

Appendix B – Survey Results

How good is your home and place?

This report details findings from an 11-week engagement period which took place 22nd June 2020 – 4th September 2020 (with returns being accepted up to 11th September).

Paper surveys were sent directly to all tenant and leaseholder addresses in the first two weeks of the engagement period, with the option to complete online or over the phone.

Number of responses:

2,385 responses were received, representing an approximate 11% response rate, of which:

- 2,223 paper questionnaires
- 93 online questionnaires
- 69 questionnaires completed over the phone

The results tables and charts below present findings for each question, in questionnaire order.

Not all respondents chose to answer every question, and due to rounding, percentages may not equal 100%.

Homes and Community

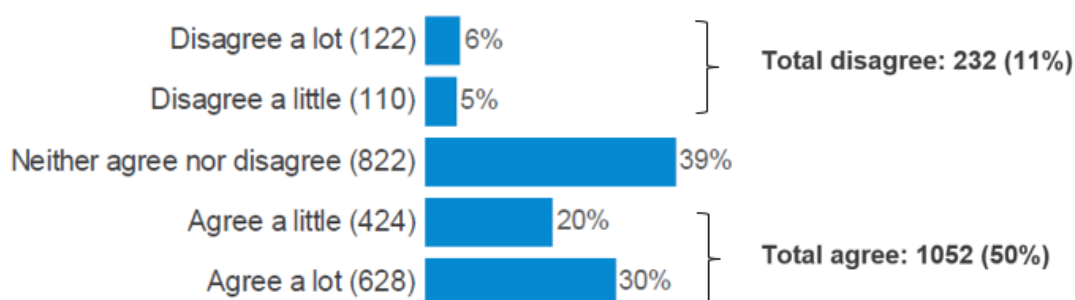
Overall score – 4.404

Number of comments made – A total of 2434 comments were made in relation to the theme Homes and Community. These are summarised at Q1c and Q1e below

Question 1a Kirklees Council's Cabinet have agreed, in principle that the housing management and maintenance which is currently done by KNH (Kirklees Neighbourhood Housing) can be transferred back to Kirklees Council.

How far do you agree with this?		
122 (6%)	Disagree a lot	Total disagree: 232 (11%)
110 (5%)	Disagree a little	
822 (39%)	Neither agree nor disagree	Neutral: 822 (39%)
424 (20%)	Agree a little	Total agree: 1052 (50%)
628 (30%)	Agree a lot	

How far do you agree with this?

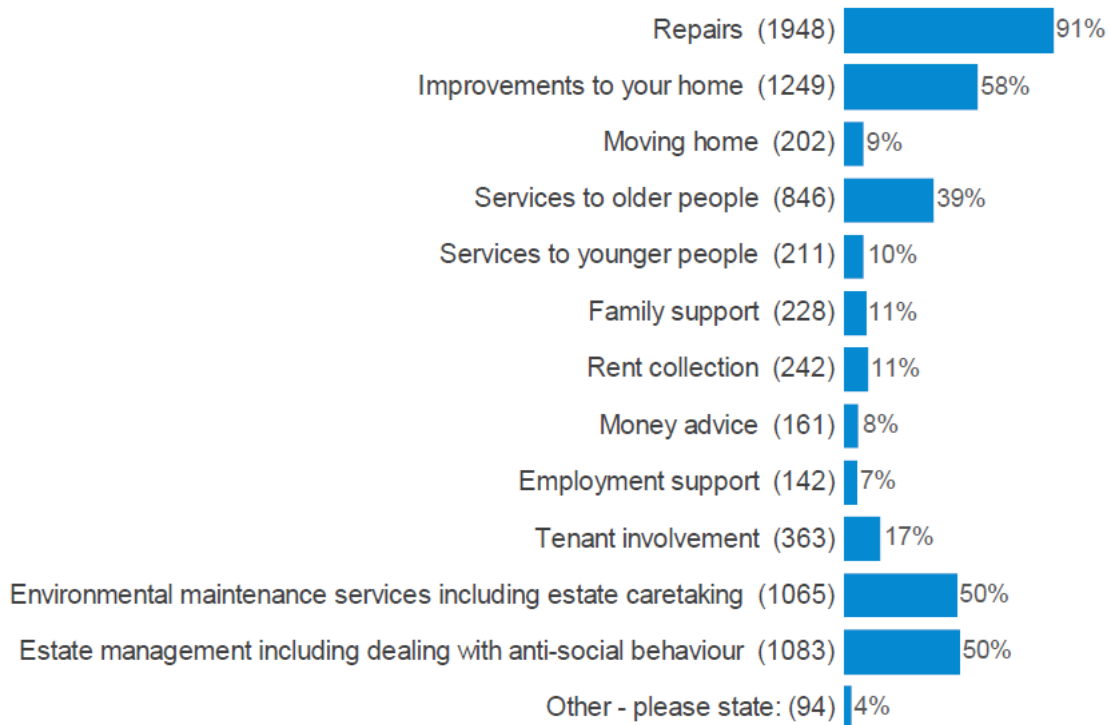


Question 1b Thinking about the housing management service that you currently receive, which of these services do you value most?

Thinking about the housing management service that you currently receive, which of these services do you value most? Select all that apply	
1948 (91%)	Repairs
1249 (58%)	Improvements to your home
202 (9%)	Moving home
846 (39%)	Services to older people
211 (10%)	Services to younger people
228 (11%)	Family support
242 (11%)	Rent collection
161 (8%)	Money advice
142 (7%)	Employment support
363 (17%)	Tenant involvement

1065 (50%)	Environmental maintenance services including estate caretaking
1083 (50%)	Estate management including dealing with anti-social behaviour
94 (4%)	Other - please state:

Thinking about the housing management service that you currently receive, which of these services do you value most? **Select all that apply**



Question 1c. Please tell us why you feel that these services are important

The question received 1273 responses. The results have been categorised by the area(s) they relate to by either positive, neutral and negative. Key sound bites were also recorded.

Repairs

Theme	Number of Comments		
	Positive	Neutral	Negative
Quality of service	130	29	49
Time taken to complete	73	7	44
Workforce (Polite/worked cleanly/arrived on time)	20	0	4
Level of communication once job ordered	7	1	2
Right first time/follow up managed well	12	2	11
Ease of ordering a repair	29	2	9
General statement	224	168	62

Repairs soundbites – Positive

“Because living alone isn't easy but if something goes wrong it gets sorted out within a few days”

“it's peace of mind to have repairs and maintenance taken care of I also appreciate the reminders for appointments”

“there is a link from KNH's website to order a repair, which is an excellent service as it gives you a choice of day's and times, etc. and keeps you updated via text messages as to what is occurring and if there are any problems”

“Never had a problem with repairs, workmen pleasant and efficient - 10/10.”

“I really appreciate the repairs service. I have always found the workers pleasant and respectful. I am 89 years old and live alone. I am also very pleased with the work done recently on the updating of property in the area.”

“While our communal boiler was been replaced earlier in the year the temporary boiler was in a struggle with the weather. Our neighbour at 165 elderly lady needed heating all the time, and man from Kirklees delivered her a fire which was very good. Thank You.”

Repairs soundbites – Negative

“repairs for my property have been totally ignored even after reporting it for years”

“As a leaseholder I find the service diabolical, we have had no repairs done in the 14 years we have been here. Our garden path is a death trap and the pointing we required years ago has never been done. The wall in the back garden dividing the houses is ready to collapse”

“I have not needed to ask for many repairs but just sometimes the waiting time is quite long.”

“Nothing seems to get done. Been in my house 14 years and it's falling to bits”

“We are not happy with the repairs to our bungalow, or rather lack of them. We reported damp in bedroom and bathroom, they told us it MIGHT BE SHOWER GEL we were using, which is ridiculous, my husband keeps cleaning it off, but it just comes back. We ended up damp proving the bedroom WALL OURSELVES he has fixed a door in kitchen also We are waiting FOR them to look at front windows outside as there is some sort of adhesive which has run down them it's now appeared on bedroom windows we were told it might be windolene never heard anything so ridiculous, so we are not happy at all”

“Repairs are never on time. And never done to a high standard. Had repairs to damp 4 times now and it's still coming back.”

“I think that the town council officers could do a better job of looking after council houses than KNH. There would be quicker way of doing things. (Repairs). The council’s way is better.”

“It would be nice if you carried out the repairs that have been reported, I have been waiting over a year now for the repairs on the broken seals in my windows. I have had them inspected and heard nothing back.”

Quality of Home

Theme	Number of Comments		
	Positive	Neutral	Negative
Quality of home (including perceptions on elements in need of replacement)	34	25	60
Communication - informed and updated of scheduled works	3	1	3
Quality of improvement work (Kitchen/Bathrooms etc..)	5	3	7
Level of choice (colour/style etc)	1	0	1
My views / opinions / needs considered	1	7	8
General statement	103	80	46

Quality of home soundbites – Positive

“Required an improvement due to illness and was done efficiently and effectively”

“improvements are always good, to keep property looking good, but Kirklees in the past have chosen cheap which isn’t always the best choice. Sometimes paying a little extra for a better quality will make improvements last longer.”

“This means that you are interested in not just bricks and mortar, but more importantly in people. In this day and age, you need to be commended”

“These are important as they are the base to a good community”

Quality of home soundbites – Negative

“My kitchen was improved over the past 20 years of my tenancy. This was done poorly; nothing fits properly and could do with another make over after too long”

“I value improvements to the home but I don’t receive this in the slightest”

“I can't really comment on the above because you've failed to help us with anything we have asked for when my late wife was alive you didn't help with any of the things we asked my son and daughter had to do everything. We have always paid our rent on time the only services we have had from you is boiler service everything else we have done ourselves I can only hope that if its changing it will be better and not worse”

“I feel these are important to maintain good standard of living and a good community. We have had a housing person come to do a walk around 2 years ago, he stated we need a fan in the bathroom, yet nothing has been done about it and no record was made. Also, we have had problems with damp, having a child that already has a chronic lung disease means it’s a worry. We have been told the damp is down to the outside skin on the house, yet no-one has come back to us saying if this will be removed.”

“Very few improvements are done to your housing stock in Honley. All my internal doors need replacing and my bath has a crack in it. It makes you feel terrible when your home needs improvements and can't be done”

“I have just recently painted my kitchen on the walls were terrible it was very difficult as the walls needed to be revamped there were all different shades which made it very hard.”

Moving home

Theme	Number of Comments		
	Positive	Neutral	Negative
Suitability of current home	2	1	4
Number of suitable homes	0	1	4
Support available	3	0	0
General statement	13	11	4

Moving home soundbites – Positive

“We were previously private owners but a degenerative condition and increasing disability meant this was not a long-term option. KNH provided a suitable alternative. Some improvements were made to a bungalow to achieve this outcome”

“It was a smooth process to move homes”

“Great service but clearly not enough housing stock available (been checking choose and move every week for 3 years for a 4 bed in local area)”

“I have had a lot of support from a recent move, which helped me immensely.”

Moving home soundbites – Negative

“My home is not easy 2 move around at present because I use a wheelchair outside and inside and my doors are not wide enough 2 get through at present.”

“It’s difficult to move to a 4+ bedroom property they are not available much and your council properties are too small and only have one toilet”

Services for Older People

Theme	Number of Comments		
	Positive	Neutral	Negative
Suitability of accommodation	5	1	6
Suitability of communities	3	1	8
Health and Wellbeing	10	2	5
Activities for older people	1	3	2
General statement	56	41	9

Services for older people soundbites – Positive

“Services for older people is important as the elderly tend to get ignored and private nursing homes or care homes cannot always be an option”

“Also living with an elderly person during the Covid19. We really appreciated the calls from Kirklees to see if we had everything and maybe this could continue.”

“Living alone in my mid 70s it a comfort to know your only a phone call away when I need your services always dealt with any queries no complaints”

“Because these are essential to enhance the quality of life”

Services for older people soundbites – Negative

“the elderly I don't feel get as much support as they should. Now, so different now as years ago, in our area”

“These flats and bungalows were built for old folk and not for drug dealers”

“Why do the council allocate dwellings/flats where 3 elderly women live in the dwellings. Then the council allocate one to a male who is allegedly is a drug addict, who knocks on neighbour's door who is 80 years old day or night. Wanting to use the telephone and then asking for money which she caves in and gives it to him, that is not looking after your tenants”

“I have not had help with my disability. I asked for lever taps in my kitchen sink but was passed from pillar to post & eventually received some "aids" which I cannot use.”

Services to Young People

Theme	Number of Comments		
	Positive	Neutral	Negative
Activities for young people	0	3	0
General Statement	9	7	1

Services for younger people soundbites – Positive

“I feel these are important because there are more young people that need somewhere to live when they’re at the age to get their own place and repairs and improvement to the homes will give everyone the chance to have a place that they would call their home.”

“The area I live in is full of young people and there should be facilities for them.”

Support for families

Theme	Number of comments		
	Positive	Neutral	Negative
Families feel supported	3	1	0
General Statement	14	6	1

Services for family’s soundbites – Positive

“a single parent therefore family support and employment support are also important to me home improvements is also crucial like new kitchen new bathroom”

Rent

Theme	Number of Comments		
	Positive	Neutral	Negative
Rent offers value for money	4	0	0
Rent collection is fair	5	0	0
Ease of benefit claim	1	0	0
General Statement	24	10	1

Rent soundbites – Positive

“Rent collection is flexible”

“Taken out of your bank, you don’t have to trail all over trying to pay it”

“Although we rent of council and for me on benefits plus a disability the repairs whatever it may be is done for free so god knows how much it would cost for some repairs I would not be able to afford to pay myself”

“I know that since the new rent collection system came in to action e.g. collection from direct debit (monthly) I know that the rent is paid each month as it goes straight out of my wage each month and I don’t have to worry about it.”

Money advice

Theme	Number of Comments		
	Positive	Neutral	Negative
Ease of access	1	0	0
Support from staff	3	0	0
General Statement	10	5	0

Money advice soundbites – Positive

“I have used the money advice and it was very helpful”

“Important for wellbeing gives peaceful mind to know there is support in these areas”

“Money advice when required for help and advice if you have any problems paying arrears or over payments”

Tenant Involvement

Theme	Number of Comments		
	Positive	Neutral	Negative
Understanding of Tenant Involvement	1	2	0
Ease of access to Tenant and Resident Associations	0	1	0
Quality of service	2	1	1
Tenants are heard	4	3	2
General statement	23	12	3

Tenant Involvement soundbites – Positive

“Tenants should be involved in area & community around where they live. Also keeping up with standards in home feeling comfortable & safe.”

“I feel very strongly that tenants have the right to a voice and to be consulted on things that will impact on their lives.”

“I like to get involved and attend meetings for the TRA.”

“I think tenant involvement has made me aware and part of the direction being undergone by the whole of Kirklees”

“Involving tenants is a good idea, lets them be more involved in their environment. Plans, ongoing ideas etc... Including tidying up the estates and tackling anti-social behaviour etc...”

Tenant Involvement soundbites – Negative

“I don't feel as a leaseholder we are considered”

“tenant involvement has been lost over the years”

“I have lived here for over 30 years and I have seen a detrition in services over the last few years since there has been not TRA involvement”

Environmental

Theme	Number of Comments		
	Positive	Neutral	Negative
Grass cutting	6	6	22
Hedge and tree maintenance	1	5	16
Removal of graffiti	0	0	1
Bin collection	1	1	9
Cleaning of communal areas	2	2	10
General upkeep / tidiness	12	7	24
Parking	1	2	6
Condition of roads	0	1	6
Dog fouling	0	0	7
General statement	67	45	29

Environment soundbites – Positive

“I feel these are important for keeping the area clean and well kept (aside from a few neighbours) this makes tenants happier to live in a well-kept environment”

“it is also nice to know that someone will come to cut the grass and hedge (same that you can’t contact someone so you can discuss about care taking).”

“These things are important because living round an estate and has you get older it’s an advantage to look out and see clean surroundings its good for your wellbeing and safety, as is having a nice maintained home.”

“Environmental maintenance is important to help give residents pride in their area”

“it is fairly clean in my area; the shared garden is always well-kept”

“it is also nice to know that someone will come to cut the grass and hedge (same that you can’t contact someone so you can discuss about care taking).”

Environment soundbites – Negative

“Not sure what caretaker does. I ask for new security bulb to be fitted outside front door & still waiting.”

“Streets need a good clean was told my garden was going to be sorted. But still waiting.”

“Falling standards of estate maintenance generally”

“the flats where I live sometimes has the grass and the communal areas are cleaned (to a poor standard)”

“Where I live, in Autumn, it's very dangerous when walking. No one comes to sweep the leaves. I am 84 and unfortunately, I can't do it. Also, there are lots of weeds in the walking areas and by my door. Some days I cannot go out because it is too slippery underfoot.”

“Grass cutting. The council gardens cut out bungalows of senior citizens but leave the parking up to grass I am 84 and find it impossible you would think in 2020 they would have a mower that would pick up grass. The same with local spaces they look a disgrace”

“Trees in area need pruning pathway need cleaning alley ways need doing we're a cul-de-sac which is forgot”

“the paths need finishing nothing done since around January. Estate and Environment the trees have only been cut once in the 10 years I've lived here and no external paint work done at all The trees I keep cutting back what I can if things are kept neat and tidy it makes you feel better and hopefully will encourage people to care about their environment more.”

“The pavements on the estate are just breaking to pieces. Grass is taking over, and no weed control is now done. The roads are terrible with potholes. The parking in front of the old people's bungalows is hopeless when the local public house is open and any events on as my family can't even get near enough to deliver shopping or take me out in their car. The George, however, do a lot of good community work for the village and help with the older people as well.”

“The estate is littered with rubbish and people seem not to care about the place they live. I end up picking the rubbish up - Kirklees used to do this, but due to present limited resources, litter remains until I clear it. I often report fly-tipping and seem to be the only one doing so.”

