

Have your say on proposed changes to the Excellent homes for Life Bistro Service

Consultation findings summary

This consultation took place between 25th September 2023 and 10th November 2023. Full background to the consultation can be found at: [Have your say on proposed changes to the Excellent Homes for Life Bistro Service | Kirklees Council](#).

Overall, 145 respondents completed the questionnaire about proposed changes to the Excellent Homes for Life Bistro Service.

The vast majority (70%) of respondents submitting a response completed the questionnaire as a person living in one of the Excellent Homes for Life Schemes or on their behalf. 24% completed the questionnaire as, or on behalf of someone who currently uses the Bistro Service.

The number of responses received were broadly similar across all three schemes.

The questionnaire was made up of two main queries:

Please tell us how far you agree or disagree with the introduction of a service charge for the provision of the Bistro Service: (Agree or disagree with the introduction of a service charge for the provision of the Bistro Service.)

The responses were as set out below:

- Strongly disagree: 74%
- Tend to disagree: 7%
- Neither agree nor disagree: 7%
- Tend to agree: 7%
- Strongly agree: 6%

Please tell us how far you agree or disagree with Kirklees Council stopping the Bistro Service: (Agree or disagree with Kirklees Council stopping the Bistro Service.)

The responses were as set out below:

- Strongly disagree: 65%
- Tend to disagree: 5%
- Neither agree nor disagree: 11%
- Tend to agree: 5%
- Strongly agree: 14%

We also received several additional comments the themes of which centered around the below:

- Letting a third party run the Bistro Service
- Pricing – the service charge is too high and unaffordable.
- Safeguarding – elderly tenants not getting any food provision.
- General concern around Council spending/mismanagement and disgust of removing such a necessary provision.
- The Bistro is seen as a hub/a community for socialising to prevent isolation and have contact with staff.
- Promotion to the public has been insufficient and this side has been mis-managed.
- Tenants who are not using the service at present do not want to incur any service charge.