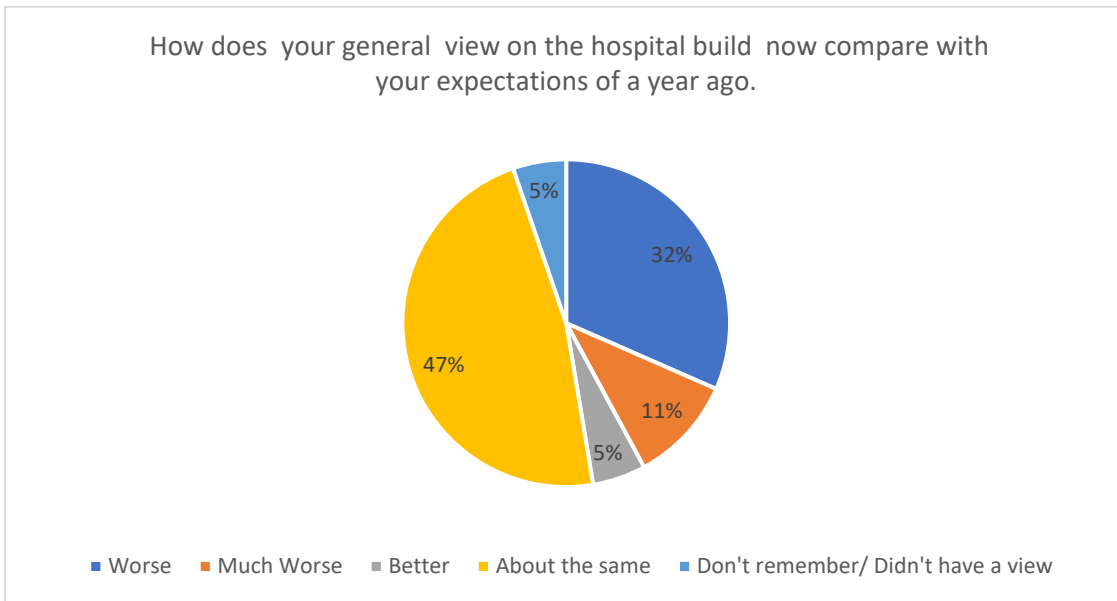
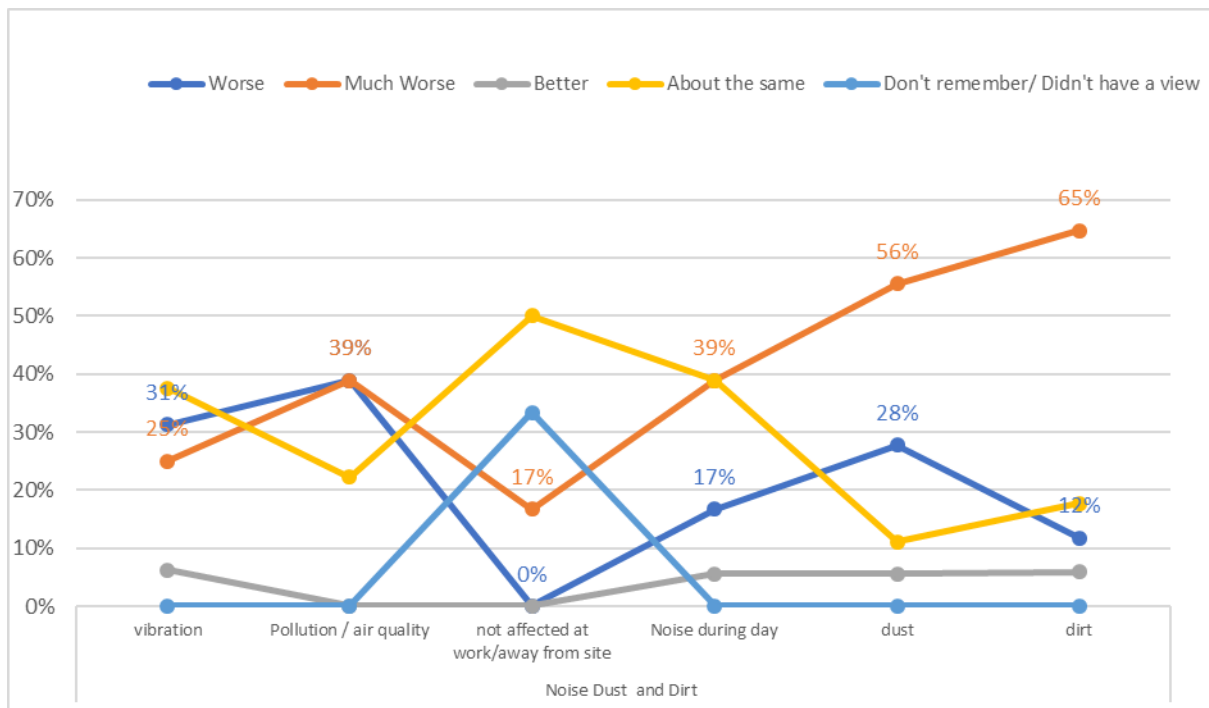