“Not enough is done, with anti-social behaviour i.e. dog fouling, illegal m/cycles. The verge at the top of Ings Way is a disgrace, vans, trucks, cars have turned it into a mud bath.”

“Environment Maintenance: we have complained endlessly about the lack of grey bins. We've been promised them but nothing appears also some neighbours cut the grass, thus putting lots of bags by them, or we used to wait till the official man came to cut grass once a month which was fine.”

“There are not many services that I currently receive, that I am happy about or value. One service in particular is bin collection. It is ridiculous that this service can be compared to the one in the most underdeveloped countries in the world. Rubbish is everywhere, when we complain or call, it's being collected only then. I am thinking on cancelling my direct debit for Council Tax and see if it improves then. RIDICULOUS!”

Estate Management

Theme	Number of Comments		
	Positive	Neutral	Negative
Crime e.g. drug use and dealing. Gangs. Robbery and burglary	5	1	37
Environmental ASB - graffiti, litter, fly tipping and abandoned vehicles	5	2	8
Nuisance ASB - Traffic speeding and parking, particularly around schools at the beginning and end of the school day. Noise affecting the wider community - misuse of motorcycles and fireworks	3	0	19
Personal ASB - Noise affecting neighbours. Abuse, intimidation and threats, rowdy behaviour	8	7	41
Nuisance pets / animals	1	0	5
General statement	77	60	50

Estate management soundbites – Positive

“Whenever I request a repair, it is dealt with extremely well. Similarly, with the estate management”

“Also, we contact our Area Manager who is always available to help us where he is able to”

“I have complained in the past RE antisocial behaviour and this has been dealt with by housing officers.”

Estate management soundbites – Negative

“anti-social behaviour a problem a couple of tenants can make life miserable i.e. loud music, drugs, parties, & unauthorised entry (fire door) at all times of the night.”

“Estate management should consider anti-social behaviour. Mixing younger and older people does not work. Causes a lot of stress”

“nothing seems to be done when anti-social behaviour is reported. motor bike nuisance is an issue on grassed areas not considering children in area. residents using grass verges for car maintenance.”

“Definitely anti-social behaviour with these gangs of teenagers or individuals they ride round on quad bikes abusive take drugs arsonists, but nothing gets done no police in sight?”

“Does not get dealt with it's a real impact on the majority or tenants there should be more action with real results. In my area these are constant issues with noise nuisance and cannabis use.”

“Older people are being isolated, younger people are noisier, more active and causing nuisance and noise sometimes all night. The lift is constantly on the go at night. Cars are arriving and leaving all night long. It has worsened during lockdown”

“Unfortunately, other aspects of the service such as tenant involvement and dealing with anti-social behaviour are really bad. I am writing this early in the morning after being wakened once again by numerous emergency vehicles arriving here to deal with one of the residents setting fire to his home and endangering the lives of his neighbours. This is the most serious of a long series of incidents which have been reported to the council with little sign of interest from the officers in charge of the estate. Tenants here came when the street was designated as "a peaceful area for older citizens" (your words) and has been turned into an unsafe place for many people to live. Tenants have never been told of changes of policy of letting and only have found out when their lives have been made miserable.”

“Sick of kids playing in the streets on our drives, swinging on bars damaging our cars. We should segregate our drives and allow it to be identified as our property not a play space. There is a park space for 5 year olds but it’s a waste of space as it is a hanging out point for teens at night. Crime is anti-social. Too many vehicles for each property parked.”

“I have been here 4 years and seen more drug addicts coming every week the flat next door above has been given back to a lad who hasn't lived in it for 3 years but has been recently always party's noise loud music till all hours no point complaining because get windows put through”

“This estate was for 60+ it was a joy to live here. Now we have young people here, bringing dogs and drug dealers, my life is a misery. I sit in my living room having a cup of tea, and just outside my window a dog will often empty its bowels. It turns my stomach over. I keep my house spotless and maintain my plot outside buying tubs shrubs & trees. I would like to spend the rest of my life stress free, and not have people looking through my room windows. I am 81. I have asked for an exchange to a nice quiet place. Not to see and hear fight and be frightened in my own home.”

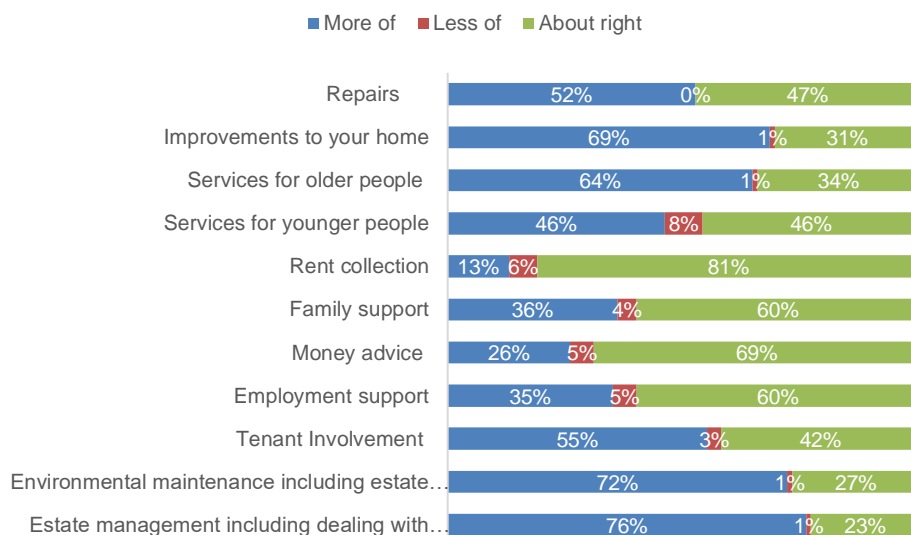
“I have a neighbour where the door is always kicked open - shouting and screaming most of the nights, needs to be moved.”

Question 1d. Thinking about the future, which of the following services would you like us to do more or less of, or do you think are about right?

Thinking about the future, which of the following services would you like us to do more or less of, or which do you think are about right?			
	More of	Less of	About right
Repairs	1074 (52%)	10 (0%)	979 (47%)
Improvements to your home	1293 (69%)	13 (1%)	579 (31%)
Services for older people	1031 (64%)	20 (1%)	549 (34%)
Services for younger people	493 (46%)	89 (8%)	492 (46%)
Rent collection	136 (13%)	68 (6%)	868 (81%)
Family support	364 (36%)	41 (4%)	606 (60%)
Money advice	259 (26%)	46 (5%)	679 (69%)

Employment support	329 (35%)	50 (5%)	567 (60%)
Tenant Involvement	653 (55%)	34 (3%)	503 (42%)
Environmental maintenance including estate caretaking	1262 (72%)	18 (1%)	481 (27%)
Estate management including dealing with anti-social behaviour	1337 (76%)	14 (1%)	407 (23%)

Thinking about the future, which of the following services would you like us to do more or less of, or which do you think are about right?



Question 1e. Are there any housing services that are not currently provided, that you think your landlord should provide in the future?

The majority of respondents did not leave any comment (70%) with a small number indicating that they couldn't think of anything/they felt services were adequate.

Responses covered a number of themes summarised below.

The majority of respondents stated that they would like to see more investment in their home. Elements included roofs, space heating, kitchens (including extraction), bathrooms, windows and doors. A small number of respondents mentioned provision of solar panels. Requests for investment not constrained to tenants' homes with some mentioning the need for better communal entrances and environmental improvements.

“The houses are desperately in need of modernisation, as is the estate. My kitchen taps are from 1970 and my friends think it's a retro kitchen. It's embarrassing!! Stop patching the place up and get it modernised. My house is damp mouldy and totally out of date. There are walls that are not needed, chimney breasts that are not used and holes in the mortar. Not to mention the bodge jobs that Building Services have done. We need new bathrooms/Kitchens heating/boilers and electrics.”

ASB/Fear a crime was concern to respondents, many of the respondents who highlighted this as a concern did so through a general statement e.g. dealing with ASB/evicting nuisance tenants/more police presence/control of drug use. A number of respondents stated that they would feel safer if better doors and CCTV provided. Working closer with the Police was a common statement especially in relation to drug dealing and nuisance motorbikes.

“Anti-social behaviour people coming into the tenants’ area when they are not even visiting. More secure gates and fencing should be installed along with cameras so that us older people can feel safe alone in our homes.”

Grounds maintenance including both grass cutting and general upkeep of estates was mentioned by a large number of respondents. The frequency of grass cutting, and the clippings not being taken away is a concern. Condition of footpaths both in terms of overgrown hedges and maintenance of paths is a concern.

“More to be done with the outside spaces, grassed areas and repairs to the footpaths and road, they may be provided but are not done regularly enough.”

“When Kirklees cut the grass, they don’t collect it so it blows into the properties, this is a lazy service”

“The grass cutting, and general gardening leaves a lot to be desired. The paths opposite my flat all full of growth between each flag which when wet are dangerous. You used to put weed killer down, I think it is better to remove the growth first then put weed killer down. Apart from being dangerous it just looks a scruffy mess. When I first moved here the communal areas where much better looked after.”

One respondent did say he was happy with the grass cutting but again would like to see clippings removed:

“When Kirklees cut the grass, they don’t collect it so it blows into the properties, this is a lazy service”

Garden Maintenance was frequently mentioned in terms of tenants struggling to maintain gardens. Further comments on how Housing Services deals with untidy gardens is mentioned in the Housing Management Section below. The main points raised under the theme were tenants struggling to generally maintain their garden due to health/age related reasons or in regard to tree management the job is too big/expensive.

“Would require more support with garden. It is not fit for purpose, nettles, brambles and thorns. No matter how much you cut it down it comes back worse not safe for my children to play in. I have asked for help but due to not being disabled I cannot get any. If the council sorted to a safe level then it might be easier to maintain.”

“Cutting back of trees getting overgrown round the back near the edges they used to get cut back a while ago but haven’t been touched for a long time. Some of the branches are getting quite close to my bedroom windows”

Two respondents also mentioned practical support by means of loaning of equipment or provision of subsidised service.

“It would be super if the estate caretaker had a reduced rate rent equipment pool. For example, I don't have a strimmer, and my budget doesn't really allow for one at the moment. If I could borrow one, from Kirklees, and pay a small hire fee, my garden would be easier to maintain. This could work for lawnmowers, wallpaper steamers, drills etc.”

Relationships with Housing Officers in terms of visibility, role and action was a popular source for comment.

A number of people said that they would like Housing Officers to check in with tenants more frequently both to see how tenants (safe and well) and to take tenancy action where appropriate on grounds of untidy gardens and condition of property. Working closely with residents to make estates better places was also mentioned.

“Efficient enforcement of tenancy rules, which is sadly lacking under present management”

“Regular estate walkabouts with our EMO; to give us a chance to discuss any problems that may arise and to request works that would improve the look of the area.”

“A yearly review on how a tenant feels about things either with their home or community they live in. I feel this is important because when you contact the council regarding anything other than repairs - even though they are supposed to call you back - sometimes they don't - or from personal experience they leave you a voice mail a few weeks later”

“Dedicated neighbourhood teams to include staff and residents all working together to improve estates. Stricter measures imposed on those causing anti-social behaviour”

Repairs are mentioned in terms of quality of work “current work men feel they are not required to finish off a job well as “it is only a council house”” and standards “Check the work these workmen do on our property to make sure they are doing the job to council standards”.

Car parking is a relatively common theme within the feedback with suggestions of more of road parking – installation of driveway as well as allocated parking bays.

“Looking more at parking. Our road is very narrow when cars are parked up. There has been damage done to many cars and because people have to drive partly on the road, it isn't safe for kids. On a road like this it would be better to have a dropped curb or even put drives in for tenants that want them. The only problem is parking especially where you have a child with mobility problems. P.S. there are only a few council owned houses near us so wouldn't cost a fortune to do drives”

Services to older people attracted a number of comments ranging from checking up on people to ensure that they are well, support around the home e.g. changing a light bulb to providing more activities for older people.

“Checking up on elderly people more, she feels the elderly get left out unless they are in a big group. She thinks it would be beneficial if someone could pop round to check if they need anything. When she phones the council, she has to explain things several times, one department doesn't speak with another department, she says this probably impacts of the elderly more than younger people. Customer advises she gets frustrated when she has to keep phoning up about things”

Waste management both in terms of management of domestic rubbish, recycling facilities and garden collection was frequently mentioned. An example of a tenant struggling with managing their waste “I need more bins; we have one black and one green bin to share between 4 flats”. Recycling seems to be an issue in some areas: “Recycling facilities for high density housing. There are no recycling facilities available to tenants at Berry brow, for instance I have to drive my recycling across town and are aware not everyone would be able to do this”. A small number of respondents said that they would like support with dealing with garden waste – this would suggest that they were either unaware of the garden waste collection scheme or there is a barrier to these tenants paying for this service.

A number of general comments were made about support for disabled people but did not state how services could be improved e.g. “More help for people with disabilities”. Other comments included using tenant profiling information to communicate better with tenants. “Although there are probably plenty available, I think there should be more services available for Disabled people - more properties adapted for vulnerable and disabled people. I would like to see some kind of register that is acknowledge by KNH or the Council for people with disabilities as the letter that arrived for me was in ordinary print despite them having me on record that I am registered blind and require items in LARGE PRINT!” A further comment highlighted a reduction in support services: “My 21-year-old disabled son used to have access to a local group for people with SEN every Saturday. This service was withdrawn leading to a lot of unhappy people. They were offered to go to Huddersfield that is too far to go”

Poor condition of highway and footpaths is mentioned by a smaller number of respondents and includes concerns about slips and falls. “The pavement at the end of the path by our bungalow needs repairing it has not been done for 7 year + it is dangerous for me and my partner as we are disabled if it snows we cannot see the sinkage's”

Within the results a number of comments were made in relation to engagement and communication with tenants. Comments includes tenants not knowing what services they can have access to “I didn't understand that I was entitled to these many services, as I've not been told and I'm dyslexic, so when I receive stuff like this it throws me off. I would like the information shared verbally so I can fully understand what help I can get as I require a few repairs”.

A requirement for a range of communication channels in order that contact can be made to suit the needs of the tenant “Email contacts to each department, particularly for those like me with mental health issue or people using the phone this would be invaluable. Also, emails can be managed during a working day. Often personal calls

are not allowed, and offices aren't open outside working hours. Also good for shift workers who sleep during the office hours”

“A named person to contact. Sometimes we can be unsure of what to do about a problem, i.e. when the really heavy rain fell a few months ago. The front of our flat was flooded, it did not come in but was worrying at the time. Most little everyday things that crop up. Ringing the council isn't straight forward.”

And opportunities to engage with other tenants and officers “Regular meetings between tenants and Area Housing Managers to keep people informed of what is or needs to happen in their area”.

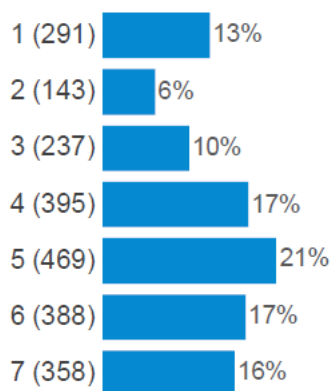
A very small number of people mentioned support for young people including family and employment support.

Other points to note were concerns over the removal of age designated accommodation and the suitability of lettings. Comments were really low in number and could be read in conjunction with ASB and feeling safe.

Question 1f. Does my home and Community meet my needs? Rate your home and community on a scale from 1-7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.

Now think about your home and community and ask yourself:						
Does my home and community meet my needs?						
Rate your home and community on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
291 (13%)	143 (6%)	237 (10%)	395 (17%)	469 (21%)	388 (17%)	358 (16%)

Does my home and community meet my needs?
Rate your home and community on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Influence and Sense of Control

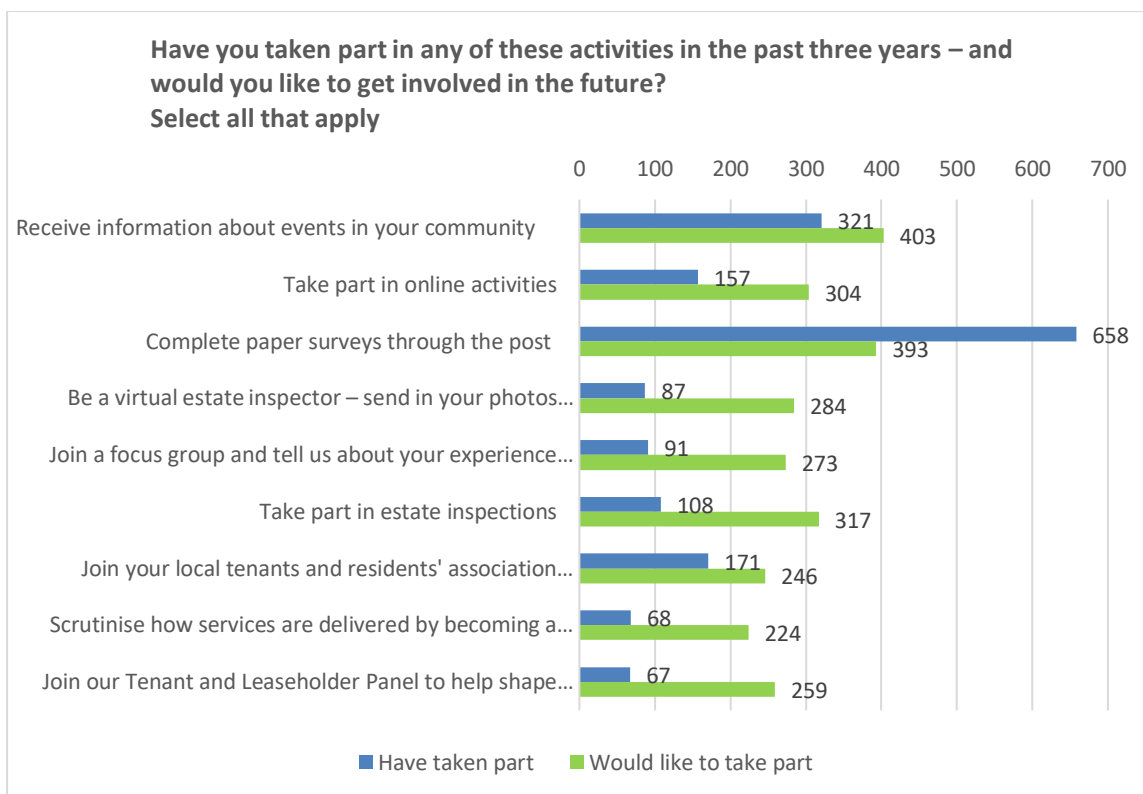
Having a voice in decision making and feeling empowered to make changes can help us all work together to build stronger communities and create better places. Having this sense of control can make people feel positive about their lives.

