

Your Place, Your Say: Summary of Conclusions

This summary of conclusions provides an overview of the 31 theme-based conclusions within the overall report on the survey findings. The full overall report with the analysis to support these conclusions is available via the Kirklees Intelligence Observatory, along with a full set of data tables.

Conclusion Number	Conclusion	Report page
1	The majority of respondents are satisfied with their local area as a place to live and even those who believe it has deteriorated over the last three years are more likely to be satisfied than dissatisfied with it.	11
2	Safety is the most important aspect in making somewhere a good place to live for Kirklees residents and, positively, there is evidence that perceptions of safety have improved since 2008. Perhaps as a result, improving safety is not necessarily seen as a focus for most residents	12
3	It is important to note that feelings of safety are lower amongst some specific respondent groups, indicating that for residents in social housing, those from Asian and Asian British backgrounds and younger residents in particular, safety may be more of a concern.	13
4	It's notable that residents of Dewsbury are the most likely to feel unsafe in their local area, in part reflecting the high proportion of sub-groups that express safety fears in the Dewsbury population compared to the other TVC Areas. This is likely to explain, in part, relatively low levels of satisfaction with the local area as a place to live amongst Dewsbury TVC Area respondents.	15
5	The importance of roads and pavements to respondents is clear, but respondents expressed concern about their condition emphasising that road and pavement maintenance should be seen as high priority for the Council.	16
6	Well maintained roads and pavements are of particular concern to residents in The Valleys TVC Area	17
7	Generally, respondents in different age groups share similar feelings about what is important in making their area a good place to live, although some differences reflecting life-stage were apparent. These differences are reflected in other sub-groups with a high proportion of younger or older respondents.	17
8	There is room to improve how local residents feel about people in their local area with levels of trust and the belief that people pull together to improve things relatively low. Local public services could also improve how they are perceived to deal with people and there is also a relatively low level of trust in services generally.	19
9	While the majority of respondents agreed that people of different ages get on well together in their local area, agreement was lower for other groups, such as those from different ethnic backgrounds or with different income levels or needs. However, there is evidence that tensions within local communities may be driven more by general feelings that individual communities do not trust or help each other, rather than tensions between easily defined demographic groups	20
10	Some differences in opinion regarding community cohesion were apparent between different areas. In particular, respondents in Dewsbury and Batley, Birstall & Birkenshaw were more likely than those in other TVC Areas to express concern about tensions between different resident groups.	22

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11	While rubbish and litter is the biggest problem most respondents face in their local area, drug use is felt to exist.	23
12	Younger respondents were more likely to indicate that they felt a range of issues were big problems in their local area. While this is likely to reflect their life-stage to some degree, it is also likely that these problems impact on feelings of safety and explain, at least in part, relatively low feelings of safety amongst younger respondents.	24
13	The impact of social problems on feelings of safety is apparent and drug use in particular affects how safe people feel in their local area during the day.	25
14	Respondents living in social housing were more likely to consider these issues to be problems and as a result, areas with a high proportion of social housing also exhibit high levels of problems.	26
15	Generally, there is evidence that respondents feel their nearest town centre has declined and satisfaction with town centres is generally low, with around a third wishing to see an improvement. However, differences between specific towns are evident indicating a mixed picture.	28
16	On the surface, respondents are generally satisfied with their home, but almost one-in-seven consider it to be unsuitable for their household and this is driven by those living in rented accommodation.	29
17	When evaluating the importance of services provided by Kirklees Council, respondents tended to choose services which are used by the majority of people.	30
18	A clean and tidy local environment is important to respondents, so it's disappointing that only around half agree that their local area is a place that looks attractive or feel proud of it and there are indications that more could be done to deal with rubbish and litter.	31
19	Arts and Community facilities were seen as relatively unimportant, but almost half of respondents had attended an event in the last year and respondents were more likely to be satisfied than dissatisfied with arts and creative opportunities in Kirklees, perhaps suggesting they are more important than some recognise.	32
20	Household refuse collection and doorstep recycling are rated highly by respondents and there is evidence that satisfaction with these services has improved since 2008.	33
21	Younger respondents are the least satisfied with refuse collection and doorstep recycling, which is likely to reflect their living arrangements.	34
22	The most frequently used sources of information about the council are those managed or provided by the council itself and there is evidence to suggest that these sources have a strong impact on driving positive perceptions of the council.	35
23	While it is true that respondents who feel well informed about public services tend to have used more sources of information in the last 12 months, it is also the case that those who don't feel informed have also used a range of ways to get information. This may suggest that the existing information methods do not communicate sufficiently well to some residents.	36
24	Respondents who feel well informed about local public services overall naturally feel well informed about a range of other specific local issues.	37
25	It is important to note that information sources used differ considerably with age, suggesting that information would need to be provided via a range of sources to ensure all residents are fully informed.	38

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26	Interactions with council staff are very important sources of information for residents, particularly as some of the more vulnerable members of society are more likely to interact with the council in this way. Given the importance of contact with council staff, it is reassuring that the majority of those who have had recent contact have had a positive experience.	39
27	Opinion is divided as to whether the council provides value for money, but the data suggest that a lack of understanding of how the council operates and about local public services more generally may prevent respondents from providing a considered assessment for this question. There is a strong relationship between perceptions of value for money and satisfaction with the council.	40
28	Respondents were more likely to say they were satisfied than dissatisfied with the way the council runs things but two-fifths were unable or unwilling to indicate either way, which is likely to reflect relatively poor understanding of the council's role amongst some.	42
29	Those feeling they could influence local decisions were more likely to have high satisfaction with the council. There may be more that can be done to encourage residents to participate locally and there's evidence that many feel unsure as to whether they could get involved if they wanted to. Underlying this is relatively low agreement that getting involved would make a difference and this may explain why levels of volunteering appear to have declined.	43
30	Although respondents are unlikely to say that they feel well informed about how to give their views and few feel that they have done so over the last year, there is evidence that they may have been more involved than they initially feel.	45
31	A series of measures were used to assess respondents' lives overall and to understand their views on the future and, as responses to other questions in the survey indicate, these measures confirm that respondents in the Dewsbury TVC Area generally have the least optimistic outlook to life.	46