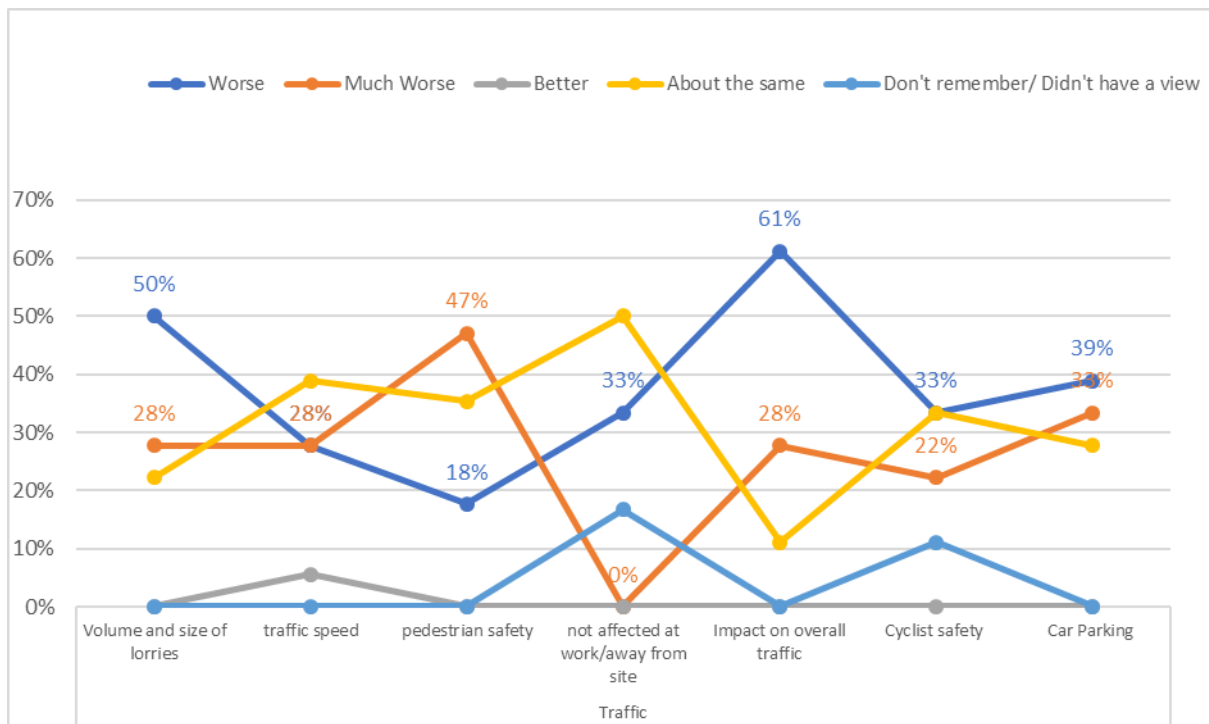