Overall score – 3.681

Number of comments made – 714

Q2a. Have you taken part in any of these activities in the past three years – and would you like to get involved in the future?

Have you taken part in any of these activities in the past three years – and would you like to get involved in the future? Select all that apply		
	Have taken part	Would like to take part
Receive information about events in your community	321 (45%)	403 (57%)
Take part in online activities	157 (35%)	304 (67%)
Complete paper surveys through the post	658 (65%)	393 (39%)
Be a virtual estate inspector – send in your photos and comments	87 (24%)	284 (78%)
Join a focus group and tell us about your experience of housing services	91 (25%)	273 (76%)
Take part in estate inspections	108 (26%)	317 (75%)
Join your local tenants and residents' association (TRA) or become an individual representative for your street ('Street Voices')	171 (42%)	246 (60%)
Scrutinise how services are delivered by becoming a member of our Service Improvement and Challenge Panel	68 (23%)	224 (77%)
Join our Tenant and Leaseholder Panel to help shape key decisions	67 (21%)	259 (80%)



Q2b. Do you feel that there is enough range and choice of options to allow you to have a say about council housing services?

Do you feel that there is enough range and choice of options to allow you to have a say about council housing services?	
677 (31%)	Yes
524 (24%)	No
976 (45%)	Not sure

Do you feel that there is enough range and choice of options to allow you to have a say about council housing services?



Q2c. If no, what other ways should we consider to ensure you have a voice?

Key Issues

The highest number of replies from participants referred to the fact that KNH need to communicate better and listen more to what tenants and leaseholders are saying about services.

Opportunities for people with disabilities (e.g. literacy, sensory and mobility) to have a voice was considered as a barrier for a number of respondents.

Another concern was that where engagement has taken place in the past, this was considered arbitrary as respondents felt that a decision had already been made prior to asking for views.

A lack of feedback on the outcomes from engagement exercises was also a concern by a handful of respondents.

A number of elderly respondents raised concerns that they do not have access to the internet so this needs to be taken account of if there is a shift to more on-line engagement.

Relationships with Housing Officers in terms of visibility, role and action was raised as a concern. A number of people said that they would like Housing Officers to check in with tenants more frequently both to see how tenants are, take tenancy action where appropriate but also to get their views and feedback on services

Some respondents also stated that they were unaware as to the ways their voice could presently be heard which were outlined in Question 2a.

In a couple of cases leaseholders also felt that they did not have adequate opportunities for their voice to be heard.

A handful of comments were made about Tenant and Residents Associations (TRAs) in that respondents were not aware if their TRA was operating as they were not receiving information.

Quotes

“I find Kirklees make up their mind to do something then ask the residents what they think.”

“Doesn’t matter what people say as I feel the council do not listen to what tenants say”

“We never know what is happening until the directive drops through the door.”

“You need to be listening to your tenants.”

“Communicate more. I did not know that any of the above take place at all. I have been a tenant for 6 years now and have never heard of some of these services.”

“There should be more training available to tenants as many have been disenfranchised and de-skilled by lack of opportunities to become involved.”

“The only disadvantage living in my area is the lack of community interaction for e.g. talking to neighbours etc which in all fairness is lacking in 90% of communities countrywide.”

“Never been asked to voice my opinions and did not know that I had an opportunity to be able to do this until I read this question on this survey.”

“Regular surveys like this one”

“Telephone conversations. Many elderly people do not have access to the internet”

“The KNH website is heavily focused towards tenants - very little info for leaseholders”

“We don't receive 'door to door' anymore - yes, it's online, but we are not all of us 'on-line'. You have just cut us off by stopping 'door to door' (or is this KNH's province?).”

“I can speak for the as an older person. A lot of options for the older person are hard as may be hard of hearing partially sighted etc. So, a few neighbours getting together once a month & someone calling on them to speak to them in person want help.”

“Meetings with local councillor's 'forums' Communications etc (newsletter)”

“Try a more active way to find out how tenants feel about their area”

“Maybe - but! now tenants are listened to, but that's it!! Listening & doing is two separate issues!! Take on board suggestions! don't walk away & forget what you been told by tenants.”

“When the Caretakers come looking round, they speak to us with respect and value our opinions”

“Perhaps a survey online/post so tenants can detail concerns and having it more regularly might make our views brought to surface more”

“There are no ways for tenants to get involved. Need regular email updates about meetings & events & get tenants involved & maybe have Bi-monthly meetings where different tenants are invited along too.”

Suggestions (from respondents)

Carry out more regular surveys and questionnaires with tenants and use a variety of ways to maximise responses e.g. online, postal, email and telephone calls

Talk more to people face to face to get their views

Hold virtual meetings

Put together leaflets, information, surveys and questionnaires that are relevant to the community people live in

Carry out estate inspections and invite people

Hold meetings where housing managers attend

Create an online tenants' group

More meetings with Councillors in attendance

Housing Officers need to be more visible and they should be used more to get feedback

Use social media more

Re-instate TRAs

Provide training for tenants to enable them to get more involved

Q2d. Do I feel able to participate in decisions and help change things for the better? Rate your sense of influence and control on a scale from 1 to 7, where 1 means there is improvement and 7 means there is very little room for improvement

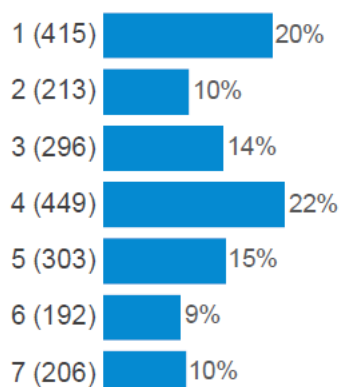
Please score the following question based on your own personal experience overall.

Do I feel able to participate in decisions and help change things for the better?
Rate your sense of influence and control on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
415 (20%)	213 (10%)	296 (14%)	449 (22%)	303 (15%)	192 (9%)	206 (10%)

Do I feel able to participate in decisions and help change things for the better?

Rate your sense of influence and control on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q2e. Please share any comments you have about your influence and sense of control

Key Issues

A high number of the free text responses to this question simply re-iterate the statement that respondents do not feel that they have any influence or control and as a result are not able to participate in decisions.

A number quote the removal of the age designation as part of the Allocations Policy changes as an example where they had no say or influence.

Where respondents referenced their involvement in engagement activities in the past e.g. via TRA or Community Voice their comments are more positive with regards to the statement e.g. *previous experience as community voice helped the estate to be included in more improvement and well-being. Noticed on included in decisions. I noticed that estates with Tenant involvement they were more and better maintained.*

A number of respondents quoted a lack of time, age, ill health, disability and that they worked as barriers to them being able to participate, influence and control

The main service areas where respondents want the opportunity to have more influence include crime and anti-social behaviour, repairs, grounds maintenance and investment in houses and the external environment.

The role of the Housing Officer is considered to be very important in being able to better communicate with tenants and leaseholders as to their ability to influence and control.

Again, similar to question 2c above, some leaseholders also feel that they do not have adequate opportunities for their voice to be heard.

Quotes

“If we had more things like this survey rather than once in a blue moon”

“I’m happy with the way things are at the moment but feel if I wanted to voice an opinion or be more involved, I would be able to do this.”

“I do, but I think as more and more budget cuts happen, the council have tough decisions to make, and while they can listen, they don't always have the finances to make things work.”

The estate was better when there was an upper age limit. It has deteriorated since moving here, it was a really quiet area. Loud music belts out whenever the weather is nice and warm from the bungalow around the corner.

If you mean engage with my landlord (Kirklees MC) directly rather than their agent (ALMO), then I feel powerless. Kirklees can conveniently hide behind their agent! There are no longer any Housing Offices, just Phase 3 at the Civic Centre.

There seems to be a requirement to be a member of a political party to even be allowed to speak to people that have the real control.

As a leaseholder I am more likely to have a different option of service delivery - not being a resident.

I feel that if I contacted Kirklees Neighbourhood Housing (KNH) they would make every effort to help me and listen to my concerns regarding my housing. My only concern with merging KNH with the wider Kirklees Council Team is that certain services provided currently may be lost or reduced?

Tenants should be listened to more because they know what they need

As a disabled person I cannot always get out or go to meetings etc. But if someone would give me a call, I would happily tell them

Suggestions (from respondents)

More surveys and newsletters

Tenants should have more say on the look of estates

Make sure there are ways of getting a representative voice, this could be through more on-line contact, emails asking if there are issues we may feel we want to raise.

More opportunity to attend Estate Inspections

More visual Housing Officers and Housing Managers to have discussions with about my opinions on the surrounding area

Talk to tenants more face to face, don't hide behind a computer

Stop making everything on-line

As a disabled person I cannot always get out or go to meetings etc. But if someone would give me a call, I would happily tell them

About Your Local Place

Kirklees Council are working with local organisations, citizens and councillors in lots of different places in Kirklees, to have discussions about our local places using some simple questions. This series of questions is called the 'Place Standard'. It's an opportunity for you to say how you feel about life in your local place. People are then working together to improve our local places, in response to what we've learned.

Streets and Spaces

Buildings, landmarks, greenery, views and natural landscape can all help to create an attractive, distinctive place that people enjoy being in. These features can also help people to find their way around. Please score the following question based on your own personal experience

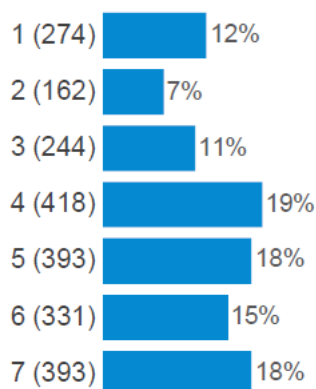
Overall score – 4.381

Number of comments made – 1076

Q3a. Do buildings, streets and public spaces create an attractive place that is easy to get around?

Do buildings, streets and public spaces create an attractive place that is easy to get around?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
274 (12%)	162 (7%)	244 (11%)	418 (19%)	393 (18%)	331 (15%)	393 (18%)

Do buildings, streets and public spaces create an attractive place that is easy to get around?
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q3b. Please share any comments you have about streets and spaces:

Key Issues:

There were a number of key issues in relation to streets and spaces with the vast majority relating to overgrown and poorly maintained greenspaces, parking, litter and fly tipping and pavements and road repairs. As well as these there were a number of issues relating to dog mess, grass cutting, disabled access, street cleaning and access to open spaces.

Maintenance of greenspaces is repeatedly mentioned with a mix of comments about overgrown trees, greenery and bushes that are not maintained, large weeds growing and overhanging shrubbery. There does seem to be a perception that the quality and standard of maintenance has fallen over the years. Many respondents state not only

does this make the area look uncared for and neglected, it also has a negative impact for those who have limited mobility or may use a wheelchair because their ability to go out and about is limited because it's difficult to navigate with a wheelchair or frame.

Whilst the majority of comments about maintenance are negative there are a few positive comments, including some where residents have made efforts to keep their area looking cared for.

Issues relating to parking are largely about lack of parking for tenants, irresponsible parking, for example on kerbs, blocked access and tenant only parking. Irresponsible parking in particular has a negative impact on people with mobility scooters which make the footpaths dangerous and difficult to use/navigate. Quite a few respondents have suggested turning grass verges (that are scruffy) into resident parking. Whilst the majority of respondent's state there is not enough parking there are a small number who have plenty of parking and are very satisfied with it.

Litter and fly tipping are repeatedly mentioned and includes litter on streets, people dumping rubbish anywhere, litter dropped by school kids, litter blowing into people's gardens, rubbish littering the area, it's an ongoing problem, that there's litter and rubbish all around, including on estates and in parks/greenspaces. Empty bottles, cans and broken glass and drug vials are also common topics respondents have mentioned. Respondents also feel that more bins are needed in some areas as well as street cleaners.

There are a number of comments relating to pavements and road repairs that range from resurfacing of pavements, uneven and broken pavements which represent trip and health and safety hazards, overgrown pavements, footpaths full of weeds or leaves, irresponsible parking on pavements, need for more dropped kerbs, roads in need of repair and potholes. Many respondents talk about trip hazards in relation to the issues raised. Once again there are numerous examples of how the state of pavements and roads has a negative impact on people with mobility issues as their access is limited and also parents with prams who struggle not only with pavements but also cars parked irresponsibly.

Other issues within this theme raised by tenants include dog mess, grass cutting, disabled access and street cleaning.

Dog mess is mentioned by a large number of respondents and main issues include dog poo on pavements, paths, in football fields, parks and private gardens with many saying there should be more bins and also more fines/penalties for irresponsible dog owners.

Grass cutting is another topic that comes up frequently, with dissatisfaction about the quality of grass cutting provided by the Council, grass cuttings not being collected as well as the state of some of the tenants gardens and the need for more action to address this from the Council.

Disabled access is mentioned quite a few times. Some of the issues are covered above in relation to impact of irresponsible parking on pavements on wheelchair and mobility scooter users and having to navigate broken/uneven pavements and

footpaths. Additional issues include parked cars blocking people's houses and hilly areas restricting opportunities to get out.

Street cleaning is mentioned by quite a few respondents and relates largely to the lack of it, not being regular enough or only covering main roads and not side streets.

Access to parks and greenspaces is mentioned a number of times in relation to children and young people having places to play, fields being properly maintained so people can enjoy them and making the most of green space such as benches, courtyards, place space and events. Not only is this important for young people but for also people who are lonely – if places are clean and tidy it will make people want to go out and use them – this is good for letting lonely people out and about so they could meet friends.

Quotes:

Maintenance of greenspaces quotes:

The streets are scruffy & neglected, overgrown weeds, gutters full of weeds. We have a park whose paths are grown over with nettles & benches buried beneath the weeds.

Paths are overgrown with grass making this a trip hazard and very hard to wheel a wheelchair from the house to the mobility vehicle.

The streets around Turnsteads are not maintained. The ginnels are an assault course you are fighting the privets and the prickles, it's a health and safety nightmare.

Footpaths from Norcross Ave to main road overgrown with hedges over footpath - to New Hey Road including footpath from Ryburn Ave this makes things difficult as my husband and I are disabled.

It's a jungle; take a walk around Roundway estate Honley!

The communal spaces around the back of where I live is a disgrace and will not be helping the mental well-being of any residents, it is a large area and could be made lovely, instead it is neglected and therefore unable to be used. (Turnsteads Crescent, Cleckheaton)

I live in a lovely area, but as council budgets have been cut, I have noticed that pathways aren't being maintained (weeds cleared, bushes overhanging etc) and some pavements are in a poor state of repair.

Only certain areas are maintained, and others left. It's good to have an attractive place to sit in, be around as it helps mental health.

Nice area top of avenue opposite old folks' home. Nice to sit out and watch people pass by. We do a lot of planting and make our homes and surrounding area a better place to live. Call up and visits us

I belong to Lepton Community Link, so we have arranged for things to be done in Lepton to make it look better. Some greenery is overgrown. We also do litter pick.

The council do a very good job in the local park (Honley) with flower beds etc. but the local streets are left to the local community to keep up (flowerpots and hanging baskets)

By and large the public spaces have been very poor. The TRA and Birstall in bloom have been very good.

All fields and park look like an overgrown mess. All I ever see in Fartown is rats.

This housing estate is not looked after or maintained just because we are council/housing tenants does not mean we deserve not to have nice surrounding communal areas.

Streets and spaces play a vital role in the community to help people interact.

Parking quotes:

Marsden is mainly ok to get around but there are parking issues along various streets where people have found that they cannot get out of there garden gate as a car is parked too close.

We live in a cul-de-sac with 9 parking spaces of which 3 are for disabled. There are 30 properties in the cul-de-sac and 3 garages that take a lot of room. On Ashworth road there is parking but only for 2 hours, can we have permits so we can park our vehicles, as when the train commuters park in here there is even less space for the residents as they ignore your resident only signs.

Our Street which is a cul-de-sac is always getting cars parking on the dropped kerbs so we can't get on or off the footpath with our mobility scooters and others park half on the footpath making it difficult to get past on a scooter and these people would not do that if they needed to use the footpath would they ?

Need somewhere to park cars outside the flats - i.e. gassed areas should be turned into parking spaces for residents.

Litter/fly tipping quotes:

Lots of litter on streets, people just dump their old clothes and other household garbage anywhere.

Streets should be kept clean and free of litter and people dumping household items e.g. furniture and white goods etc.

The amount of litter dropped by the school kids is unacceptable as it all blows into our gardens and makes more work for us when we have to clear it all

Parks and streets are full of litter

Street and estate cleaning leave a lot to be desired especially round the WF16 9EY area.

Rubbish littering area is disgraceful.

Far too much litter fly tipping and rubbish left out on streets.

Current problem with fly tipping which makes the place untidy and also cars can't pass safely.

The estate is suffering from frequent fly-tipping and there is litter everywhere

I live very near a graveyard and park they are a shambles and full of drug apparatus litter etc

More litter bins provided, and street cleaners required.

