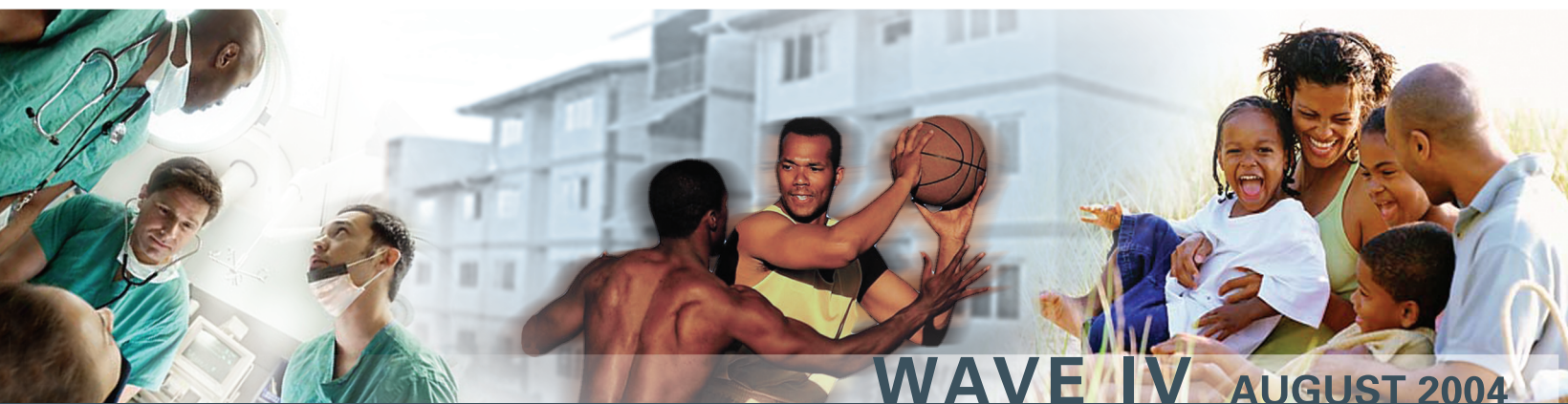




Ministry of Public
Administration and
Information

Opinion Leaders' Panel 2004



WAVE IV AUGUST 2004

Research Study conducted for the Government of Trinidad and Tobago

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1. Introduction

1.1. Background and objectives

The **Opinion Leaders' Panel** was established as part of the Modernising Government programme in Trinidad and Tobago. The purpose of this research is to provide evidence about the views of citizens of Trinidad and Tobago as a basis for informed decision making and policy implementation.

This volume contains the report of Wave 4 of the Opinion Leaders' Panel, conducted by the U.K.-based research firm Market and Opinion Research International (MORI) Social Research Institute with HHB & Associates on behalf of the Government of Trinidad and Tobago. Interviews were carried out between July and August 2004. Surveys were previously undertaken in July – August, 2002 (Baseline), June – July 2003 (Wave 2), and December 2003 (Wave 3).

1.2. Methodology

1.2.1. Sampling

In the initial design of the Opinion Leaders' Panel, concern for panel 'wearout' and 'decay' suggested that after the baseline of 2,747 randomly sampled citizens were interviewed, subsequent Waves would target approximately one-third of the participants on each occasion. MORI therefore instructed HHB & Associates to select approximately 900 members of the Panel as the 'universe' for each subsequent Wave. Random number selection was utilised for this exercise, and the field staff were instructed to contact these original panellists. MORI anticipated that this would result in approximately 700 interviews allowing for deaths, serious illness, those away during the fieldwork period, non-contacts after three recalls and refusals to participate.

In fact, a large number of top-ups, in the form of newly recruited members, were needed for this fourth Wave so as not to re-interview any existing members of the Panel who had already taken part in the baseline and a subsequent Wave. In total, 489 new members were recruited and interviewed for Wave 4.

1.2.2. Response rates

Interviews for Wave 4 were carried out face-to-face, in home, between 17 July – 6 August, 2004. 710 successful interviews were completed, including 221 from the existing Panel database and 489 newly recruited. The overall response rate was 66% (see appendix IV for details).

1.2.3. Weighting

The data have been weighted by age, ethnicity, gender and regional corporation to the 2000 census data. Weighting for work status is to the 1990 Census data as details from the 2000 Census data for this variable were unavailable at the time of the survey.

1.2.4. Area combinations

Reference is made in this report to different areas of the country, which have been classified as follows:¹

- i. **North** (Port of Spain and Diego Martin);
- ii. **South** (San Fernando, Point Fortin, Princes Town, Penal/Debe and Siparia);
- iii. **East** (Arima, San Juan/Laventille, Tunapuna/Piarco, Rio Claro/Mayaro and Sangre Grande);
- iv. **Central** (Chaguanas and Couva/Tabaquite/Talparo); and
- v. **Tobago**.

1.3. Qualitative research

In addition to the main survey, four focus groups were recruited and conducted by Trends Limited. The topic guide was prepared by MORI. The focus groups were conducted prior to the survey fieldwork in order to help us to design the questionnaire, as well as to use some of the verbatim comments in this report. The composition of the groups is shown on the following page.

¹ Note because of the very low base size of respondents in Tobago, no breakdown of results in this area reported.

Table 1: Focus groups composition

Area	Gender	Age	Class ²
Central Trinidad (rural)	3 men, 5 women	25-35 years	DE
North Trinidad (urban)	5 men, 5 women	40-50 years	ABC1
North Trinidad (urban)	4 men, 6 women	55+ years	DE
South Trinidad (urban)	5 men, 3 women	25-34 years	C1C2

Source: MORI

All four groups were of mixed ethnicity. Verbatim comments are used throughout the report to illustrate participants' discussions. The full reports from each focus group are also appended.

1.4. Volume layout

Following this introduction and an executive summary, this report considers the following issues:

- i. National Issues and Government Performance
- ii. Vision 2020
- iii. Crime
- iv. Health
- v. Youth and Sports
- vi. Social Services and Community Development
- vii. Housing and Squatting

1.5. Presentation and interpretation of the data

This study is based on interviews conducted on a representative sample of the adult population of Trinidad and Tobago. All results are therefore subject to sampling tolerances, which means that not all differences are statistically significant. In general, results based on the full sample are subject to a confidence interval of ± 4 percentage points. A guide to statistical reliability is appended.

² In this report professional/non-manual workers refer to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume, an asterisk (*) denotes any value less than half a per cent but greater than zero.

In the report, reference is made to “net” figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a “net satisfaction” figure, this represents the percentage satisfied on a particular issue or service less the percentage dissatisfied. For example, if a service records 40% satisfied and 25% dissatisfied, the “net satisfaction” figure is +15 points.

In several places where identical questions were put to the baseline sample of 2,747 citizens, and repeated in this the fourth Wave with 710, a calculation of ‘swing’ is offered to indicate the change over time, comparing the attitudes of the T&T public this year against last year’s. Swing is calculated by measuring the net positive (negative) response then and comparing it to the net positive (negative) score now, and taking the sum and dividing by two. This figure represents the number of people (in the aggregate) out of 100 who have changed their view over the two points in time.

It is also worth emphasising that the survey deals with citizens’ ***perceptions*** at the time the survey was conducted **rather than with facts** and these may not accurately reflect the level of services actually being delivered.

1.6. Acknowledgements

MORI would like to thank Senator, Dr. the Honourable Lenny Saith, Minister, Ms Jacqui Wilson, Permanent Secretary, and Ms Gillian Macintyre, Ag. Permanent Secretary, at the Ministry of Public Administration and Information and their colleagues Donna Ferraz, Alexa Khan, Lisa Branker, and Ramon Gregorio and the rest of the Divisional team; the Central Statistical Office, Maxine Richards at Trends Limited and Louis Bertrand and the team at HHB & Associates for their help in executing this project. In particular, we would like to thank all the 710 citizens of Trinidad and Tobago who gave up their time to take part in this survey, and to give us their views.

1.7. Publication of data

As the Government of Trinidad and Tobago has engaged MORI to undertake an objective programme of research, it is important to protect the interests of both organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard Terms and Conditions of Contract, the publication of the findings of this research is therefore subject to advance approval by MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

2. Executive Summary

Wave 4 of the **Opinion Leaders' Panel** study sought to track public attitudes on several key areas for the Government, including **Vision 2020**, **crime** and **health**. In addition, new questions have focussed on providing data on several **youth**, **community**, **social services** and **housing programmes**.

2.1. Ratings of the Government and Vision 2020

Twice as many people say they are dissatisfied than are satisfied with the way the Government is running the country, though among older people and Afro-Trinidadians views are almost evenly divided. This is the most negative rating measured in the four Waves of the Panel so far, and represents a swing of 9% towards dissatisfaction since the first study undertaken in July-August 2002.

Public awareness of the Government's overall aim of making Trinidad and Tobago a fully developed country by the year 2020 is increasing. However, actual knowledge about what it will mean, how it is impacting on people's lives and what has been achieved so far is still limited. For instance, **most people do not know the benchmark nations that Trinidad and Tobago will use to judge the success of Vision 2020**, and about half the public thinks that not very much or anything at all has been achieved so far.

Encouragingly, more people are optimistic than pessimistic that Vision 2020 can be achieved, though this is less so than in Wave 3. Further, the overall goal of becoming a fully developed nation is generally seen as laudable, despite some concern that it may just be "political talk" or that it will take longer than 2020 to realise.

The Government will need to ensure that what it means by the Vision is the same as what the public understands. Further, in order to maintain and build support for the Vision, the Government will need to illustrate how this will improve people's lives in order to demonstrate progress on becoming a fully developed nation.

2.2. Crime

The rating of the Government is likely to be linked with the fact that concern about crime is still very high in the country, and if anything is becoming more significant in people's minds. **Overall, nine in ten (91%) people say crime is one of the most important issues facing the country, and 82% spontaneously say it is the single most important issue.**

Research in this, and previous Waves of the Panel, clearly shows that the Government has to address two key objectives regarding the crime situation. Firstly, it must develop strategies to reduce the overall level of crime that people experience and secondly, to **reduce the perceptions of crime through increasing feelings of safety.**

The Government can take some comfort from the fact that people are much more likely to feel safe in their local area than in the country generally, though a sizeable proportion of citizens feel unsafe in both. **It may be necessary to develop and communicate strategies that show the Government is managing crime at both levels, and/or to persuade people that the country is no more or less dangerous than their local area.**

Further, while perceptions of crime nationally may be driven substantially by media reporting, making people feel safe in their local area is likely to depend on building and enhancing strong, closely-knit communities. This is unlikely to be achieved overnight.

The **role of the police, and public confidence in this institution, will be crucial to the Government's overall efforts.** Most people think that the police have the main responsibility to handle crime, but the service has a very poor image, particularly perceptions of police corruption. Encouragingly, **the Police Reform Bill has relatively high awareness among the public – over half say they have heard at least a fair amount about it, including 26% who claim to have heard a great deal.** Yet people are divided about whether this Bill will reduce crime or make any difference at all. It certainly does not enjoy the same levels of confidence as the Crime Stoppers Initiative as a tool for tackling crime. As such, the focus should be on explaining how this new measure will make the country safer through improving the quality and standards of the police.

There is optimism that the way one's local area is policed will get better rather than worse in the future. Further research will track these expectations both at the local level and at the national level to see if people differentiate between the two, as they currently seem to do.

2.3 Health

Service at hospitals and health centres are some of the most poorly regarded public services, and unlike concerns about crime, poor quality health care is seen to be a problem both nationally and locally. The research also shows that health-related issues are seen as among the most important issues facing the country.

Overall, the public remains optimistic that the health service will improve over the next few years, though this optimism has decreased slightly since December 2003. Access to the health service is seen as the main priority to improve the country's health overall. This may be related to perceptions of long waiting times, as this is one of the major reasons for dissatisfaction with hospitals, as explored in Wave 3. Consequently, the Government will need to demonstrate how it is contending with long waiting times, as a strategy to build confidence in the quality of the country's health service. Many people also place a strong emphasis on preventative care, particularly on education, as a priority for the future. More research is needed to understand what types of interventions would be most successful in providing effective preventative care.

HIV/AIDS is seen as the fifth most important issue facing the country when people are asked to identify issues spontaneously. However, when shown a list of different health related-issues, **HIV/AIDS is identified by a clear majority of people as the most important issue for the Government to address**. Abuse of drugs and alcohol is the next most important issue, and it is probable that concern about these is closely linked to general concern about crime in the country. **Policies developed to address major health problems could well have other social benefits if they are seen to tackle crime as well.**

2.4. Youth and sports

Findings from previous Waves have shown that many people appear to link increasing concern about crime with young people, and feel that there are inadequate facilities for young people.

Many of the youth and sports programmes covered in this survey have high awareness among the public – for instance nine in ten people have heard of YTEPP. However, **use of individual programmes is generally not high even among the lower age groups**. The Government may wish to consider ways in which it can increase awareness and roll-out some of the existing programmes, particularly given the high levels of satisfaction most users record with the youth and sports programmes covered here. However, **given the nature of the Opinion Leaders' Panel, and the low number of users for individual programmes, it will be important to collect other evidence of the performance of different policies and programmes.**

2.5. Social services and community development

Similarly, given the low number of users for the most part, this survey should not be seen as a thorough analysis of the success of the different programmes or agencies covered in this survey on social services and community development. Instead, it identifies how many people are aware of the different services and how many use them.

One in four people has not heard of any of the community development programmes we asked about, and very few – too few to analyse in detail – have used any of them.

People are more likely to have heard of the different social services programmes than they have of many of the social services delivery agencies. Indeed, between 57% and 72% of the public have not heard much or anything at all about five of the seven units covered in the survey. **Only for the Social Welfare Division and National Alcohol and Drug Abuse Prevention Programme do at least half the public claim to have heard at least a fair amount about them.** Perhaps this is not necessarily a bad finding as it may be more expedient to focus resources on the awareness of the specific programmes rather than individual units. MORI's research often shows that people are, in any case, more concerned about outcomes rather than processes.

In terms of individual programmes, **three people in four have heard of the Disability Grant rising to around nine in ten who have heard of Public Assistance and almost all who have heard of Old Age Pension.** These last two programmes are the only two which have sufficient users to look at levels of satisfaction. Among users of any social services programme, three people in four, (76%) say they are satisfied with the quality of the programmes overall. This rises to 83% for Old Age Pension, but falls to just under two-thirds (65%) for Public Assistance.

2.6. Housing and squatting

Concern about inflation/prices has increased substantially since December 2003. In Wave 4 of the Panel, nearly a quarter (23%) of people named it as one of the most important issues facing Trinidad and Tobago – more than double the 11% found in Wave 3. **The majority of the public (58%) think that the Government is not doing enough to provide affordable housing for low-income families, but public views are more divided about the Government's handling of squatters.**

On the one hand, more people agree than disagree that the Government makes it difficult to squat on state lands, but on the other hand more people think the Government's treatment of squatters can depend on who they know or who they are.

Just over half the public think they know how many houses the Government pledged to build every year, though just 27% correctly identify that the correct number was 10,000 new homes per year. Nevertheless, the majority (62%) of those who do give a number (even if they are right or wrong) think the Government has been at least fairly successful so far in achieving this pledge.

Almost everyone has heard of the National Housing Authority (NHA) and two in three people are aware of the Land Settlement Agency (LSA). One in nine people has contacted the NHA in the past 12 months, mainly in person. Satisfaction with the service provided and the quality of customer care among these users, however, is generally not high, especially when compared to the perception of services provided by public services generally and local government. For instance, 40% of the people who have contacted the NHA say they are satisfied with the final outcome of their contact, compared with 79% of people who contacted any public service.

3. National Issues and Government Performance

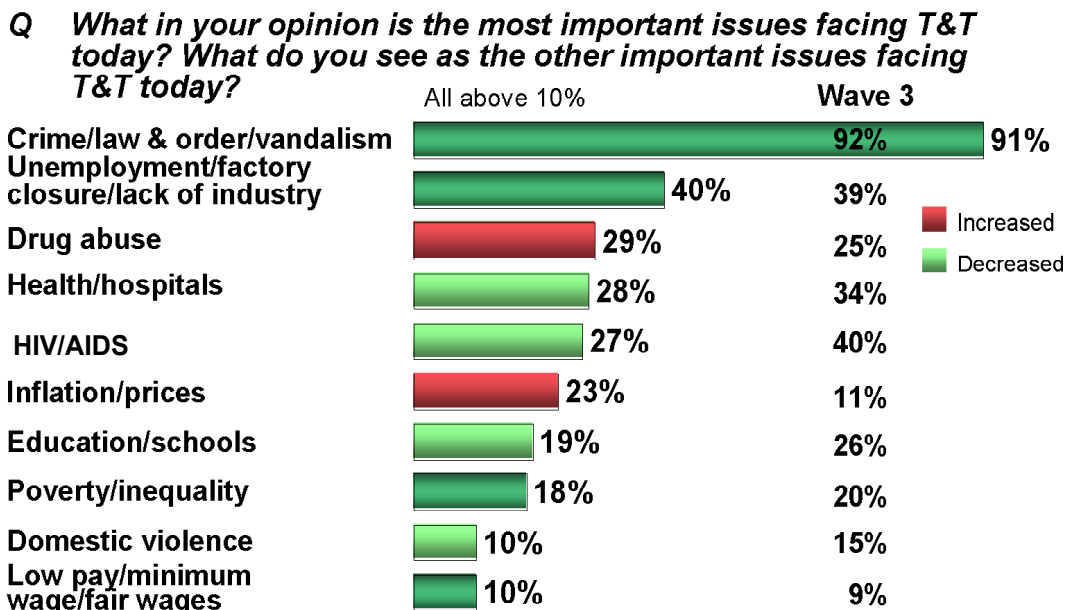
3.1. Crime continues to be the main issue of concern

As in previous Waves of the Opinion Leaders' Panel, **crime is seen as the most important issue** facing Trinidad and Tobago today, with 82% of the public spontaneously mentioning it as such. This has increased from 74% in December 2003 and from 29% in July-August 2002. **Almost all adults (91%) believe that crime is one of the most important issues facing the country** – this is the same as in December 2003, but substantially higher than in July-August 2003 when just over half the population (56%) felt this way.

Other crime-related issues are also salient – drug abuse (29% say it is one of the most important issues) and domestic violence (10%) are among the top 10 issues facing the country.

The following chart illustrates the most salient issues facing the country together with the number of people mentioning each issue in Wave 3 of the Panel. This shows a mixed picture. Two issues have become more important in people's minds (particularly inflation/prices – up 12 percentage points); four of the top 10 issues have become less important (particularly HIV/AIDS – down 13 percentage points) and four have remained about the same.

Chart 1: Most important issues facing the country



Base: 710 T&T residents, 17 July – 6 August 2004

There is little variation across sub-groups of the population for the top five issues facing the country, though the working class is more likely than the middle class to cite **unemployment/factory closure/lack of industry** (43% to 34%) and Afro-Trinidadians are more likely than Indo-Trinidadians to see **HIV/AIDS** as one of the most important issues (33% to 23%).

Table 2 below shows the top five issues by area. Crime is the top concern in each region, though there is a slightly different order below this level.

Table 2: Top five issues by area³

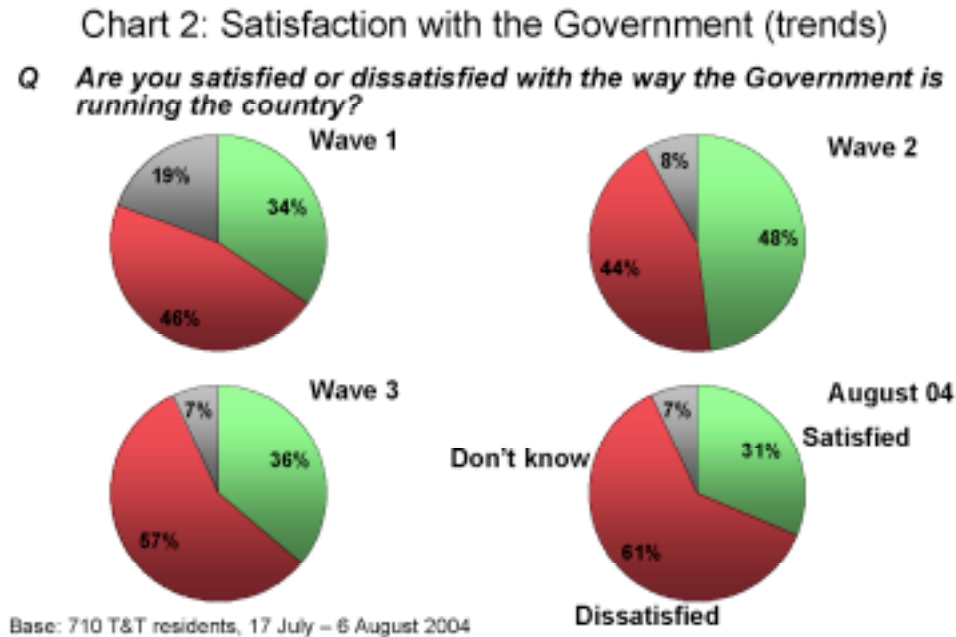
<i>Q. What in your opinion is the most important issue facing T&T today?</i> <i>Q. What do you see as the other most important issues facing T&T?</i>			
North	South	East	Central
(81) %	(195) %	(279) %	(133) %
Crime (88%)	Crime (95%)	Crime (90%)	Crime (95%)
Unemployment/factory closure (35%)	Unemployment/factory closure (31%)	Unemployment/factory closure (38%)	Unemployment/factory closure (66%)
Drug abuse (30%)	Drug abuse (21%)	Health/hospitals (25%)	Health/hospitals (54%)
HIV/AIDS (25%)	HIV/AIDS (19%)	Drug abuse (24%)	Inflation/prices (52%)
Health/hospitals (21%)	Inflation/prices (17%)	HIV/AIDS (22%)	Drug abuse (50%)
Education/schools (17%)	Education/schools and health/hospitals (14%)	Education/schools (20%)	HIV/AIDS (44%)
Source: MORI			

³ Tobago is not included in the analysis because too few interviews are conducted here to be able to analyse by. Small base size (i.e. below 100) in the North area means that results should be seen as indicative only

3.2 Increase in dissatisfaction with the Government

Dissatisfaction with the way the Government is running the country rose again this year, from 57% who said they were dissatisfied in December 2003 to 61% saying this in July-August 2004. Further, the proportion of the public who say they are satisfied with the way the Government is running the country has decreased from 36% to 31% over the same period.

The ratings of the Government are perhaps most striking when the long-term trends are considered. In July-August 2002, 34% of the public were satisfied (3 points higher than now) and 46% were dissatisfied (15 points lower). One in twenty (19%) did not give an opinion, which is almost three times as many people as do not currently give an opinion (7%). This means that the net satisfaction rating has gone from -12% in July-August 2002 to -30% in August 2004 – representing a swing of 9 points towards dissatisfaction.



There are no differences in levels of satisfaction between men and women or by different social class. The main differences are by age and ethnicity. **Older people and Afro-Trinidadians are almost evenly divided in their view of the Government with the net satisfaction ratings of -4% and -2%, respectively.** This is reflected by area, with **43% of people in the North satisfied with the Government and 48% dissatisfied** (giving a net score of -5%). In contrast, dissatisfaction with the Government is as high as 70% in the Central and South parts of Trinidad.