Figure 16 Overview Brookfield and Old Kilmainham

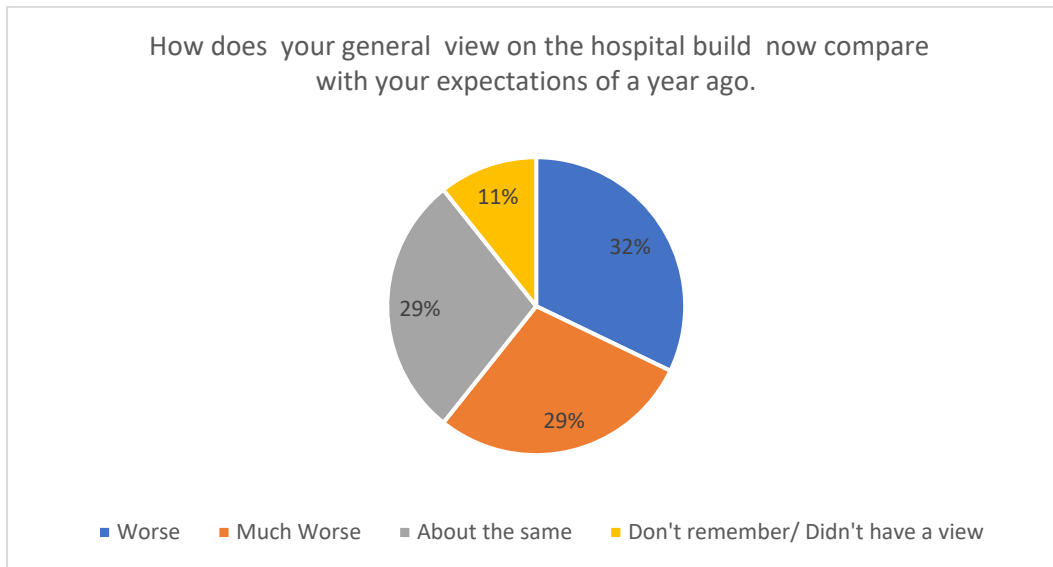
Noise Dust and Dirt



Traffic



4 Terraces



Parking is the key issue in the 4 Terraces area at the Basin Lane end of f James's Walk

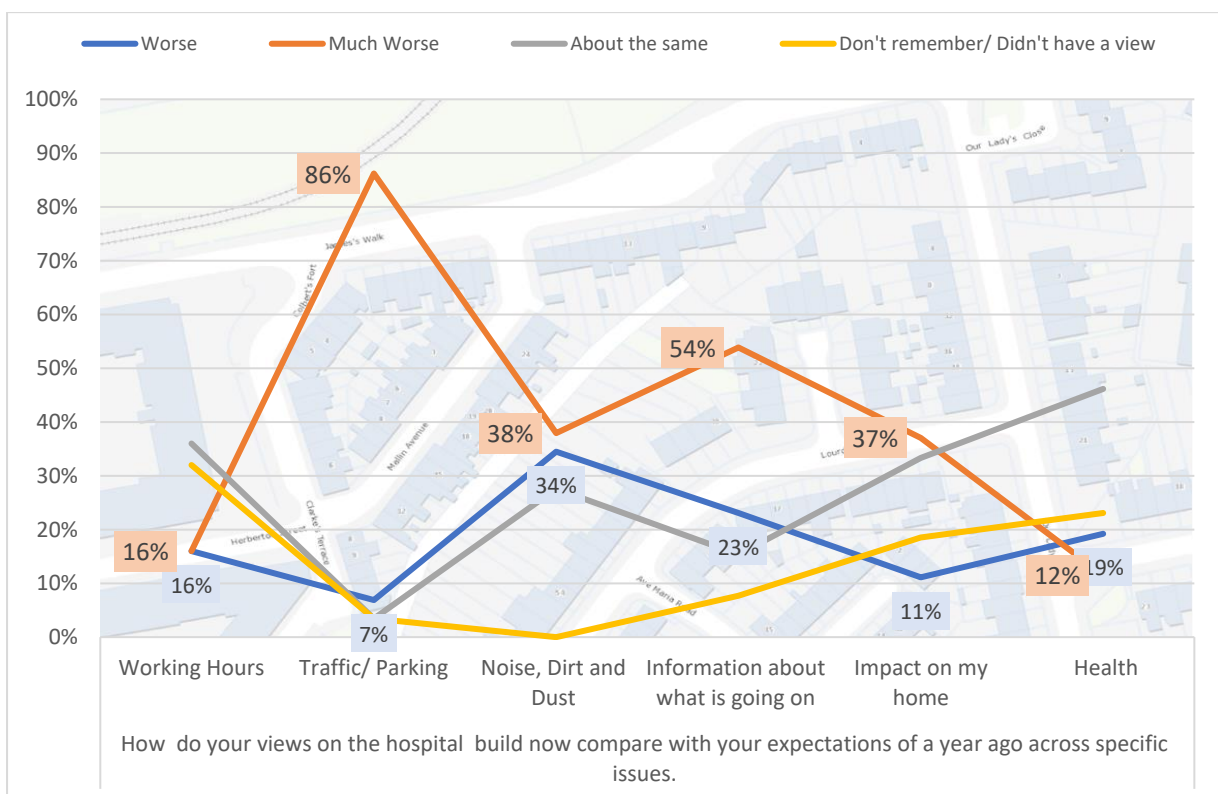


Figure 17 4 Terraces Overview

Parking is the specific issue and the pressure will increase with the opening of the public gate to James Campus and the proposed developed of the brown site.