Litter is never dealt with despite emails to council.

Pavements and road repairs quotes:

Pavements are disgusting, full of holes and roads similar. Potholes have been an issue before.

Some of the pavements require resurfacing as they are very uneven and are, in places, a trip hazard and as someone who is visually impaired, it is very off putting when you trip or nearly fall due to uneven pavements.

The speed bumps on York road and Canterbury Road are all broken, and the bricks are lifted up. These bumps have never stopped people from speeding as they are too low anyway all they do is create a loud thump as cars hit them.

Pavements covered with leaves from last autumn still in grates.

Pavements not fit to walk on by people with mobility problems, roads in disgusting state.

Overgrown foot paths. Weeds on the pavements the whole place looks neglected.

I wish you could stop cars being parked on pavements. People with prams have to walk on the road to get pass them.

Pavements need more dropped curbs and potholes need filling

Unsafe walkways, pavements uneven, trip hazard

Footpath from Chinewood Avenue to Bradford Road a mess full of nettles and stuff very untidy

Dog poo quotes:

Some dog owners who do not clean the dog mess and leave it on the path. The street looks a mess it's not something to be proud of.

The amount of dog mess on the pavements is unacceptable, there should be more fines for the owners who don't care about where their dog goes.

Dog poo is a concern and more needs to be done, perhaps bags, bins provided and signs to be put up, especially where schools are

There should be some control of dogs defecating on pavements and in people's gardens.

The community gardens for tenants on my street are used by tenants from another street as a dog toilet.

The area has been done nicely in terms of flowers and garden space, but people let their dogs' poo all over it, even though I was told no dogs, so the children can't even play on the grass.

Grass cutting quotes:

I have to comment about the grass cutting and the state of some tenant's gardens.

Grass cutting left uncleared looks like cow pats half the time: use of chemicals for edging not pleasing to the eye. Mess left by machines on paths and roads.

Most here do their own grass cutting because council cutting is an utter disgrace.

I like my area, particularly if it is well kept, including grass cutting.

When grass is cut it is left to rot and clog up drains.

Disables access quotes:

Blocking access in front of people's houses.

Not being able to get home if they park in my disabled spot

Disabled so unable to walk up hills

Cars parked on corners, on junctions and on the pavement makes it very difficult for residents who have mobility scooters.

I'm disabled and have to park on because of inconsiderate neighbours.

Street cleaning quotes:

No street cleaning on a regular basis (if rubbish is piling up near a waste bin why do the collectors not remove it)

Poor estate management, lack of street cleaning

It would be more attractive if street cleaning and weeding is done more often.

Not enough street cleaning done. You cannot just keep clean or sweep the town centre and not the roads leading in.

People put all kinds of rubbish out that the bin men will not collect. So, it's just left making the place untidy.

Suggestions:

Perhaps some of the grass verges / grassed areas could be turned into more parking spaces

More could be done such as flower planting, weed killing and upkeep of our footpaths and road.

Improvements to local communal areas would be welcomed

The pavement throughout Kirklees need major improvement and major investment.

Would like more in terms of maintenance of gardens, tidying up etc.

Dog poo is a concern and more needs to be done, perhaps bags, bins provided and signs to be put up, especially where schools are.

Clear up fly tipping

Tenants with untidy gardens need to clean up. Council should inspect on a yearly basis.

We should have more wildflowers and trees.

More things for children to do

Could do with residents only parking sign. This could be helpful and appreciated

Good to have an attractive place to sit in, be around as it helps mental health.

Have designated areas in parks for dog walking.

Ban smoking of drugs in communal gardens spaces.

Access to better and more public toilets - maybe a scheme where local shops would allow their facilities to be used.

Places should not only be maintained but actively made 'nice' (and there is a difference!) - and also - grow the plants locally. Local jobs, local pride, pleasantness, and respect.

Walkways should be wheelchair friendly.

Streets and spaces play a vital role in the community to help people interact.

Have more local meeting with people to discuss issues and concerns.

Care and Maintenance

Places that are well cared for can make us feel positive, while those that are not looked after properly can have the opposite effect. Having proper maintenance arrangements

in place, and ways in which residents can get support when needed, allows people to feel positive about their environment. Please score the following question based on your own personal experience.

Overall score – 4.182

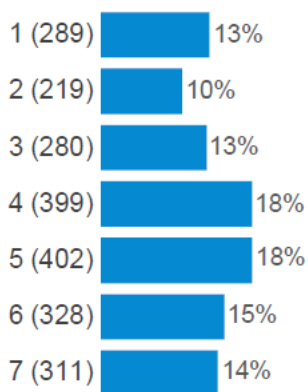
Number of comments made – 1062

Q4a. Are buildings and spaces well cared for?

Are buildings and spaces well cared for?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
289 (13%)	219 (10%)	280 (13%)	399 (18%)	402 (18%)	328 (15%)	311 (14%)

Are buildings and spaces well cared for?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q4b. Please share any comments you have about care and maintenance

Key Issues

There are a few clear issues that people have raised as part of the feedback.

General Cleaning Streets and Paths was commented on by several people. Comments were mainly around limited cleaning and maintenance of the streets, footpaths.

Communal areas were mentioned throughout the feedback. There were a range of comments and theme’s; These looked at levels of cleanliness, how spaces were used and cared for. Lots of comments about areas not being cleaned effectively, maintained, and looked after by the residents. People suggesting that they take care, but other people don’t show the same respect.

Greenspace management, including grass Cutting, fencing, hedges and tree management. A variety of tree issues were raised. People wanting trees removing, tidying, generally maintaining. Grass cutting received a number of comments. The standout comment what that grass clipping were not collected. There was suggestion about informing residents when grounds maintenance was going to be undertaken so they could help? There were lots of comments around hedges and fence maintenance and how paths had become impassable There were ideas around scheme which could help people who garden.

Property Repairs, Timescales, and the quality workmanship. This area provided a number of opposing comments. People said that they felt the received a good service, high quality workmanship. Timely and appropriate response. There were also comments that the service lacked care, quality, and cost effectiveness. Comments regarding roads and paths were particularly negative.

Modernisation programmes, or a lack of development. For example, “The houses here are hit or miss in the level of care (by owners) and the walls are very poorly insulated. The floors are very noisy as well which has caused many complaints from our neighbours”. “Our bungalows seem to get forgotten about we had a surveyor round about three years ago. He said they needed new guttering and fall pipes replacing and the roof sorting have not heard anything.”

Role of and Estate managers or warden, the lack of ability to talk to someone ‘local’ and get things done. There was a number of comments regarding the roles of an estate manager. People felt the role was a way of raising their concerns and getting face to face response. People felt there was a lack of estate inspection and face to face conversations around residents’ concerns and ideas. People like a face to face option instead of the internet.

People helping out. Another common theme in the feedback, was ability people taking pride in the area, place or property. Some people would like to have the opportunity to help undertake tasks alongside staff. People suggesting that if the council showed a bit more pride people would follow the example if given the opportunity.

Damp. There were several comments around individual circumstance and properties. What a number of comments suggested was the small repairs and equipment could prevent lots of the issues.

Managing and Supporting Tenants. There are several comments around enforcing tenancy rules and encouraging better behaviour of Tenants. This also included offering support to tenants when things were not up to required levels.

Comments such as: The council needs stricter rules on behaviour. Tenants should be vetted before they are allowed a property; More stringent control on people littering public spaces, and some empty properties, outdoor spaces kept tidy. Owners should be made responsible; Tenants try to point out when others do not. stick to tenant’s handbook rules. The estate officer seems to turn a blind eye to certain complaints even though it is all stated in Tenancy Agreement, so you can

complain until you are sick of saying the same things over and over. Yet KNH always paint out tenancy rules when they want you to obey.

Quotes

“Some neighbours don't care about their gardens and spaces around the house which makes it look dirty”

“Generally, the care is excellent”.

“Cleaners need more appropriate training as the communal areas are still dirty after they have left e.g. banisters, doors/handles not wiped over.”

“Parts of our communal space is not well cared for because the tenants have mental problems and very rarely come outside, so it is very overgrown”.

“Where I live is communal, I take care of my garden front and back garden, but others are unable to do so. These have been left and are now overgrown which looks unsightly”.

“The communal garden maintenance is shocking! I have tried to make it better for everyone but then KNH come to mow the lawn and have trashed lights and ornaments in my garden countless times”

“While properties are maintained well some of the public spaces could be better maintained”

“Tree's need pruning outside my bungalow, branches keep snapping when wagons deliver and a couple of times I have had a near miss”, “trees block light out of house and flats”. Trees doctors and grass needs cutting properly”

“Planned litter clearance prior to mowing of public areas. greenkeepers/mowers just mow over anything/ everything, for example, glass bottles in a children's playing area (grassed) which has now caused shards of glass to be spread across the grassed areas and making it dangerous for children/dogs etc”.

“Every repair I have needed has been dealt with in quick time. I feel very safe and secure in my rented home”.

“I feel that things have been let go a bit just a bit of paint of can make a huge difference”, “No everything is patched up and nothing is ever done properly. This costs too much in the long run”.

This area also received some positive comments.

“Your maintenance needs to be commended also as well your punctuality in doing so”.

“Repairs are always done quickly and effectively, first class”.

“Every repair I have needed has been dealt with in quick time. I feel very safe and secure in my rented home”.

“Repairs & maintenance having been reported for its highly regarded workmen, but estate management would benefit from its caretaking service useful for routine checks, and cleaning up also being community-based services”

“I do it and I'm 68 years of age”

“KNH Estate Manager is practically non-existent.”

“There's no sense of pride in our community, the council don't make it any easier, so residents just give up”

“Some people, like myself, could do with help with our gardens. t able to keep them tidy on our own”.

“I regularly keep the garden space tidy mow the grass trim hedges. Some elderly cannot manage and neglect through frailty others do not consider the garden as important to maybe a service with reasonable cost would help or volunteers who like gardening”.

“Roof insulation is dated, causing leaks and mildew ceilings”

“Bricks and pointing needs attending to as we have damp patches”.

“Needs new roofs because tiles and guttering is rotten causing damp to get in”

“Needs more care on things like pointing on buildings to keep damp off”.

Ideas and Suggestions.

A good idea that was put forward, was to notify residents when grounds work was going to be undertaken, then if they wished they could help (litter pick or moving furniture etc).

Support for residents who wanted to garden, but maybe under normal circumstance.

Natural Space

Natural space includes a wide variety of different environments from parks, woodlands, fields, streams and rivers to green space alongside paths and roadways and tree lined streets. These spaces are good for wildlife, can improve air quality and benefit our health and wellbeing.

Overall score – 4.684

Number of comments made – 880

Question 5a Can I regularly experience good quality natural space?

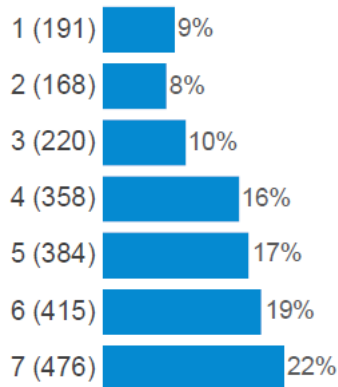
Can I regularly experience good quality natural space?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
191 (9%)	168 (8%)	220 (10%)	358 (16%)	384 (17%)	415 (19%)	476 (22%)

Can I regularly experience good quality natural space?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Question 5b Please share any comments you have about natural space

Key Issues

Most participants commented that they have easy access to surrounding natural spaces in their own gardens, communal open spaces, local parks, adjacent woodlands, fields, rivers, canals and greenways. Many enjoy watching wildlife from their gardens.

Spaces of note include Greenhead Park - visited regularly for walks, Spen Ringway – lovely for walks, Earlsheaton Park is a good space, rural areas such as the River Holme, Ravensthorpe – wildlife area.

Communal outdoor spaces have been improved by tenants: “planting, community spirit and friendly tenants.” It was commented that the gardeners are excellent and do the best they can given the short time they have to spend on each site they look after.

However, there were a few comments that cuttings are not collected after mowing, which makes it look uncared for. Some said that upkeep of grassed areas is very poor, and some people have started to cut the grass outside their homes.

Some pathways are not suitable for muddy weather, where not concrete such as Red Ash Park, Dalton. This field has glass on paths and rubbish in the tree line. Some natural spaces are being replaced with fencing; “so where I used to have a lot of wildlife, I have nothing.”

In Dewsbury Town Centre between Slaithwaite Road and Market Street the cobbles are full of cones, skateboards, rubbish and overgrown verges which are narrowing the space for walking on. Concern that sheep roaming the streets of Marsden is a danger to drivers.

Since the covid lockdown maintenance of spaces has been neglected generally for example overhanging branches on footpaths & obstructing bushes e.g. corner of Crawshaw Crescent & Glenfield Avenue, Deighton, on New Hey Road, Salendine Nook, left hand pavement on Muffit Lane, Gomersal. Large trees overhanging gardens are preventing direct sunlight to gardens and properties. Too many overlapping trees in the park at Hubert Street, Salendine Nook “makes it dark, cold and unkempt.”

A comment was made that despite repeated requests to KNH to remove rubbish that has built up in overgrown trees this has not been actioned. A lot of money has been spent on pavements and walkways, but they have become overgrown and can't be used.

Dog poo on footpaths is a concern for example on path from Brooklyn Flats, Cleckheaton to Man Dam. Rubbish on the river and greenway.

Mention was made of properties on main roads with no paths and there is nowhere for children to play. There is no park area around Lockwood Road, Huddersfield. There are concerns about used needles been left in shared spaces where children play.

It was commented that some tenants don't bother to tidy up their gardens. One communal seating area has been spoilt by piles of rubbish left outside a neighbouring house.

There is a nice area to sit out on Carr Street estate, but it can feel unsafe as a result of anti-social behaviour and there is dog poo. A few commented that local parks are used by youths for drinking, drugs and hanging around. Mention was made of natural spaces being used by drug dealers and users. The space between Tintern Avenue & Sycamore Avenue, Golcar is regularly used by motorbikes and quadbikes.

Many estate park floors are sinking and are regularly covered in glass for example Brown Royd, Rawthorpe. Build-up of rubbish at the skatepark on Cross Lane, Skelmanthorpe. Walpole fields are unwalkable at times due to being unlevel and no access for prams or wheelchairs. Local cemeteries in Scholes and Liversedge are neglected.

Some said that they are disabled and housebound but would like to go into natural spaces with help or improved access. Scholes Park, Cleckheaton was improved by volunteers but there is nothing for wheelchair users. Trees and tree roots in the middle of pavements make it difficult for wheelchairs and prams.

Comments were made about loss of natural spaces for new housing and impact on wildlife. It was commented that natural spaces should be protected.

Natural spaces are neglected, “park behind my house, no care into how it looks, kids can’t play in it.” Area around a playing field is used as wildlife which means there is no access to the play area due to nettles. Footpaths and walking routes are overgrown and not maintained.

Dumped waste, litter, dog mess, anti-social behaviour. One woodland area has makeshift tents, plastic sheeting strung about with furniture and small fires. Local football field and play area has been turned into graffiti, glass bottles smashed all over the changing rooms. Fly tipping of large items such as mattresses in woodland areas and paths around Sheepridge.

One tenant has reported trees in their garden encroaching over the top of the bungalow, dangerous in high winds. “I have reported it to the council, but nothing ever happens.” One tenant said the “leylandii trees are bad for our health, we get no light in our flats.” One tenant said trees make the street look lovely, but the roots prevent the garden gate from closing and its leaves make the garden slippery and dangerous.

Concerns that communal spaces will be replaced with concrete as part of improvements, resulting in loss of wildlife – trees, squirrels and birds. Anti-social behaviour puts tenants off from using communal spaces. “I’d love to sit in our communal garden. Noise and smell of cigarettes and cannabis all make me stay indoors. Sometimes with windows shut in high temperatures.” A tenant commented that the fenced off grassy communal area by the bungalows used to have a bench, flowers and plants, but these have all gone. One tenant put in to make a small patio, but never heard anything: “It would be lovely to sit out with neighbours.”

Lack of public transport to natural spaces. One young person commented that buses take people into town but not to places like Castle Hill.

Quotes

“I can’t stress enough how much value I have for natural spaces. More please. Trees, woodlands and fields. Especially streets that have bus routes or where there are a lot of car owners.”

“I regularly go on a Wednesday walk around Birstall. It differs each week but the natural space in my opinion is first rate and shows that Kirklees has achieved.”

“Just a walk around the flats is pleasant and we are not too far from short walks into fairly open countryside.”

“Go to Beaumont Park, excellent thanks to “John” the gardener.”

“Greenhead Park is a space I feel comfortable in, and during lockdown it has been especially helpful for daily exercise and has definitely helped with my health and well-being.”

“Robert Ashton Memorial Park. Meltham is well maintained and gives us access to nature.”

“West End Park, Cleckheaton is fabulous but only because the local community look after it.”

“Calder Canal stinks.”

“It is almost impossible to get through the kissing gate in an electric wheelchair at Millennium Square, Emley. This is the only shared space for our community, and I’m excluded from it! If there is such access it needs to be made clearer.”

“Not at the moment as we have travellers on the football field. I don’t feel safe walking my dogs there because of the abuse I got.”

“It’s just concrete outside my flat. Nowhere nice for me to sit and chat with my neighbours. Nowhere for the kids on the block to play.”

“At the front we have an enclosed large lawn where people can sit out; “bring your own chair.”

“Can’t easily get out and about because no wheelchair ramp at either end of block.”

“Due to my health I can only walk down the walkway at the back of my house, but at present it is too dangerous due to overgrowth of weeds and trees, dog poo and at present you can’t social distance.”

“I don’t need much space at my age. But there could be more places and spaces for the teenagers of our estate.”

“It is difficult for me to regularly experience good quality natural space as I would have to go to another neighbourhood to do it. My community should have more natural space.”