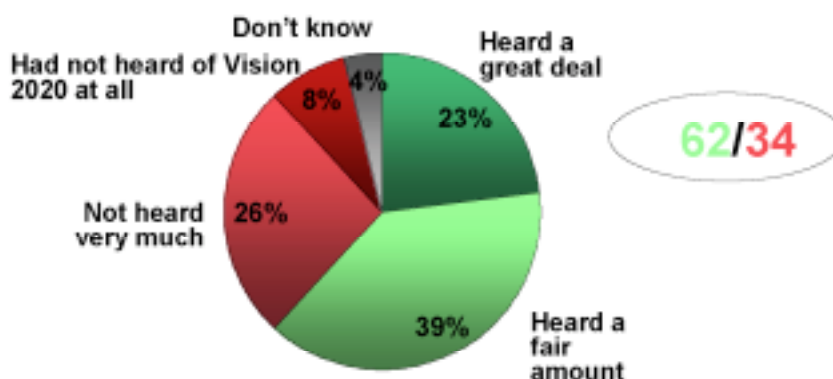
4. Vision 2020

4.1. Increase in familiarity with Vision 2020

Three times as many people say they have heard a great deal about Vision 2020 than say they have not heard of Vision 2020 at all (23% vs. 8%), and three in five people (62%) say they have heard at least a fair amount about it.

Chart 3: Most people have heard a fair amount about Vision 2020

Q I would now like to ask you about Vision 2020. Other than having taken part in this survey, how much have you heard about Vision 2020 – a great deal, a fair amount, not very much or had you heard of Vision 2020 at all before this interview?



Base: 710 T&T residents, 17 July – 6 August 2004

Awareness of Vision 2020 is not consistent across sub-groups of the population. **Women (34%), 18-34 year olds (39%) and working class people (38%) are most likely to say they had *not* heard very much or anything at all about it.** Targeting information to these groups may be successful in raising overall awareness in the future.

In terms of both breadth (how many people have heard of Vision 2020) and depth (how much they have heard about it) the trends are encouraging, as the following table illustrates. For example, **the number of people who claim to have heard a great deal about Vision 2020 has tripled since June-July 2003 (from 8% to 23%) and the proportion who say they have not heard of it has fallen by the same ratio (from 25% to 8%).**

Table 3 : Knowledge of Vision 2020

Q. Other than having taken part in this survey, how much have you heard about Vision 2020 – a great deal, a fair amount, not very much or had you not heard of Vision 2020 at all before this interview?

	Wave 2	Wave 3	August 04
	%	%	%
Heard a great deal	8	19	23
Heard a fair amount	29	31	39
Not heard very much	32	27	26
Had not heard of Vision 2020 at all	25	21	8
Don't know	7	2	4

Source: MORI

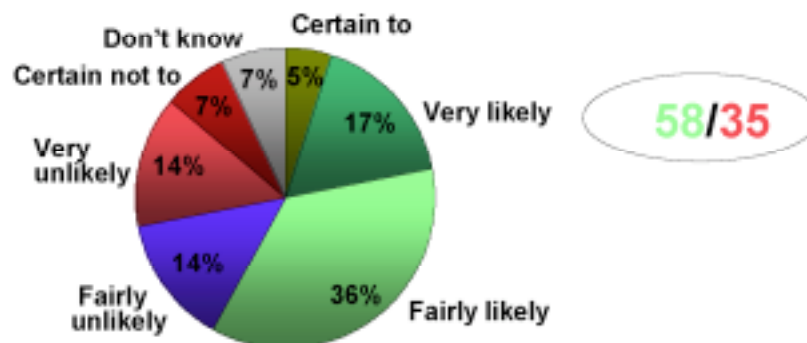
However, **greater awareness of the Vision does not necessarily translate into greater understanding of what it means in detail or how it is going to impact on people's lives.** In the quantitative survey, two in three people (64%) admitted they did not know which developed countries the Government has identified as benchmark nations to track progress towards achieving developed country status, and one in five (20%) selected a wrong country. Singapore (9%), Hong Kong (6%) and Costa Rica (4%) are the countries most likely to be correctly identified as benchmark nations – though still only by a minority of the population. Even among those who claim to know at least a fair amount about Vision 2020, only 11% could name Singapore as a benchmark nation (highest mention) and 24% suggested another country not actually counted as a benchmark.

4.2. People are still optimistic about the success of Vision 2020

When told that Vision 2020 is “the Government’s commitment to make Trinidad and Tobago a fully developed nation by the year 2020”, just under three in five people (58%) think it will be achieved – this is the same as in December 2003 (59%), but lower than in June-July 2003 (63%) despite higher levels of awareness now. Optimism, however, is cautious – few people (5%) believe that it is certain that Trinidad and Tobago will become a fully developed nation by the year 2020.

Chart 4: People still think V2020 likely to be achieved

Q In fact, Vision 2020 is the Government's commitment to make T&T a fully developed nation by the year 2020. How likely or unlikely do you think it is that Trinidad & Tobago will achieve this by the year 2020?



Base: 710 T&T residents, 17 July – 6 August 2004

People's confidence that Vision 2020 will be achieved also varies with their knowledge of the initiative. Two in three people (62%) who say they know at least a fair amount about Vision 2020 believe it will be achieved, compared with only half (49%) of those who say they have little or no knowledge of the initiative. **This is a clear example, (which MORI consistently finds in its research) that familiarity breeds favourability, or in this case confidence.**

There is more consistency across the population in levels of confidence in Vision 2020 being achieved than there is in awareness of the Vision itself. However, **Indo-Trinidadians (47%) and people in the South area (41%) are less optimistic than other people that the Vision can be achieved.**

Importantly, while there is some scepticism about how much progress seems to have been made so far (see below), many people believe that it is important to have an overarching vision for a country to strive towards, even if this is challenging. The following quotes from focus groups illustrate this point clearly:

It may be a bit ambitious now but we should always strive to be better than what we are now

Female, South Trinidad, 18-34 years

It's a good idea and without a vision you will perish

Male, North Trinidad, 40-50 years

If you use the word "idea" – yes vision 2020 is a good idea

Male, Central Trinidad, 25-35 years

In fact, few people are critical of Vision 2020 as a goal. Scepticism seems to be based on concern about how realistic it is for the country to achieve developed status within the timescale, that it may actually just be “political talk” or that the distinction between first and third-world countries is a false one. All of these concerns have been identified in previous Waves of the Panel – see following quotes:

Artificial criteria created by North America & Europe to differentiate themselves from us

Male, Central Trinidad, 35-54 years

I must say I am a PNM supporter, but I am not sure what Vision 2020 really is – it seems to be just a set of talk

Male, Central Trinidad, 35-54 years

There is no way that Trinidad can become self-sufficient by 2020. The developed countries that exist now took centuries to reach that stage of development

Female, South Trinidad, 18-34 years

During the qualitative stage, we also sought to identify what people consider to be the key characteristics of a developed country. Those identified were:

- Self-sufficiency;
- Good infrastructure and transport system;
- Developed and “thinking” people;
- High quality healthcare;
- Good education system;
- Available and affordable housing;
- Safe environment to live; and
- Different attitude to work.

4.3. People think Vision 2020 has a long way to go

From all the qualitative work conducted so far as part of the Opinion Leaders' Panel **a clear message has emerged that people would like to see early and tangible progress towards becoming a developed country**. This is often seen as essential to building confidence that the Vision can be achieved. The following comment is typical of people's reaction:

There are few signs of improvements now

Male, North Trinidad, 40-50 years

In this Wave, we also sought to test views quantitatively by asking respondents to say how much progress they feel has been made to date in implementing the Vision. As the chart below illustrates, half the population believe that not very much or no progress at all has been made. Very few (6%) believe a great deal has been done, though one in three (35%) say a fair amount.

Chart 5: Few think a great deal has been achieved so far

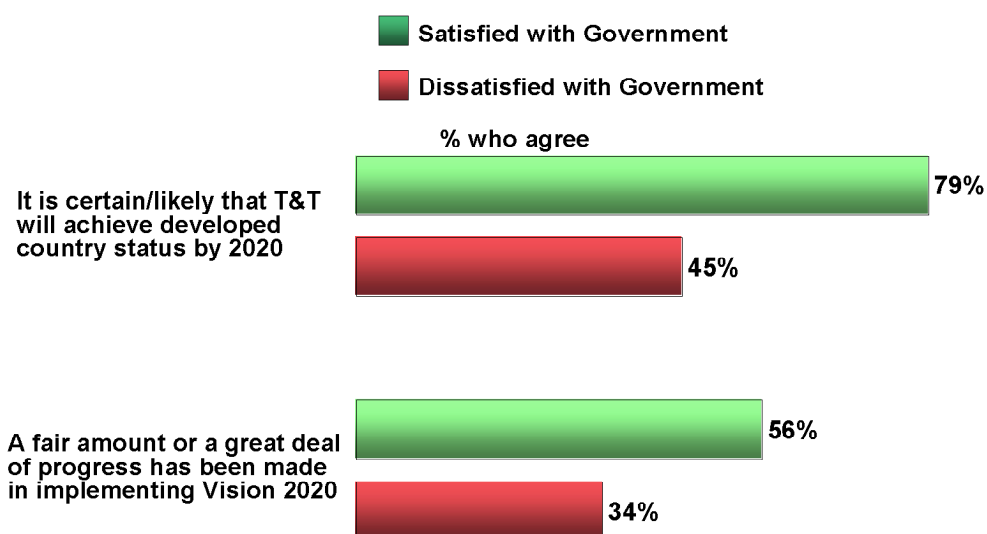
Q And how much progress, if any, do you think has been made so far in implementing Vision 2020?



The main differences among the population are by area. Only in the North do at least half the population think that a fair amount or a great deal has been achieved so far (54%). In the other parts of the country, the majority think not very much or anything at all has happened.

It is also worth highlighting the link between ratings of the Government's performance with belief that Vision 2020 is achievable and how much progress has been achieved. People who are satisfied with the way the Government is running the country are more positive on these two aspects than those who are dissatisfied with the Government, as shown in the chart below.

Satisfaction with Government and Vision 2020

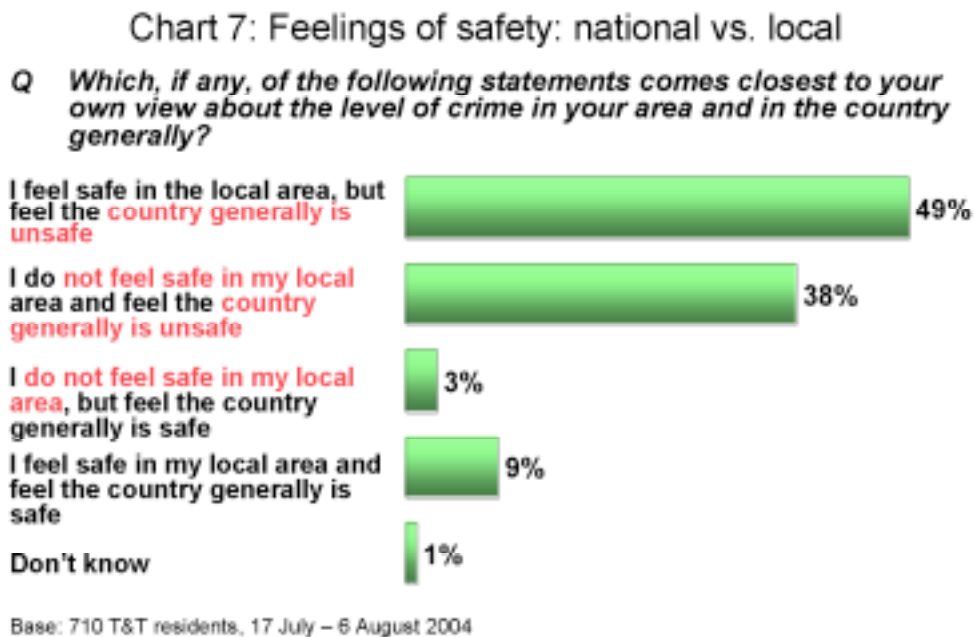


Base: 710 T&T residents, 17 July – 6 August 2004

5. Crime

5.1. Feelings of safety

As in the last three Waves of the Panel, crime is seen as the most important issue facing the country. However, concerns about safety are much more likely to be seen as affecting the country generally rather than one's own area. The following chart shows whether people feel safe or not in either their local area, in the country as a whole or both. **Half the public say they feel safe in their local area, but feel the country generally is unsafe (49%). A large proportion do not feel safe in their own area or in the country generally (38%); and just 9% feel safe in both.**



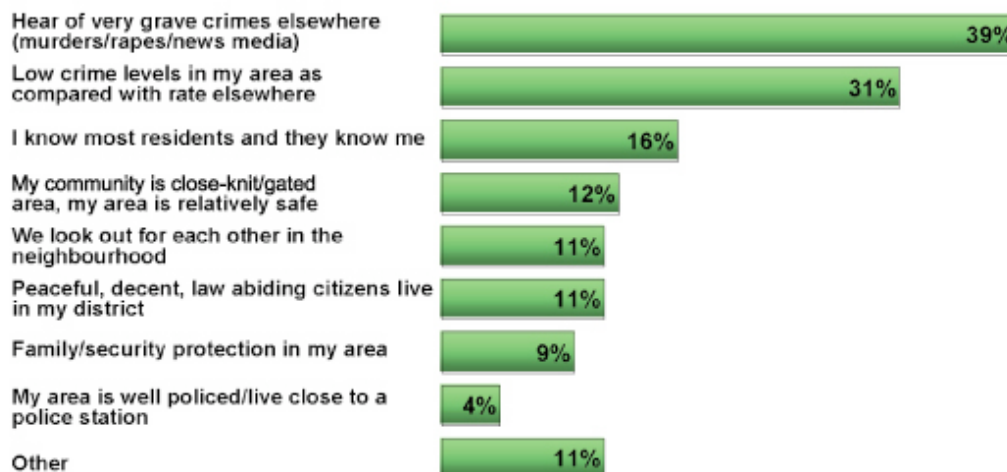
A different way to interpret this data is to look at those who say they feel safe against those who feel unsafe either locally or nationally. Overall, 58% say they feel safe in their local area compared to 41% who do not - giving a net score of +17%. For the country generally, 12% say they feel safe and 87% do not – giving a net score of -75%. **In people's minds there is a clear distinction between feelings of safety in their own area as opposed to the country generally. This suggests that much concern about crime may not only reflect actual experience, but how it is reported in the media nationally.**

Those people who feel safe in their local area but feel the country is generally unsafe were asked why they felt this way. Answers indicate the major influence of third party information on people's perceptions of crime. Two in five people (39%) mention hearing of crimes elsewhere as their reason, and almost two in three (31%) mention belief in low crime in their area compared to rates elsewhere as their reason. In contrast, the reasons given for why their area is seen as safer than the country as a whole, seem to depend heavily on perceptions of the closeness of the people living in their community. For example, 16% say "I know most of the residents and they know

me”. **This shows the importance people put on strong communities in fighting crime and fear of crime.**

Chart 8: Own area is safe, but the country generally is not

Q Why do you feel safe in your local area but feel the country generally is unsafe?



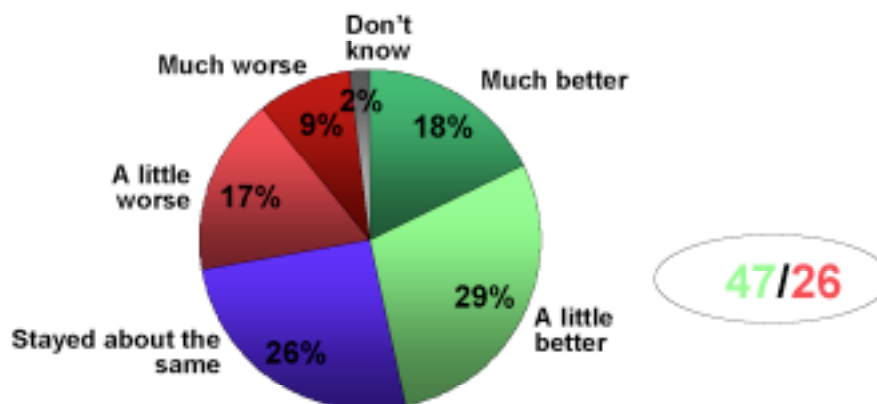
Base: 354 T&T residents, 17 July – 6 August 2004

5.2. Expectations for the way area is policed

Almost half the public (47%) feel the way their area is policed will get better, compared with one in four (26%) who think it will get worse. The same number think it will stay the same.

Chart 9: Way area is policed: more optimistic than pessimistic

Q Thinking about the way your area is policed, do you expect it to get ...?



Base: 710 T&T residents, 17 July – 6 August 2004

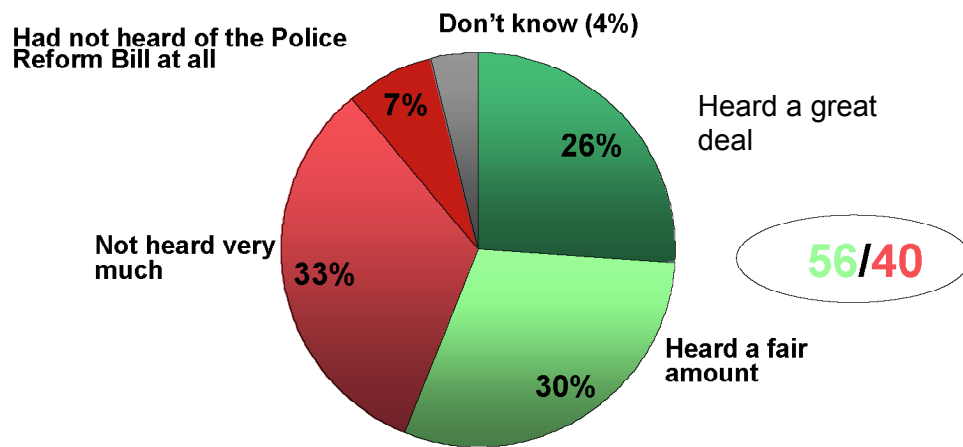
People living in the North are most optimistic (61% think the way their area is policed will get better), those living in the East are least optimistic (39% say it will get better).

5. 3. The Police Reform Bill

Over half the public say they have heard at least a fair amount about the Police Reform Bill (56%), including one in four who say they have heard a great deal (26%). Just 7% say they have not heard of the Bill at all. Women (51%), the working class (50%) and those living in the South (47%) are least likely to say they have heard at least a fair amount.

Chart 10: Most have some knowledge of the Police Reform Bill

Q Before this interview started, how much had you heard about the Police Reform Bill – a great deal, a fair amount, not very much or had you not heard of the Police Reform Bill at all before this interview?

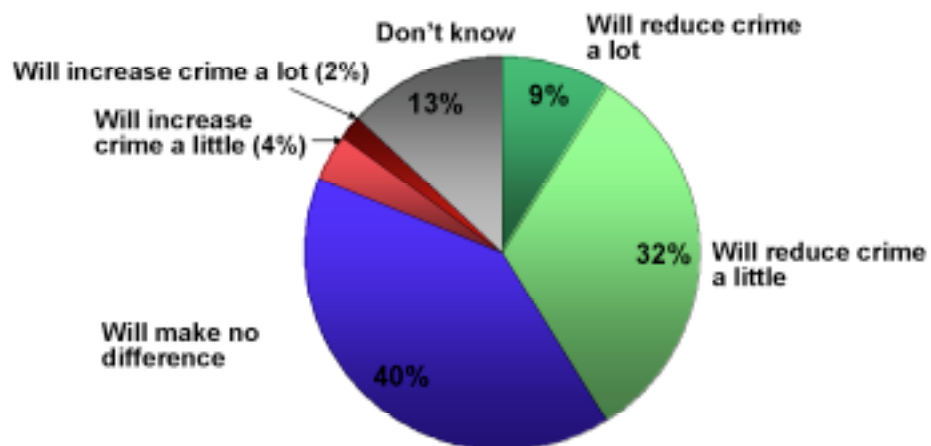


Base: 710 T&T residents, 17 July – 6 August 2004

The public is evenly divided about whether the Bill will reduce crime (41% think it will) or make any difference (40% say this) – though the majority of Afro-Trinidadians and people in the North think it will (51% and 55%, respectively). **Only one in 11 people (9%) believes the Bill will reduce crime a lot.** This stands in contrast to the greater levels of confidence people place in the Crime Stoppers scheme, as measured in Wave 3: three in four people believe this scheme will reduce crime either a lot (29%) or a little (40%).

Chart 11: Impact of the Police Reform Bill

Q And what impact, if any, do you think the Police Reform Bill will have on the level of crime?



Base: 710 T&T residents, 17 July – 6 August 2004

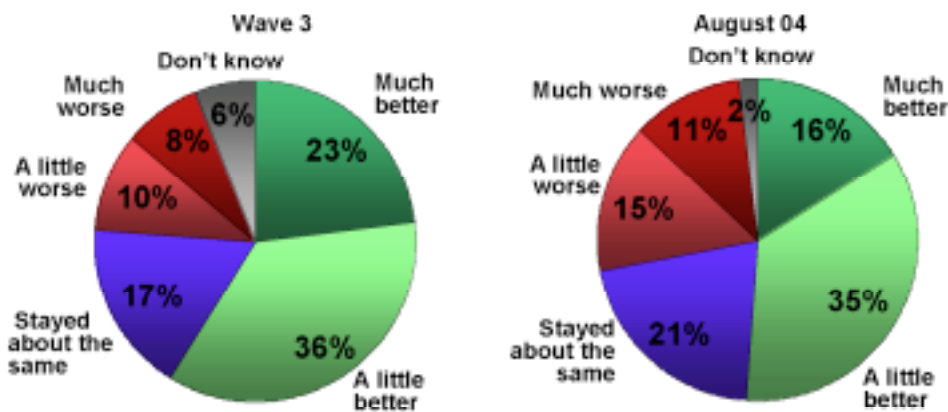
6. Health

6.1. Expectations for the Health Service

Previous Opinion Leaders' Panel research has highlighted the poor image of the health service generally, showing high levels of dissatisfaction with hospitals both among the general public and users. At the same time, we have found that more people are optimistic than pessimistic about the future of the health service. The charts below from Waves 3 and 4 of the Panel show that this optimism is holding up, though there has been some decrease since December 2003. **The proportion who feel that the health service will get better over the next few years has gone from 59% to 51%.** This decrease is a reflection of fall in those who feel it will get *much* better – almost halved from 23% to 16%.

Chart 12: Health expectations: Wave 3 vs. Wave 4

Q Thinking about the health service generally over the next few years, do you expect it to get ... ?



Base: 710 T&T residents, 17 July – 6 August 2004

Older people (60%), Afro-Trinidadians (61%) and people living in the North (69%) are most optimistic. In contrast, **just two in five (41%) people in the South feel this way.**

6.2. Local or national problem

In contrast to crime- where people are much more likely to feel the country is unsafe compared to their local area- **people consider the health service to be poor both nationally and locally**, with over half (54%) saying this is the case.

Chart 13: Health: local vs. national

Q Which, if any, of the following statements comes closest to your own view about the quality of public health care in your area and in the country generally?



Base: 710 T&T residents, 17 July – 6 August 2004

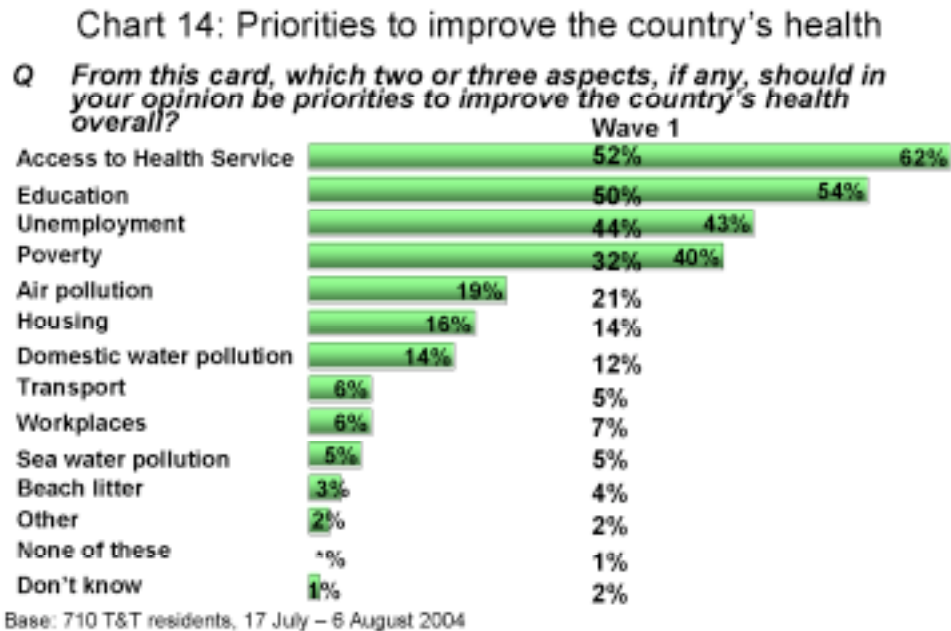
When the combinations are calculated in the same way as for crime, we find that poor quality is more likely to be seen as affecting the country generally, but that the difference between the country and local area is not as great as the differences in feelings of safety. Overall, the net good score locally is -20% and for the country is -68%.⁴ **This strongly suggests that while concern about the quality of the health service may be driven to some extent by media reports nationally, there is also much concern about the quality of local health provision.** For the latter, personal experience and feedback from friends and relatives are likely to play a more important part in shaping people's views.