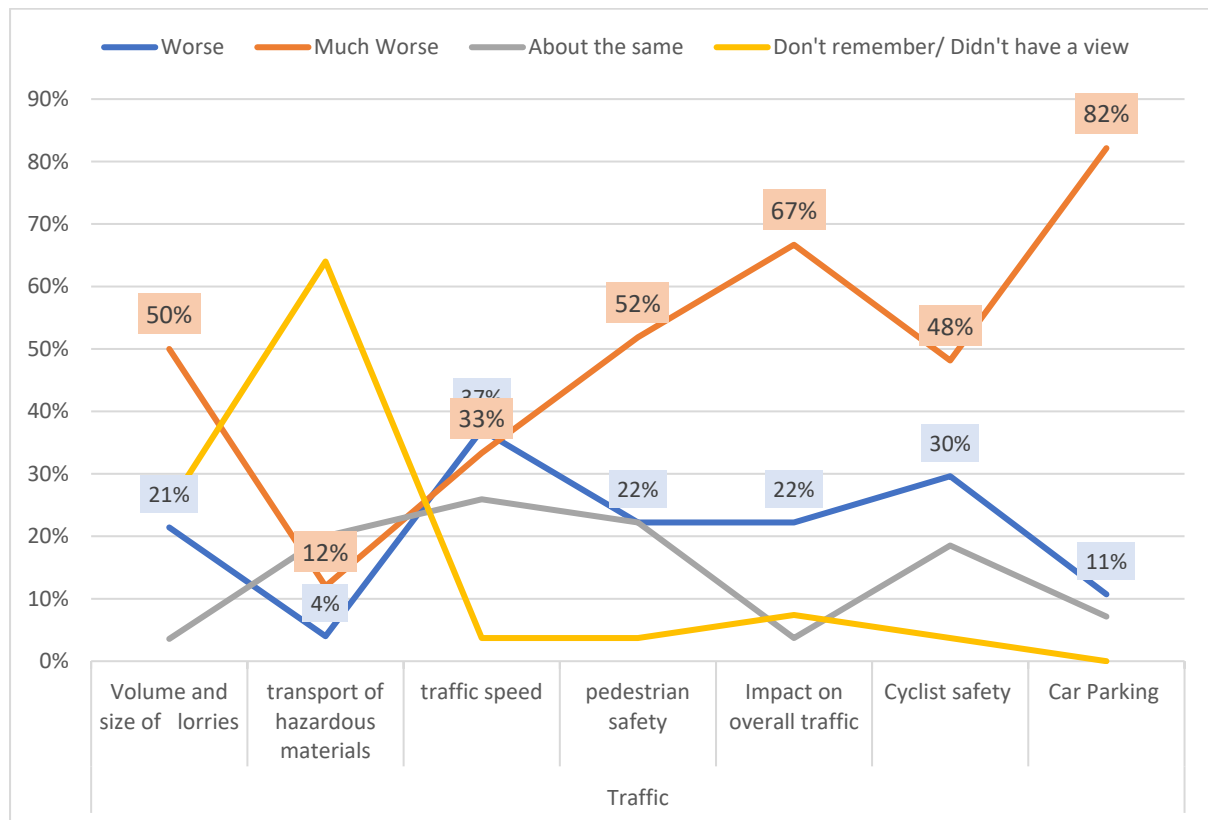
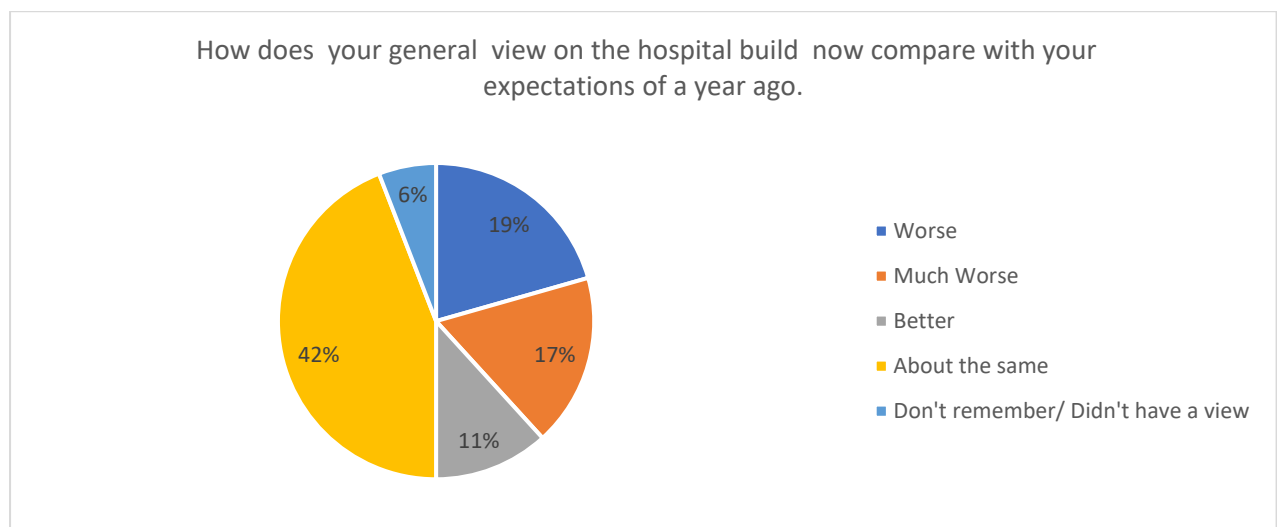