“I used to enjoy walking on the Greenway and nature reserve but no longer feel safe. Path at side of river is sometimes overgrown and impassable.”

“Since coronavirus I think we all need these spaces now more than ever and they should now be a priority in all areas.”

“Too many rats around – we are infested with them.”

“Greenway is nearest to us, always overgrown and dog mess, litter and speeding cyclists who do not slow down for walkers and mobility chairs. Noisy footballers have taken over field in front of us, stops dog walkers and children using it.”

“Piece of communal ground in front of our bungalows... someone else does not care for their bit and some bedding has only just been moved from the end of their garden after being there for weeks. They could perhaps do with some help.”

“We live in a flat – no nice place for residents to sit out. Even clothes hanging space is a mess.”

Suggestions

Regular maintenance of parks and walkways to keep them safe

Cut the greenery along the ginnel by the Mill outlet in Batley

Thin out or prune large, overhanging trees

Better maintenance of grassy areas in front of properties

Improve highways for disabled people

More places for disabled people to access & more toilets on the Greenway

More fresh and clean air

More designed spaces to sit without abuse from teenagers or addicts

CCTV should be installed to encourage people to pick up their dog poo

Move drug users into housing where there are no children

Galas and community events at Earlsheaton Park and a café or tearoom open in an evening for families to use

A guide to where there are local footpaths

Bins on the Greenway and Parkway for waste and dog poo

Benches in greenspaces

Plant more willow trees & wildflowers, place benches and gravel path on grassed area behind Dalton Rawthorpe Children's Centre: "it could be a lovely natural space for people to relax and help improve the look of the area."

More variety of trees and flowers e.g. limes, lemons, cherries and oranges for well-being

Lights on the MUGA for kids playing at dusk

Handrails to communal spaces

The wood between Croftlands and Newsome village needs a good pathway

A fence around our open garden area would be nice – it's a regular dogs toilet space

Natural spaces need TLC cleaning up

Children's playgrounds at Beaumont Park could be more appealing and use a spruce up

Communal spaces need to be maintained and council estate caretakers need to move any waste that has been dumped illegally etc more often

Schools and parents should do more to get children out in the local environment and help make their surroundings better

Group involvement with schools and community projects

Natural spaces need to be maintained more regularly to avoid bollards getting hidden by grass, streams and rivers need to be cleaned of rubbish and patrolled

Natural space needs effective monitoring

Don't cut the grass as often, it impacts on wildlife

Encourage farmers to keep/ install hedgerows

More tree planting and less grass cutting to reduce carbon release

We would like a piece of ground fenced off for each bungalow

Pathways need repairing and recovering especially Caulms Wood

More flower beds in the parks and bulb planting in grassy communal areas

More fixed seating in grassed areas for mainly elderly tenants

Spray weed killer on the road (weeds are a trip hazard, clean out drains)

People who have plants growing on their own land overhanging on to public paths should be forced to cut back their own plants and not wait for the council

More bins

Stream on Lady Ann Road needs a good clean out of rubbish

Disability spaces

Outdoor gym equipment at the local park for over 50's

Being able to visit a shop in the community in winter would be good for the elderly and isolated – move to shops and amenities theme

Play and Recreation

Good places encourage children to play and allow adults to enjoy leisure and sporting activities. This has become even more clear as a result of the Coronavirus. As lockdown measures are relaxed, opportunities for play and recreation that can improve the quality of our lives and our health will be even more important. Thinking ahead, please score the following question based on your own personal experience.

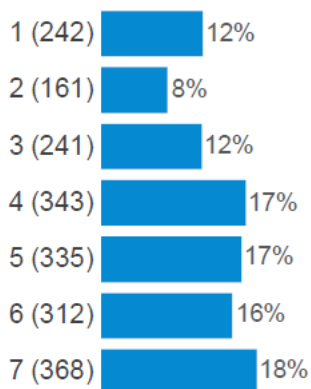
Overall score – 4.387

Number of comments made – 861

Q6a. Do I have access to a range of space and opportunities for play and recreation?

Do I have access to a range of space and opportunities for play and recreation?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
242 (12%)	161 (8%)	241 (12%)	343 (17%)	335 (17%)	312 (16%)	368 (18%)

Do I have access to a range of space and opportunities for play and recreation?
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q6b. Please share any comments you have about play and recreation

Key Positives raised:

Valued parks – parks such as Greenhead, Mirfield, Ravensknowle, Wilton and Crow Nest are valued, and seen as providing plenty of space and areas for play and recreation.

Open Spaces – residents say there are lots of parks, woods and open spaces, and they value these. They value being able to walk, to play sport, exercise their dogs.

Combination of Opportunities – residents advising good mix of park areas, open spaces to walk in, leisure centres, and a good bus service to get to them.

Parks Maintenance – overall parks were praised for being well maintained, although for some concerns were raised that they may not be as safe to visit at certain times as they once were.

Huddersfield Sports Centre – this was described as “great” and “fantastic”, but others concerned about the closure of a local leisure centre.

Play Areas and Open Spaces on Estates – some said there are lots of play areas and greenspaces and they are well maintained.

Community Centre based activities – praise for centres that have a good range of activities for local people to use/access.

Quotes

“Greenhead park has plenty of space for play and recreation and is always busy with children and adults getting playtime and exercise”.

“There are lots of parks and outdoor spaces”.

“There is a good playground and skate park for the children, but it would be nice to have a few more benches for older people on the field for them to be able to sit”.

“If my kid’s comments are any indication, then my area is doing a good job of creating recreation areas for kids to play. We are pretty well served, but would rather older people would leave less litter, so others could enjoy them better.”

“Huddersfield sports centre is fabulous”.

“I’m so pleased that Dalton Ridge is accessible by everyone”.

“My estate has plenty of play areas and the open spaces are well maintained “.

“Lots of good facilities within easy reach”

“We have three local areas for children with all sorts of activities and my granddaughter loves to go to the park to feed the ducks, play on the swings and see all the wildlife, like Squirrels”.

Key Issues raised:

Maintenance of play areas – several concerns were raised that although there may be a local play area, the maintenance of the equipment was poor, and there may be litter, such as broken glass, crisp packets and cans.

Suitability of play areas – some thought the play equipment was out of date, and not geared to what young children want nowadays.

Not enough play areas – recurring comments that more play areas with more facilities are needed for young people – although this was dependent upon address of the respondent, with those living near parks such as Greenhead, or a well maintained play area, saying there were enough. Concerns that some play areas had been removed and not replaced.

Older Children/Young People and suitable spaces – Lack of suitable spaces and activities for older children and teenagers was flagged up. In some instances, parks for young children were being used by older children/teenagers to hang out. This intimidates the younger children and can even stop parents and young children using them.

Drink and Drug Use – In a very few comments, there were concerns that play areas, and remoter areas within parks were also areas used by teenagers for alcohol and drug consumption.

Safety – some reported not using parks and open spaces for fear of being the victim of crime if they did so. Reference a couple of times to younger children being bullied by older ones, but the police could not respond, and so no one could sort the matter out.

Dog Waste – concerns that on some open spaces where people like to walk and /or play some people are still not picking up and taking away their dog waste.

Disabled Access – people with physical disabilities/mobility issues are concerned not enough is done to ensure they can access /use parks and open recreational areas, and indeed play areas. Wheelchair accessibility raised as an issue.

Older People – several older people just did not see the significance for them of this question – saying they were “too old for it to matter”, or that “I don’t play any more “. Several flagged up the need for seating/garden areas for older people to sit in especially if they do not have gardens of their own.

Maintenance of Open Space over Housing Development – some were concerned that open areas had been already or would be earmarked for house building and other development, to the loss of play and recreation.

Children Playing on Streets – some are annoyed that local children might play on the street rather than in a park or open space and cause noise or potentially damage cars.

Communal Gardens – concerns raised that these are not usually suitable to sit out in and would be good if they could be sectioned off to enable householders to each have a patch that could be theirs.

Quotes

“Play areas need clearing of rubbish, glass and graffiti”.

“Sometimes I feel frightened going outside as some of the younger people who drink through the day and take drugs, start fighting and throwing things”.

“Dog owners are the biggest concern. Many do not know what do poo bags and bins are for. Have never seen a dog warden in Honley”

“Parks for small children are not used because of glass and rubbish- unwelcoming. Park is scruffy and poorly designed”.

“Apart from Greenhead park there is nowhere for kids to play”.

“There is a nice play area to the back of me, but it needs cleaning up as it is littered with broken bottles, cans and household rubbish”.

“There is very little for disabled people to access, and many more areas could be made wheelchair accessible”.

“If Kirklees persist in housing families with young children in upstairs flats then they should provide some form of a play area”.

“Local play park is where the teenagers hang out and there is no space for the little ones”.

“Teenagers spoil the enjoyment for the younger ones trying to use play areas – but they have no suitable spaces for their own use”.

“The Thornhill Lees park play park is a horrible place – not for young children. Poorly equipped, neglected, and occupied by teenagers using drugs. Not enclosed, not safe, appalling.”

“The park at the bottom of Harpe Inge is in need of repair and is unsafe at present. Ravensknowle park is a beautiful area but needs much more investment and could offer so much more if events were held there. The threat of it being closed or changed needs to stop as it is an asset to the area.”

“If you build any more there will be no greenspace left”.

“Golcar United have spoiled the Longfield Avenue playing field and walking areas “.

Suggestions

- Small play areas need regular maintenance and cleaning – could this be done by those on Community Service?
- A crazy golf area in the large parks would be a good idea.
- Could we check the accessibility of the seats on swings and ladders on slides as some are way too high to lift children onto.
- Could we have a youth centre in Cleckheaton as we need to offer more for older kids to do to get them off the streets.

- Would be nice to have a communal garden for older people could sit and socialise.
- Could we involve more young people in positive activities out of school such as litter picks in the community?
- Honley could benefit from an adult park for residents to use, and the park my granddaughter uses is too small and could do with an outdoor basketball and football area. Honley is getting bigger and needs more spaces teenagers will want to use.
- Lovely area near Hillside and Ing Lane that would make a lovely play area for our children.

Social Contact

Feeling isolated can be damaging to our health and wellbeing. The Coronavirus pandemic has affected many people in this way. As lockdown measures are relaxed, good places that provide a variety of spaces to meet and spend time with others will become even more important. Thinking ahead, please score the following question based on your own personal experience.

Overall score – 4.227

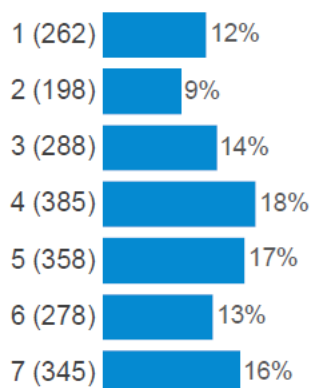
Number of comments made – 846

Q7a. Is there a range of spaces and opportunities to meet people?

Is there a range of spaces and opportunities to meet people?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
262 (12%)	198 (9%)	288 (14%)	385 (18%)	358 (17%)	278 (13%)	345 (16%)

Is there a range of spaces and opportunities to meet people?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q7b. Please share any comments you have about social contact

Key Headlines

There were mixed views about how socially connected people felt, especially due to the impact of Covid. However, despite Covid, a significant number of people did report that there was good community spirit and people are looking out for each other, for some, more so now than they did before Covid.

Many residents have valued meeting up in their gardens, chatting over their fences and meeting up in communal spaces along with going to local parks to see family and friends.

A large number of residents did feel that there wasn't as many facilities and activities in their areas due to community centres closing over the years due to lack of funding and volunteers, which has been made worse due to covid as many buildings and activities are now closed and have stopped all together. There is also the added concern that many groups and activities won't restart post covid, especially where there were older volunteers running local activities.

A significantly high number of residents felt there was a need to replace and put in additional benches, shelters and picnic / seating areas to encourage people, of all ages, to meet outside their homes, in open spaces, in parks and in villages.

Key issues:

Feeling isolated can be damaging to our health and wellbeing. Spending time with others offers a number of mental health benefits, such as increased feelings of belonging, purpose, increased levels of happiness, reduced levels of stress improved self-worth and confidence.

There were mixed views about how socially connected people felt, especially due to the impact of Covid which has obviously restricted people's movements and ability to share time with family, friends, and neighbours. However, despite Covid, a significant number of people did report that there was good community spirit and people are looking out for each other, for some, more so now than they did before Covid.

Respondents shared lots of examples; from sitting outside during the nice weather, socially distancing while chatting to neighbours they have not met before. Some residents felt lockdown had brought out the best in residents with some younger people showing more concern for older residents and doing jobs around the estates e.g. cutting communal grass areas when council staff were not doing it.

A large number of residents, did feel that there wasn't as many facilities in their areas due to community centre's closing over the years due to lack of funding and volunteers, which has been made worst due to covid as many are now closed and activities have stopped. So many do have to travel to neighbouring villages/towns and local public parks (e.g. Greenhead, Crow Nest, Honley, Oakwell Hall, Thornhill Lees, Beaumont, Batley parks) and pubs in order to meet up with people. But for some due to the closure of public loo's (e.g. in Mirfield), this is posing a barrier for many visiting their

local villages and parks as they cannot access local facilities and outdoor spaces as easily.

For some older residents mobility issues also pose problems as many disabled people find it harder to access outdoor spaces and travel to neighbouring towns and villages so having activities in/around their neighbourhoods is important e.g. bingo, luncheon clubs, craft groups, social coffee mornings etc.

For some families, the lack of youth clubs, school holiday and after school provision is an issue along with closure of Children's Centre making it more difficult for families to meet others and young people having positive things to do.

On the whole, given a range of activities and facilities have stopped, many due to covid, residents have valued meeting up in their gardens, chatting over their fences and meeting up in communal spaces along with going to local parks to see family and friends.

For many, covid has had a big impact on their mental wellbeing, so residents would value opportunities to encourage them to leave their homes and socialise with others, young and old.

To conclude, amongst all the comments that did come through the place standard feedback, was the overwhelming need to have more public benches, shelters, seating/picnic areas in communal and open spaces for people to meet up with others and make new friendships.

Quotes:

"Socialising is paramount for your wellbeing, so you don't become lonely"

"We have 'our neighbourhood nest' which has done amazing work throughout the pandemic just need more people to know about it and come"

"There needs to be more places where people can sit and meet people"

"All the open spaces are geared towards younger people... nothing for older people 50+ seating areas to meet for a chin wag"

"We need some things in the parks to keep us busy"

"Lockdown seems to have brought out the best in residents here, many have been sat out socially distancing and chatting. Also, a younger gentleman has been bored so he came out with his lawn mower and cut the grass all around the estate..."

"There are some open spaces but there are no benches to sit on, more investment is needed on these and community centre's"

"Good community spirit, people look after each other"

"Community meeting space would be good, somewhere to drop by for a tea or coffee and a chat, we have nothing at the moment"

“I see my neighbours all the time, so the social contact is good”

“I feel alone and isolated with this isolation as I suffer with depressions, it’s been hard”

“I don’t know about spaces to meet people and no one comes to my door to talk other than the carers”

“More seats and picnic benches could be provided in public places suitable for disabled and older people”

“We have some lovely parks and outdoor areas to meet and walk together”

Suggestions:

A significant number of older residents value the opportunity to meet up with others outside in their immediate neighbourhood and in local villages but felt the lack of public benches prevented this from happening, many have been removed over years and residents feel putting them back and putting in more in public and open spaces will encourage more people to leave their homes and socialise if areas around them are safe and well-kept e.g. grass cut.

Having local information about what is available in/around their estates would be helpful e.g. local walking routes, what’s running at any local community centres, village halls, churches and libraries along with social activities in their neighbouring villages e.g. pubs – games nights, bingo, slimming clubs, exercise classes etc. Due to covid residents are unsure what is and will be available going forward. One resident said, “You have to have a computer before you get to know anything that happens in our village.”

Some residents felt their communal areas/garden areas could be improved e.g. where washing is hung out as some areas are uneven making it unsafe for some residents to access and meet up with others. Plus, some areas don’t have any well-kept space outside their homes to socialise in especially those living in flats (e.g. Flats of Turnsteads Crescent ... one resident said; “it’s like a jungle and cannot be used”). Another resident said; “I live in a flat, I don’t have a garden where friends and family can visit me, I can only see them when the weather is fine and meet up with them in a park (Honley) so we have to sit on grass and only have a short time together.” Another resident said, “Couldn’t sit out with neighbours as grass very overgrown, when cut, cuttings are left in clumps on lawns making it uneven and unsafe for walking on.”

Others have access to outside space outside their homes but felt there is a need for patio/benches to help reduce isolation and enable neighbours to mix.

Some residents also used to have access to their communal lounges, and they would like to see these spaces made welcoming and accessible going forward, currently they are locked due to covid.

Some residents felt that estate inspections should be widely promoted, and residents engaged for their views.... One resident said, “I have lived in the area for 16 years only once has this happened, out of sight out of mind comes up.”

Some families with smaller children would appreciate children’s play areas and activities being invested in for parents and children so they can get to know each other on their estates. One resident said, “There are no youth clubs for families – only pubs and random parks. Young families can’t socialise with no childcare and kids miss out.”

Identity and Belonging

How people feel about a place can be influenced by many factors, including how the place looks; how other people view the place; and the place’s culture and history. Places with a positive identity, and where people feel they belong, can help to build strong communities. Please score the following question based on your own personal experience.

Overall score – 4.521

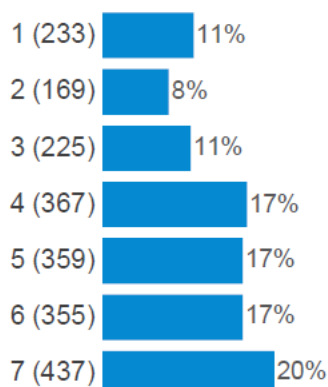
Number of comments made – 774

Q8a. Does this place have a positive identity, and do I feel I belong?