6.3. Priorities to improve the country's health

Improving access to health services is seen as the highest priority to improving the country's health (62%). This is followed by education (54%), tackling unemployment (43%) and poverty (40%). Access to health services (up 10 percentage points) and tackling poverty (up eight points) are seen as greater priorities now compared with the baseline study in 2002. Education has gone down from 50% to 54% over this time.

⁴ Good locally is the combination of 28% plus 10%. Poor locally is the combination of 54% plus 4%. Good nationally is the combination of 10% plus 4%. Poor nationally is the combination of 54% plus 28%. The nets are derived from working out the difference between the good and poor combinations.

Nevertheless, this shows that the public places great importance on preventative care, as well as improving access to treatment.



There is little variation in priorities across sub-groups of the population, though younger people and Afro-Trinidadians are relatively more likely to say unemployment than other groups are; and education is the top priority in the East (62% say this) with access to health service in second place (58%).

6.4. Main health issues

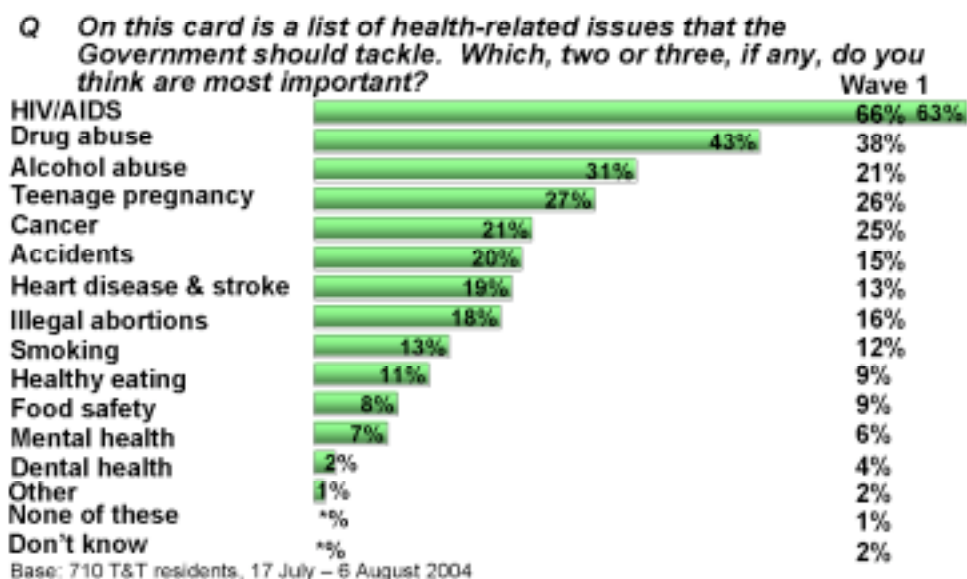
Above all other health problems, HIV/AIDS is seen as the most important problem to be tackled. Over three in five people (63%) cited HIV/AIDS as one of the most important issues to be managed. Drug (43%) and alcohol (31%) abuse are seen as the next two important issues, and both of these are seen as more important now than in 2002 (38% and 21%, respectively).

Generally, the order of importance for the different health problems remains similar to 2002.

There is a fair amount of variation, across the public, on priorities for Government action. In terms of gender, men put more emphasis on dealing with alcohol abuse and smoking. Women put more emphasis on teenage pregnancy. This is also a greater priority for younger people, as is HIV/AIDS; while over 55s put more emphasis on dealing with cancer, heart disease, stroke, and promoting healthy eating. By ethnicity, Afro-Trinidadians place more emphasis on cancer and HIV/AIDS than do Indo-

Trinidadians. In contrast, Indo-Trinidadians are more likely than Afro-Trinidadians to say alcohol and drug abuse.

Chart 15: Health issues: trends since 2002



The following table shows the top five priorities for Government action by area.

Table 4: Top five health priorities by area⁵

Q. From this card, which two or three aspects, if any, should in your overall opinion be priorities to improve the country's health overall?

North	South	East	Central
(81)	(195)	(279)	(133)
HIV/AIDS	HIV/AIDS	HIV/AIDS	HIV/AIDS
Drug abuse	Drug abuse	Drug abuse	Drug abuse
Alcohol misuse	Alcohol misuse	Alcohol misuse	Alcohol misuse
Teenage pregnancy	Cancer	Teenage pregnancy	Teenage pregnancy
Heart disease and stroke	Heart disease and stroke	Illegal abortions	Accidents

Source: MORI

⁵ Tobago is not included in the analysis because too few interviews are conducted here to be able to analyse by. Small base size (i.e. below 100) in the North area means that results should be seen as indicative only

7. Youth and Sports

7.1. Awareness and use of youth and sport programmes

Awareness is high for some, but certainly not all, youth and sport programmes. The Youth Training and Employment Partnership Programme (90%), On the Job Training (62%), the Computer Literacy Training Programme (53%) and Helping You Prepare for Employment (51%) are the most commonly recognised programmes.

Awareness of each of the programmes tends to be highest among middle-aged people (35-54 year olds), and lowest among those over 55 years. **The main exception to this pattern is awareness of the Sport Training and Enhancement Programme, where 12% of 18-34 year olds say they have heard about it** compared with one in five of 35-54 year olds (20%) and over 55 year olds (21%). Overall, while there are no differences in awareness between men and women, on a number of programmes awareness is lower among Indo-Trinidadians. These are:

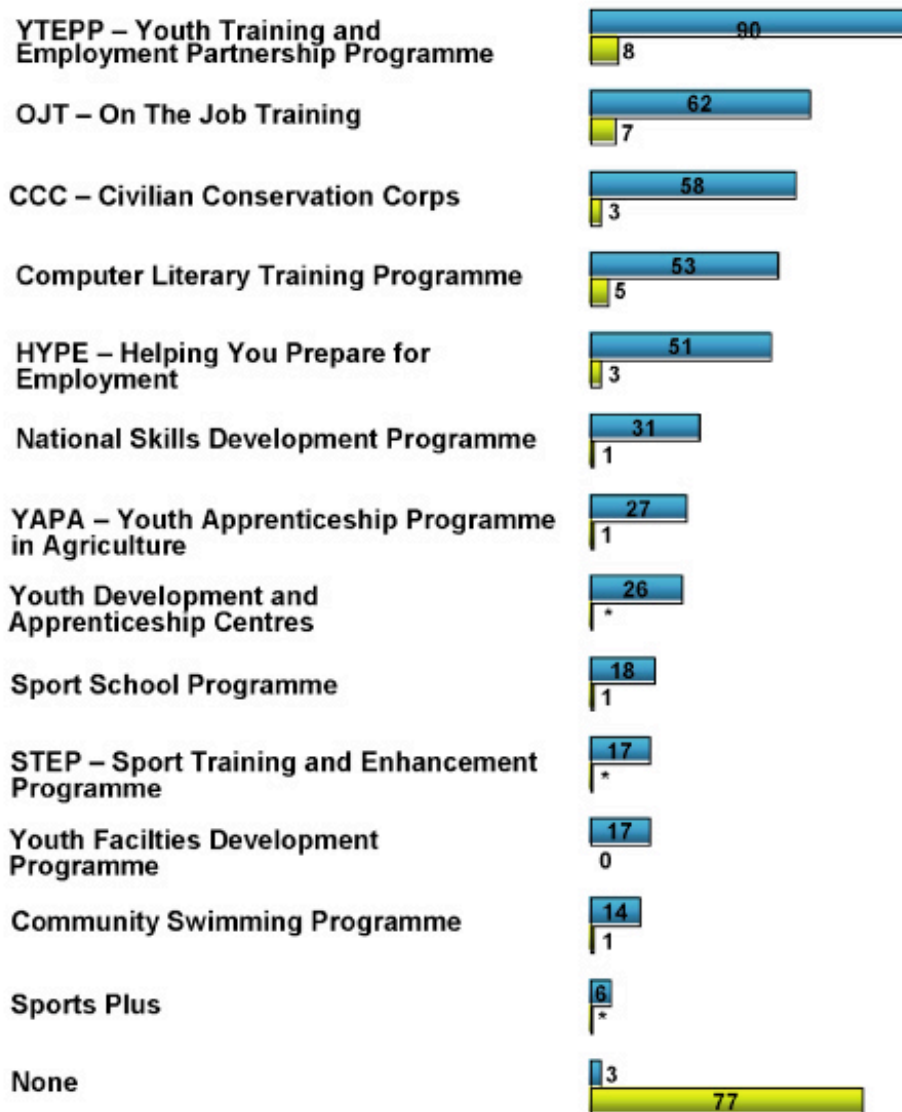
- HYPE – 40% of Indo-Trinidadians aware of it, compared with 61% of Afro-Trinidadians;
- National Skills Development Programme – 24% compared with 36%; and
- Civilian Conservation Corps – 48% compared with 68%.

In contrast to the high awareness of some youth and sport programmes, actual use of these programmes is much lower. Seven in ten 18-34 year olds have *not* used any of the programmes, rising to 78% for 35-54 year olds. For the former group, the most commonly used programmes are the Youth Training and Employment Partnership Programme (14%) and On the Job Training (9%).

Chart 16: Youth and sport programmes

- Q Here is a list of programmes and scheme run for young people or for sports. Which, if any, of these had you heard about before this interview? Which others?
- Q And which, if any, of these programmes and schemes have you or anyone in your household used or assessed in the last 12 months? Which others?

Heard of Used



Base: 710 T&T residents, 17 July – 6 August 2004

Source: MORI

7.2. Satisfaction with youth and sport programmes

The following chart shows the level of satisfaction and dissatisfaction among users for a range of youth and sports programmes. The top bar presents the findings for the aggregate of all programmes. These show high levels of satisfaction overall and for the individual programmes where base sizes are large enough to report on. For all the other programmes covered in the survey, base sizes are too small to report individual satisfaction scores.

Chart 17: Satisfaction is high among users

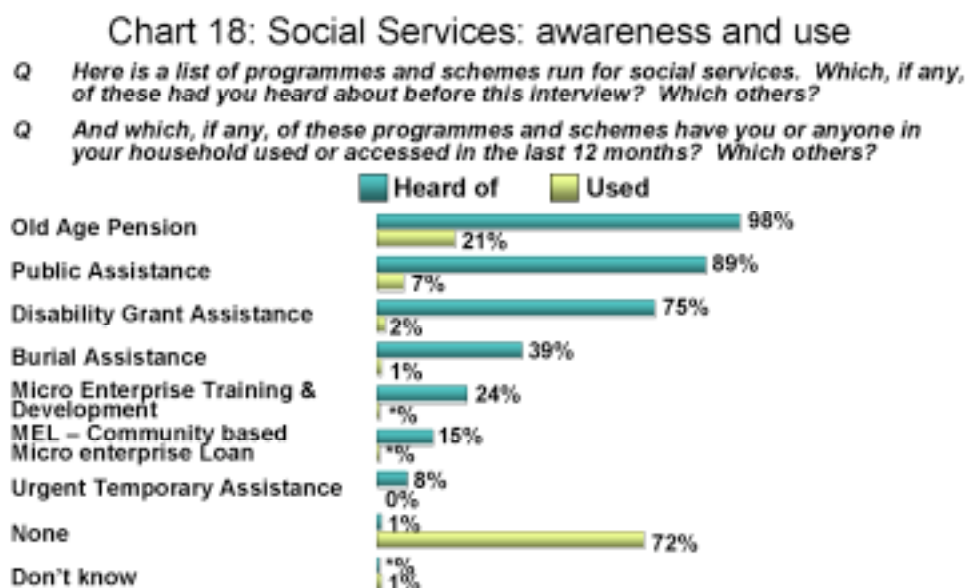


8. Social Services and Community Development

8.1. Awareness and use of social services

Among the general public, awareness of Old Age Pension (98% have heard of them), Public Assistance (89%) and Disability Grant Assistance (75%) are high. Only a minority of the population has heard of any of the other programmes covered in the survey, including just one in twelve people (8%) who have heard of Urgent Temporary Assistance.

Use of social service programmes is low among the general population. Apart from the Old Age Pension scheme, where one in five people (21%) says he/she or a household member has used the programme within the past year, very few people report having used any of the other listed programmes within the past year. Nearly three in four people (72%) report that neither they nor any household member have used **any** of the listed schemes within the last year.

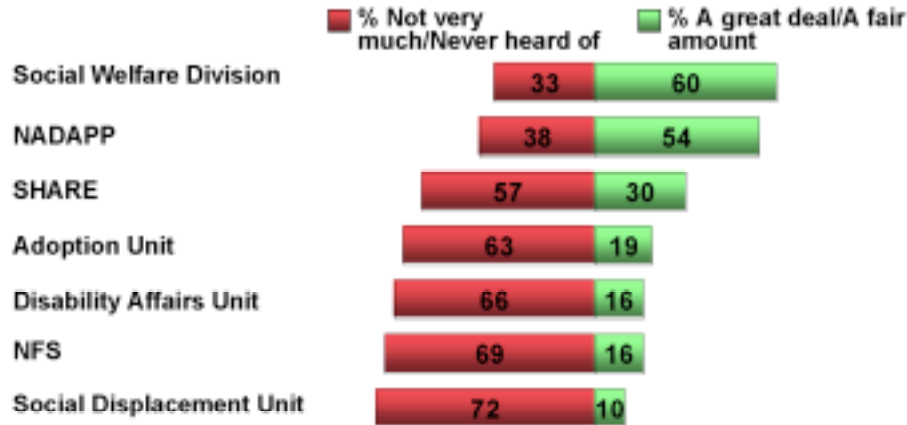


Base: 710 T&T residents, 17 July – 6 August 2004

People are largely unaware of the different units comprising Social Services Delivery. With the exception of the Social Welfare Division and the National Alcohol and Drug Abuse Prevention Programme, for which the majority of the public report knowing at least a fair amount (60% and 54%, respectively); only three in ten claim this amount of knowledge about SHARE (30%) and few know much about the other agencies.

Chart 19: Social Services Delivery: most people are not aware of the different units

Q How much, if anything, do you know about what services the following agencies provide?



Base: 710 T&T residents, 17 July – 6 August 2004

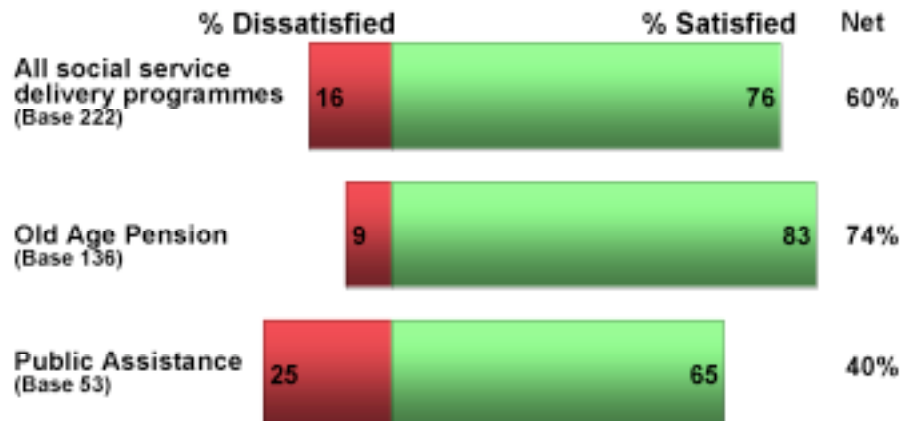
The vast majority of the public (91%) say that neither they nor anyone in their household has used any of the agencies.

8.2. Satisfaction with social services

Of those having used Social Services programmes, levels of satisfaction are generally high, with three in four (76%) of users of all social services satisfied. However, users are less positive towards Public Assistance, with one in four (25%) saying they are dissatisfied with the service. **Further work may be needed to explore whether this relatively high level of dissatisfaction is due to the type of people using the service and the expectations they have of it, or whether it reflects the quality of the service itself.**

Chart 20: Among users: fairly high satisfaction

Q Using this card, please tell me how satisfied or dissatisfied you are with the quality of each programme or scheme

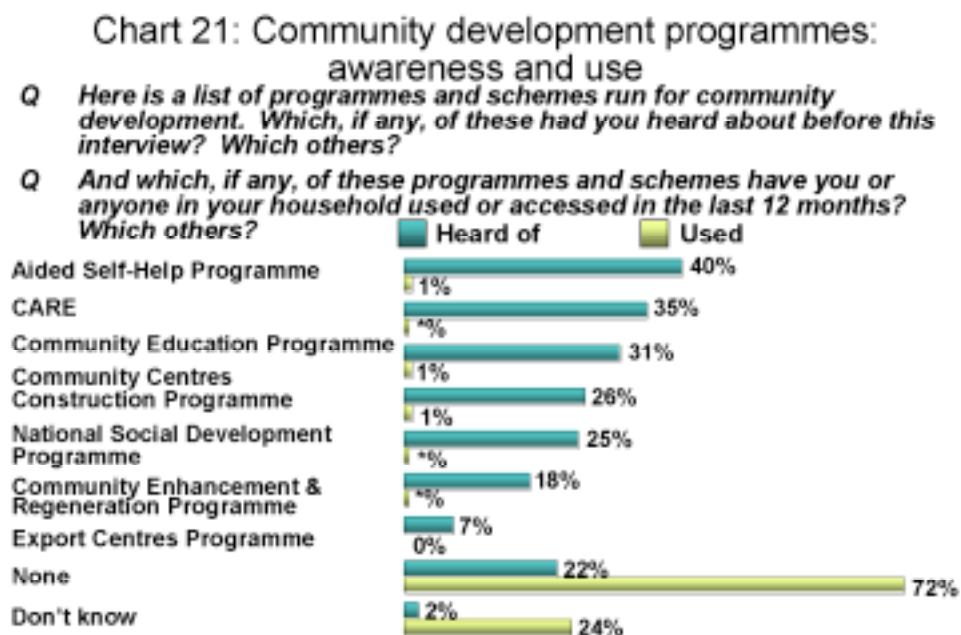


Base: All using or accessing the programme

8.3. Awareness and use of community development programmes

Awareness of most Community Development Programmes is lower than we find for Social Services Programmes. Just over one in five people (22%) has not heard about any of the programmes mentioned. Two in five have heard of the Aided Self-Help Programme (40%) and one in three has heard of CARE (35%), yet awareness of the Community Enhancement & Regeneration Programme and the Export Centres Programme is particularly low (18% and 7% aware, respectively).

Reflecting low awareness and their specific nature, use of Community Development Programmes is very low among the general public. Even among those programmes with higher levels of awareness, one percent or less of the public as a whole say that either they or a member of their household has used them.



Base: 710 T&T residents, 17 July – 6 August 2004

9. Housing

9.1. Importance of housing issues

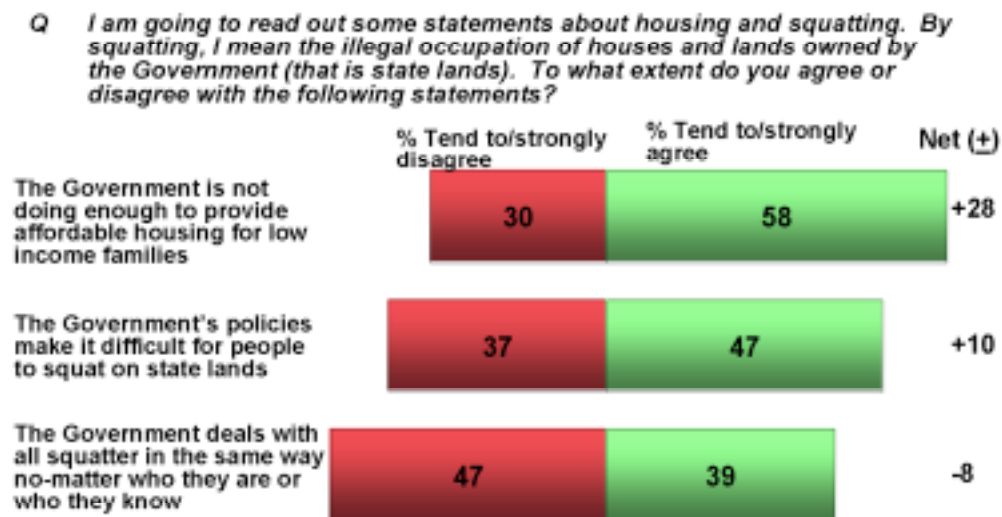
Although housing is not seen as one of the main issues facing the country, partly because of the overriding concern about crime, the proportion of people who say housing is one of the most important issues has doubled (from 4% to 8%) since the baseline panel in 2002. Furthermore, related issues are significant. Poverty/inequality is seen as one of the most important issues by 18% of people, and inflation/prices by 23% – with the number mentioning the latter up from 11% since Wave 3.

9.2. Government's handling of housing issues

The findings suggest that over half the population (58%) do not believe the Government is doing enough to provide affordable housing for low income families. This view is more prevalent among younger people (62%) and the working class (61%), compared with those aged over 55 years (49%) and the middle class (53%). By region, those in the North are more likely to believe the Government is not doing enough (68%), compared to 51% of people in the South.

Views on the Government's handling of 'squatting' are less clear cut. People are slightly more likely to think that Government policies make squatting on state lands difficult (47% agree vs. 37% disagree), but people are also slightly more likely to think that the Government does not treat all squatters in the same way.

Chart 22: Housing and squatting



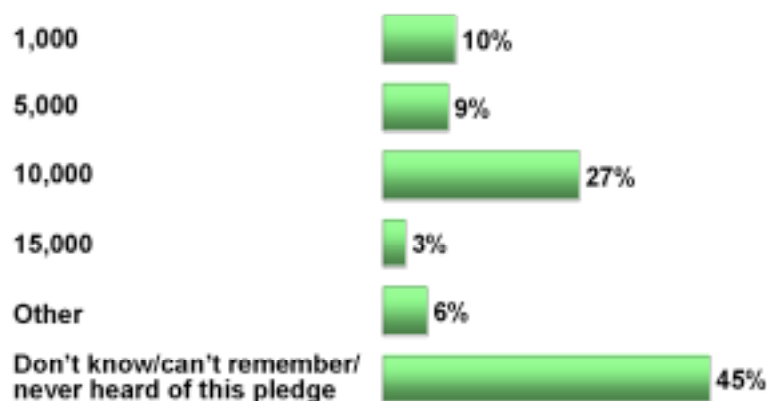
Base: 710 T&T residents, 17 July – 8 August 2004

9.3. New houses pledge

Just under three in ten people (27%) think that the Government pledged to build 10,000 new houses each year. One in five (19%) thinks the pledge was to build fewer houses than this, and about half as many, to build more. However, many people (45%) say they don't know, can't remember or do not recall the pledge at all.