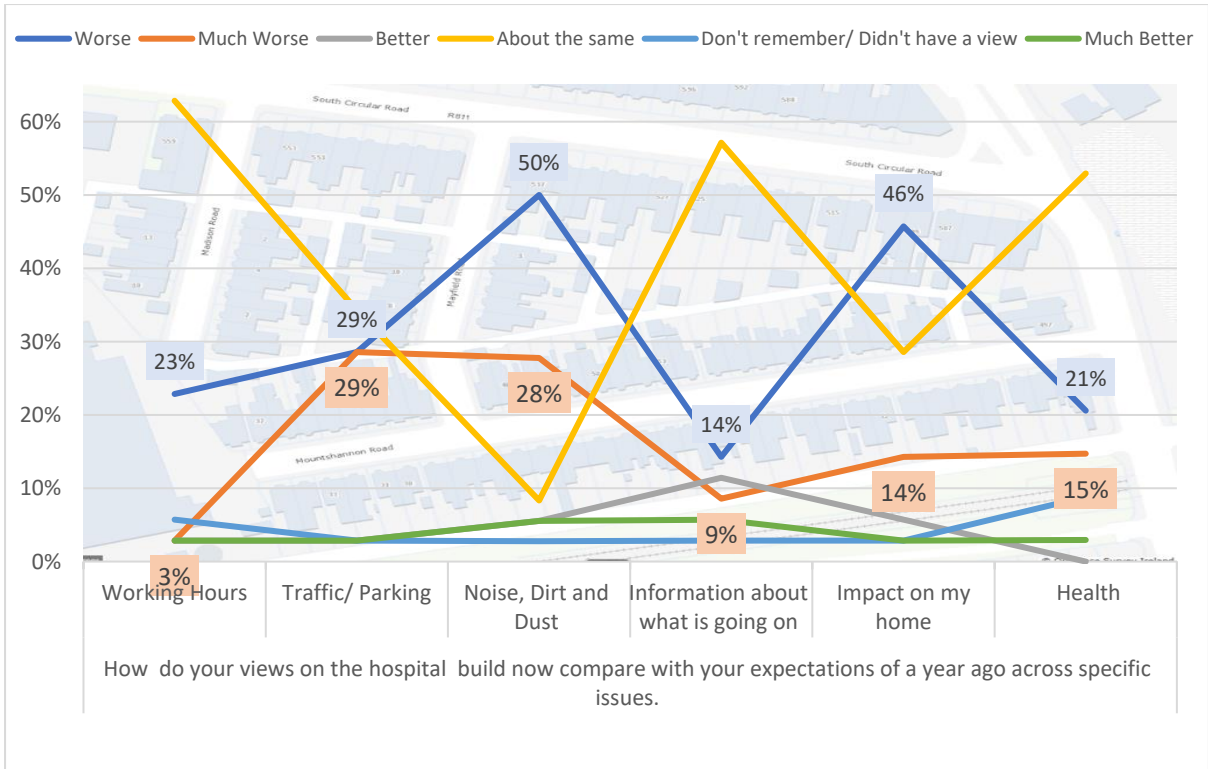