Does this place have a positive identity, and do I feel I belong?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
233 (11%)	169 (8%)	225 (10%)	367 (17%)	359 (17%)	355 (17%)	437 (20%)

Does this place have a positive identity and do I feel I belong?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q8b. Please share any comments you have about identity and belonging

Key Issues:

There are many differing views depending on where people live, age, religion, ethnicity, culture and personal experiences of their neighbourhood and neighbours.

Some areas have a negative identity, bad reputation and have done for many years, portrayed as being rough and a problem with drugs, anti-social behaviour (Harpe Inge, Brooklyn, Walpole, Shaw Cross, Batley, Paddock, Fieldhead), with rundown buildings. There is an issue with noise and playing music with complaints not being dealt with. These are the biggest source of unhappiness, lots of drug taking and drug transactions in the area which causes lots of noise pollution all day and night. People did feel they belonged, but drug dealers put an end to all of that, these individuals do not belong in places where the majority are decent and cause little problem. People like that should be in facilities or communities where they are all alike so can be better monitored. Do not house them among decent people and families knowing full well of the risks they pose. Too much gun violence / other violence drug dealings,

People do not feel safe and are afraid to go out at night and do not like seeing the police and ambulances associated with the violence and anti-social behaviour.

Some people feel that their place does have an identity but not a positive one and are looking to move as soon as possible. I don't feel terribly relaxed where I live, and certainly don't identify with many of the activities on here. My curtains are all just constantly closed so I can't be accused of seeing or watching anybody (several other residents have said they do this also). We have problems with drugs, burglary, speeding vehicles, noise, and the list goes on. Our local PCSO, a lady called Shirley (coincidentally!) is truly lovely and very understanding. However, we never see any sort of enforcing body on the estate, Police, Rangers, or Estates Management, other than in crisis response situations e.g. shootings! I am so thankful to have my house, but do I feel any sense of identity or belonging? No!!!! The estate has gone very rapidly downhill I think..... it is extremely sad for the majority of residents on here. we used to be a close community where we knew each other but not now this is largely due to the tenants we are getting.

There are safety concerns and the state of the bungalows outside and the state of the estates around grass verges, gardens not maintained and general untidiness (Emerald Street). Green areas and trees could have more work done on them. The area just needs updating and the flats need a lick of paint, the thermal rendering is coming away and pastel shades were a bad choice. Some places on estate communal areas need work done on them. There are issues with parking and highways. Kirklees has had little improvement over the years, and everything looks old and out of date.

There is a feeling that with a diverse community people do not have things in common. There is a generation gap between young people and the elderly and those who have lived in their area for a long time and new people moving in which has led to a sense of lack of Community spirit. There are concerns about older and younger people living in the same block of flats. Places have lost their identity, which has been declining in recent years with the introduction of removing age related areas, it is felt this should be something that is re-introduced. People need to start taking pride in their street.

There is no cohesion between the poor and the wealthy (Lepton). There have been several comments suggesting that things have changed over the last 20 years and not for the better. A lack of TRA's, community buildings, shops and the post office closing has had a negative effect on the community. People keep themselves to themselves and do not want to engage with some people in their community. Some people feel that they are not aware of what is going on in their community so feel out of the loop. We do not have many facilities in our village compared to others we often feel forgotten. Older people always get help & services, but other groups of people e.g. middle age or single parents often feel isolated or looked over.

Most of the community are friendly and welcoming, the community itself is very positive. People who have lived in their homes for a long time have more of a sense of belonging. The residents take pride in their surroundings & gardens / borders & shared space. Most people (not all sadly) look after their homes and gardens, and it has a good reputation. It is a very good community I was welcomed to the wider community with open arms. Some people have lived in the area for many years and are happy to bring their families up here to and like the feeling of belonging which is important to them. The school gives a good sense of community, but do not feel there is a sense of it outside the school. Good neighbours are key to people feeling that they belong and have a positive outlook on the area where they live in. Neighbours have been kind and considerate. Friendly places mentioned are Honley, Bradley and Edale avenue. Shaw Cross is very clean but needs more people to influence and make people feel welcome it can be very clicky and lacks a community centre. People have a stronger feeling of belonging if they are involved in their local area - there is lots going on in Newsome & of course we have a TRA group Newsome Forum, but really bad at moment as they have all come to a halt.

People with a disability feel isolated in Emley. Some estates are set apart from the village (Holmfirth) which has an impact on a feeling of community spirit and sense of belonging. If residents were given a real chance to actually influence and change problems/issues then we could have a really strong community, Dalton has been neglected for far too long but if people see changes and improvements happening then more would want to get involved. Others feel by having multicultural food establishments providing different international cuisine brings people of all backgrounds together and works well.

Covid-19 has had an impact on local people, and they have not liked having to stay indoors. There has been a stronger community feel since the pandemic occurred. People really pulled together & helped each other. There has been a remarkable community spirit e.g. during Covid 19 people did shopping, clearance of rubbish and social distancing. Some do not go out in the evening and have been made aware of groups of youths who hang around in the village they are unsure now with Covid-19 whether that still applies. Covid 19 has just made things worse. Even when the virus is over things will never be the same as before.

Quotes:

Roberttown is one of the best places to live in Kirklees.

Mirfield has always brought out a strong identity in people

Mirfield is steeped in history. St Marys Church Bronte Sisters. I love living in Mirfield and do not want to leave

I have lived on Knowl Grove for well over 20yrs, it has been amongst the most happiest years of my life.

Thornhill is steeped in history & I for one love reading about it - not too far away is the rectory park which is great place - for adults & children

Thornhill used to be a lovely village but too many gangs of boys-girls waling round and congregating in groups on the tops.

When I tell anyone, I am from Thornhill people reaction is oh dear

I have lived in the same area of Netherton for 24 years I am comfortable knowing other respectable long-standing neighbours. Over the years I feel its positive identity has been degraded.

My place is Beaumont Park it is a wonderful place to be. I have been a volunteer for many years, so I think I belong there.

I have lived in Meltham for 31 years. I love it here.

Emley all though it has changed with new housing still has a fairly good sense of community.

Pennine Crescent houses are mainly elderly or people needing care - but is very convenient for buses, shops etc and I do feel to belong. It's home!

If it were not for the HBA friends of Honley and village trust it would be a sad place.

I have lived here nearly all my life, but it would be nice if when asked where's Grange moor sometimes it feels as though as a village, we are forgotten

Fartown was named the worse place to live in Kirklees nobody cares about the estate only a handful of people on estate care to clean up and maintain their patch

The sense of being from Holmfirth is being killed off and the concept of being a part of "The Borough" does not work.

Springfield House is scruffy; the stairs nobody sweeps or mops them down only me & the lift wants cleaning down.

Been here 18 years and still feel like an outsider there is no community which is a shame too many folks are far too noisy

No chance of building strong community, mostly older people around shut away & forgotten.

Our connections with history have been taken due to closure such as Red House, which also served as a park and housed band concerts, which is a Yorkshire culture

Most people when you tell them you live in ridgeway say oh that s**t hole lots of drugs gangs' cars pulling up doing drugs in the early hrs.

Born and brought up here 91 years ago and still feel secure and welcome. We all belong in our own homes but not in the jungle and weeds around our estate.

Berry Brow still has a bad name. Why?

Birstall is a nice place. Unfortunately, there are a few families who are anti-social and thieves.

No unfortunately "Windy bank" carries a stigma the name Windy bank should be dropped to just Hightown

Birstall has a strong connection for locals it's a place that has retained its identity it needs more support from councils to organize village events.

There're too many tenants who won't work, don't want to work and don't care what sort of estate they live on.

I am proud of living around Dewsbury for over 70 years. It's been sad to watch the gradual deterioration, which started when Kirklees was born. Shame.

it is a wonderful place to live, fantastic.

Living alone in Netherpton is a very solitary way of life.

Honley has a positive identity.

Filthy main highway (Birstall) for people that live in surrounding area and visitors. (takeaway dirty, vomit blood & chewing gum)

It is a wonderful place to live, fantastic.

Good strong culture locally for the local people.

There is nothing positive about Ridding's Road. Its scruffy, noisy, and a very depressing place to live.

We often feel Emley is the forgotten village, as far as property maintenance and greenery looked after. People keep themselves to themselves and we don't get a feeling of belonging.

Multi-cultural area. Excellent neighbours.

Absolutely not in any way, shape, or form. I'm part of the LGBTQ+ community, and

I'm completely disgusted that there are no adult support services in Huddersfield, esp. for the trans / non-binary community. We don't even have pride anymore, and given our history in this town, that's pathetic

Many police incidents further down the road near the ship on Walpole Road.

Suggestions:

Would like to see lovely gardens where us disabled and old people can view and not feel isolated because of our disabilities.

Marsden is a very helpful community. I would like to do more to help in the community

Positive identity could be improved with council input, perhaps emphasising local history

Wish we could find out more about Mirfield Kirklees history heritage, so we could feel more involved. Also, would appreciate if library would have history local heritage classes/lessons

More improvement needed in this area as there is antisocial behaviour/drugs/alcoholism. May be offer more support to these people and the people their behaviour affects.

Sorry but putting younger and in same flat blocks as elderly does not work too much agro for them

Honley has turned out to be the perfect place for me to live. I have lived here nearly five years and all the friends and family agree, they love to come and walk around and visit the shops and say I could not have been in a better area. The community spirit is very good and Kirklees council etc it's a great job with the services they provide But one thing that is missed in there is no longer a toilet (I believe there used to be one) listening to visitors and friends and local especially the elderly it is needed.

Cleckheaton is rich in history, The Luddites and The Bronte's connection. Authors - no display in the Town Hall or anywhere. the Motorcycle Panther - nothing anywhere to promote the heritage. if the council are not prepared to provide the facilities there will be no community participation. There could be a community cafe where everyone would benefit.

By asking if people if they would like to take up gardening to make the place looking good and nice

Over 50's lunch club would be nice to get older people out a bit more.

Never any Christmas decoration/trees to feel like the place has engaged in spirit of Christmas

I would like to see facilities completed at Castle Hill, our best asset. More first-class orchestral concerts at the Town Hall

I feel these questions should be asked separately: Positive identity - not really - Do I feel I belong - Yes, I have lived here a long time.

Feeling Safe

How safe a place feels can affect people’s wellbeing and how they spend time there. Good design and maintenance can help make places feel safer and minimise crime and antisocial behaviour.

Overall score – 4.497

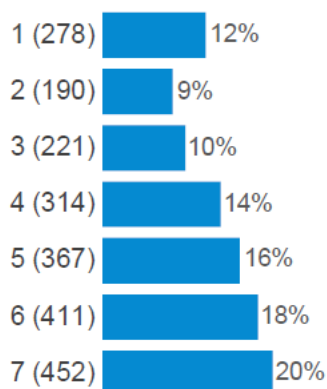
Number of comments made – 1051

Question 9a. Do I feel safe?

Do I feel safe? Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
278 (12%)	190 (9%)	221 (10%)	314 (14%)	367 (16%)	411 (18%)	452 (20%)

Do I feel safe?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Question 9b. Please share any comments you have about feeling safe

Key Issues

Although there were a notable minority of comments that stated people did feel safe, the vast majority of responses stated that most people do not feel safe in or around

KNH managed properties. The responses that stated a feeling of safety tended to include comments around feeling supported and cared for by their neighbours and community or that they lived in smaller, rural villages with Grange Moor, Marsden and Honley being mentioned specifically.

Those who have said that they don't feel safe have done so for a number of reasons. Some of the reasons were around their built environment including uneven pavements, poor lighting and speeding. Specific areas mentioned as having a problem with speeding and/or dangerous pavements are Town Street, Upper Town Street, Barnsley Road, Turnsteads, Town Terrace, Willwood Avenue, Reinwood Road, Sycamore Avenue, London Park and Laurel Batley Drive. Areas mentioned in respect of lighting are Lady Ann Road and Canby Grove.

Other responses included concerns about the quality and maintenance of their property which included concerns about the security measures in their block or on their property, fencing around their property and even one person stating that they believe the electrical wiring in their property is a hazard as well as another stating they had a problem with rats. Specific areas mentioned as needing improved security measures are Greenway and Wesley Close.

The majority of those who said they didn't feel safe gave other reasons such as anti-social behaviour, racism, crime and neighbour disputes in their area. Many people mentioned that they or their neighbours have been burgled or have had their cars broken in to, whilst others regularly mentioned that they feel intimidated by or are in a dispute with their neighbours. Specific areas mentioned as having problems with crime such as theft are Chickenley, Henley Croft, Sunbury Grove and Holmfirth. Specific areas mentioned as featuring neighbour disputes are Brooklyn Flats and Chest Bank.

Many people also mentioned that they feel intimidated by groups of young people (often men) who will often congregate near their property, that their neighbours often play loud music and there are regular arguments or fights outside their homes. Specific areas that have been quoted as having intimidating groups congregating are Sycamore/Laburnum Grove, Howden Clough, Queen Elizabeth Gardens, Charles Street and Chickenley Lane.

The most common response was in relation to drug use or drug dealing either within their block of flats, on or near their estate or in car parks meant for residents. Specific Areas mentioned as having problems with drug dealing are Grace Leather Lane, Harpe Inge, the Car Park for Wooldale Juniors, The entrance to the wood on Royds Avenue, Mount Street, Chickenley, the Car Park to Newsome High's playing fields, Edale Avenue, Thornton Lodge, Lockwood, Crosland Moor, Cross Lane Skate Park in Skelmanthorpe, Dalton, Dewsbury Bus Station and Dearne Fold. One person mentioned that the regular misuse of their car park made them fear that emergency vehicles would not be able to reach them if they were needed. However, whilst fears around knife and gun crime featured less regularly than comments about substance misuse, they were still commonly held fears. Huddersfield Town Centre was mentioned as a specific concern for knife crime.

It is also worth noting that some of the feedback included comments around nearby traveller sites making people feel less safe, specifically Skelmanthorpe football field.

A lot of responses included reference to people feeling less safe now than they have done in the past, as well as feeling less safe at night than they do in the daytime.

A commonly held view is that neither the police or the Council take action once issues are reported and this seems to contribute to people feeling unsafe as they consider the support mechanisms to be ineffectual.

The comments featured a strong desire for more lighting, CCTV and a more visible police presence. There was also overwhelming feedback that allowing young people and older people to live within the same estate or block has made people feel very unsafe.

Quotes:

“I do live in a safe village.”

“This is the benefit of living on a quiet road! Everyone knows everyone and we have a good sense of community despite being small!”

“We all look out for one another.”

“It’s a scary world we live in these days. Better street lighting.”

“It used to be a lovely, friendly area. But since the age requirement was dropped...the area deteriorated.”

“I don’t feel safe because the road where I live motorbikes/cars go too fast, too many young people walking around in gangs etc.”

“Speeding Cars on Reinwood Road and Willwood Avenue. Many complaints have been raised about this, but nothing done.”

“As I live in an upstairs flat, and my upstairs door release doesn’t work, I leave my door unlocked. Which means any would-be thieves can access my storage room.

“I’ve had incidents where people at various times of the day and night are entering the old people’s area that are not visiting. Needs to be more secure with fencing and lockable gates and even cameras.”

“I don’t feel safe walking around due to drug dealers, agitated users hanging around and moped riders riding on the pavements and nearly running you over. It makes me feel so unsafe.”

“I am still afraid after my house was burgled in broad daylight. Luckily, I was not in the house when they broke in, but they ransacked the house. The police couldn’t find the burglars.”

“A friend that lived close by was burgled at knife point ad she had to move out”

“It has been bad for drug users parking up Cross Lane skate park in Skelmanthorpe, then to receive travellers setting on the football field – swearing, fishing, doing disturb round field in vehicles – rubbish. No don’t feel safe in my home.”

“The road I live on used to be a nice place to live however it is a real shame that recent residents that have moved here (within the last 5-10 years) bring anti-social behaviour with them.”

“Needs more security such as sensor lighting and cameras. Doesn’t do enough taking people complaints seriously enough, when calling with a problem, not taken seriously enough.”

“Ok in daylight. Never go out alone after dark.”

“Need better street lighting. Need lighting for use of side door.”

“Feel like need an alarm or extra window locks. Been quite a few break ins and feel vulnerable at times. Always lock the front door.”

“Not really secure doors that don’t lock or are left open by people that are not tenants plus doors have had their day and we pay for that.”

“They smoke drugs, play loud music and last week ripped guttering of the walk. Police and Council informed but nothing done to stop them congregating.”

“No CCTV on any of the streets within the estate so there is nothing to deter antisocial behaviour.”

“We need more community policing to make people feel safe.”

Suggestions:

Talk to Tennant Associations more

Install CCTV in corridors and outside properties

Improve/install fencing and lockable gates

Increase visible police presence

Don’t mix young people and older people in the same areas

Create more neighbourhood watches

Employ night-watchmen

Develop informal ways of dealing with anti-social behaviour

Improve lighting on streets and around properties

Install intercoms with a camera facility

Moving Around

Walking and cycling are good for both our health and the environment. The design and layout of a place can encourage walking and cycling by providing pleasant and safe routes that connect people to where they want to go. Please score the following question based on your own personal experience.

Overall score – 4.595

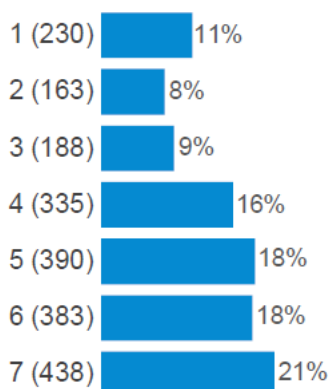
Number of comments made – 898

Q10a. Can I easily walk and cycle around using good quality routes?