Chart 23: Knowledge of the Government's pledge on new housing

Q *The present Government has pledged to achieve several things over the next few years. From what you know or heard, how many new houses each year did the Government pledge to build?*

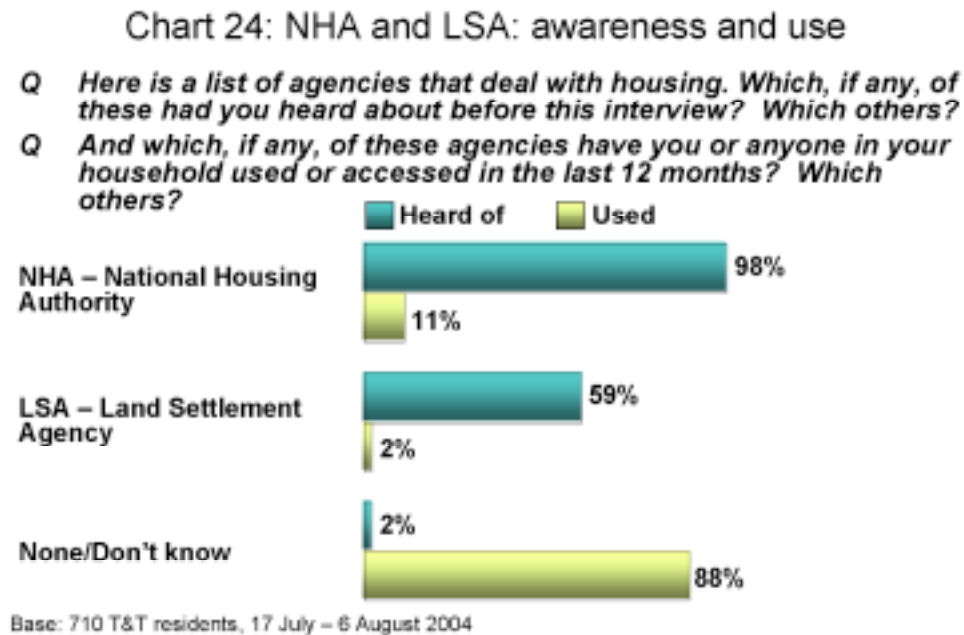


Base: 710 T&T residents, 17 July – 6 August 2004

Of those people who do remember the pledge and give a number of new houses to be built, the majority (62%) think the Government has been at least fairly successful so far in achieving this pledge. Afro-Trinidadians (75%) are more likely than Indo-Trinidadians (55%) to say this. Three in five (32%) say the Government has not been very successful and 3% say it has not achieved anything at all.

9.4. Awareness and use of NHA and LSA

Almost everyone (98%) has heard of the National Housing Authority (NHA). Fewer, but still a majority (59%), have heard of the Land Settlement Agency (LSA). While one in nine people (11%) has contacted the NHA in the last year, just 2% have contacted the LSA. Indo-Trinidadians and people living in the South are much less likely to have contacted the NHA (6% of both groups say they have).



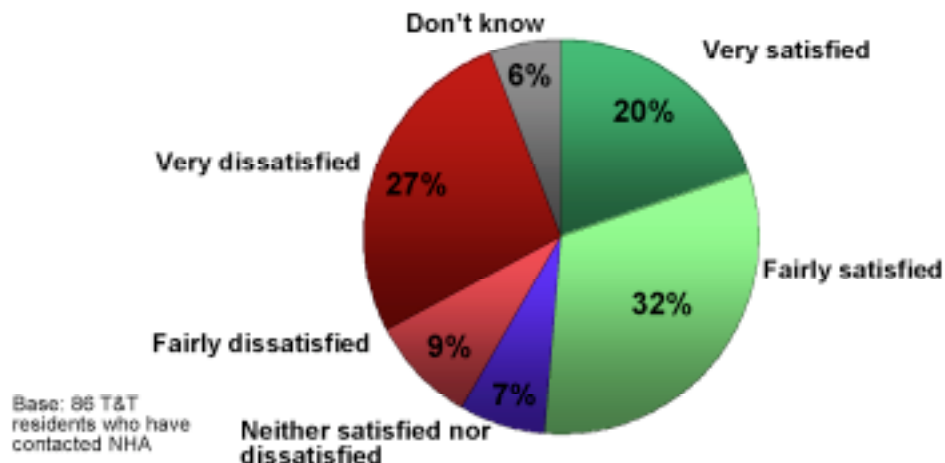
9.4. Rating customer contact at NHA

Most people contact the NHA in person (63%), and a few do so in writing (12%), by telephone (9%) or via the NHA website (1%).

Satisfaction with the service provided by the NHA is not high. Although overall more users are satisfied (52%) than dissatisfied (36%) with the quality of services provided by the NHA, a high proportion of users (27%) are *very* dissatisfied.

Chart 25: Satisfaction with service quality

Q Please tell me how satisfied or dissatisfied you are with the quality of service provided by the NHA



The following table shows how users of NHA rate customer care by different criteria. This includes comparisons taken from the Wave 1 benchmarks which considered public services generally and local government ratings from Wave 3 of the Panel.

Overall, the ratings are low compared to other services. Indeed, more users say they were dissatisfied (43%) than satisfied (40%) with the final outcome of their contact. **On every aspect of customer care, users of NHA rate it lower than for public services generally and for local government.** The only exception to this is that **51% say that the NHA was able to deal with their problem, which is higher than the 46% who said this about local government** (though still lower than the 79% score for public services).⁶

⁶ These ratings are among users who have contacted the NHA by telephone or in person. Figures should be seen as indicative only because of the small base size

Table 5: NHA customer care rating

Q. When you contacted the National Housing Authority, did you find the staff there...?

	NHA	W1 benchmark	Local Govt. benchmark
	%	%	%
Helpful	67	84	80
Unhelpful	28	12	17
Quick	39	72	43
Slow	53	21	41
Efficient	43	77	54
Inefficient	45	16	35
Interested	62	78	68
Uninterested	27	13	21
Able to deal with problem	51	79	46
Unable to deal with problem	36	13	41
Easy to get right person	46	81	73
Difficult to get right person	39	15	23
Satisfied with final outcome	40	79	42
Dissatisfied with final outcome	43	17	45

Source: MORI

Appendices

I. Guide to Statistical Reliability

The sample tolerances that apply to the percentage results in this report are given in the table below. This table shows the possible variation that might be anticipated because a sample, rather than the entire population, was interviewed. As indicated, sampling tolerances vary with the size of the sample and the size of the percentage results. Strictly speaking, these sampling tolerances apply to the random probability sample only, and thus these should be treated as broadly indicative.

Table 6: Approximate sampling tolerances applicable to percentages at or near these levels

	10% or 90%	30% or 70%	50%
	±	±	±
Size of sample on which Survey result is based			
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
710 interviews	2	3	4

Source: MORI

For example, on a question where 50% of the people in a sample of 710 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 percentage points, plus or minus, from a complete coverage of the entire population using the same procedures.

Tolerances are also involved in the comparison of results from different parts of the sample, or when comparing the results among different groups of residents. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons:

Table 7: Differences required for significance at or near these percentages

	10% or 90%	30% or 70%	50%
Size of sample on which Survey result is based	±	±	±
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	7	10	11
200 and 200	7	10	11
200 and 300	5	8	9
309 and 401 (Men v. Women)	5	7	7
297 and 269 (Afro-Trinidadians vs. Indo-Trinidadians)	5	8	8
710 and 700	3	5	5
2,747 and 710	3	4	4

Source: MORI

The table above also shows that when comparing full results from the baseline survey with Wave 4 findings, differences need to be around $\pm 4\%$ at the 50% level to be significant.

II. Guide to Social Classification

The table below contains a brief list of social class definitions as used by the Institute of Practitioners in Advertising. These groups are standard on all surveys carried out by Market and Opinion Research International (MORI) Limited:

Table 8: Social Grades

	Social Class	Occupation of Chief Income Earner
A	Upper Middle Class	Higher managerial, administrative or professional
B	Middle Class	Intermediate managerial, administrative or professional
C1	Lower Middle Class	Supervisor or clerical and junior managerial, administrative or professional
C2	Skilled Working Class	Skilled manual workers
D	Working Class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	State pensioners, etc, with no other earnings

III. Sample Profile

Table 9	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
Total	710	100	710	100
Gender				
Male	309	44	355	50
Female	401	56	355	50
Age				
18-34	351	49	305	43
35-54	266	37	270	38
55+	93	13	135	19
Work Status				
Full/Part-time/Self-employed	427	60	419	59
Not working	283	40	291	41
Ethnicity				
Afro-Trinidadian	297	42	270	38
Indo-Trinidadian	269	38	298	42
Other	144	20	142	20
Regional area				
North	81	11	78	11
South	195	27	199	28
Central	133	19	135	19
East	279	39	270	37
Tobago	22	3	28	4

Wave 1 – 4 weighted profiles

Table 10	Wave 1		Wave 2		Wave 3		Wave 4	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Total	2,772	100	693	100	700	100	710	100
Gender								
Male	1,335	48	333	48	336	48	355	50
Female	1,437	52	360	52	364	52	355	50
Age								
18-34	1,392	51	350	51	353	50	305	43
35-54	835	30	210	30	212	30	270	38
55+	533	19	133	19	135	19	135	19
Work Status								
Full/Part-time/Self-employed	1,638	59	409	59	413	59	419	59
Not working	1,499	41	284	41	287	41	291	41
Ethnicity								
Afro-Trinidadian	1,105	40	277	40	280	40	270	38
Indo-Trinidadian	1,130	41	284	41	287	41	298	42
Other	522	19	132	19	133	19	142	20

IV. Detailed Information on Response Rates

The 'universe' for Wave 4 of this research was 584 randomly selected members of the Opinion Leaders' Panel and 489 new recruits. The Panel was originally recruited in 2002, based on the 1990 Census, and consists of a representative sample of 2,747 Trinidad and Tobago residents.

In total, 710 successful interviews were completed based on a sample of 1,073 respondents. The large number of new recruits became necessary because the Wave 4 sample was recruited in such a manner as to bring it in line with the 2000 Census data. This data differed from the 1990 Census data in several respects – see below:

Table 11: Profile 1990 vs. 2000 Census Data

	2000	1990
18-24	21	24
25-34	22	26
35-44	22	18
45-54	16	12
55-64	9	9
65+	10	10
Male	50	48
Female	50	52
Afro	38	40
Indo	42	41
Others	20	19

HHB & Associates had to recruit fewer Afro-Trinidadians (which had been over represented in our Wave 1 baseline database) and more Indo-Trinidadians (which had been underrepresented in Wave 1). This meant that valid panel members who were "Afro" had to be replaced and new "Indo" persons recruited.

With respect to age, HHB & Associates deliberately over recruited the 18-24 age group, for two reasons. Firstly, this age cohort was underrepresented in the Wave 1 sample and since

the Panel was initially recruited in 2000, there were no longer any 18-year-olds left in the panel. Here too, we therefore had to recruit new Panel members.

Finally some valid Panel members also had to be replaced because of the need to make the Panel more representative in terms of location – i.e. by regional corporation. The 1990 Census on which Wave 1 was based had data by county and ward and not by regional corporation. Adjustments had to be made to the sample to bring this more in line with the 2000 Census data.

On this basis, a total of 130 persons from the original Wave 4 sample were excluded and will be used in Wave 5.

Based on the original sample of 584 (i.e. excluding the new recruits), the total number of non-respondents was 233, which can be broken down as follows:

- i. 14 Panel members deceased;
- ii. 6 Panel members too ill to take part;
- iii. 10 Panel members had migrated;
- iv. 36 Panel members had moved;
- v. 146 Panel members were not located after three attempts;
- vi. 21 Panel members refused to take part in the survey.

V. Validation Checks

HHB & Associates carried out a series of validation checks to monitor the quality of interviewing. A summary of the validation process outcome is shown below.

Validation checks were done continuously while in the field by a special team which had been set up to locate the names and addresses of panel members in an effort to speed up fieldwork. The major concern at this time was to determine if each member of the Wave 4 sub-sample was “eligible” in the sense that:

- they were a valid member of the panel and willing to participate; and
- they fit the quotas required to bring the sample in line with the newly available Census data.

Checks by supervisors

In the field by the Supervisors and the Co-ordinator:

- i. 14 people were incorrectly interviewed (action – the correct persons were identified and re-interviewed);
- ii. 2 respondents reported the interviewer did not ask all the questions (action – the questionnaires were completed by phone);
- iii. 710 questionnaires completed properly.

System checks

Comparisons were made between information collected from Wave 1 and data gathered in Wave 4 using a system of manual checks on age, gender, race and religion.

There were 8 persons with unexplained variations in age or gender among those in the original Wave 4 sample. These form a part of the 146 “no contacts” listed above.

VI. Marked-up Questionnaire

TRINIDAD & TOBAGO OPINION LEADERS WAVE IV TOPLINE RESULTS FINAL – 19 AUGUST 2004

- Results are based on 710 face-to-face interviews with residents of Trinidad & Tobago who are members of the Opinion Leaders' Panel
 - Data are weighted to the known population profile using the 2000 census data
 - Fieldwork conducted between 17 July – 6 August 2004
 - Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated
 - Results are based on all respondents unless otherwise stated. "Not stated" have been included as "don't know"
 - An asterisk (*) represents a value of less than half of one percent, but greater than zero
 - Please note that several of the service satisfaction questions are based on too few respondents (i.e. less than 20) to provide statistically reliable results. Where this occurs, we have not reported the results in this topline document, but the full results can be found in the computer tables
 - 2002 figures taken from **Wave 1** survey, 15 July to 29 August 2002, base size 2,747; 2003 figures taken from **Wave 2** survey, 28 June to 16 July 2003, base size 693, and **Wave 3** survey, 6-22 December 2003, base size 700. Please note that Waves 1 to 3 are based on data weighted to the 1990 census profile, as the 2000 census results were not available at the time of fieldwork for these Waves.
-

Good morning/afternoon/evening. As you know, I'm from HHB & Associates, an independent market research company. Many thanks for agreeing to take part in this interview. I would like to start by asking you some questions about public services... Your individual replies will be held in confidence, of course.

GOVERNMENT PERFORMANCE

- Q1. Are you satisfied or dissatisfied with the way the Government is running the country?
SINGLE CODE ONLY

	Wave 1	Wave 2	Wave 3	August 04
	%	%	%	%
Satisfied	34	48	36	31
Dissatisfied	46	44	57	61
Don't know	19	8	7	7

ISSUES TRACKING

- Q2. What in your opinion is the most important issue facing Trinidad & Tobago today?
SINGLE CODE ONLY
- Q3. What do you see as other important issues facing Trinidad & Tobago today?
MULTICODE OK

	Wave 1		Wave 3		August 04	
	Q2	Q2/3	Q2	Q2/3	Q2	Q2/3
	%	%	%	%	%	%
Agricultural Production	*	2	*	3	*	3
HIV/AIDS	14	35	8	40	4	27
Bank Interest Rates	*	3	0	1	0	2
Child Abuse	1	8	*	13	0	5
Child Poverty	2	9	*	6	*	5
Crime/law & order/violence/ vandalism	29	56	74	92	82	91
Defence/foreign affairs/ international terrorism	*	2	*	3	*	1
Domestic Violence	2	13	*	15	0	10
Drug abuse	4	24	1	25	1	29
Economy/economic situation	3	7	1	8	1	7
Education/schools	2	9	3	26	1	19
Exchange rate	*	1	0	1	0	*
Fishing	*	1	0	1	0	*
Flooding	1	3	*	11	*	3
Forestry	*	*	0	1	0	1
Health/Hospitals	2	15	2	34	1	28
Housing	*	4	*	6	*	8
Inflation/prices	*	3	*	11	1	23
Land & Building Taxes	*	1	0	1	0	2
Low pay/minimum wage/fair wages	*	5	*	9	*	10
Morality in Public Affairs	3	7	*	3	0	2
National Insurance Board (NIB)	*	1	0	1	0	*
Oil Prices	0	*	0	1	*	*

Pollution/environment	*	2	0	4	0	3
Poverty/inequality	1	7	1	20	1	18
Preservation and Protection of the Environment	0	1	*	1	0	1
Privatisation	*	1	0	1	0	*
Race relations	4	12	*	11	*	6
Relationship with the rest of the Caribbean	*	1	*	*	0	0
Relationship with the United States	0	*	0	1	0	*
Relationship with Venezuela	*	*	0	*	0	*
Roads	1	5	0	8	0	5
Taxation	1	4	0	1	0	1
Tourism	*	1	0	1	0	*
Trade unions/strikes	0	*	0	*	0	1
Transport/public transport	*	1	*	5	0	3
Unemployment/factory closure/ lack of industry	6	30	5	39	3	40
Water Shortages	1	6	*	6	*	3
Other	19	30	2	20	2	13
Don't know	0	9	*	*	1	6
Not stated	2	2	-	-	-	-

CRIME

- Q4. SHOWCARD (R)
Thinking about the way your area is policed, do you expect it to get... READ OUT/REVERSE ORDER SINGLE CODE ONLY

	%
Much better	18
A little better	29
Stay about the same	26
A little worse	17
Much worse	9
Don't know	2

- Q5. SHOWCARD (R)
Which, if any, of the following statements comes closest to your own view about the level of crime in your area and in the country generally? SINGLE CODE ONLY

I feel safe in my local area, but feel the country generally is unsafe	% 49	GO TO Q6
I do not feel safe in my local area and feel the country generally is unsafe	38	
I do not feel safe in my local area, but feel the country generally is safe	3	GO TO Q7
I feel safe in my local area and feel the country generally is safe	9	
Don't know	1	

ASK ALL WHO FEEL SAFE IN THEIR OWN AREA BUT FEEL COUNTRY GENERALLY UNSAFE (CODE 1 AT Q5)

Q6.

Why do you feel safe in your own area but feel the country generally is unsafe? PROBEFULLY. WRITE IN

Base: all who think their own area is safe but feel country generally is unsafe (354)

	%
Elsewhere one hears of very grave crimes, i.e. murders/rape/news media	39
Low crime levels in my area as compared with rate elsewhere	31
I know most residents and they know me	16
My community is a close-knit/gated area, my area is relatively safe	12
We look out for each other in the neighbourhood	11
Peaceful, decent, law abiding citizens live in my district	11
Family/security protection in my area, strangers don't care as much	9
My area is well policed/ I live close to the police station	4
Measures taken to motivate youth against crime	2
Full employment in my area negates "liming" and delinquency/crime	1
Neighbourhood watch makes me feel safe	1
Don't know	7

ASK ALL

Q7.

Before this interview started, how much had you heard about the Police Reform Bill– a great deal, a fair amount, not very much or had you not heard of the Police Reform Bill at all before this interview ? **SINGLE CODE ONLY**

	%
Heard a great deal	26
Heard a fair amount	30
Not heard very much	33
Had not heard of the Police Reform Bill at all	7
Don't know	4

Q8.

SHOWCARD (R)

And what impact, if any, do you think the Police Reform Bill will have on the level of crime? **SINGLE CODE ONLY**

	%
Will reduce crime a lot	9
Will reduce crime a little	32
Will make no difference	40
Will increase crime a little	4
Will increase crime a lot	2
Don't know	13

HEALTH

Q9.

SHOWCARD (R)

From this card, which two or three aspects, if any, should in your opinion be priorities to improve the country's health overall? MULTICODE OK.

	Wave 1	August 04
	%	%
Access to Health Services	52	62
Education	50	54
Unemployment	44	43
Poverty	32	40
Air Pollution	21	19
Housing	14	16
Domestic water pollution	12	14
Transport	5	6
Workplaces	7	6
Sea water pollution	5	5
Beach litter	4	3
Other	2	2
Don't know	2	1
None of these	1	*

Q10. SHOWCARD (R)

On this card is a list of health-related issues that the Government should tackle. Which, two or three, if any, do you think are most important? MULTICODE OK

	Wave 1	August 04
	%	%
HIV/AIDS	66	63
Drug misuse	38	43
Alcohol misuse	21	31
Teenage Pregnancy	26	27
Cancer	25	21
Accidents	15	20
Heart Disease and Stroke	13	19
Illegal Abortions	16	18
Smoking	12	13
Healthy Eating	9	11
Food Safety	9	8
Mental Health	6	7
Dental Health	4	2
Other	2	1
None of these	1	*
Don't know	2	*

Q11. SHOWCARD (R)

Thinking about the health service generally over the next few years, do you expect it to get...? SINGLE CODE ONLY

	Wave 3 %	August 04 %
Much better	23	16
A little better	36	35
Stay about the same	17	21
A little worse	10	15
Much worse	8	11
Don't know	6	2

Q12. SHOWCARD (R)

Which, if any, of the following statements comes closest to your own view about the quality of public health care in your area and in the country generally? SINGLE CODE ONLY

The quality of public health care is good in my local area, but poor in the country generally	28	GO TO Q13
The quality of public health care is poor in my local area and poor in the country generally	54	
The quality of public health care is poor in my local area, but good in the country generally	4	GO TO Q14
The quality of public health care is good in my area and good in the country generally	10	
Don't know	4	

Q13. **Why do you feel the quality of public health care is good in your area but poor in other parts of the country? PROBEFULLY. WRITE IN**

All who think the quality of public health is good in their area but poor in the country generally

(196)

	%
Service, medication and speed superior in my (small) area/facilities good	51
Too long a wait at hospital, shortage of medication	26
Hospitals don't have regular doctor	16
Hospitals' staff tend to be slack & lazy, often on strike/media	9
Cleanliness neglected elsewhere, inspectors frequent in my area	6
Doctors & nurses here care	6
Unlike my area, san-f'do & p-o-s hospitals are complaint prone	5
I know the health personnel in my district	2
My area is healthy and free of diseases	1
Media reports negatively on certain areas	1
I live near Mt Hope hospitals, one of the best	1
Don't know	11

YOUTH AND SPORTS

- Q14. SHOWCARD (R)
 Here is a list of programmes and schemes run for young people or for sports. Which, if any, of these had you heard about before this interview? Just read out the letters that apply. PROBE: Which others? MULTICODE OK
- Q15. SHOWCARD (R) AGAIN
 And which, if any, of these programmes and schemes have you or anyone in your household used or accessed in the last 12 months? PROBE Which others? MULTICODE OK

		Q14 Heard of %	Q15 Used %
A	HYPE (Helping You Prepare for Employment)	51	3
B	OJT – On The Job Training	62	7
C	Computer Literacy Training Programme	53	5
D	Youth Development and Apprenticeship Centres	26	*
E	Youth Facilities Development Programme	17	0
F	National Skills Development Programme	31	1
G	YTEPP – Youth Training and Employment Partnership Programme	90	8
H	CCC – Civilian Conservation Corps	58	3
I	Community Swimming Programme	14	1
J	Sport School Programme	18	1
K	Sports Plus	6	*
L	STEP – Sport Training and Enhancement Programme	17	*
M	YAPA – Youth Apprenticeship Programme in Agriculture	27	1
	None	3	77

Q ASK Q16 – Q28 FOR ALL WHO HAVE USED OR ACCESSED EACH PROGRAMME AT Q15
SHOWCARD (R)
Using this card, please tell me how satisfied or dissatisfied you are with the quality of each programme or scheme READ OUT ONLY THOSE PROGRAMMES USED OR ACCESSED SINGLE CODE ONLY FOR EACH

			Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
			%	%	%	%	%	%
Base: (241)		All youth and sports programmes⁷	48	35	3	1	6	7
(54)	Q 16.	OJT – On The Job Training	51	31	3	0	9	6
(41)	Q 17.	Computer Literacy Training Programme	57	28	0	0	10	5
(64)	Q22.	YTEPP	41	42	6	4	2	5

SOCIAL SERVICES DELIVERY

ASK ALL

Q29. SHOWCARD (R)
Here is a list of programmes and schemes run for social services. Which, if any, of these had you heard about before this interview? Just read out the letters that apply. PROBE: Which others? MULTICODE OK