Figure 18 4Tces Traffic/Parking

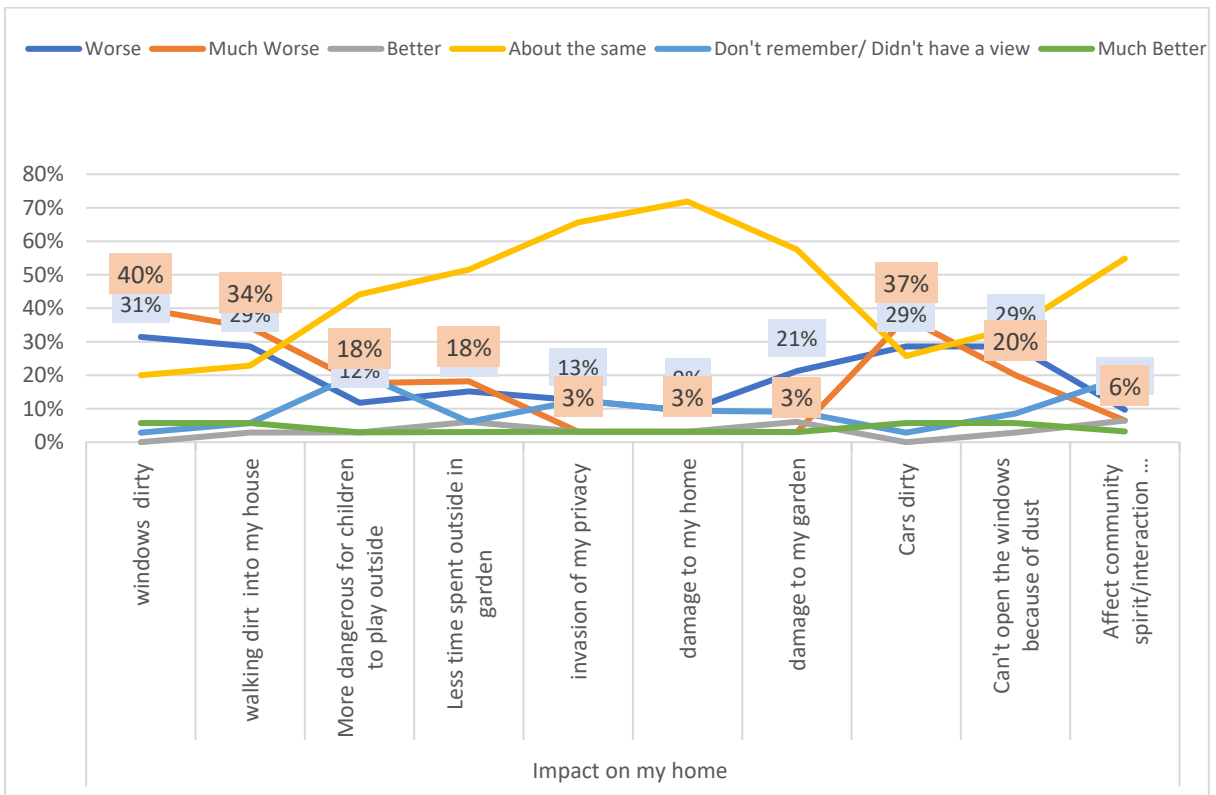
3Ms

Mountshannon Mayfield and Maddison Roads ,the 3 Ms, are not on the transit route and only a number of houses at the top of