Can I easily walk and cycle around using good quality routes?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
230 (11%)	163 (8%)	188 (9%)	335 (16%)	390 (18%)	383 (18%)	438 (21%)

Can I easily walk and cycle around using good quality routes?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q10b. Please share any comments you have about moving around

Key Issues:

The majority of people felt that there were good routes and that it was easy to walk or cycle around. Examples were given of access to a Greenway which they thought was good, the canal footpath, Blackmoorfoot reservoir, former railway path, circular routes, Oakwell Hall, Dewsbury Country Park, cycle tracks and good walking routes through fields, woodland, villages, and to parks and shops. Some people had access to particularly scenic routes including “lovely canal ” and routes with “marvellous views”.

Several people mentioned the Greenways positively and that there were plenty of places to walk.

However, many indicated that there was a lack of safe cycling routes with nowhere to cycle safely and that more cycle lanes were needed as roads were too busy and dangerous to use. A couple of people commented that they could not afford a bike and that bike storage was an issue.

Numerous people identified that they were elderly or had a disability. They often mentioned the hilly nature of the local area. They also identified particular barriers to moving around. The condition of pavements and pathways and maintenance requirements featured regularly: the need for more dropped kerbs for mobility scooters, no pavements or narrow pavements not leaving enough space for wheelchairs or walking frames, overgrown trees, bushes and vegetation on pavements and ginnels, uneven surfaces and the quality of the paving and need for resurfacing where uneven due to having been dug up and a shoddy repair made. Paths covered with leaves and moss from bungalow roof tops were very slippery, obstacles were left out, steps, all these prevented people from moving around easily. Lack of lighting, potholes and ill maintained roads, litter, rubbish dumping and dog poo. People also mentioned the need for more wheelchair accessible walks. A problem storing and charging a disabled scooter and the was also mentioned and the reduction in town centre disabled parking due to carpark and street closures.

Traffic, & parking were raised as barriers: pavement parking at times forcing people to step into the road was mentioned by numerous people as an issue. There was too much road traffic, dangerous drivers, speeding cars and sometimes quadbikes and bikes, and cars blocking corners. People were frightened by traffic and expressed concerns that roads were dangerous for cyclists & pedestrians due to traffic speed and volume. Safe crossing points were felt to be needed in areas such as: the bottom of Doctor Lane, Sunny Bank Road near to Crossley Lane, and near the Grove pub.

Not feeling safe was also raised several times as a barrier to people moving around. Comments related to fear of assault, feeling unsafe or intimidated due to drug dealing & taking, feeling unsafe especially in winter when dark, or on the Greenways, cycle paths being unlit or overtaken by youths. Antisocial behaviour was commented on, and parks not safe to walk in as gangs go to drink and take drugs.

Key Quotes

“The Greenway is lovely for a bike ride or walk”

“There are plenty of places here to walk. You can go in all directions and find a good route”

“I don’t cycle but my little boy does. It’s hard. Not safe. Lots of glass, cars parked on curbs and blocking footpaths, so we have to walk on the street where cars are speeding up”

“There are good routes to walk. However, there is an absence of pavements on many of the routes which can be very dangerous. Pavements on some of the walks would be a real help and could encourage more people to take walks”

“The paths are uneven for my wheelchair; bushes are overgrown onto the pavement and a lot of drop kerbs are not flush. There is too much illegal parking on pavements, and nothing is done about it.”

“Park is not safe to walk in with the dog as gangs go there to drink take drugs”

“Too much traffic and a lack of safe cycling routes”

“Would be a lot better if walkway and snickets were kept tidy”

Suggestions

Paving slabs in area can be slippery for elderly people in winter when not gritted.

There are steps to bungalows so ramps and slopes would help.

Could do with more seating so we could have a rest whilst out walking

A riverside connection to Huddersfield would be good it's all about cars at the moment

No cycling routes in my area. Also, Kilner Bank needs the walkways sorting out – maybe a community activity.

Windsor Road should have a cycle Lane

Cycling needs physical separation from motor traffic to really take off. Need to see painted cycle routes in town centres connected to routes between towns and housing areas. Cycle lanes on roads useless due to parked cars.

Too many cars parked and on corner of streets. Should have one way and speed bumps on Hollins Terrace. Too many cars speeding up and down the road.

Road from Moorhill Rd onto New Hey Road is dangerous – needs something as traffic builds up due to Sainsbury's especially at busy times (7-9/4-6) Could introduce traffic lights/roundabout/change road markings?

Would benefit from another crossing by Grove pub so we can access a safer route top shop and town

A very narrow passageway onto Wormald Street which is overgrown, unlit and dangerous and needs to be improved

Litter on the pathway leading to Bradley Boulevard. Lots of dumped old clothes
There could be more bins or Council road cleaners or heavy fines for people who don't clean up after their pets.

More needs to be done about the upkeep of hedges, pathways and pavements There are some that are a danger to disabled people.

Many public pathways & snickets etc are poorly maintained overgrown or unpassable such as: Hostingley Lane, the Common (Thornhill), from Scholes Moor Road onto Moorlands, and Syke Grove. The footpaths e.g. in Reinwood Road are uneven and often dangerous. The Ginnel at the side of Batley Mill is overgrown & needs regular maintenance

Not enough footpaths next to main roads

Potholes – Croftlands & Whitcliffe Road Cleckheaton

More cycle paths and good quality walking routes with good signpost.

More needed for disabled people. Many people due to age or disability had trouble moving around. Improving the condition of paths and making dropped kerbs would be helpful. More toilets needed.

The need for good signposting, including lesser known paths was mentioned and that some people have difficulty following arrows.

He takes his children and walks for miles in the woods looking for elf houses that the community leave about in the trees...

Footpaths and roadways need attention

I think they could make a walkway round the park, like the one in Saville Town. This would be helpful as Thornhill is hilly. Older people would walk round a pavement in the park.

From Bristfield Road (Kirklees Way) to Albion Road (Flatt Top Pub) from Flat Top Pub to Dead Man's Lane the footpaths need urgent work doing for walkers and cyclists. Also, the footpath from Edge view to the post office, trees are overgrown and vegetation needs cutting back. Thankyou.

Focus less on cycling and more on providing parking spaces for these disabled persons who need a blue badge. Unless I am up at crack of dawn to try and get a space near the Town Hall, I cannot now get to town...

Paths are overgrown or even blocked in places e.g. Kirklees Way through Bradley/Fixby Bluebell Wood. Whole trees fallen across path in two places.

Maintaining the vegetation/overgrowth around snickets on the estate is absolutely crucial to families being able to negotiate their way.

It would be great to open up more Greenway routes as walkers can benefit as well and safe for kiddies

Lots of young Ash trees growing at top of Kennel Bank. They should be taken out. The Council has fenced them in. They will cause problems later.

Filthy rubbish, dog muck and left food mainly from Frankie's Diner

The pathway from Butts Hill to Nibshaw Lane is now a dumping ground. You cannot walk here for tipping. Trees overgrown

After the grass has been cut by the Council the grass cuttings are left on the paving path, which when wet are very slippery.

Public Transport

Access to an affordable, reliable and well-connected public transport service is important for communities in any place. Good public transport allows people to get around in a sustainable way which in turn is good for the environment. Please score the following question based on your own personal experience.

Overall score – 4.960

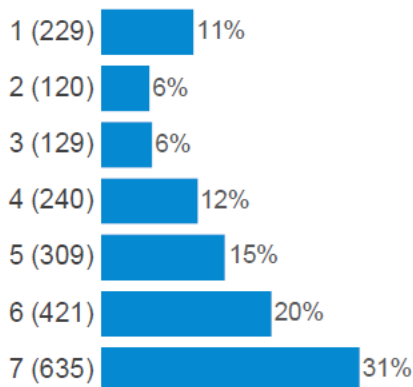
Number of comments made – 1001

Q11a. Does public transport meet my needs?

Does public transport meet my needs?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
229 (11%)	120 (6%)	129 (6%)	240 (12%)	309 (15%)	421 (20%)	635 (30%)

Does public transport meet my needs?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q11b. Please share any comments you have about public transport

Key Issues:

Respondents provided a mix of both positive and negative feedback about public transport, with the vast majority referring to buses rather than rail.

Many felt that public transport, particularly buses, is well connected between their homes and Kirklees town centres: *'excellent minibus service around the housing estate'*, with those that noted they live close to a bus stop being generally happy with the service. Others noted they were able to travel to destinations such as Bradford and York fairly easily. Some mentioned valuing their free bus pass, being able to access regular services, and travel sustainably. There was also some praise received for helpful and knowledgeable bus drivers.

Some respondents pointed out they had no issues regarding public transport, mainly because they don't use it (often having their own car, but also biking, walking or using mobility scooters) so have no opinion, or in some cases because they are satisfied with the existing service: "Spot on. Every 10 minutes Cleckheaton to Dewsbury."

Some were generally accepting that while they can't get everywhere using public transport and it has its limitations, taking everything into account a reasonable enough service is provided.

Where respondents chose to comment about concerns and issues, these mainly related to bus services and cost, frequency, and reliability. Few comments were received about trains though there was mention of poor rail connection for those based around Holmfirth, and issues accessing Mirfield station.

Many felt that bus frequency was an issue, often stating that one bus per hour isn't enough, meaning people struggle to get to medical appointments: "due to continuing cuts. it's getting more and more difficult to plan journeys" or fit using public transport around existing commitments like school drop offs and have to take taxis or rely on

family to drive them instead. Lack of buses in the evening and at weekends was an issue for some respondents: “If you work late. it’s dark and lonely to walk.”

Some felt that routes and service frequency have reduced over recent years – ‘Since service 262 was withdrawn from Dewsbury, I can get to Scarborough quicker than visit friends on Kirkheaton.’ The wider impact on towns was mentioned: “The last 2-3 years [public transport] has deteriorated immensely. I really feel as though Mirfield has become a ghost town and just forgotten about.”

Generally comments gave a sense of a shrinking public transport infrastructure rather than an expanding or improving one, with one comment explaining that “Getting to town is okay, but all the “cross” routes that used to exist, so you could get from Almondbury to Newsome don’t seem to exist anymore.”

In some cases, dissatisfaction with bus services may be linked to changes during the pandemic, as bus companies have had to change or temporarily reduce services. Frequently changing timetables were noted as an issue particularly in terms of causing confusion to elderly users.

A small minority felt that buses in their area were too frequent and should be reduced, as they sometimes run empty or at the same time as other buses, increasing pollution and congestion.

Regarding the cost of public transport, it was frequently noted that fares are too expensive and rising disproportionately: “increased 4 times in 3 years,” “wouldn’t consider the bus or train to offer value for money”, “far too expensive at £2.30 for a mile”. Some compared the cost of local bus fares to that of other Yorkshire areas and felt it is cheaper to travel elsewhere, or that it’s cheaper for a family to get a taxi than a bus. A few commented that contactless payments were a barrier for those without contactless technology.

Some provided feedback on specific bus routes e.g. that the 308 is over capacity; there are no buses from Dewsbury to Halifax; their bus runs late or doesn’t turn up; services are less reliable at the weekend etc. Some bus companies received more positive feedback than others though this will be linked to which service a respondent regularly uses.

Safety concerns were highlighted: “half of drivers drive like idiots”, with some focusing on the impact of the pandemic on their current travel: “people are frightened to use it”. Comments were made on generally poor levels of cleanliness, and that buses are sometimes in poor condition, too slow, too noisy, and prone to breaking down – with one respondent stating in the past three years they have been a passenger on one bus that had caught fire, and another where the engine blew up.

It was mainly felt that the service provided by bus companies during the pandemic has been disappointing; with a lack of consideration for the transport needs of NHS and other essential workers, and a reduced service impacting on those that still need to travel.

Some noted that they felt unable to use public transport due to a disability, directly or indirectly, e.g. visually impaired so cannot cross the road to get on/off the bus, or not mobile enough to walk as far as the bus stop. One respondent explained that as they feel unable to cross Wakefield Road, they have to take a longer route, catching a bus to Wakefield and then back to Huddersfield.

A lack of shelters at some stops was raised here, and also that wheelchair users may not be let on if the chair-friendly space is already occupied by another wheelchair user, or they may be unable to access the bus if the stop isn't wheelchair friendly.

Quotes:

"The small bus that comes in the estate is the best"

"Buses only have a small amount of space for wheelchairs and if the space is taken, I'm refused access"

"Fabulous bus service as I live on the main road going up to local hospital"

"It's too expensive and unhygienic even with masks"

"Transport is essential for people who can't get around due to disability or don't have a car"

"needs to be better deals/discounts as the cost of public transport quite often so high that I cannot afford to take my children places"

"Public transport meets my needs"

"Standards have been low for many years"

Suggestions:

Campaign to reduce ticket prices

Support nationalisation of bus services

Increase number of buses running in the evenings

Consistent service at bus stops e.g. shelters at all – Close Hill in Newsome

Provide an access bus

Provide other modes of public transport e.g. rickshaws

More information for bus passengers to help them know the area and when to get off the bus

Increase parking restrictions (e.g. park on one side of the road only) to make it easier for buses to get through

Stop people eating on buses

Need to be cleaned more frequently

CCTV on every bus

A small hop on bus to village centre from Hilltop or Wilberlee

More offers/discounts for families

Repair broken bus stop monitors

Traffic and Parking

Places that are dominated by traffic and parked cars can have a negative impact on our daily lives. Appropriate arrangements for traffic and parking that allow people to move around safely can help people to get the most out of a place. Please score the following question based on your own personal experience.

Overall score – 4.036

Number of comments made – 1139

Q12a Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

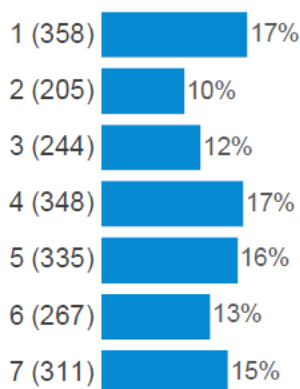
Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
358 (17%)	205 (10%)	244 (12%)	348 (17%)	335 (16%)	267 (13%)	311 (15%)

Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q12b Please share any comments you have about traffic and parking

Many of the respondents were unhappy with traffic and parking in their neighbourhood.

This quote below sums up many of the negative issues and problems around parking:
“The parking in our street is a joke”

There were some positive comments about traffic and parking including:

“I think parking in Cleckheaton is excellent and that it is free and there is enough of it”,
“Always find somewhere to park” and “A parking area is provided for this area”

The majority of responses stated that car owners didn't have a space or a driveway to park their car and residents who owned more than one car per family cause problems and hazards for pedestrians as cars are being parked on the kerb or pavement.

Pedestrians are not able to use their pram or scooter on the pavement and have to walk on the road with prams and children, this makes them feel unsafe and uneasy. There were many reports of cars being parked on pavements.

The comments featured a strong desire for more parking on estates so residents could park their cars safely and near to where they live.

“Some tenants have 3 cars which means we cannot park outside our house and even more we have to pay annual parking permit”

Another issue for many residents was cars parked on either side of the road which causes congestion. There was concern by many residents that emergency vehicles would not be able to pass and buses often struggled to get through due to parked cars.

“Due to having to go out in my wheelchair I often find I have to go into the road due to cars parked on the pavement, this puts me at risk and as such makes me not want to go out”

“Cars are always on the path which means you have to walk on the road”

“When the baths in Scisset is open, the carpark is not big enough, so people are parking on pavements and in front of other people’s drives, car parking space is needed at Scisset Baths”

Respondents stated that they found parking charges were expensive and reported that there was not enough parking for those living with a disability.

“Parking is poor and very expensive given towns in the same authority are cheaper. Kirklees have killed off business due to overpriced parking”

“Not enough parking in Kirklees and Holmfirth and is overpriced”

“Parking is an issue In Lindley even in the zone areas”

There was frustration from residents regarding the reporting of parking issues and nothing being done, including that the number of wardens being too low to monitor areas, suggesting that in areas where residents require permit they are not worth having if they are not going to be monitored.

“I live in a permit only area, not enough presence by enforcement officers and a constant number of vehicles parking unlawfully, you ring up and nothing seems to be done”

“Permit parking in Rawthorpe is not extensive enough and not policed or totally observed”

Many reports from respondents that lived near a school area expressed the serious parking issues around school drop off and pick up times, causing a lot of issues for residents nearby.

“I live at the side of Mill Lane School and when dropping off and picking up off children the area becomes almost grid locked- people parking in people’s property and residents parking bays”

There were also many reports of people parking in spaces which are marked for residents only, so even though there is space for residents this is used by non-residents.

Speeding

There were also many responses regarding reports of speeding in built-up areas which made residents feel unsafe. There were suggestions that more speed bumps were needed although some responses reported that in some areas that didn't stop them either.

"Far too much on speeding on Coppice Drive"

"Speeding up and down Newsome Road South mainly by non-residents"

"Idiots driving at ridiculous speeds along Chinewood Avenue"

"Make Princess Street one way and calming measures"

Potholes

There were also a few reports on potholes on the roads and how dangerous they are for drivers. This includes potholes not being filled as quickly and becoming a bigger problem because they have taken too long to be repaired.

Suggestions

Parking needs improving, with off road parking making streets safer.

Need better parking by reducing the amount of grass and making parking space

Needs more short stay parking in Holmfirth

Move Traffic Wardens out of town centres and send to other areas where there are car parking issues

Parking should be free in Dewsbury like in Batley

Dropped kerbs should be installed so where there is space, gardens or space outside the property can be used to park

Free/affordable parking in Town Centres which would encourage people to come and shop

Put up clamping notices so people are deterred to park where they shouldn't

Make people who have garages use them for parking and not storing items

Make narrow busy streets one way to solve congestion of traffic coming both ways

Facilities and Amenities

Facilities and amenities are the things that we need to live and enjoy life; this can include local shops, schools, nurseries, libraries, GPs and places to eat, drink and meet friends. As lockdown measures are relaxed, access to good quality facilities and amenities will be important in supporting people to lead healthy, fulfilling lives. Thinking ahead, please score the following question based on your own personal experience.