Q30. SHOWCARD (R) AGAIN
And which, if any, of these programmes and schemes have you or anyone in your household used or accessed in the last 12 months? PROBE Which others? MULTICODE OK

		Q29 Heard of %	Q30 Used %
A	Old Age Pension	98	21
B	Public Assistance	89	7
C	Disability Grant Assistance	75	2
D	Burial Assistance	39	1
E	Urgent Temporary Assistance	8	0
F	Micro Enterprise Training and Development	24	*
G	MEL - Community based Micro Enterprise Loan Programme	15	*
	None	1	72
	Don't know	*	1

⁷ Please note: only those programmes where there are more than 30 respondents have been presented here, please see computer tables for other results. We have also provided an aggregate satisfaction score for all those who have used any youth and sports programme in the last 12 months

Q ASK Q31 – Q37 FOR ALL WHO HAVE USED OR ACCESSED EACH PROGRAMME AT Q30
SHOWCARD (R)
Using this card, please tell me how satisfied or dissatisfied you are with the quality of each programme or scheme READ OUT ONLY THOSE PROGRAMMES USED OR ACCESSED
SINGLE CODE ONLY FOR EACH

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Base (222)	Q	%	%	%	%	%	%
	All social services delivery programmes⁸	40	36	5	6	10	3
(136)	Q31 Old Age Pension	47	36	6	3	6	2
(53)	Q32 Public Assistance	28	37	3	12	13	7

ASK ALL

Q SHOWCARD (R)
How much, if anything, do you know about what services the following agencies provide?
READ OUT Q38-44 AND ROTATE ORDER. SINGLE CODE ONLY FOR EACH

		A great deal	A fair amount	Not very much	Never heard of	Don't know
		%	%	%	%	%
Q38	SHARE – Social Help and Rehabilitative Efforts	9	21	17	40	13
Q39	NADAPP – National Alcohol and Drug Abuse Prevention Programme	17	37	21	17	8
Q40	NFS – National Family Services	4	12	16	53	15
Q41	Social Welfare Division	20	40	20	13	7
Q42	Social Displacement Unit	2	8	12	60	18
Q43	Disability Affairs Unit	4	12	13	53	18
Q44	Adoption Unit	5	14	16	47	18

Q45. SHOWCARD (R)

And which, if any, of these agencies have you or anyone in your household used or accessed in the last 12 months? Just read out the letters that apply. PROBE Which others? MULTICODE OK

		%
A	SHARE – Social Help and Rehabilitative Efforts	2
B	NADAPP – National Alcohol and Drug Abuse Prevention Programme	1
C	NFS – National Family Services	*
D	Social Welfare Division	3
E	Social Displacement Unit	*
F	Disability Affairs Unit	*
G	Adoption Unit	*
	None	91
	Don't know	3

⁸ Please note: only those programmes where there are more than 30 respondents have been presented here, please see computer tables for other results. We have also provided an aggregate satisfaction score for all those who have used any social services delivery programme in the last 12 months

Q ASK Q46 – Q52 FOR ALL WHO HAVE USED OR ACCESSED EACH AGENCY AT Q45
SHOWCARD (R)
Using this card, please tell me how satisfied or dissatisfied you are with the quality of each agency READ OUT ONLY THOSE PROGRAMMES USED OR ACCESSED. SINGLE CODE ONLY FOR EACH

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Base (52)	Q	%	%	%	%	%	%
	All social services delivery units⁹	42	36	0	4	15	3

COMMUNITY DEVELOPMENT

Q53. SHOWCARD (R)
Here is a list of programmes and schemes run for community development. Which, if any, of these had you heard about before this interview? Just read out the letters that apply. PROBE: Which others? MULTICODE OK

Q54. SHOWCARD (R) AGAIN
And which, if any, of these programmes and schemes have you or anyone in your household used or accessed in the last 12 months? PROBE Which others? MULTICODE OK

		Q53 Heard of %	Q54 Used %
A	Aided Self-Help Programme	40	1
B	National Social Development Programme	25	*
C	CARE – Community Action for Revival and Empowerment	35	*
D	Community Centres Construction Programme	26	1
E	Community Education Programme	31	1
F	Community Enhancement and Regeneration Programme	18	*
G	Export Centres Programme	7	0
	None	22	72
	Don't know	2	24

ASK ALL

⁹ As no social services delivery units had more than 30 respondents to the satisfaction question, the aggregate results are presented only

Q ASK Q55 – Q61 FOR ALL WHO HAVE USED OR ACCESSED EACH PROGRAMME AT Q54
 SHOWCARD (R)
Using this card, please tell me how satisfied or dissatisfied you are with the quality of each service READ OUT ONLY THOSE SERVICES USED OR ACCESSED SINGLE CODE ONLY FOR EACH

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Base (23)	Q	%	%	%	%	%	%
	All community development programmes¹⁰	45	40	3	0	0	11

HOUSING AND SQUATTING

Q62. SHOWCARD (R)
Here is a list of agencies that deal with housing. Which, if any, of these had you heard about before this interview? Just read out the letters that apply. PROBE: Which others? MULTICODE OK

Q63. SHOWCARD (R) AGAIN **And which, if any, of these agencies have you or anyone in your household used or accessed in the last 12 months? PROBE Which others?** MULTICODE OK

		Q62 Heard of %	Q63 Used %
A	NHA – National Housing Authority	98	11
B	LSA – Land Settlement Agency¹¹	59	2
	None/Don't know	2	88

ASK ALL

Q ASK Q64 – Q65 FOR ALL WHO HAVE USED OR ACCESSED EACH AGENCY AT Q63
 SHOWCARD (R)
Using this card, please tell me how satisfied or dissatisfied you are with the quality of each service READ OUT ONLY THOSE SERVICES USED OR ACCESSED. SINGLE CODE ONLY FOR EACH

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Base (86)	Q64.	%	%	%	%	%	%
	NHA – National Housing Authority	20	32	7	9	27	6

¹⁰ As no community development programmes had more than 30 respondents to the satisfaction question, the aggregate results are presented only

¹¹ The number of respondents who say they have used the LSA in the past 12 months is too small to provide meaningful detailed results on satisfaction or customer contact

Q66. ASK ALL WHO HAVE ACCESSED OR USED NATIONAL HOUSING AUTHORITY (NHA) IN LAST 12 MONTHS (CODE 1 AT Q 63)
SHOWCARD (R)

How did you last get in contact with the National Housing Authority? Just read out the letter that applies. SINGLE CODE ONLY

Base: All who have accessed or used the National Housing Authority in the last 12 months (86) %

A	By telephone	9	ASK Q67
B	In person	63	
C	In writing	12	
D	By email	0	
D	By fax	0	GO TO Q75
E	Visited their website	1	
F	Through someone else	8	
	Other	1	
	Don't know	5	

Q72. **Was it simple or difficult to get hold of the right person?** SINGLE CODE ONLY

Base: All who have contacted the NHA by telephone or in person in the last year (64) %

	Simple	46
	Difficult	39
	Neither/don't know	16

Q73. **And were you satisfied or dissatisfied with the final outcome?** SINGLE CODE ONLY

Base: All who have contacted the NHA by telephone or in person in the last year (64) %

	Satisfied	40	GO TO Q75
	Dissatisfied	43	ASK Q74
	Neither/don't know	18	GO TO Q75

ASK ALL WHO GOT IN TOUCH WITH THE NHA BY TELEPHONE OR IN PERSON CODES 1 OR 2 AT Q66) OTHERS GO TO Q75

When you contacted the National Housing Authority, did you find the staff there...?
READ OUT Q67 – Q71. SINGLE CODE ONLY FOR EACH

Base: all who have contacted the NHA by telephone or in person in the last year (64) %

Q67	Helpful	67
Or	Unhelpful	28
	Neither/don't know	5
Q68	Quick in dealing with your request or problem	39
Or	Slow in dealing with your request or problem	53
	Neither/don't know	8
Q69	Efficient	43
Or	Inefficient	45
	Neither/don't know	12
Q70	Interested in your problem	62
Or	Uninterested in your problem	27
	Neither/don't know	11
Q71	Able to deal with your problem	51
Or	Unable to deal with your problem	36

ASK IF DISSATISFIED WITH FINAL OUTCOME (CODE 2 AT Q73)

Q74. **Why do you say that you were dissatisfied?** MULTICODE OK

Base: All who were dissatisfied with the final outcome (27) N¹²

Passed from one department to the other	6
Had to give personal details on more than one occasion	5
Personal details were lost	1
Passed from one organisation to the other	1
It took a long time to deal with my enquiry	14
Other	7
None of these	0
Don't know	0

ASK ALL

¹² Small base so based on number (N) rather than percentage (%)

Q

SHOWCARD (R)

I am now going to read out some statements about housing and squatting. By squatting, I mean the illegal occupation of houses and lands owned by the Government (that is state lands). To what extent do you agree or disagree with the following statements? SINGLE CODE ONLY FOR EACH. ROTATE ORDER Q84-86

		Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know %
Q84.	The Government deals with all squatters in the same way no-matter who they are or who they know	18	21	9	16	31	5
Q85.	The Government is not doing enough to provide affordable housing for low income families	35	23	7	13	17	5
Q86.	The Government's policies make it difficult for people to squat on state lands	27	20	8	16	21	8

Q87.

SHOWCARD (R)

The present Government has pledged to achieve several things over the next few years. One of which was to build new houses every year. From what you know or have heard, how many new houses each year did the Government pledge to build? SINGLE CODE ONLY

		%	
	1,000	10	
	5,000	9	
	10,000	27	GO TO Q88
	15,000	3	
	Other	6	
	Don't know/can't remember/never heard of this pledge	45	GO TO Q89

ASK ALL WHO SELECT A NUMBER AT Q87 (CODE 1-5)

Q88.

SHOWCARD (R)

And how successful or unsuccessful do you think the Government have been so far in achieving this pledge? SINGLE CODE ONLY

Base: All who selected a number of houses (381)	%
Very successful	13
Fairly successful	49
Not very successful	32
Not achieved anything at all	3
Don't know	2

VISION 2020

ASK ALL

- Q89. I would now like to ask you about Vision 2020. Other than having taken part in this survey, how much have you heard about Vision 2020 – a great deal, a fair amount, not very much or had you not heard of Vision 2020 at all before this interview? **SINGLE CODE ONLY**

	Wave 2 %	Wave 3 %	August 04 %
Heard a great deal	8	19	23
Heard a fair amount	29	31	39
Not heard very much	32	27	26
Had not heard of Vision 2020 at all	25	21	8
Don't know	7	2	4

Likelihood of achieving Vision 2020: all respondentsQ90. **SHOWCARD (R)**

In fact, Vision 2020 is the Government's commitment to make Trinidad & Tobago a fully developed nation by the year 2020. How likely or unlikely do you think it is that Trinidad & Tobago will achieve this by the year 2020? **SINGLE CODE ONLY**

	Wave 2 %	Wave 3 %	August 04 %
Certain to	5	4	5
Very likely	19	19	17
Fairly likely	39	36	36
Fairly unlikely	13	14	14
Very unlikely	13	15	14
Certain not to	4	4	7
Don't know	7	8	7

Likelihood of achieving Vision 2020: all who know at least a fair amount about Vision 2020Q90. **SHOWCARD (R)**

In fact, Vision 2020 is the Government's commitment to make Trinidad & Tobago a fully developed nation by the year 2020. How likely or unlikely do you think it is that Trinidad & Tobago will achieve this by the year 2020? **SINGLE CODE ONLY**

	Wave 3 Base (366) %	August 04 (437) %
Certain to	5	5
Very likely	20	18
Fairly likely	36	39
Fairly unlikely	16	14
Very unlikely	14	13
Certain not to	4	7
Don't know	6	4

Q91. And how much progress, if any, do you think has been made so far in implementing Vision 2020? **SINGLE CODE ONLY**

	%
A great deal	6
A fair amount	35
Not very much	39
None at all	11
Don't know	9

Q92. As you may know, the Government has identified several developed nations to be used as benchmarks when comparing the progress of Trinidad & Tobago on becoming a fully developed nation. Which nations are these, so far as you can recall.

DO NOT PROMPT. PROBE FULLY. MULTICODE OK

	%
Bahrain	*
Costa Rica	4
Chile	1
Fiji	0
Hong Kong	6
Iceland	*
Ireland	1
Malaysia	1
Mauritius	*
New Zealand	3
Norway	1
Singapore	9
Taiwan	1
Thailand	2
Uruguay	*
Other	20
Don't know	64

DEMOGRAPHICS

Q93. How long have you lived in this neighbourhood? **SINGLE CODE ONLY**

	%
Less than 1 year	2
Between 1 - 2 years	3
Between 2 - 5 years	7
Between 5 - 10 years	11
Between 10 - 20 years	24
Greater than 20 years	51
Don't know/can't remember	1

Q94. Sex of respondent

	%
Male	50
Female	50

Q95. Age of respondent last birthday

	%
18-24	21
25-34	22
35-44	22
45-54	16
55-59	6
60-64	3
65-74	6
75+	4

Q96. SHOWCARD

Which of the following best describes your premises?

	%
Owned outright	58
Buying on mortgage	9
Rent from public sector	2
Rented from private landlord	18
Other	13

Q97. EMPLOYMENT/TRAINING STATUS

SHOWCARD

Which of these best applies to you? Just read out the number that applies.

SINGLE CODE ONLY

	%
In employment	
1 Working for an employer full time (more than 30 hours a week)	36
2 Working for an employer part time (less than 30 hours but at least one hour a week)	9
3 Self-employed, employing other people	5
4 Self-employed but not employing other people	9
In education/training	
5 On a Government employment or training scheme	2
6 At school or in other full time education	5
Others	
7 Waiting to start a job he/she has already accepted	4
8 Unemployed and claiming benefit	3
9 Unemployed and not claiming benefit	6
10 Unable to work because of a long-term sickness or disability	1
11 Retired	7
12 Looking after the home or family	13
Other	1
Don't know	*

Q98. Occupation of Chief Income Earner

Position/rank/grade
Industry/type of company
Quals/degree/apprenticeship
Number of staff responsible for

CODE FROM ABOVE FROM CIE ONLY

Q99. Class from CIE

	A	%
	B	11
	C1	24
	C2	38
	D	12
	E	10
	Not stated	3

Q10 0. Do you or any other household members have any long-term illness, health problem or disability which limits your or their daily activities or the work you or they can do? SINGLE CODE ONLY?

	%
Yes – respondent	10
Yes – other household member	14
No	76
Don't know	*

Q10 SHOWCARD

1. Which of the groups on this card do you consider you belong to? SINGLE CODE ONLY

	%
Afro-Trinidadian	38
Indo-Trinidadian	42
Other	20
Refused	0

Q10 SHOWCARD (R)

2. Using this card, please tell me which, if any, is the highest educational or professional qualification you have obtained? Just read out the letter that applies IF STILL STUDYING CODE '8' AND HIGHEST ACHIEVED SO FAR, OTHERWISE SINGLE CODE ONLY

		%
D	Post Graduate University	1
G	University	6
A	Technical/Vocational	8
E	Advanced Levels	5
H	CXC/Ordinary Levels	40
B	Primary	31
F	Other	3
C	No formal qualifications	3
	Still studying	2
	Don't know	*

VII. Reports from each Focus Group

TRINIDAD AND TOBAGO

OPINION LEADERS – WAVE 4

***Health; Crime; Housing; Youth & Sports;
Social Services; Community Development & Vision 2020.***

GROUP 1 – North Trinidad

Conducted: Tuesday 15th June, 2004

Start Time: 4:50pm

End Time: 6:15pm

Group Composition:

- o Urban North Trinidad
- o ABC1 Class
- o 40 – 50 years
- o Mixed
- o 5 Males, 5 Females

Most Important Issues Facing the Country & Local Area:

The most important issues facing the country according to this group of participants were noted as follows:

- Crime
- Unemployment
- Poor Health Care
- Increasing Cost of Living
- Increasing Lack of Values and Morals due to a lack of Parenting and Family Unit

The participants were of the view that these issues have worsened over time and continue to deteriorate. *“There seems to be a direct and distinct correlation between the high crime rate and high unemployment rate.”* (Female)

“I think the unemployment rate for the younger generation is exceptionally high.” (Female)

This group was of the view that a lack of parenting, and the family unit no longer having the social and moral values obtained in times past have led to a breakdown of the society, which can in fact be the reason for the high crime rate.

“What we have seen recently as time goes by is that the standard of living has reached a point where the young people want to live higher than their income and because of this there is the white-collar crime and the everyday petty small-man crime. Again, this is because everyone wants to have what he or she cannot afford. If we go back to basics, which we apparently will not go back to, all this will be solved. There are many job opportunities out there but the salaries are small \$2,000.00 – \$2,500.00 per month. Whereas if we sell cocaine or rob a gas station we will get much more money in a shorter space of time. Therefore, what is happening is ‘why go and work for \$100.00 per week when you can go and steal a pair of shoes for \$800.00 in a short space of time.’ Most young people nowadays do not want to work for the small salaries that companies are paying.” (Female)

“This starts out in the schools where there is always a comparison whether you have the best brands. It starts from there; everyone wants to be like the Joneses. It is no longer who can afford – it is about having it now. In schools, the students now steal from each other. So if they do that in school – what is it for them to do that on the outside?” (Female)

“The parenting of today is a relationship with a lack of guidance and when the children do something incorrect, instead of correcting them the parents support them. For example the police officer who was charged with cocaine in Siparia. His relatives were very brass-faced about the whole thing when you would think that they should have been very submissive and play a passive role.” (Female)

“When a child sees something or is corrected in school by a teacher, what you find the parents doing is going to school and chastising the teacher rather than the child at home. So, you find the children realize that they can go ahead and commit the crimes because they say to themselves ‘I have the support of my parents and relatives – so why change?’ It will just continue.” (Male)

“The whole breakdown of the family values starts at home. Isn’t that where the children are supposed to learn all their values, ethics and morals? I remember when I was growing up both my parents were employed. However, I still could not get a brand-name pair of sneakers. To get the brand-name pair of sneakers I had to use my allowance plus the money I got as gifts from relatives for birthday and Christmas along with the money, I got from doing odd jobs and only when I made up enough money could I get those brand-name sneakers. I used to get the Bata Bullets but I used to find them dread. But I understand what they were trying to teach me – that you don’t get anything easy in life. Today when these children grow up and ask for something they get it one time – they are taught that anything they want they can get it easily. Then they realize how easy it is to get whatever they want. They are not accustomed to working for anything – then they will want to get everything easily and what is the easiest way to get anything? – You see a man and like his chain so you lock his neck, knock him out and take it away from him.” (Male)

“People in authority who deal with these youngsters say that they do not have a clue about what is going to happen to them next. They cannot visualize what is the consequence of their actions, all they know is that they want that chain or pair of sneakers. They cannot understand that they will spend their whole life in jail and their life has turned a different way now. However, they were never taught that by their parents.” (Male)

“Even the adults that commit crime do it because they are of the expectation that they will get away with it. Because our society allows these people to do these things and get away. No one is trying to stop it.” (Female)

“It is part of our culture and attitude – we are not action-oriented people – we just talk a lot.” (Male)

On the local level, participants were of the view that the issues were the same. *“Almost everywhere in T & T is faced with the same problems – its just in some areas people think they can keep it out by putting up large walls around their communities and think this will isolate them from what is going on.” (Male)*

Health – Expectations for the Future:

There was the general view from these participants that their area had a poor health service. *“Even if you have all the money that still does not guarantee you proper health care.”* (Male)

“If you have a pedigree dog and you carry it to a vet, you may get better health service for yourself going there than going to a hospital.” (Male)

“No health care facility is worse than the Port of Spain General Hospital (POSGH). When you go there unless you are looking very mutilated, be prepared to sit down and wait for a very long time. However, do not sit down unless they tell you to sit, because if you sit without permission from them they will quarrel with you.” (Male)

“All health care facilities in the area are poor, they are now calling the St. Clair Medical Centre – Stay Clear. You have to pay before they admit you and before they even rest a stethoscope on you. And the amount of people that dying there means that not even money can help you there.” (Male)

The participants noted the following problems with the health care facilities in their area:

- Length of time waiting
- The attitude of the staff
- No consistency in their treatment
- Generally unsanitary conditions

“Out of all the problems we have now, the POSGH is the most frightening one.” (Male)

“The conditions under which you have to wait are inhumane. The place smells awful, no one attends to you. My son had a broken arm and had to wait the entire day there and it got plastered the following day. By that time his hand was very swollen. He said to me ‘Mummy I am never going back there.’” (Female)

“It’s a trick; you have to go there completely bandaged up. I tried that in the Diego Martin Health Centre. I had a little cut on my forehead but I bandaged up my whole head myself. When I arrived there I got to go straight in to the doctor. My sister on the other hand had a big cut on her foot, she put two small plasters and she had to sit and wait the whole night.” (Male)

“You also have to ask yourself what is the purpose of paying Health Surcharge? The only way to get service is to know someone there.” (Male)

When compared to other places in the country, the participants were of the view that the quality of service was the same everywhere with the exception of one participant who goes to the Chaguanas Hospital when she needs to get medical attention.

She noted that she was advised by a friend about the care there so she started going there and to date has never had any problems. *“The service was good, there is always a doctor on duty and a quick turnaround.”* (Female)

Participants were of the view that the quality of the health service could not get any better. It will either get worse or remain the same. *“It can’t get better, over the past two years there have been no signs of improvement. So I doubt it will improve over the next three.”* (Male)

“I think it will remain as it is because the Government is doing nothing to fix the problems that exist. All they do is build big fancy hospitals but they never maintain it. Once they finish build one – they go on to build another without maintaining what was built before. For example the Mount Hope Hospital, that was a fantastic hospital when it was built – now all the boards are rotten.” (Male)

“The people the Government leave to maintain the hospitals are not doing their jobs, all they are doing is looking to see what they can help themselves to. The Government needs to arrest the managers that abuse the system. These people take things and put it in their own private nursing homes. All the hospitals’ medication they take and put in their private institutions, that is why the hospitals never have medication to give the people who need it. One day I took my son to the St. Clair Nursing Centre. Do you know that the bed he was lying on has a sheet with the print EWMSC (Eric Williams Medical Sciences Complex) – you have to ask yourself – how that reached there. It certainly was not picked up by a Government Minister and brought there. The doctors that work there – pick it up and carry it to their own private hospitals. Again, it comes to the people who Government leave to maintain these facilities that do not. Unless Government can fix these problems – the health care service will never improve.” (Male)

“The Government needs to start arresting the managers that abuse the system.” (Female)

In terms of prioritizing specific parts of the health service, the participants noted as follows:

- The entire POSGH
- Level of accountability *“a lot of people who run these public institutions also run their own private institutions. But there is accountability in the private institutions but not the public ones.”* (Male)
- Waiting periods
- Mortuaries
- Accident and emergency
- Increase the number of beds

One participant was of the view that the Government needed to privatize the entire health system. *“Look how good the postal service doing since it was privatized. People now getting mail in one to two days. If they privatize the health sector things will improve.”* (Male)

Crime:

“All crimes are problems” (Female)

“Everything that you can think about, we seem to feel that only kidnapping and murders are crimes. But all crime are problems, starting with vehicle drivers breaking the red light and no entry signs and the jay walkers.” (Male)

Participants were of the view that the society has become one that survives on crime. *“The youths of today are not working for what they want. They start with stealing a chain and then move to housebreaking, then murder.” (Male)*

When compared to their local area the participants were of the view that the crimes that existed in the country existed in their local areas. *“Almost everywhere in T & T is faced with the same crime problems.” (Female)*

All participants were of the view that the Government is not doing enough to tackle crime. *“The Government facilitates the breaking of the laws, take for example PH taxi drivers, the Government was seeking to legalize these. Also the police officers who are supposed to enforce the laws of the land either use PH taxis or have their own PH taxis running on the road to make extra money. The major insurance companies give coverage for a PH taxi for an extra \$20.00 on the premium.” (Female)*

“The Government Ministers do not stop their friends in Government from bringing in guns illegally.” (Male)

“Over the past three years the number of guns in the country has just sky-rocketed. The people holding these guns cannot even write their name. They have no regard for themselves yet alone you. But they have access to guns.” (Female)

“The first thing that Government needs to do is that of cleaning up the entire police service. Deal with that first and that will show the people that the Government is doing something. The police are there to enforce the laws of the country, but instead they break them. So how can they enforce a law if they continuously break it?” (Female)

“Even the top level of the police service needs to be cleaned up. When people see police officers breaking laws – they will say that they too can break the laws.” (Male)

“Crime is to the top, it did not start at the bottom. Take for instance the police officer who was charged with possession of cocaine. If he was a civilian, they will make him walk down the street to the court. As he was a police officer, his peers brought him to court in an unmarked car. Look at the incident with the cameraman – the police station reported that the cameraman fell and broke his own camera – when it was the police that pushed him down.

