

Feedback note –E-Panel survey Spring 2013

Summer Update

Hi everyone,

We have continued to analyse the findings of our first survey and we have worked closely with council services to see some ways your views have made a difference.

This feedback note is split into the same sections as the first survey and the last feedback note to remind you of what we asked, what you said and now we can tell you how this helped!

If you'd like to know more, a full breakdown of the results to the survey is available on our e-panel webpage www.kirklees.gov.uk/epanel.



Questions on the future of Kirklees youth support services

We asked your opinion on ways Kirklees youth services could be provided in the future, who you thought they should be provided to and what one change you would make.

You said You most strongly agree with the statement 'We should invest more early on, to help prevent problems which may be costly later (such as teenage pregnancy and substance misuse)' - 92% agreed. There was also a lot of support for the statement 'Local people should get to decide how youth support services should be provided', with 74% agreeing.

59% of you felt the council should concentrate on providing services for as many young people as possible within budget, rather than concentrating on particular groups of vulnerable young people or only providing the services we are obliged to.

We received 288 comments on the one thing that could be done differently to help improve how we support young people - our Youth Support service colleagues will be discussing these suggestions at their staff conference in early June.

We did

"We value the feedback and responses the panel has provided on the future of Kirklees Youth Support. Our service, like all other Council services, is having to look hard at what we can provide now and in the future with the challenges we face. Having this information is a really helpful starting point. We are in the process of using this as part of our work to map out our service delivery model and we would like to thank the panellists for taking the time to answer the questions."

(Nigel Addy, Children and Young Peoples Service)

Out and about: local surroundings and green areas

We asked what parts of your local surroundings and green areas you used, for what purpose you use them, your satisfaction with their condition and what your main concerns about them were. We also asked how satisfied you were with the most recent council roadworks in your local area.

You said Open countryside is the public outdoor space you use most frequently (52% using it daily or weekly), with woodlands and parks also popular. You told us you're more satisfied with the cleanliness of parks and woodlands than recreation grounds and grass verges. Litter and dog fouling topped the list of possible problems with your local area.

83% of you told us you felt safe when last visiting a local park or open space in the daytime. Walking, playing with the kids and spending time with friends and family were the main reasons selected for your last visit.

We also asked where you thought we should focus our work in parks and open spaces - there was most support for:

- Repairs to things like footpaths, benches, bins, steps and drainage (59%)
- Attractiveness of the site (planting schemes, flower beds, trees) (35%)
- Encouraging more organised events and activities to take place (34%)

We did

"It was great to see the important role you thought that parks have to play in today's society - with all the many other places you could be going it's fantastic that your local park is somewhere you choose to go. There's problems with many of our sites, some of which we know about, others which you've told us, and we will do what we can to fix these where possible. If you are interested in helping us in this then there are many sites which have an active Friends group, who are always on the lookout for new members. If you want to find out more then get in touch with the Council and we will do what we can to help. Thank you very much for the support so far, and hopefully it won't be too long until your next visit!"

(Robert Whittaker, Park Manager)

"The panel informed us that there were concerns in various areas about fly tipping locations, dog fouling and build ups of litter in areas that are not normally on our schedules to service. We tried to identify those areas mentioned and cleared away anything that was found, as a result of this information we have placed more litterbins in hotspot locations and our schedules have been altered to give those areas routine visits with the aim of reducing complaints and improving the environment."

(Des Wilkins, Streetscene area manager)

Up next...It's time to talk about the budget



In November we'll be inviting you to take part in an online survey asking for your views on how we spend our budget for the next few years. The aim of this budget consultation is to formally gather views on our budget proposals—we want as many of you to take part as possible.

In the meantime, over September we will be talking to communities (local residents, community groups, businesses and the voluntary and community sector) about the future—you might see us out and about in our town centres so please come and have a chat!

Visit our website www.kirkleestalk.org for full details on the budget engagement work. Please watch our video which outlines the services the council provides and have a go at the budget challenge exercise. We have some very difficult decisions to make and it's time to talk about it.

Questions or comments? Email us at consultation@kirklees.gov.uk