Overall score – 4.817

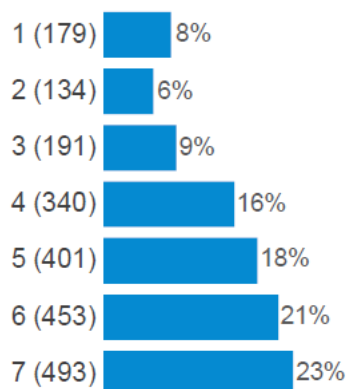
Number of comments made – 793

Q13a. Do facilities and amenities meet my needs?

Do facilities and amenities meet my needs?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
179 (8%)	134 (6%)	191 (9%)	340 (16%)	401 (18%)	453 (21%)	493 (23%)

Do facilities and amenities meet my needs?

Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q13b. Please share any comments you have about facilities and amenities

Key Issues

There are dozens of positive comments from respondents to say that they feel there are adequate local facilities nearby such as shops and cafes that meet peoples' needs.

Respondents value having a local shop in close proximity to where they live, however a number of negative comments about the range of products available the higher cost compared to supermarkets. This is more of a concern where people do not have access to a car or have to rely on public transport.

A number of respondents feel that there are far too many takeaways in their communities.

Many respondents raised concerns about the lack of GP and Dentist practices in their localities and that many are oversubscribed. The ability to book appointments without significant delay is also a concern. The impact of new housing developments in some communities will exacerbate this and also on the ability to access schools locally.

Respondents value having a local shop in close proximity to where they live, however a number of negative comments about the range of products available the higher cost compared to supermarkets. This is more of a concern where people do not have access to a car or have to rely on public transport

The need for more independent local shops. Lower rents and rates to encourage new business. Several respondents felt that there are far too many takeaways in their communities. There were concerns with the increase in number of takeaways opening in certain villages/towns and the lack of variety in shops.

Being able to access independently run shops is major concern for people with disabilities. Just to make sure there are ample places wheelchair friendly this includes making local shops more wheelchair friendly.

A lack of public toilets was also a theme in a number of responses, including the closure of local toilets.

Local libraries and community centres are seen as essential facilities in communities and many respondents raised concerns about their closure in recent years. They want the Library to open regularly and would like mobile library service in areas where there are no local libraries.

In some areas the lack of parking is an issue, this includes limited parking areas near libraries/doctors' surgeries.

The response has clearly demonstrated the feeling people have for their local parks and green spaces, and how these spaces are valued by individuals, families and communities. There was a general feeling that parks need to be updated/upgraded for use by different age groups.

A number of respondents state that they would like more places to join groups and would like more local meeting venues/space, especially in areas with limited/no library service, concerned with the lack of/no youth clubs in some areas.

Need for more groups support for parents with children who have a disability/autism. Help with Childcare before and after school care including weekends for parents who work sat/sun.

Quotes

Positive

“Birstall is a lovely little village”

“Good library Good medical centre (Victoria Medical Centre)”

“Cleckheaton has a lovely town with varied shops, hairdressers, opticians, Doctors, pharmacies, dentists, supermarkets, clothing. There is a great selection of pubs to suit all budgets and restaurants of all cuisines. I think the only thing lacking is there should be public toilets. The Spenborough Gym and swimming complex will be much needed after lockdown.”

“Cleckheaton has Doctors, opticians and dentist. Library under threat. Shops and cafes are ok”

“We have many lovely places to visit in Marsden, would be nice to have a few more shops such as clothing or gift shops for tourists. Lovely cafes, library etc.”

“Plenty of shops, etc on Lindley or Marsh plus good cafes restaurants in both areas. Good access to Doctors and hospital.”

“Newsome is a really good place to live. We have Chemist, green grocers and fish shop. It’s a really good place to live”

“We are so lucky here to have Drs, chemist, library, village hall and churches etc within walking distance.”

“Amenities are adequate for the area shops are reasonably close and so is GP surgery. Good local shops & GP's surgeries”

“Plenty of places to go shops pubs charity shops. Good area and facilities in Mirfield”

“There is easy access to Batley, I use the library regularly! the Batley area is looking nice new stores opening, not too bad.”

“The new swimming baths will be a real asset to this area as well as the running track and gym etc. as long as there is sufficient parking.”

“In Staincliffe we are close to facilities and parks”

“Local Shops are well provided for G.P facilities - could be more perhaps. The library and info centre nearby are an excellent resource. There are sporting facilities nearby, which although we don't use - are essential for the young in this area. The community centre in Rawthorpe higher up is excellent resource.”

“The facilities are good, and I like living here. Granby Flats where I live is in a good location.”

Negative

“Not always can we find level access into cafes and when my husband asks the shop/cafe owner if they have a portable ramp we often get “this is a building that can't be adapted for wheelchairs. But yet I can go to Edinburgh castles and access all areas!!! How can shop owners be allowed to hide behind reasonable adjustment when a portable ramp is as cheap as £150. Yet again disability comes well passed the bottom of the list.”

“As Meltham grows (new Barratt estate and other housing projects) the local GPs and Schools/nurseries must be feeling pressure. I know that it is very difficult to get a doctor's appointment. Funding should also be increased to local schools/nurseries as children are suffering with the menial budgets the schools have.”

“There are enough places to get food. Kirklees issues too many licences for fast foods.”

“When first moved here as a single parent with a one-year old child, now 14, there is no hub, library, internet place or a communal place where parents can meet other parents. Local Children centre have gone so a local hub/ library place for local people would be good”

“Could do with more local shops in Heckmondwike e.g. Greengrocers, Fish shops, shoe shops, toy shops, wouldn't need to rely on supermarkets as much”

“A dentist is needed in Ravensthorpe area as a matter of urgency”

“Not all shops will let you use their toilets if you are caught short, as there are no longer any public conveniences available. Not enough public toilets”

“Dalton needs more shops and if public transport were cheaper, I could score higher. Also, if the Dram centre and children's centre were fully utilised then that would improve things in the area.”

“GPs are overcrowded difficult to get appointments in some areas. Dentists are even worse. Overrun with takeaways and charity shops. So, I shop online.”

“NHS surgeries are run to suit the doctors and their staff not the patient's needs.”

“We used to have a few shops when I first lived up here and a community centre. Phone box post box 2 bus stands now there is only 1 bus stand for buses. Limited supplies in local shop that's only if owner decides to open up. Local estate shop isn't always open at regular times. It also attracts antisocial behaviour.”

“There is a limited number of shops in my community - we don't have a library or places to eat. Need for more local cafes in certain areas.”

“Too many schools close together traffic during school run is horrendous close to park good not too far to town accessible.”

“Heckmondwike does not have many places to sit & eat or shops.

“No amenities in Howden Clough apart from 2 local shops and a nail beauty salon a cash machine in local Cost cutter which charges £1.50p per withdrawal. Local shops are expensive.”

“Most decent shops are in Newsome village but still not many No big supermarket etc. laundry or cafe' to meet. Also pay points as some shops still shut or shut down so I take bus to town twice weekly”

“Places to eat is good but there is rubbish on roads and gardens, people should take their responsibility”

“Lost our local shop, now been turned into a HMD which is badly maintained and has turned into a place for hideaways.”

“Batley town centre is dying and needs regeneration, bring back the local butcher, greengrocer, shoe shop etc. needs toilet facilities.”

“Schools overcrowded. GP overcrowded. Nothing for teenagers to do.”

“Holmfirth use to be a place where you could get anything. Now it's full of bars drinking places you can get. You have to go elsewhere to shop. The TRA have not been able to have a place where tenants and residents can meet. Not good enough.”

“What used to be a mini market. The library is now a play school with only 3 off road parking for dropping and picking up, all staff now park on the road onto lngsway making it one lane.”

“Go into Ossett find Dewsbury dirty and unwelcoming.”

“Nobody takes pride in this estate; it is a disgrace and dirty.”

“If everything doesn't close down due to repeated robberies and soaring insurance costs, the shops and mostly ok, library is rubbish though, I can't find a GP's surgery that anyone will recommend and there doesn't seem to be anything in the local area (outside the covid support). To tackle loneliness, mental health, etc. nothing except baby groups from what I can gather. I feel like I have moved to another universe TBH”

“10 shops in the village of which of which 7 are take-aways. No Community Centre.”

“All the local towns used to be full of shops and markets. There was no need to go to the big cities unless something special was required. Nowadays the towns are full of takeaways, charity shops and hairdressers/barbers. The council do not regulate how many shops of the same type are allowed in the area.”

“Need more GP's for the village demand. No dentist until next village. Essential shops are plenty. No family venues only pubs.”

Suggestions

Reduce the number of licences granted for takeaways and focus on promoting more healthy eating establishments including cafes.

Look at ways to make independently owned shops more accessible to people with disabilities

Create more community/drop in spaces e.g. community centres and libraries for people to meet, socialise and take part in activities

Provide more mobile libraries - Reason I haven't scored a 7 is the library is pretty far away and a few years ago there used to be a mobile library on the corner?

Provide more local GP and Dental practices and chemists. GP's in the area close need to accept the residents in the local area

Provide public toilets.

No problem - toilets at Moldgreen or Waterloo. No nice open cafes with a place to meet up except the park with limited opening days.

Not enough classes available when its open for aqua & Pilates at Batley Baths. Please consider our needs it many more daytime classes we would like to attend.

More needed for older 50+ seating areas etc. in the park area. All aimed at 16 and under older people just get forgotten about.

Better parks for children that meet the needs of different age groups.

Council to regulate how many shops of the same type are allowed in the area

Work and Local Economy

Good quality work can offer important benefits through the income, activity, social networks and sense of identity and satisfaction that it can bring. This has become even clearer as a result of the Coronavirus pandemic. As lockdown measures are relaxed, we know that a thriving local economy that provide work opportunities and help create lively and attractive places where people want to spend time will be very important. Thinking ahead, please score the following question based on your own personal experience

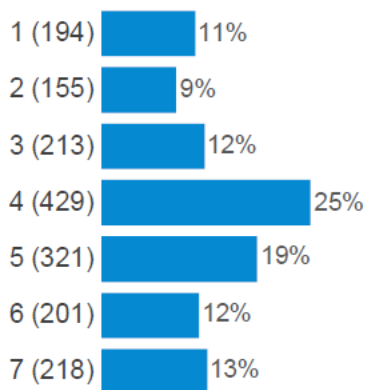
Overall score – 4.157

Number of comments made – 737

Q14a. Is there an active local economy and the opportunity to access good quality work?

Is there an active local economy and the opportunity to access good quality work?						
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.						
1	2	3	4	5	6	7
194 (11%)	155 (9%)	213 (12%)	429 (25%)	321 (19%)	201 (12%)	218 (13%)

Is there an active local economy and the opportunity to access good quality work?
Rate your local place on a scale from 1 to 7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement.



Q14b Please share any comments you have about work and local economy

Key Issues

A number of participants mentioned that Covid 19 and the impact it has had on the local economy: “I feel this will be worse, Huddersfield already struggling but after coronavirus I feel we may never recover”, “No work until schools go back” and “shops and pubs are all closing due to covid 19”.

A number of respondents said that theme didn’t apply to them as they were retired.: “retired and not affected” and “been retired for 20 years, Holmfirth is a community area”

There has been a few comments on not enough work for young people local this included poor contractual arrangements and quality of work: “most jobs locally are temporary or zero hours contracts” and “no work in area therefore not good for younger people”

Respondents also commented on the lack of opportunities for employment in Kirklees: “Dewsbury has no decent work”, “too many shops closing down and too many zero hours contracts”

A number of comments have been made of working outside of Kirklees and not enough suitable jobs in the area and would prefer to work locally: “I work in Brighouse as that’s where work is for me, no work locally”, “Poor Engineering opportunities” and “Major employer left, only takeaways everywhere”

There have been a few positive comments on employment and opportunities and there is enough work, Junction 27 was mentioned as an area for employment opportunities.: Junction 27 retail opportunities” and “There’s always a job if you want one”

There were some positive comments about Birstall and Batley:

“Birstall village is a lovely place to meet friends, happy place and can’t wait to go back to the shops”

“Birstall and Batley have a good local economy”

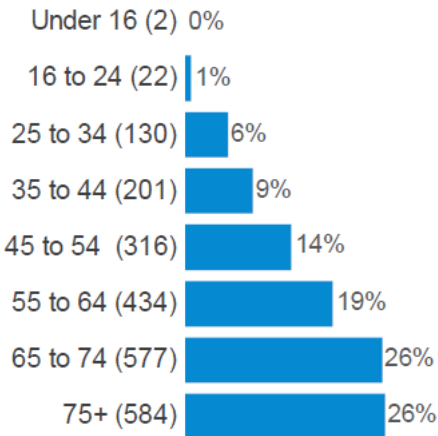
Suggestions:

- More jobs online for all ages
- Set up meetings with tenants to identify their needs
- More to be done with young ones on the estate
- The country needs employment improvement
- More apprenticeships, support people with disabilities
- Should help the homeless and people begging on streets
- A flourishing workforce can contribute immensely to the local economy

About You

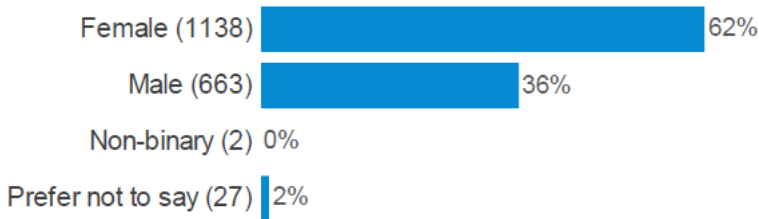
Age group:	
2 (0%)	Under 16
22 (1%)	16 to 24
130 (6%)	25 to 34
201 (9%)	35 to 44
316 (14%)	45 to 54
434 (19%)	55 to 64
577 (25%)	65 to 74
584 (26%)	75+

Age group:



Gender:	
1138 (62%)	Female
663 (36%)	Male
2 (0%)	Non-binary
27 (1%)	Prefer not to say

Gender:



Other information:	
234 (10%)	I am from a BME background (Black or minority ethnic)
1009 (42%)	I am living with a disability

Breakdown of responses by Kirklees ward

Ward	Number of Council properties	Number of responses	Percentage of responses
Almondbury	911	104	11.42
Ashbrow	1810	135	7.46
Batley East	1012	86	8.5
Batley West	997	102	10.23
Birstall and Birkenshaw	941	124	13.18
Cleckheaton	822	93	11.31
Colne Valley	440	42	9.55

Crosland Moor and Netherton	804	65	8.08
Dalton	1552	117	7.54
Denby Dale	449	70	15.59
Dewsbury East	1492	127	8.51
Dewsbury South	1431	124	8.67
Dewsbury West	1587	115	7.25
Golcar	794	66	8.31
Greenhead	432	33	7.64
Heckmondwike	657	73	11.11
Holme Valley North	600	80	13.33
Holme Valley South	409	47	11.49
Kirkburton	346	44	12.72
Lindley	683	103	15.08
Liversedge and Gomersal	1403	136	9.69
Mirfield	911	117	12.84
Newsome	1761	177	10.05
Total	22244 properties	2180 responses*	

Please note this table is based on valid postcodes only. A small number of respondents provided postcodes that were unable to be matched.

Session with Young People facilitated by Conscious Youth - Thursday 20th August 2020

The session was attended by 7 young people, 6 of whom were BAME. The majority of attendees came from the Ashbrow and Dalton Wards. The session was led by the group of young people and the feedback from the discussion categorised into the Place Standard 14 themes post session.

Homes and Community

- Difficulty in moving home. Family have been on the housing waiting list for 5 years
- Looking for a 3-bed property

Influence and Sense of Control

- Don't think decision makers listen to young people due to age
- Decision makers need to put faith in young people – their input is important
- Decision makers listen but nothing changes
- Want to speak with people who can affect change
- Dialogue is important – need to clearly state how people will be affected by changes (operating in plain sight)
- Young people want to be engaged through social media – Tik Tok, Snapchat, YouTube

- Create short films about what things that matter to them. Opportunity to give quick feedback through commenting on content
- Need to speak more as a community

Streets and Spaces

- Chestnut Street – more tree planting, new bus stop
- Make the environment better – more investment in grounds maintenance

Care and Maintenance

- Bradley is looked after and clean
- Town Estate - Pot holes in road
- Fly tipping and littering mentioned by most of the attendees
- Streetlights need fixing in order to make places feel safe

Natural Space

- Likes to make use of woodland around Brackenhall
- Town Terrace – lots of nice places to walk

Play and Recreation

- Equipment in park not suitable for older children (“baby stuff”) on town estate
- Littering is an issue around play area due to bin overflowing
- Lack of parks – broken or lack of equipment

Social Contact

- Lots of activities for young people
-

Identity and belonging – not discussed

Feeling Safe

- Chestnut Street - Drug dealing in area, scared to go out of house therefore does not leave house
- Town terrace – lots of late-night noise
- Bradley – don’t use parks due to fear of gangs/don’t feel safe. Therefore, hang around on streets

Moving around – not discussed

Public Transport

- Majority of attendees continue to use public transport and it was judged fit for purpose
- Hand sanitiser on buses

Traffic and Parking

- Speeding cars around Sheepridge

Facilities and Amenities

- Loads of shops, schools nearby and access to motorways is good

- Town terrace - lots of shops nearby
- Supermarkets and cinema local
- Bradley, plenty of shops and facilities
- No shops other than Asda (Brackenhall)

Work and Local Economy

- Discussion focussed on school with links to Coronavirus
- Need to generate local jobs
- Worried about the future
- Feel that it will take 3 years to get better
- Not getting taught properly
- Risk to families by going back to school and risk to infection
- Feel that they will have to adapt
- Feel should wait longer for things to improve before going back to school
- Year 11's should be prioritised, given more time