When you look at issues like that – it is at the top. This police officer was transferred from three divisions; there must have been a reason. Then he was found with narcotics. It's because the real crime is found in that society and it's not him alone. Probably many other officers were involved in that incident. He just happened to get caught." (Male)

"It starts at the top. You have to watch the poor man as a stooge – he is only there to make the jail but the real crime is the white-collar crime. This is what Government is supposed to look into. However, they do not because their friends are involved in it. When they hold the big boy's son for a crime – they never mention the name – only that of the poor man. The only way to get rid of the crime is to start cleaning it from the top. Not the bottom. The crime at the bottom is easy to clean after you take care of that at the top." (Male)

"Police allow and disallow what they want. You can have a truck-load of cocaine and no one will stop you and search your car in a road block. It's because the police are involved." (Male)

"It starts from the top, look at the National Security Minister Selwyn Richardson who was killed opening his gate a few years ago. Some men dressed in white shot him. You looking on from the outside at a crime like that – what will you think? A person just walked up to him and shot him for nothing, they took nothing – just shot him and left and he was a National Security Minister. Still an unsolved case." (Male)

"We used to have a black boat that ran the seas with drugs. Everybody knew about it except the security of the country. Even the coast guards patrolling the seas – when they shine the light on the boat and see who is on the boat they turn off their light and pretend they did not see. After all the coast guards want to come home to their family just like everyone else. They do not want to end up in a box in a cemetery. The only difference with the drug trade now and that of Randolph Borrough's day is that he wanted to keep the trade all to himself so he took out anyone who tried to get in so it was him alone running and ruling the drug trade. This was never fixed since that time, so obviously it got worse." (Male)

"We recently had a drug inquiry, what came out of it? People whose names were in the report were Government Ministers and all the Police Officers are back on the job." (Female)

"The new police station that was built recently on Park Street was to replace an old one. When they broke down the old one – all the cocaine had disappeared. Do you know the explanation – rats ate it. Lies again." (Male)

"The judicial system is also in shambles, the way the laws are imparted and prison terms handed down. For example, a little boy gets caught with 1 gram of marijuana. I know that is not right but he gets six months in jail with no bail. And people charged with kidnapping get bail and are out of jail." (Male)

“Do you know how many police have cocaine blocks in Laventille and do nothing? They will raid your block and give their block the cocaine. And that is what is causing all the crime and killings. The police drive past these blocks and pretend they do not see – because they control it.” (Male)

The participants made the following suggestions to tackle crime:

- Stop having the country survive on crime – it’s a whole vicious circle
- Reduce the availability of guns - *“the Government needs to put a plan in place to get rid of these guns. As the drug trade increased so did the guns.” (Female)*
- Institute more serious punishment and law enforcement. *“Trinidad is a country growing with money, so when a country grows so does crime. All countries have crime but the law enforcement and punishment is in place for the crimes. That is where the difference comes in, but here we lack law enforcement and punishment.” (Male)*
- Stop prolonging cases in court. *“Once you are connected you are alright. For example if you are held for a charge and you go to court, wouldn’t you feel ashamed? There are some rich businesspersons who when they go to court they are smiling because they know they cannot go to jail because they know the judges. Take the seven persons who swindled some of the airport money – they are smiling and laughing as if they are going to a party. They can afford to do that because they are friends with the judges so will never be sent to jail. However, the poor man will be so scared and serious because he knows no one and knows that he is on his way to jail. The seven will also be able to bribe the judges a \$2 million because they can sacrifice that as they have \$22 million stashed away somewhere.” (Male)*
- *“Need to have the judicial system rearranged, even if we have to enforce all the necessary laws because of the way our judicial system operates with the postponement of cases. You will always find the criminals outside. It’s a vicious circle. We must review our judicial system and have it run efficiently so that when a crime is committed you have action taking place in a timely and effective manner.” (Female)*
- *“Who is in charge of the Police Complaints Authority? Police are in charge of that and police will never go against their own. You can never get the satisfaction from that. When you as a woman go to report a rape, all the police do is laugh at you and humiliate you. They watch each other’s back.”*
- *Greater accountability of the system*

The first initiative mentioned by the participants was the Crime Stoppers Initiative. *“There is a lot of publicity behind it” (Male) “It is all a joke.” (Female)*

The participants seemed unimpressed with the Crime Stoppers Programme. *“Because of the fear and lack of trust of the police service this initiative is not working as it should. Even though they say it is anonymous I do not think I believe that.”* (Male)

“I may try it but from a pay phone and I do not want the reward. I don’t trust the system – no matter what they say on how secretive it is. People will talk.” (Female)

“You can’t trust anything with the police – if you go with information about a crime – the police can be involved in it too. The police hands are tied in terms of investigations.” (Female)

“Special Anti Crime Unit seems to be effective because they have taken things out of the police’s hands and given it to others because they realize how corrupt the police are.” (Male)

“They need to give us more information on the Police Reform Bills. I know they want to remove the present police commission because it is not working – but for all you know it will just be a change in name – the police will still run it.” (Female)

Housing:

They were of the view that the responsibility of the NHA is *“to provide housing for everyone.”* (Male)

Seven of the participants had contact with the NHA. They were not satisfied with their encounter with the NHA. They had all applied for a house and never heard from the NHA since their application was submitted.

“I filled out my application and submitted it and they lost it.” (Female)

“It is a party-card thing – they are not giving houses to those who can afford to pay – just people who have party cards.” (Female)

“We are feeling the crunch because they gave people who could not afford houses the houses. These people had to pay only \$50.00 per month and never paid it. So now there are no houses available and we are getting the repercussions.” (Male)

“I put in five applications and still no response.” (Male)

“They told me that I was working for too much money.” (Male)

“They told me that I had applied through the previous Government so now I have to apply under this Government. So it is like they threw away my application form when the new Government came into office.” (Female)

Most of the participants had heard about the Land Settlement Agency. *“It is responsible for the land.”* (Female)

“You can go to the bank, get an application form for \$20.00 and get the land with a small lease. But you have to build within three years. In most cases the people who got the land did not have the money to build within the three years so the Government is trying to take back the land. For example in Santa Cruz.” (Male)

The participants only had unsatisfactory experiences when they contacted the LSA. *“I needed a place to live so I contacted the LSA for a piece of land. They said that they were trying to get back the land that they had given out which people did not build on.”* (Male)

“I have a brother who got through with a piece of land and lucky enough for him he was able to build within the three-year period.” (Male)

Participants shared negative views on squatting in Trinidad. *“They have too many rights now.”* (Female)

The participants were of the view that squatting is on the increase now because *“out of desperation people are squatting.”* (Female)

“People are squatting because there is no housing available for them.” (Female)

“Some squatters have squatted and occupied so many lots of land that they are selling the land now.” (Male)

The participants were of the view that Government is not doing enough to tackle squatting. *“The Government is waiting too long to remove the squatters. If they see someone squatting they should remove them immediately.”* (Female)

“I still wonder why the Government is giving preference to squatters over people who can afford to pay for land or houses.” (Male)

“If a person is caught squatting for a certain number of years, they should make them buy the land. If they cannot afford to buy, then give them three months to move and give the land to someone who can afford.” (Male)

“People who want to buy like myself have problems. When I was buying my land – people told me I was stupid, I should have just cleared a piece of land and planted for a while, then build a board house and then a concrete house.” (Male)

“People who want to do the right thing are penalized and those doing wrong are getting a chance.” (Male)

“The Government needs to put provisions in place for people who are willing to pay for the land.” (Male)

It was noted that NHA had recently introduced houses of a lesser value so people in the NHA houses that could not afford the rent are removed and placed in a ‘ranch’ with only bedrooms and one communal bathroom similar to barracks.

Participants were of the general view that when it came to the squatters the Government *“has already set a bad precedence by doing too much for them.”* However, they could do the following:

- Determine whether the squatter could pay for the land, if he cannot – remove him to a small apartment that is not on prime land – this will at least show that the Government is not throwing him out on the street.
- Introduce houses of a lesser value.

Participants had heard of the Government’s Squatter Regularization Policy but were unsure of the details. The participants also noted the following about the Housing Sector in T & T.

“We have enough land in Trinidad that can be developed so that people could be afforded land or houses. However, the NHA is going about the whole thing in a wrong way.” (Male)

“People who own land here are the big boys in development and are friends of the politicians. How can a certain conglomerate get all the land from Roxy Cinema to the river? They even moved the City Council to facilitate this deal. People living in Woodbrook can't get land to buy because it is leased land but yet a conglomerate got land.” (Male)

Youth & Sports Facilities:

This group of participants had positive views regarding the facilities in their area.

“This is the one area that we have it okay.” (Male)

“They are really trying with the Youth and Sports.” (Female)

“There is evidence of their efforts across the entire country. If any area complains they will be wrong.” (Male)

The participants were of the view that yes the facilities are there but now Government needs to put more money behind the sportsmen. *“What sense does it make to have the facilities and not put the money on the people who are doing well and giving our country a name internationally?” (Male)*

“We are not getting the results from the footballers now but again the majority of the fellas playing sports in T & T if you throw yourself back to their primary and post-primary schooling were not doing academically well. In the old days it is the people who were not academic that were encouraged in sports. It is only recently that view has been changed and people are using sports to get scholarships so you find a lot of academic getting into sports. For example Brian Lara.” (Male)

Participants were aware of all the programmes with the exception of the following programmes:

- YAPA
- STEP

The participants noted that even though they are aware of the programmes, *“Not sure how effective they are since I for one have not been in to see how the programmes actually run.” (Male)*

None of the participants or persons in their household benefited from any of these programmes.

Even though Government has done a lot for the youth and sports, the participants were still of the view that the Government could do a lot more.

“They can never do enough, the Government of the day can implement things but what they actually need to do is to ensure that once implemented they don’t just turn their back on it. They need to ensure that the people who are running it are accountable and that it remains a certain standard.” (Male)

“The programmes should be expanded more to include all the groups of children, for example, the swimming programme only has one class of children.” (Male)

“The amount of money invested is too small when you look at the number of young people that have to benefit. For example my children are involved in athletics, even though you make the qualifying time to go the CARIFTA you find that based on what Government finances, only 20 athletes can go. Compared to other countries, they come with 50 – 55 athletes. The qualifying time that the other children come with, you find that over 100 children from Trinidad may have had better times than that.” (Female)

Participants were of the view that all the young people should have the same support and opportunities – regardless of race or class.

“People here have real opportunities in sports, we cannot complain. I wish I had that in my time, today you can get scholarships, jobs in professional facilities and go to play sports all over the world. We never had that in our time. This is the one thing the Government is doing right.” (Male)

Social Services

Social services means the following to this group:

- Welfare
- Disability
- Less fortunate people
- NIS
- Services that the society at large could make use of

The group was aware of the following social services provided by Government:

- Old Age Pension
- Public Assistance
- Burial Assistance – not common knowledge
- Community Development Projects
- National Insurance

Three of the participants had parents who received Old Age Pension and NIS. They did not live with them. The participants noted that they were satisfied with the service they received.

In terms of the improvement of these programmes, the following suggestions were made:

- The criteria for qualification – it was noted that a lot of the people that received the old age pension were in fact not qualified to receive it
- As citizens of the country, the country is supposed to take care of their old people.
- The \$1,000.00 per month should be increased, since that is the only money that a lot of them live on and it is insufficient.
- Government should give these people food stamps, etc. so they can go to places and get things at a lesser cost.
- *“Old age pension supplied by the Government should not be a criterion. By rights you contributed to the development of the country, I think when you reach a certain age the Government owes you that much. Why is it by choice?”* (Female)

“From experience I think they are doing quite well in determining who qualifies or not. I know quite a few people who tried to get old age pension and realized that they did not qualify as they were receiving pension from abroad.” (Female)

“I think you should not be judged because you own a house – some people don't own anything but live in their children's house, yet when the Government officers come to check they look at the property and say ‘since your child is providing for you, you don't need or you are not entitled to a pension.’” (Female)

Participants viewed the following groups of people as ones that Government should spend more money to support:

- Old people
- Homeless people

The participants were aware of some of the social services and were of the view that the Ministry of Social Development was responsible for them.

None of the participants or persons in their household had contact with these departments.

Community Development:

Community development means *“Identifying a need in a community and trying to address it. For example if you have a lot of adolescent pregnancies in the community, the government can provide training and facilities for the mothers.”* (Female)

“Empowering the people to take care of their communities.” (Male)

The only programme they were aware of was CARE. They noted their surprise on hearing about all these programmes. *“They have real programmes in place.”* (Male)

“The Government can’t put these in place and then force it down people’s throat. The people have to start helping themselves.” (Male)

“You have to be active in a community to be able to access any of these programmes. But due to the way we live now we are never around because we are always at work trying to make money to survive.” (Female)

Participants noted that they are not accustomed to community living and activity and have never tried to access any of these programmes.

Vision 2020 – Awareness, progress & expectations:

“It’s a good vision.” (Male)

“It’s a thinking, a mentality.” (Female)

“It’s too futuristic.” (Female)

Developed-country status means the following to this group:

- *Available Housing for all*
- *Education for all*
- *Proper health care*
- *Proper transport system*
- *Reduced crime – a safe environment to live in*
- *Accountability in all Government Ministries*

There were negative views on the impact of Vision 2020 on their families. These participants were of the view that this will never happen. So their families will continue to live as they are.

In terms of which countries they viewed as developed. *“None, that 1st world and 3rd world country thing is just a myth. Just like you have people here living in slums and others in a high standard, you have that in 1st world countries. You have people scraping the crumbs all over the world.” (Male)*

We need to develop the following features from these countries:

- *Manufacturing capability*
- *Self-sufficiency*
- *Free education & health care*

Participants were generally in favour of Vision 2020 *“It’s a good idea and without a vision you will perish.” (Male)*

“May not reach to that point by the year 2020; but I think they will reach somewhere close.” (Female)

“If we compare ourselves to other countries based on our size, where we are at we are really progressing for a small country. Just look at the type of investment we have here.” (Male)

“We the people of Trinidad & Tobago are not benefiting from Vision 2020 – it’s the foreigners who are benefiting.” (Female)

“We are benefiting to some extent – everyone here has a cell phone, 2 – 3 televisions in their house. A vehicle in their garage, so we are all benefiting. It may not be the way we want to benefit, but we are still benefiting. Years ago people did not have all these things.” (Female)

“We are developing, even if you look at the Southland you see things going on there – there is high employment.” (Male)

The poor men will benefit the least as well as *“the laymen like us - we have to get up and ask questions if you don’t want to get to know.” (Male)*

“We need to educate ourselves, there is so much that we do not know about – if we knew about them we would have accessed them. Our level is higher than that level. The lower-class has to look towards that. We look for higher.” (Male)

Government can demonstrate that it is implementing Vision 2020 by advertising what it does and showing the people how far they have reached.

“Government can demonstrate what it has implemented so far by putting the infrastructure in place and educating and sensitizing the society. Then it is up to the society to make use of it. You can put down all the infrastructure – once the population does not know about it, it’s like they did nothing. They need to educate the people.” (Male)

“2020 can only take place if we the public buy in and are part of it.” (Male)

This group would like to know the following about Vision 2020:

- Its details
- Its progress stage by stage
- They want to see things happening

“People will buy in once they know that they will be able to obtain something from it. If they cannot get anything back in return they will not buy in.” (Male)

The level of involvement the participants wish to have to find out about it to be able to have a say in it. But as it is they do not know much about it.

“We are not a reading public – we just discuss things helter-skelter without any real facts and taking time to read documents. People rather watch television than read.” (Female)

“We don’t know what’s going on because we do not read.” (Male)

TRINIDAD & TOBAGO

OPINION LEADERS – WAVE 4

*Health; Crime; Housing; Youth & Sports; Social Services;
Community Development & Vision 2020.*

GROUP 2 – Tobago

Conducted: Friday 18th June, 2004

Start Time: 2:45 pm

End Time: 3:50 pm

Group Composition:

- o Urban Tobago
- o DE Class
- o 65 years
- o Mixed
- o 4 Males, 6 Females

Most Important Issues Facing the Country & Local Area:

The most important issues facing the country at this time according to this group were noted as follows:

- Crime
- Unemployment
- Health
- Housing
- Drugs

The participants were of the view that these have all changed recently to the extent where they have gotten worse.

“Crime, that for one has changed. We did not use to have that amount of crime in Tobago.” (Female)

“Housing has changed, you find more people coming into Tobago to settle down. Also long ago more people used to be at home by their parents, they never wanted to move out when they got married. Now they are moving out. So that plus all the foreigners coming in you find that of late there is insufficient housing here.” (Female)

“The health sector has insufficient staff and the length of time you have to wait to see the doctor is ridiculous..” (Female)

“There are insufficient jobs for all the young people. After they go to school there is nothing else for them to do.” (Male)

“Illegal drugs are on the increase now, they getting very popular now. It just is spreading.” (Male)

“The teacher issue now – they’re striking – we should have people who would deal with these issues in a serious manner.”(Male)

On the local level, participants were of the view that the above issues were present on a much smaller scale, which was bearable at this time.

“The area I am from, which is Harmony Hall seems to be okay, with the exception of the drugs.” (Female)

Health – Expectations for the Future:

None of the participants was satisfied with the quality of the health service in their area. The reasons for their level of dissatisfaction are as follows:

- Length of time waiting to be attended to
- Pharmacist is not always in
- Improper use of the casualty department

“It is not up to standard. Sometimes when you go to the health centres there is no druggist, the doctor comes in late. Elderly folks like me will go and sit there from early morning and all one o'clock they now being seen because the doctor steps in at eleven o'clock. I think that very unfair to them. When the doctor finish attending to them, no druggist.” (Female)

“The health sector is always complaining about being short staffed. If they have more health centres in the area, let us take the area that I come from, let us say from Mt. Pleasant to Bon Accord if they have health centres there and one remains open because all health centres close at four o'clock. But if one main one remains open to facilitate say the elderly people, you know if they get sick after 4 o'clock then they will have to travel to the hospital. When they go to the hospital they have to wait from five o'clock in the morning and it is not till two o'clock that they getting to see the doctor.” (Female)

“I have a problem with the casualty department, you reach there a certain time and people who are coming after you, get in there through a back entrance or something, some other way that we do not know about. And they get seen before us, but we are supposed to go by turns. I would say that the nurses there are not doing what they are supposed to do – we are there sitting waiting on the doctor to see us, they could at least tell us that the doctor is not there as yet, they leave us to just sit there and waiting and wondering when the doctor is going to see us. At least they could say that the doctor has not arrived yet or the doctor is presently attending to someone.” (Female)

“I also do not agree with any and everyone being able to go into casualty to be attended to. The casualty department is for casualties, but people here just use it as a doctor's office and I don't think that that should be allowed. It's for accidents, emergencies, not for going to have your blood pressure checked. I think that should be done away with.” (Female)
“The staff is too tolerant with the people who jump the cue. There are certain people that have to jump the cue, if you have a scorpion sting, if you have a chest pain, asthma; it depends on what you have.” (Female)

“The service we receive from the nurses is good. They have improved over the past few years. We cannot complain about that.” (Male)

When compared to other places in the country, the participants noted that in the smaller districts the service was considerably better than in the town areas.

“In the districts it is very different; I find they operate very nice in the district, for instance where I used to live in Mason Hall, I had no complaints. I don't know about the other villages.” (Female)

“In Belle Garden, I understand there are no problems either.” (Male)

In terms of their expectations for the quality of service in the next three years, the participants were of the view that it would improve. This based on the construction of a new hospital in the Signal Hill area. They stated the following:

“It will improve. We are getting a new hospital soon and it will have modern equipment and more doctors.”
(Female)

One participant stated that she was not entirely sure that it will improve, but it would not get worse. *“I will wait and see.”* (Female)

The participants stated that they will be able to judge any changes by word of mouth from people and also from their personal experiences.

In terms of prioritizing specific parts of the health service, the participants noted as follows:

- *“Trauma Unit – “I believe we should have a trauma unit in Tobago. Many times there are accidents and the casualties cannot be taken care of in Tobago so they have to be flown to Trinidad. For 3 – 4 days you are there struggling recovery, then they will send a helicopter to bring you across to Trinidad. So I believe we should have had that since yesterday.”* (Female)
- Paediatric Department – do not allow parent in the room while children are being attended to.
- *“The Accident and Emergency Departments need immediate attention. There needs to be proper systems in place.”* (Male)
- *More staff in hospitals or ensure that the doctors arrive early.*

Crime:

The main crime problems facing the country are noted by this group as:

- Drugs
- Theft - housebreaking
- Rape
- Kidnapping – in Trinidad
- Abusive drivers

“I don’t know much about it but recently I am hearing a lot of rapes going on here in Tobago.” (Male)

When compared to their local area the participants were of the view that the main crime problem was drugs. This included areas such as Harmony Hall, Mt. Pleasant, Mason Hall.

“In Mason Hall, we have a problem with young people and the drugs and their disorderly behaviour.” (Male)

“In Mt. Grace we have the problem of illegal gambling and drugs.” (Female)

Participants were of the view that Government is doing a lot to tackle crime. They could however introduce more severe penalties to deal with the persons that commit the crime. However, the issue of tackling crime should be dealt with at the family and individual levels.

“Not the Government and police alone should be forced to deal with crime, it affects all of us and we should have a part to play in dealing with it.” (Male)

“I feel Government is not doing enough to tackle crime now. Because you see crime how it is going on is out of reach.” (Male)

“I don’t believe that the police and Government can deal with crime. They can’t prevent crime, what the Government can do is have more severe penalties.” (Male) *“No one can prevent crime, it starts with the individual and how he or she is brought up.” (Male)*

“They need to start with the individual, if you listen to the Crime Stoppers advertisement, they request that you assist the police. So they need to advertise for assistance from the public.” (Male)

“They should encourage better parenting and family values. They need to start with the family first and maybe through community programmes, encourage the people to promote better family values and parenting.” (Male)

“The Government should go on a public awareness programme requesting assistance from the public in tackling crime.” (Male)

“The new bill the Government is trying to pass will not stop crime, crime is something that we have with us. I think the police in themselves are the people who are responsible for a lot of the crime that is going on because they are not stern enough in their actions.” (Male)

“If they are the law and the outlaws are greater than them, it means that there is something wrong with that. At the head we must be able to fight this cancer. And we must do something about it. We had a Commissioner of Police that in the end he was tarnished and fired. But he was fighting the crime. He was the only Commissioner of Police that was in the midst of the crime, fighting in T & T. But the same people threw him down and since after him there is no other police commissioner who has come and done something to solve crime. The police are supposed to do something to solve the crime problem but they are not doing a thing.” (Male)

They were of the view that the Government needed first to deal with the police service as they are corrupt and responsible for a lot of the crime of today.

Stiffer penalties were also needed to tackle crime as the present penalties do not seem to be enough to deter criminals.