Mountshannon are exposed to the site work directly and this is reflected in their returns below.





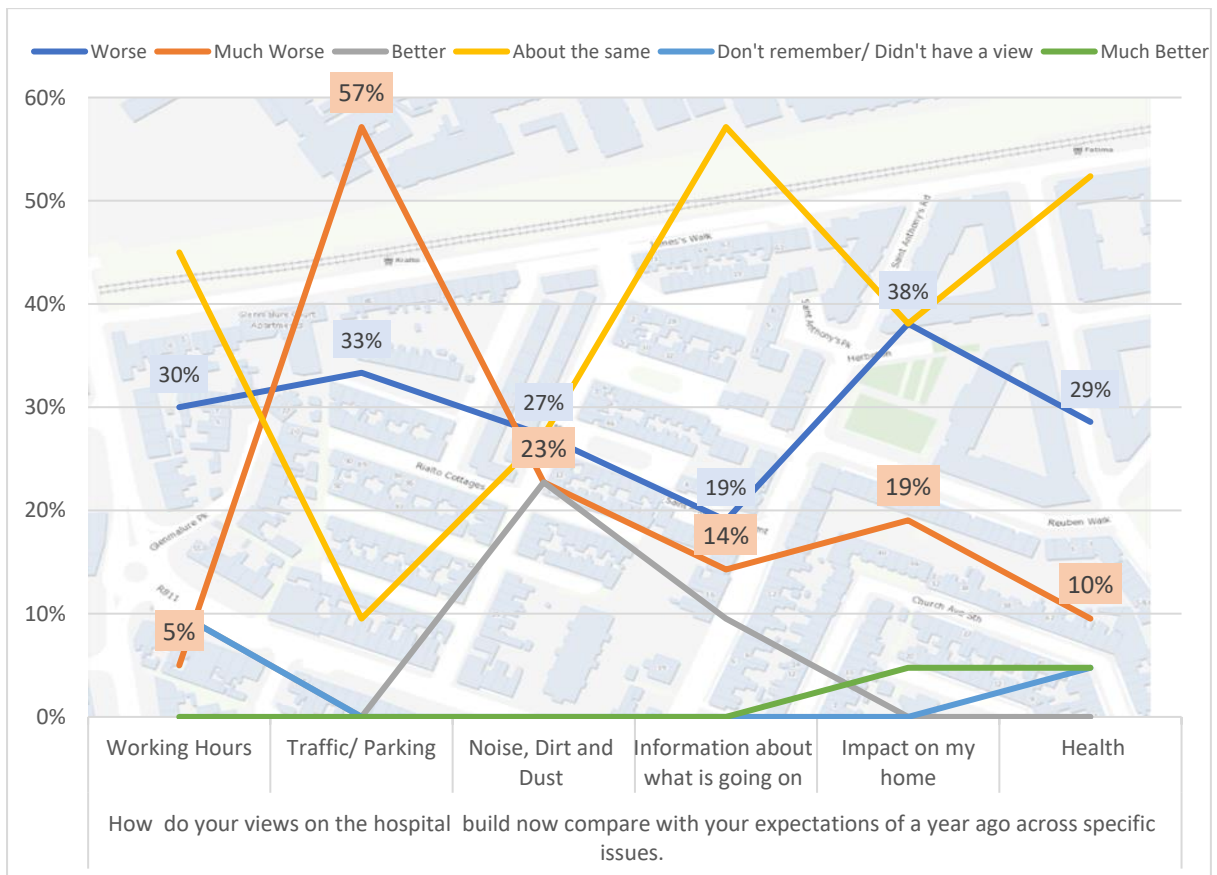
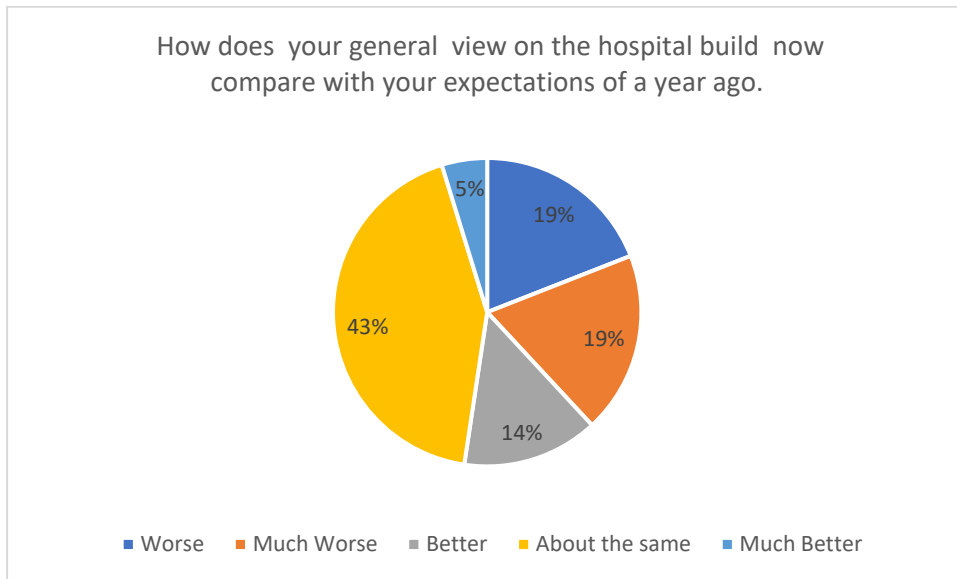
Impact on My Home