“The judicial system should be restructured to ensure that the criminals serve their time in jail. Too many criminals get back on the roads today because they are waiting for their case to be called.” (Female)

“Get the police to do something about their action. Because they are not doing enough.” (Male)

“If we have better parents, stable families they will instill better morals in the children. Today is not like long time when your parents advise you well and teach you to speak the truth. That has gone through the windows now.” (Female)

“Also the religious background, I am not talking about going to join a church, but we have to know there is a superior being that we cannot leave out. We take the children now and guide them.” (Female)

“The Government need to ensure that the police start beating the criminals, if you start from school and bring back corporal punishment. But now when they catch the criminals they give them bail. That should be stopped, they should keep them inside.” (Male)

“That was craziness in the Siparia Court with the police officers guarding their peer who was charged with drugs. That should not be happening.” (Female)

The participants were aware of the initiatives introduced by Government to tackle crime. They had only heard of Crime Stoppers but had no details.

Housing

Participants of this group had all heard about the National Housing Authority (NHA).

“They are responsible to ensure that all families have proper housing.” (Female)

“A Government agency responsible for housing the whole nation.” (Male)

Only one of the participants had contact with the NHA, this was when he lived in Trinidad. All participants that lived in Tobago had no contact with the NHA.

“In Tobago people don’t get access to that.” (Female)

“When I lived in Trinidad in the 1960s and 1970s, I got through with an NHA house. Normally a person when they send in an application form they have to wait five or six years, but I knew someone there and I got through. I spoke to the man I knew and by the morning I went and got the keys for the house. I was a bachelor, but there are families who need a house and they can’t get one. I benefited from it – but it is not right and people should be able to provide for themselves.” (Male)

“Government should only assist the handicapped with housing, not all these strong men who can work and ensure they have a roof over their family’s head.” (Female)

None of the participants had heard about the Land Settlement Agency (LSA). *“That is not applicable in Tobago.” (Male)*. None of the participants had contact with the LSA.

Participants were of the view that squatting was a problem in Tobago and was on the increase.

“I believe Trinidadians believe in too much of handouts. They have to get a piece of land, a house from the Government.” (Male)

Participants were of the view that the Government is doing too much to encourage the squatters and therefore will not be able to get rid of the problem.

“Sometime on the news I saw a fella got his VSEP from Caroni and he ended up squatting. If you worked in Caroni for 25-30 years, why is it a year after you have to be squatting? You should enhance your life, you as a person should try to do something, buy a piece of land or house. Maybe he gambled out his money or drank it out. Why it is that you not trying to help yourself, why are you depending on the Government to help you? And squatting is illegal, I don’t care where they are doing it in Trinidad – they should get rid of them. Not encourage them like in the Prime Minister’s constituency alone. It’s illegal.” (Male)

“We have a system in Trinidad that over the years Government after Government have been supplying certain ethnic people in the country with things such as the Sugar Welfare Association, which provided the people in Caroni houses and money to buy these houses, money to send their children to school. And they are the only group in the country that benefit from Government to Government. When they came and closed down Caroni these people got paid, they are being given lands now and they got an increase last month on the money. So these things should not be, there are other people that should be allowed to benefit.” (Male)

“We need more rigid action when it comes to these squatters and what they get from the Government. Too much unfairness right now.” (Male)

The participants were of the view that the Government should not do any more to assist the squatters.

None of the participants were aware of the Squatter Regularization Policy. They used the example of the people who were squatting by the airport who were relocated by the Government during the period when the new airport was being constructed. *“It is a good idea once the squatters are removed to Government land.” (Female)*

Youth & Sports Facilities:

This group of participants was all of the view that the Government has done a lot for the sportsmen and youth of Trinidad & Tobago. However, the facilities for the young people and the sporting facilities in Tobago were neglected in Tobago. *“We only had one new stadium built.”* (Male)

“We need a lot more facilities, from swimming pools to indoor facilities. All we had so far were promises.” (Female)

“The only stadium we had was the Dwight Yorke stadium and that was built when they had the football here three years ago.” (Male)

“Nowhere in the island has facilities for young people.” (Male)

“In Roxborough there is a little facility, but nothing to talk about. That is not even new. It’s more like a community centre.” (Female)

Participants were aware of the following programmes:

- HYPE
- OJT
- Computer Literacy Training Programmes
- CCC
- YTEPP

None of the participants or their family members had benefited from these programmes so they were unable to discuss their level of satisfaction.

They were of the view that the Government should be doing the following when it comes to programmes for young people:

- Ensuring that sports is on the curriculum of all schools
- Providing facilities such as basketball courts on all school compounds

The Government should be funding all groups of young people, however, they should give some additional funding to the physically and mentally handicapped. For example, provide ramps for these people and involve them in activities such as table tennis.

Social Services

Social services means the following to this group:

- Government assistance
- A lot of people sitting in offices doing nothing
- A department which should be concerned about peoples' rights
- Serving the people

One participant noted that in Tobago social services does not exist. All they have here is 'arm chair analysis'.

The group was aware of the following social services provided by Government:

- Old Age Pension
- Public Assistance
- Disability Grant

The participants received old age pension. They were not satisfied with the service they received.

"If I have a son abroad, and he decides to send for me to spend some time with him, do you know that the Government dictates how long I can stay abroad? They tell me it's only four months, if you spend more than four months you will lose your pension. I don't agree with that – it is not right." (Female)

"If you have an income or a business that will disqualify you from receiving old age pension. Even though you are the age to receive it. There are a lot of people who do not get old age pension, they may have a house they are renting out or a small business, and therefore they are disqualified from getting old age pension. Even if they are living on their own in a place that their son or daughter owns, they are disqualified." (Male)

"Self-employed persons are also disqualified from old age pension." (Female)

The participants were of the view that the Government could improve this service as follows:

- Once citizens reach 65 years they should be entitled to get it
- Government pensioners get less money than old age pensioners – that should be adjusted
- If you get Government pension you should be able to get old age pension, although you worked for the Government for 35 years

Again, participants viewed the handicapped as the group Government should be investing more money in.

The participants were aware of some of the social services and were of the view that the Health & Social Services was responsible for them. One participant knew someone who had applied for a caregiver, but she was not satisfied with the service since the caregiver came once and never came again. When she called the department to tell them what happened, they never followed up with the issue so she is still awaiting another caregiver.

Community Development:

Community development means “*giving things to the community.*” (Male)

They were aware of the following programmes:

- Aided Self-Help Programme
- CARE
- Community Education Fund
- Community Development Scholarship Programme

None of the participants or persons in their household had ever had contact with these programmes.

Vision 2020 – Awareness, progress & expectations:

All participants had heard of Vision 2020 but had no idea what it meant or what it dealt with.

“We just hearing about it – Vision 2020 but no one ever explained it to us.” (Male)

When explained to them they asked *“Why wait till 2020, why can’t they do something now?” (Male)*

“They shouldn’t give a deadline.” (Male)

Developed-country status means the following to this group:

- *“able to feed themselves”*
- *not dependent on others for survival*
- *housing for all*
- *no crime*
- *proper education*
- *good transport*
- *good communications*
- *Not what we have here – when you baking and electricity gone – your baking ruined*
- *People able to relate with each other in a civilized way*
- *Equality of all people*

The participants were of the view that no countries were developed, all were developing in some way or the other. In Trinidad & Tobago we need to develop the features listed above, along with improved manufacturing and industries.

“We also need to develop our people.” (Male)

“Vision 2020 is a good idea, but I don’t believe in setting a deadline.” (Male)

“It is a good vision. Vision is important.” (Female)

They were of the view that Trinidad & Tobago will reach developed status, not by 2020, but by 2060. *“We are moving slowly day by day.” (Female)*

The young people will benefit the most from Vision 2020 as they will be the ones that will be around to experience it, whereas the older ones like them will benefit the least from Vision 2020 as they will probably no longer be alive.

Government can show exactly how they are implementing Vision 2020 by showing the stages and the steps they have made to the people of the country so they can see what they have done thus far.

The participants would like to know all the details of Vision 2020 and what it entails since they are not aware of its details.

Once they can get some sort of personal benefit from it then they would like to get involved. But the Government has to outline the benefits they would receive.

TRINIDAD & TOBAGO OPINION LEADERS – WAVE 4

Health; Crime; Housing; Youth & Sports; Social Services; *Community Development & Vision 2020.*

GROUP 3 – Central Trinidad

Conducted: Monday 21st June, 2004

Start Time: 5:00pm

End Time: 6:30pm

Group Composition:

- o Rural Central Trinidad
- o DE Class
- o 25 - 35 years
- o Mixed
- o 5 Males, 5 Females
- o All with Children

Most Important Issues Facing the Country & Local Area:

The most important issues facing the country at this time according to this group were noted as follows:

- Crime
- Unemployment
- Health
- Education
- Poverty
- Drugs
- Lack of basic family values and parenting

The participants were of the view that these have all changed recently to the extent where they have gotten worse. They saw crime as the main issue and this *“has changed from bad to worse.”* (Male) *“The crime is due to the escalating unemployment rate.”* (Female) *“There is also a very high illiteracy rate among criminals.”* (Male) *“The lack of parenting is a factor of crime. Young people are not taught the basic values again.”* (Female)

On the issue of the health service, it was noted that this has also worsened over time, especially with respect to the length of waiting time for an operation.

On the local level, participants were of the view that the main issues were those of petty crime and the education system. Other issues that were noted were those of a lack of activities for young people, poor road conditions and unemployment. However, these issues were at a lower level than other areas in the country. *“Crime is much lower where I live in Chase Village than where I work in Besson Street, Port of Spain. I never knew what a gunshot sounded like till I went to work there. Now that is a normal sound to hear. I feel more secure at home.”* (Female)

“Cunupia has a lower crime rate. However, recently there has been a lot of development socially in the area, so I expect that the crime will increase and will no longer be the petty crime we experience now.” (Male)

Health – Expectations for the Future:

Nine of the participants noted their general dissatisfaction with the quality of the health service in their area.

“You never get free medication, you have to pay for it. I find that we have to wait too long for service, doctors are never available. You can die waiting to be attended to. Don’t talk about the attitude of the nurses, it is unbearable.” (Female)

“You have doctors graduating a dime a dozen plus foreign doctors coming in to work here, still we have long waiting periods to get attention.” (Male)

“You have to wait all day long to get any assistance and then you spend a lot of unnecessary time waiting. If you had money you would have been able to get through immediately.” (Female)

One participant was of the view that the quality of service in Chaguanas was very good *“the few times I visited with my children they never had to wait, the doctor was always there and there was a number system in place.”* (Female)

When compared to other places in the country, the participants were only able to make their comments based on ‘hear say’. They had never had any reason to visit any facility outside of their local area. *“I hear people complain about all the other places just as much and have same problems as we do here.”* (Female)

In terms of their expectations for the quality of service in the next three years, the participants stated the following: *“It depends, it will remain the same if there is no change in the structure and appropriate doctor training. They have to start there since the doctors are the ones that deal with you. Then the lack of medication and waiting time is the next problem. If they don’t deal with the head it will affect the rest of the body.”* (Male)

“I don’t know maybe if having all these Cuban doctors will improve the situation since there will be more doctors available and at least the foreign doctors will not be rushing off to their private practices like the local ones do all the time.” (Female)

“They have the tools, they just don’t want to use them. The waiting list for surgery is over six months.” (Male)

“From what I observe, it can only go up. I don’t think it can get any worse.” “My father has been waiting five years for prostate surgery. By the time he gets the surgery there may be a cure for it.” (Male)

“Even the private hospitals have a poor quality of service, and people paying money for that. I have an uncle who is waiting four weeks for an operation.” (Male)

“The foreign doctors coming in is all well and good – but we who live down here will be better equipped to deal with the situations since we know what we go through. If we use local doctors they will be more beneficial.” (Male)

The participants stated that they will be able to judge any changes by word of mouth from people and also from their personal experiences.

In terms of prioritizing specific parts of the health service, the participants noted as follows:

- *“Women’s health care should be a priority. Like family planning, you need to be able to get a clear explanation about what is going on.”* (Female)
- Counselling in the health care
- *“The Accident and Emergency Departments need immediate attention. They should see people on a priority basis. Right now it is so bad when you go to the hospital and see people sitting waiting for attention with buckets of blood dripping out of them and they can’t get attended to.”* (Male)

Crime:

The main crime problems facing the country are noted by this group as:

- Drugs
- Corruption
- Court system
- Young people committing crime due to lack of parental correction

When compared to their local area the participants were of the view that the problem of drugs was a main issue for them. However all the other crime issues such as petty theft existed in their areas but to a lesser extent than the rest of the country.

Participants were of the view that the main reason for the crime of today is the lack of parental care and family values in the growing stages of the child. *“A lot of the young criminals of today, when you look back at their life it is because their mother was the head of the household and had between four and six children to look after and work so she had no time to spend with the children. That in itself is a factor.”* (Female)

“There is a child in my daughter’s class who kicks and bites everyone. I was present one afternoon when the teacher spoke to the child’s mother and all she could do was laugh. If she could take that as a joke, well no wonder why her child behaves like that, she can’t correct him.” (Female)

“I think we are making crime too much of a society thing when in fact it is really an individual thing. There are things I see my son doing and I pull him up immediately because if I don’t that could lead him in a wrong direction. People I see him hanging around too. Of late children are very smart. You no longer have to break things down for them. They know the difference between right and wrong. You just have to show them by example. Children live by what they see. My son lives with me – I am a single parent and everything he sees me do he tries to follow at seven years.” (Male)

“As a father you need to grab hold and take control as the head, don’t leave the responsibility to the mother.” (Male)

The participants are of the view that the Government is not doing enough to tackle crime both in their local area and in the country at large. *“All the police service doing is walking around the town with the big guns and scaring people. And the young children not even scared of the police.”* (Male) They were of the view that the Government needed first to deal with the police service for they are responsible for handling crime and the present police service is not capable of handling crime. They also noted a total lack of trust in the police service.

“We the people have to play a part in solving crime, we can’t leave it up to the Government alone to do everything.” (Male)

“They have a heavier police presence now on the roads but I remember a few years ago, when I was working in Port of Spain, at a particular time the police would start to hurry all the schoolchildren into maxis to get them home. Now that doesn't happen again – because the police don't care.” (Female)

“There is too much corruption and bad officers in the police service, look at the incident with the police constable who was charged with cocaine, his peers were shielding him and blocking him from the public. If it was a regular civilian they would have never done that. So they encourage things like that. That is not giving the public a good impression of the police service. They need to weed out all the bad police officers and clean up the system. If we allow this to continue they will corrupt the good ones and it will grow.” (Male)

“If a soldier does something he is tried and charged by his own in Teteron. They take care of their own so many things that go on inside the Defence Force are not known to the public. So the public trusts them more. What the eyes don't see the heart does not grieve.” (Female)

“Rather than do their jobs, they are always liming on the streets. They are too complacent. When off duty they may see something and because they are not in uniform they will not intervene saying ‘they can't pay me enough to work when I not on duty.’” (Female)

In terms of tackling crime in their local area the participants were of the view that the Government could introduce the following:

- Equip the communities with at least one youth club. *“Presently there are no recreational facilities. No savannah, no play park. I have nowhere to take my son. We had a basketball court that needed repairs; once it was repaired it was fenced around and had a big no trespassing sign on it. Since then three persons have moved in and started selling drugs.”* (Male)
- Empower the community to tackle crime in their area
- The community police should be more dominant

In terms of at the country level, the participants made the following suggestions regarding Government's tackling of crime:

- Equip the police with the necessary tools. Whenever you call for help the police never have vehicles
- Introduce stiffer penalties for drug pushers around schools and wherever children are
- Fix the judicial system – the criminals get free too easily. *“When the police finally hold the criminals, the judges set them free.”*
- Stiffer penalties for crimes at all levels
- There should be counselling and rehabilitation programmes for the criminals serving time in jail. Therefore, once they come out of jail they will not go back in.

“There is no cure for corruption. The Government has to start fixing corruption with themselves first, then they can fix the country.” (Female)

“It is easy for the police to tackle the crime, they know where all the drug pushers are located and all the places where they store stolen vehicles, but the police probably have a cut in the deals so they bypass these places and pretend they don’t exist.” (Male)

“They need to put special training in place for police so that they will be able to adapt to situations. Do you know that they can’t even pick up prints when they do fingerprinting. Someone broke into my home and when the fingerprint expert came he could not even lift prints from the doors. All he did was dirty the place with the black dust.” (Female)

“They need to counsel their police officers. Look at the police officer who went into the St. Joseph Station while he was off duty and requested a firearm from a junior officer. He got the firearm and went straight to shoot his wife and then himself. People like this should not have access to guns.” (Female)

The first initiative mentioned by the participants was the Crime Stoppers Initiative. *“They seem to be very effective.” (Male)* *“It’s working well.” (Female)*

“They have some bogus calls – like when you and your neighbour fall out and he calls Crime Stoppers for you.” (Male)

Participants noted that they were not one hundred percent sure about the confidentiality of the system and they noted their level of distrust in the police service. One participant noted as follows:

“I have a problem with Crime Stoppers. I have a friend who called Crime Stoppers and they called him back after on the number he called them from.” (Male)

The Police Reform Bills were also mentioned. *“However I don’t understand anything about it. Maybe they should have some public consultations and town meetings to explain it to the public.” (Female)*

“The Special Anti Crime Unit is very effective as it has a special focus on crime and does not seem to be as haphazard as the police service.” (Female) *“To date that has been working well and is concentrated on one particular aspect of crime fighting.” (Male)*

Housing:

Participants of this group had all applied to the National Housing Authority (NHA) at some time within the past two to three years. When asked what they knew about the NHA the following comments were made:

“Dashing your dreams, making you despondent, especially after hoping that you could get to own your own house and then realizing that you will have to rent for the rest of your life.” (Female)

“They only provide houses for their friends. I applied and I have never heard from them since.” (Male)

“The only way you can get a house from the NHA is you have to know someone there or in fact somebody there has to want to know you.” (Female)

They were of the view that the ‘responsibility’ of the NHA is *“to provide an easier way for people to get houses.”* (Male)

“The provision of houses to the public. They provide houses of all price ranges from low-income to high-income houses.” (Male)

All participants had contact with the NHA. None was satisfied with their experience. The main reason for their dissatisfaction was the non-response from the organization. All participants had filled out applications some 2 – 3 years ago with the NHA, only one participant was called in for an interview. The remaining participants were not called in to date.

“I sent in my application form, they called me in for an interview late last year. I went in with all my documents but since then I have heard nothing from them.” (Male)

“I have sent in my application and still waiting for them to call me. I called them several times wondering if they had lost my telephone number.” (Female)

“I don’t know if I should be sharing this information but my sister has a friend who got hooked-up with someone in NHA who got her a house. The friend also hooked-up my sister and she is in the process of getting one. So I am going to see if I can get hooked-up too.” (Female)

Only one participant had heard about the Land Settlement Agency. *“You get the land at a small price but you have to build within a certain time frame and the house has to be of a certain value to maintain a certain class.”* (Male) None of the participants had contact with the LSA.

Participants had mixed views whether squatting was a problem. Three participants thought it a problem because the squatters were getting away too easily. They noted that some people who squat receive a very good income and in some cases have more than one house but still squat. *“Squatters just start by building a one-room board house, after a few years they extend to a larger board house and by the time you look again they are living in a big concrete house.”* (Male)

Seven of the participants did not see squatting as a problem.

“I don’t see it as a problem as it doesn’t hamper the average individual.” (Male)

“Once it’s Government land that they are squatting on – I don’t have a problem with that.” (Female)

All participants noted that squatting was on the rise nowadays. This is because the Government is not doing enough to tackle the problem. One participant noted that *“the Government gives grants to persons for \$10,000.00 per year for five years to build their house. But with inflation it is impossible to build a house on that type of money.” (Male)*

“They should not allow squatters to stay on the land so long, as they see them they should have them removed.” (Female)

Government should do the following to help the squatters:

- Build lower-income houses *“people can’t afford the \$100,000.00 houses that are available.”*
- Ensure that NHA provides more houses to the public rather than their friends so that the squatters will have no need to squat on the land.

Two of the participants were aware of the Squatter Regularization Policy. They used the example of the people who were squatting by the airport who were relocated by the Government during the period when the new airport was being constructed. *“It is a good idea once the squatters are removed to Government land.” (Female)*

Youth & Sports Facilities

This group of participants was all of the view that the facilities for the young people and the sporting facilities in their area were extremely poor. They were far worse than other areas. They attributed this to *“depends on where you live and the politics at that present time. I live in a UNC-controlled area, we benefited a lot while they were in power, but as of late we get nothing.”* (Male)

“There is a lot being done in the outside areas especially in areas with a lot of large public sector investment like San Fernando. We are still to benefit as these areas.” (Female)

Participants were aware of the following programmes:

- HYPE
- OJT
- CCC
- Community Swimming Programme
- STEP
- YAPA

Two of the participants and one participant's brother had benefited from the CCC programme. They shared mixed views about the programme.

“My brother is in CCC and all they have him doing is running round and round all day around a stadium. He is dissatisfied with it because he is not getting to do what they promised to do in the programme.” (Female)

“I was in the programme when it was first reintroduced. I thought it was very good. I did not benefit from it because I broke my leg towards the end so I did not get the chance to get the final training. But the officers took good care of me – they came to look for me and to make sure I got my pay. Most people get a job from it. They instill a lot of discipline in you. If you were caught with weed you were penalized and not paid.” (Female)

“I was in the programme and I had to run a lot all day. We had to run from Siparia to Quinam. I was satisfied with it. They discipline you very well. We were counselled a lot. Even some of the smokers stopped smoking after being counselled.” (Male)

The participants were of the view that the Government could do more for programmes like this in terms of:

- Increasing the pay of the trainees
- Having longer training terms with better core of information at the end of the training
- More facilities
- More types of trade for the youth to learn

They were of the view that the Government should be spending more money on the single parents since it is already difficult for them to manage as it is. *“They really need assistance.”* (Male)

Social Services

Social services means the following to this group:

- Government assisted help

The group was aware of the following social services provided by Government:

- Old Age Pension
- Public Assistance
- Disability Grant

The participants' grandparents received the old age pension, however they did not live in the same household as the participants. All participants stated that their grandparents were satisfied with the support from Government.

One participant's grandmother *"has reached the age where she gets free medical assistance. She never worked a day in her life. She was a housewife."* (Male) *"She is satisfied with it. When she goes to the health centre she gets a form to carry to the drugstore so they can give her free medication."* (Male)

Participants viewed the youths as the group Government should be investing more money in *"they have too much free time on their hands. The Government should build some reading centres for them, swimming pools, etc."* (Female)

The participants were aware of some of the social services and were of the view that the Ministry of Social Development was responsible for them. None of the participants or persons in their household had contacted these departments.

Community Development:

Community development means “*equipping the community to deal with their problems.*” (Male) “*Things like CPEPP – but people think all they do is paint up stones. But they did some nice parks going down Point Fortin.*” (Male)

The only programme they were aware of was CARE. None of the participants or people in their household had need to access these programmes.

Vision 2020 – Awareness, progress & expectations:

“Vision 2020 is a 180-degree angle. Honestly speaking, what they are focusing on in Vision 2020 we are going the complete opposite so you will not see a complete turnaround; we will end up where we were.” (Male)

“It’s a political manifesto.” (Male)

“Platform talk.” (Female)

Developed-country status means the following to this group:

- *“You should be able to come out anytime and get anything you want. Everything shuts down by 9:00pm.” (Female)*
- *“Able to access proper schooling, transport at any time.” (Female)*
- *“Able to travel when you want.” (Female)*
- *“Artificial criteria created by North Americans & Europe to differentiate themselves from us.” (Male)*

“Vision 2020 will have no impact on us. Only if we can get better salaries. Other than that, nothing. We had an oil boom recently but we have not benefited from it. I don’t know what 2020 can do for us.” (Female)

“When my son reaches the age to go to UWI – I have to hope they still have GATE in place so he will be able to benefit from going to university.” (Female)

The countries that they view as developed were the Slavic countries, Norway and Denmark.

We need to develop the following features from these countries:

- High-quality free health care
- Cheaper food
- Better transport systems

“If you use the word idea – yes Vision 2020 is a good idea.” (Male)

“I think it is a platform thing to make it sound like yes we can do something.” (Female)

“It’s an inspirational thing. To say this is what I want for MY country.” (Male)

“I must say that I am a PNM supporter – but I am not sure what Vision 2020 really is – it seems to be just a set of talk.” (Male)

“For the past 8 years the Government only trying to teach their public servants how to deal with people. Up to now they can’t accomplish that. Everybody always vex. They have to solve this problem for me to be able to see Vision 2020 as a good idea. They need to fix inside these offices then everyone can follow with Vision 2020.” (Female)

Participants were all of the view that Trinidad & Tobago cannot achieve Vision 2020 by the year 2020. *“Maybe by 2050.”*

“Not much progress so far, but a little. For example the increase in the pension to \$1000.00 per month.” (Male)

In terms of the progress made *“if you look back from 1990 to now, you seeing that things have changed. You are seeing more doctors, nurses, small but good changes.”* (Male)

“The friends of the Government and the children of the high-class society will benefit from Vision 2020 the most while the poor man will benefit the least.” (Female)

“The poor will benefit the least since they don’t have money to speak for themselves.” (Male)

Government can demonstrate that they are implementing Vision 2020 by showing advertisements of their progress. *“They not showing it now because nothing happening; if something was happening they would have shown it.”* (Male)

“A yearly review of where they reached, for example in year 2005 we did x, y and z. But at the rate they going – they looking like they waiting on 2020 to show what they did. It should be on a phased basis.” (Male)

Participants would like to know specifically:

- What are the benefits of Vision 2020 for me?
- Where did they get this vision from?
- Whose Vision is it?

“It depends on what we find out about Vision 2020. Right now we do not know much. If the Government informs us we will then be able to determine how we would like to get involved.” (Male)

TRINIDAD & TOBAGO OPINION LEADERS – WAVE 4

Health; Crime; Housing; Youth & Sports; Social Services;
Community Development & Vision 2020.

GROUP 4 – South Trinidad

Conducted: Monday 22nd June, 2004

Start Time: 5:30pm

End Time: 6:55pm

Group Composition:

- o Urban South Trinidad
- o C1 C2 Class
- o 18 - 34 years
- o Mixed
- o 4 Males, 4 Females

Most Important Issues Facing the Country & Local Area:

The most important issues facing the country at this time according to this group were noted as follows:

- Crime
- Education
- Increase in Cost of Living
- Lack of Housing

The participants were of the view that these have all changed recently to the extent where they have gotten worse. They saw crime as the main issue and this *“has become the normal crave. Everybody is talking and doing crime.”* (Female) *“Crime pays, that is why it is so popular.”* (Female)

“Crime is the number one issue” (Male) *“It’s becoming a fad – everyone wants to do crime as an easy way of life.”*

The education sector was noted as an issue *“with specific reference to all the striking teachers. They don’t seem to care for the students – just themselves.”* *“It has to do with the breed of teachers these days – they only care for themselves.”* (Female)

“Everybody is looking for a pay increase, no matter what field they are in they just want more money.” (Male) *“It’s a good thing for those who get the money but in the end everyone suffers especially those who do not get the increase in salary as the prices for food stuff also go up. Which carries you back to phase 1. Nullifies the whole thing.”* (Male)

“The lack of available housing and the cost to rent is making it impossible for people like us to move out on our own. We can’t even dream to get a mortgage.” (Male)

On the local level, participants were of the view that the main issue was those of crime. Other issues that were noted were those of:

- Dilapidated roads – *“I go from town to town a lot in my job. When you drive through these areas you wonder why the roads are so bad especially in light of the Pitch Lake that we have.”* (Female)
- Lack of jobs for young people – *“There are people working in an area that do not belong to the area. I think they should employ people from the area rather than from outside.”* (Male)

Health – Expectations for the Future:

There was the general view from these participants that their area had a poor health service. This is based on what some of them had heard. *“I never used it.”* (Male) *“I try not to use it – because if you go to the San Fernando General Hospital and the labels that you see – the last time I went was with my mother. They have certain labels stating what is urgent, at least what they deem as urgent or life threatening. Those people get seen first. If you come in for something like a broken hand – that is not too urgent so you get seen in about five hours and they actually tell you that the minimum waiting time is five hours. I ended up leaving. I could not wait that time.”* (Female)

“A lot of people that I know go firstly to private and then if the private can't deal with them they will go to the public facilities. They rather find the money than go there.” (Female)

“The main class of people that go to the hospital is the poor people and when they reach to the hospital they want old people and children to step back. But everyone goes to the hospital rather than the health centres. Places like the local health centres on the other hand are improving.” *“Nowadays there are much younger and more productive nurses in the health centres, so you get through faster, not like long ago when there were lots of old grumpy nurses that used to take a long time dealing with patients. You may still have to wait a while to see the doctors, but at least your documents are processed in the meantime.”* (Male)

The main reasons for describing the service as poor were based on the waiting times as well as the actual quality of service that they received which was considered unsatisfactory. The lack of doctors also created the poor service.

When compared to other places in the country, the participants were of the view that the quality of service was the same everywhere. It was no better or worse in other areas. This was based on what they have heard since they have never had experiences with any other areas.

Participants were of the view that the quality of the health service could get better or remain as it is right now. *“It can get no worse.”* (Male)

“You hear them say that they are trying to improve the situation by hiring all these foreign doctors and more nurses. You actually see the increase when you visit the hospitals, especially the candy strippers walking in and out of the hospitals. With this in place, it is supposed to improve in two years. So in three years we are supposed to have x amount of new nurses to do things that doctors right now have to do due to a lack of availability of nurses. So we will give them the two years and see what will happen.” (Female)

“The same trained nurses like doctors will get jobs in foreign countries that pay better salaries so we can't be sure that they will improve the quality of service here since they may migrate. They are young people under 25

years, they have no family they are looking for the best money. So we here will remain with the old doctors and old nurses and will be back to square one.” (Male)

“With the improved nurses training it is a sign in itself that there is improvement.” (Male)

Participants will judge the improvement in the quality of health service by:

- Improved waiting periods
- More efficient system
- Longer opening hours at the health centres
- Improved attitude of the staff

In terms of prioritizing specific parts of the health service, the participants noted as follows:

- The ambulance service – *“they need to train the drivers how to drive, they drive horrible. If they crash they will not be saving the patient’s life. I nearly get run of the road by a few already and they did not have their siren on.” “Also the paramedics need training.” (Male)*
- Increase the Nurses’ salary
- Invest in some modern equipment for the hospitals and train the staff on how to use it.
“Always hear stories of people going in to do certain procedures and the doctors use the old machines because they don’t have a clue on how to use the new equipment.” (Female)

Crime:

The main crime problems facing the country are noted by this group as:

- Drugs
- Kidnapping
- Major theft

“Drugs is a bigger issue more than people realize. It is everywhere – schools, high offices. Drugs just keep coming into the country and the powers that be do nothing about it.” (Female) *“It’s a major problem.”*

“Money is the reason why we have such a terrible crime problem today – people are just looking for a fast dollar. People wanting other people’s money without having to work for it. ” (Female) *“A lot of people find it should be so easy to earn 1 million dollars, they think why should I work hard when I can kidnap someone’s child and ask for a 5 million ransom.”* (Female)

“No one wants to work hard anymore for what they want. They just want everything easy.” (Male) *“Like my boy here – he was walking down the road with a thick gold chain and someone seeing him decides that the chain should be his so he takes it from him.”* (Male)

When compared to their local area the participants were of the view that the problem of petty theft was an issue. *“Someone break into your house, car and take what you have.”* (Male)

“All the ‘sprangers’ on the street just taking whatever they want from people.” (Male)

“I was held up twice this year, just took my valuables.” (Male) *“Plus the police officers do not give you any assistance.”* (Male)

“Differences when you compare crime in our area to other areas in the country, if you look at statistics like in the newspapers in Laventille and those areas, on a daily basis someone is shot. Why I don’t know. They are supposed to be poorer than the rest of us – but where they getting the guns from – I don’t know.” (Female)

Participants showed mixed views about Government’s ability to handle crime. Some participants (the males) were of the view that Government is not dealing with the issue of crime in an appropriate manner.

“Government is not tackling crime because they know who is doing the crime and they are not dealing with it.” (Male) *“Insufficient handling.”* (Male)

“A lot of the crime today – Government is not responsible to tackle that, Government is not on the street corner to stop someone when he shoots a person – it’s the Police Service. Also it’s the social structure - how people were brought up – their values.” (Female)

On the local level, they noted the following suggestions for Government tackling crime:

“The only thing they can really do is increase patrols to make the police presence more felt. They could do drug raids so they could identify the drug rings and the areas where they are selling drugs. They could possibly increase patrols there. But there is really nothing else that they can do.” (Female)

“Empower us to beat up the petty criminals when they steal from us.” (Male)

On the country scale *“they need to get rid of the bad and corrupt police officers that are encouraging the crime and not dealing with it. They need to find a way to get rid of these.”* (Male) *“Clean up the police force.”* (Male)

“Once they start with the police force they will be able to get on the right track to tackling the crime situation.” (Female)

They noted their distrust in the police officers and were very skeptical about making reports mostly out of fear.

“Look at the police officer who was brought up on charges recently, his police officer friends were hiding him, hiding his face and all that. I mean fair is fair. It is very intimidating to the average citizen to approach a police officer to report a crime because you never know which are good and which are bad. That is why I think the anonymous calling is a good idea.” (Female)

“The police service is too corrupt and the Government doesn’t seem to know how to deal with it.” (Male)

The participants were of the view that a lot of the crime was because of the young people in society and their lack of family values and morals. By bringing back the social aspect into the country, they will be able to teach the young people proper values and morals.

“The Government should also get back into pushing things like the Girl Guides and Scouts since those instilled a certain level of discipline in the young people teaching them that crime is bad. Nowadays you don’t even hear about those programmes.” (Male)

“It may also be necessary to provide the police officers with more vehicles since whenever you call they never have a vehicle to come to the crime scene.” (Male)

The first initiative mentioned by the participants was the Crime Stoppers Initiative. *“You hear about it on the radio.”* (Male) *“It’s probably working. I never had cause to use them.”* (Female)

One female participant seemed impressed with the Crime Stoppers Programme due to its anonymity. However, the other participants were not sure how anonymous it really is.

“We only hear them boasting about how well they have done, but do we have the facts?” (Male)

“The joint army and police patrols seem to be working, I have seen them in Port of Spain and San Fernando and they make the city a lot safer.” (Male)

“I have a problem with the big guns they drive around with and wave in your face. Suppose it went off by mistake? It looks like they are out to frighten us more than protect us.” (Female)

Housing:

When asked what they knew about the NHA the following comments were made:

“Fraud.” (Male)

“They have a lot of string pulling in there where only certain people get houses. Once money passes you get a house.” (Female)

“Even with the lottery thing to get a house, again it’s a pulling string thing, so which means the lower-class people who don’t know about it, just sitting waiting for their number to call, don’t know that all the houses are already given out.” (Female)

They were of the view that the responsibility of the NHA is *“the distribution of houses.” (Male)*

“I know some people got land from the NHA. The Government agency responsible for the distribution of land in Santa Cruz got the land from NHA.” (Female)

Two of the participants had contact with the NHA. They were both not satisfied with their encounter with the NHA.

“I filled out my application for the lottery – I was offered to get a number high up like a bribe – but I declined. Because I didn’t think it was fair to others. I prefer to work within the system.” (Female)

“I have sent in my application and still waiting for them to call me.” (Female)

“Look for example at Pleasantville, the NHA is suppose to provide housing for low – middle-income earners, yet when you drive through you see Benz and BMW parked in the garage. People able to lie on their application forms and no one checks it out. They just get a house because they have the contacts.” (Male)

Only one participant had heard about the Land Settlement Agency. *“By time I had heard about them, they had already given up all their land to the NHA to build houses and construct the various developments.” (Female)* *“But I never really had any dealings with them on a one-on-one basis.” (Female)*

None of the participants were sure what the responsibilities of the LSA were. *“They do a bad job since no one knows about them.” (Male)* *“Nobody knows about LSA.” (Female)*

None of the participants had contact with the LSA.

“I have a deed for a piece of Government-owned land that my family is squatting on. I mean it wrong – squatting that is. But if I have a paper stating this is my land, well this is my land no one can take it from me. But why I have to pay tax for this land if it is my own? Why should I pay them back for my land? ” (Male)

Participants shared mixed views on squatting in Trinidad. One participant was of the view that due to unavailability of land and cost of land it is easier to squat. The other participants were against the idea of squatting and all had serious problems with it. They could not understand the participant’s logic of squatting. {It so happens that the male who has no problem with it – appears from his comments to be a squatter}.

“Squatting is not much of a problem in Trinidad. It is happening because people can’t afford to buy land.”
(Male)

“I don’t believe in squatting. I understand why people do it – it is wrong. If I went and put up a little tent or shack and the Government put me out to build houses via NHA, everybody up in arms about how the Government put me out. But what is fair is fair in fact the NHA provides an easier way to get Government-assisted housing if you are below a certain low-income bracket.” (Female) *“Why is it that they always squat in the city limits and not the country areas?”* (Female)

“If I decide to squat and you decide to build a house on a piece of land that you bought – that is your problem not mine. I decide to squat – if other people do it – then so can I. I will take the chance and deal with the consequences after.” (Male)

“I think if someone is squatting, he should not be afforded the luxuries of running pipe-borne water and electricity.” (Male)

Squatting is increasing nowadays. *“Some of the people can’t afford to pay for the land but they need it and in other cases there is no land available for some. So they have no choice but to squat. They can afford to build a proper board house on land that they a squatting on.”* (Male)

“Squatting has only come about because there is no land available to buy. Plenty youth men around with their families and need to find a place for them to live. They can’t get land so they have no choice but to squat.” (Male)

The participants were of the view that Government is not doing enough to tackle squatting. *“I don’t believe in squatting but if you going to remove the people you have to have a back-up plan or an alternative for them. I am not saying that they should give them land.”* (Female)

“Look at the people in the Mon Repos NHA Apartments – some of them have not paid rent for 10 years and these are people who have a monthly income of over \$2000.00. What excuse do they have for not paying rent? I think Government should put them out and probably put the squatters there because the squatters are willing to pay.” (Female)

“Government should do a proper check of people’s salaries and a background check on the people that they are giving these apartments to. So that rather than give these people who will not pay – they should give someone else.” (Male)

Participants were of the general view that when it came to the squatters the Government did two extremes – *“either they building houses for them or they do nothing.”* (Male)

Participants had all heard of the Government’s Squatter Regularization Policy but they did not know the details of it.

Youth & Sports Facilities:

This group of participants was of mixed views regarding the facilities in their area. Five of the participants were of the view that the facilities for the young people and the sporting facilities in their area were improving. *“In Cocoyea they have started building a facility with basketball courts; they have actually started the foundation now.”* (Female) The remaining thought them poor. *“Most of the stadiums that were built - the young people could go and pay \$10.00 to use the facilities and stay out of trouble.”* (Male)

“Some are not open to the public eg. the Mannie Ramjohn Stadium is not open to the public. They can use around the stadium – they do not get to enter it. Only members can use this facility.” (Female)

“Take for instance where I live in Marabella, the recreational field, they have done nothing to it but mow the grass. It used to be much more of an active field but not again. The courts are in a mess and nothing else there.” (Female)

“With the change in Government everything stopped. The UNC stronghold areas that were getting top of the line facilities started being ignored and vice versa with the PNM stronghold areas.” (Female)

The facilities in this local area were noted as substandard to those in other areas. *“Sangre Grande has a community pool as well as an excellent sporting facility.”* (Female)

“The facilities they have built here are good but are not open to the public as they should be.” (Male)

Participants were aware of the following programmes:

- HYPE
- OJT
- Computer Literacy Training Programme
- CCC
- YTEPP
- National Skills Development Programme
- YAPA

None of the participants or persons in their household benefited from any of these programmes. They were however of the view that the programmes should be *“more recognized and organized.”* (Male)

“I came through YTEPP, but to tell the truth I got my job in the private business on my own, what they got for me through YTEPP didn't help me at all, it helped me experience why but I still had to end up getting fees to go to POS and the money they were paying me is \$400.00/week out of which \$100.00 went to travelling and then they raised fees. I did not really benefit from it as it was described to me prior to starting.” (Female)

“Some of these programmes need to be properly organized, the Government has a good idea and within two months they want to get it up and running and they are not ready. So by the time the people come out from doing the programme – they will not be recognized because the programme is not recognized because of the quality.” (Female)

“The programmes are not well established, so that when you come out of say the welding school, you do not have that support because it is not recognized enough.” (Male)

“Even the YAPA programme, the students study then get assigned to a farm where they are supposed to learn the various things from hands-on experience but the farmers are not given guidelines as to what they are supposed to do and what they are supposed to learn on the job. So basically, they just stand around doing nothing. A lot of the time even the private farmers don’t have the time to deal with them.” (Female)

“There seems to be no system or structure, no standards with these programmes.” (Male)

They were of the view that the Government should be spending more money on the young people between 13 – 21 years. *“This is a critical time in their life and they need to be kept occupied.”* (Male)

“Especially with the young boys, girls are not as bad but the boys need to be kept on the right track.” (Female)

“It’s the boys that need to be kept from wondering and going off course.” (Male)

“The young boys when they are that age they can get led astray far too easily, so it is important for them to be kept under charge and have things to do.” (Female)

Social Services

Social services means the following to this group:

- “Help” for families
- Battered women assistance
- “Families in Action”

The group was aware of the following social services provided by Government:

- Old Age Pension
- Public Assistance
- Disability Grant
- Burial Assistance
- Micro Enterprise Training & Development

The participants' grandparents received the old age pension. One participant knew someone who received something similar to Public Assistance. *“I have a brother and he can't take care of the children so to get them off the streets we took them in to the Government office and they give a certain amount of money per child. The more children you have it's the more money you get.”* (Male)

With respect to their level of satisfaction, one participant was not in agreement with the Old Age Pension; however, the remaining participants were generally satisfied with the services. *“The old age pension – I am not in agreement with that. They giving too much money to them after all they are sitting down and doing nothing all day. There are some of them that just gamble the money away. But I am satisfied with the Public Assistance.”* (Male)

“I agree with the pension. After all, you are paying taxes to the Government for all 40 years that you are working, at your retirement age the Government should at least subsidize you somehow.” (Male)

“The only thing I have to add to that is – to get your pension cheque you have to collect it in person to prove that you are alive.” (Female)

“There is a problem with the cheques received as old age pension – I remember hearing someone say they wanted cash, but that is not possible, but it's hard for these old people to line up in long lines waiting to get the cheques cashed.” (Female)

The participants were of the view that the following could be done to improve the system:

- Delivery of old age pension cheques to the recipients
- Use of another method for justifying that the recipient is still alive

Participants viewed the following groups of people as ones that Government should spend more money to support:

- Homeless children
- Battered women
- Private assistance for homeless – not the recognized institutions *“all the Government cares about is the recognized institutions and homes, there are people that are doing the same thing and not getting any assistance.”* (Male)

The participants were aware of some of the social services and were of the view that the Ministry of Social Development was responsible for them. They had only heard of the following:

- NADAPP
- Social Welfare Division
- Social Displacement Unit

None of the participants or persons in their household had contact with these departments.

Community Development:

Community development means *“improving the conditions in the communities – simple things like lights, water.”* (Female)

“Empowering the people to take care of their communities.” (Male)

The only programme they were aware of was CARE. They were of the view that these programmes needed to be advertised much more. *“They are actually people who are looking for this type of assistance, there are people who want to help themselves but they do not know how to go about it.”* (Male) None of the participants or people in their household had need to access these programmes.

Vision 2020 – Awareness, progress & expectations:

“I heard Mr. Manning speaking about how Trinidad and Tobago, and the world will be in the next 20 years. But I don’t think his vision is like my vision. But I think he needs to move a little slower and he needs to start with the youths and stuff and he is speaking too highly of all these great things in this vision he has. But I really am not there. I am not seeing it at all from my YTEPP experience. I find – Yeah it’s all fantastic fireworks and stuff but I am not there with him at all.” (Female)

“It’s too futuristic.” (Female)

“The mere fact that he wants to make us a country of first-world status by 2020 is far too unrealistic. Does he expect a person to cater for the year 2020. It’s not possible and the amount it’s going to cost ...” (Male)

“It means a lot of spending to me and a lot of increase in the cost of living and higher taxes – that’s what it means to me. They are trying to cut down on unemployment but they are doing it the wrong way.” (Male)

“2020 means the Government wants the country to be at a stage of development where it is self-sufficient. There is no way that Trinidad can become self-sufficient by 2020. The developed countries that exist now have taken centuries to reach that stage of development. Right now I don’t think T & T can feed its people.” (Female)

“With the mentality of our people – we will never make it to Vision 2020. The Government has to fix that first.” (Male)

“Government is very ambitious but they are not putting the necessary things in place to achieve it. They need to tap into our resources so that we can become self-sufficient and therefore can be on our way to achieving this.” (Female)

“They have stopped focusing on the resources that will bring them to Vision 2020 like agriculture. All they focus on now is foreign plants and oil.” (Male)

Developed country status means the following to this group:

- *“England is a nice example of what I want Trinidad & Tobago to be in 2020. England takes care of their old people, their disabled.” (Female)*
- *“Better roads and telecommunications.” (Male)*

“It will give my family a better way of living – able to get certain things that we are not able to get now, Government will be able to import it for you.” (Male)

“There will be less crime to worry about so they will be able to focus elsewhere.” (Male)

“We will be given a better living like they promised us.” (Male)

The countries that they view as developed were England and Japan.

We need to develop the following features from these countries:

- *“They import all their food stuff and raw materials yet they still can support their population.” (Male)*
- *“Advanced technology wise.” (Female)*
- *“Mentality of their thinking – very different – way above everyone else.” (Male)*
- *“Level of thinking.” (Male)*

Participants were generally in favour of Vision 2020 with the exception of one participant.

“Vision 2020 is generally a good idea because you must have something to look forward to.”(Male)

“Good idea – as it will make us strive for excellence and if we become a developed country – everyone will benefit.” (Female)

“Good idea – it may be a bit ambitious now but we should always strive to be better than what we are now.” (Female)

“Good idea but there should not be a short time frame attached to it.” (Male)

“Bad idea – waste of money” (Male)

The participants were all in view that Trinidad & Tobago will not reach developed-country status by 2020.

“They should extend the time to 2040.” (Male)

“We will be a little more developed – but we will not be of a 1st world status.” (Female)

“Still too big a gap between upper and lower class for that to happen.” (Male)

The progress we have made so far in terms of reaching developed-country status:

- Looking out for the young people
- Increased Police presence – people will start feeling more secure
- *“If the World Cup people could come here to check out Trinidad – we have to be moving forward.” (Male)*

The rich and business community will benefit the most from Vision 2020. *“Because they always benefit from progress.” (Male)* The poor and unemployed will benefit the least.

Government can demonstrate that it is implementing Vision 2020 by advertising what it does and showing the people how far they have reached. Also by building more houses, stadiums and improving the health facilities and community centres.

This group would like to know the following about Vision 2020:

- Its entire plan with the time frames
- Its cost
- The backup plan if it fails

This group will not like to get involved in Vision 2020. *“It’s not that I don’t want to get involved – I don’t have the time to get involved. Right now they dealing with the communities and look how hard people working they don’t have time to get involved with it.”* (Male)

“Everybody likes to help themselves, if they can help me help myself and I see a profit at the end of every month – then no problem. But I doubt that is possible.” (Female)