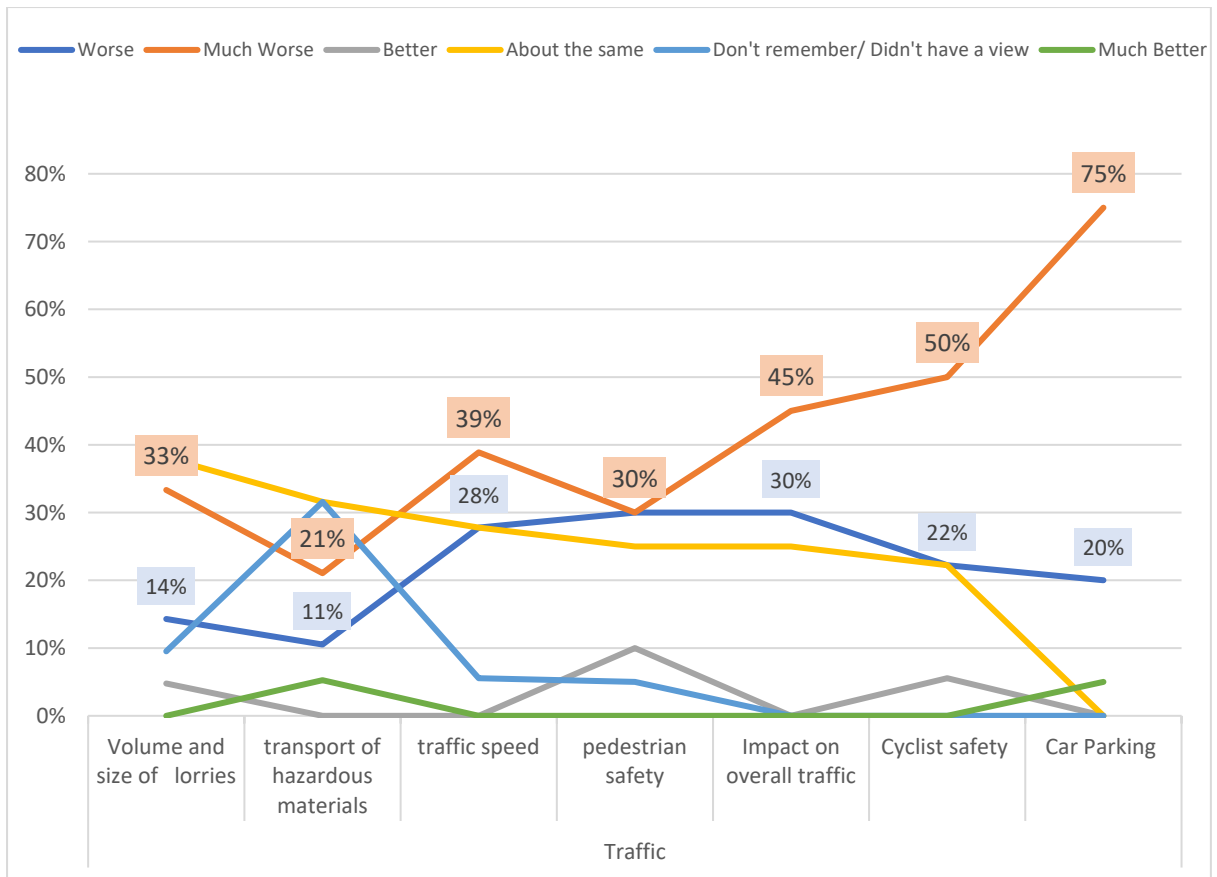


Dirty windows 71% and cars 66% and Walking dirt into my Home 63%

Traffic/Parking as someone commented Parking is about same “chronic”

Rialto





Appendix 1
Survey

How does your general view on the hospital build now compare with your expectations of a year ago.	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view

How do your views on the hospital build now compare with your expectations of a year ago across specific issues.	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
Noise, Dirt and Dust						
Information about what is going on						
Working Hours						
Traffic/ Parking						
Impact on my home						
Health						

What concerns can you recall from a year ago and what has happened to them over the year.

Traffic	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
Volume and size of lorries						
Impact on overall traffic						
traffic speed						
Cyclist safety						
Car Parking						
pedestrian safety						
transport of hazardous materials						
not affected at work/away from site						
other						

Noise Dust and Dirt	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
Noise during day						
vibration						
Pollution / air quality						
dust						
dirt						
not affected at work/away from site						
other						

Working Hours	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view

Delivery Noise						
Weekend work						
Noise in early morning						
Noise in evening / night						
not affected at work/away from site						
other						

Impact on my home	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
Can't open the windows because of dust						
damage to my home						
damage to my garden						
windows dirty						
Cars dirty						
walking dirt into my house						
More dangerous for children to play outside						
invasion of my privacy						
Less time spent outside in garden						
Affect community spirit/interaction ...						
not affected at work/away from site						
Other						

Impact on my health	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
stress						
colds and snivels						
Difficulty sleeping						
Stress and anxiety						
Headaches						
asthma, bronchitis, conjunctivitis, and coughing						
visits to GP						
Prescribed medication						
Non Prescribed medication						
not affected						
Other						

Information about what is going on	Much Better	Better	About the same	Worse	Much Worse	Don't remember/ Didn't have a view
Information from BAM/Builders						
Information from Hospital						
Information from Residents Associations						
Information from Newsletters						
Information from public representatives						

Information from neighbours						
other						

Particular impact on household members if not covered above;

Anything else you want to add

Respondent Information below is optional but also extremely useful to allow us analyse the information above

1. What area do you live in

2. Gender (M/F)

3. House Type

Single occupancy	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
Multiple occupancy	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
Family home - single generation	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
Family home - children below 18	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
Family home - older children	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
Other	<div style="border: 1px solid black; width: 240px; height: 20px;"></div>

4. Age grouping Respondent

Under 18	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
18-29	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
30-39	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
40-49	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
50-59	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
60-69	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>
70-79	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>
80-89	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>
90+	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>

5. The time you are usually at home

All day	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Evenings and weekends	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Varies (shift work)	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
other	<div style="border: 1px solid black; width: 200px; height: 20px;"></div>

Appendix 2

Profile of Respondents

Age Group	Total
18-29	5%
30-39	15%
40-49	26%
50-59	21%
60-69	21%
70-79	8%
80-89	5%

Area	Total
3M	19%
Suir Road	4%
Cameron	5%
SCR	9%
Old Kilmainham	3%
Ceannt Fort	21%
Brookfield	7%
Rialto	11%
Basin St	6%
4TCES	15%

Time at home	Total
Select	4%
All day	41%
Other	4%
Evenings and weekends	34%
Varies (shift work)	17%

Gender	Total
Male	28%
Not Specified	4%
Female	59%
Couples	10%