

How good is your home and your local place?



The future of housing services in Kirklees



What we did

Staff from Kirklees Council and KNH asked tenants and leaseholders how housing services in Kirklees should be managed in the future and how you'd like to be involved. What participants told us has informed the final decision by Kirklees Council's Cabinet on 20th October 2020 to bring the housing services currently managed by KNH together with wider council services. We know that where you live is about more than just bricks and mortar. So we also invited tenants and leaseholders to share your experiences of what it's really like to live in your home and local place. We asked about 14 different themes in total (you can learn more about what people said in our 'Comments summary'). We'll use what we learned to improve housing services and we'll work with you to improve local places.

Who participated?

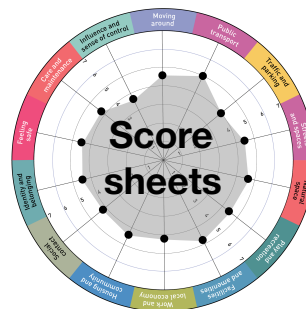
We sent a printed questionnaire to every KNH tenant and leaseholder in Kirklees. There were also other ways to take part - by talking through your experiences on the phone, by completing an online questionnaire or by taking part in an online group discussion. Our engagement activities were open from 22nd June to 4th September 2020.

2,385 people took part ahead of the Cabinet decision. **2,432** people took part in total (about 11% of all tenants and leaseholders in Kirklees). Most took part via the post.

In this document you can see the options participants chose for questions about the future of council housing. Our other documents include:

Comments
summary

A summary of what participants said about their home and local place, including all the 14 themes.

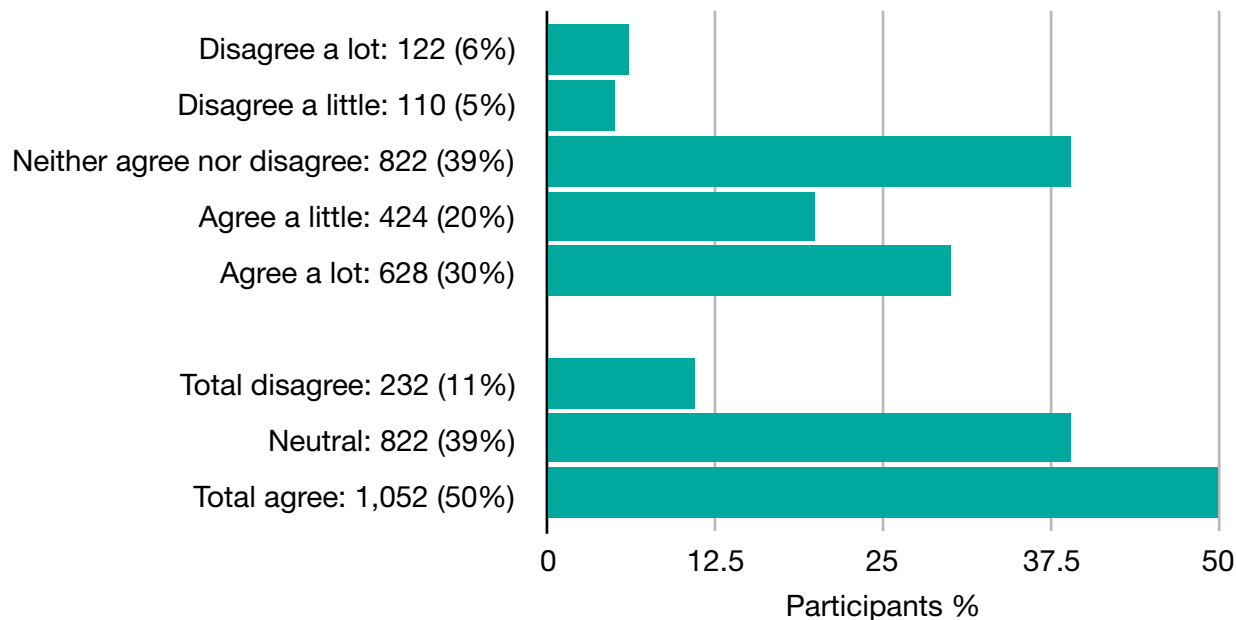


How participants scored the 14 themes, including differences for age groups, gender, ethnicity, disability and place.

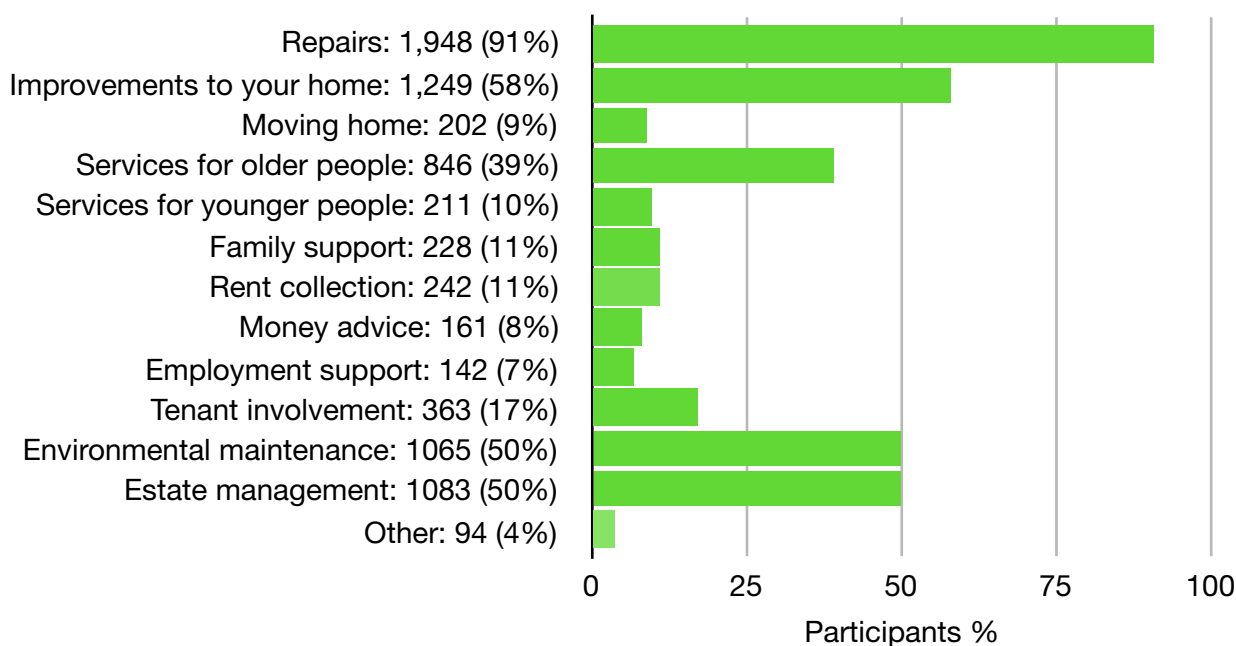


Housing and community

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?



Question 1b. Thinking about the housing management service that you currently receive, which of these services do you value most? (*Participants could select all that apply*)

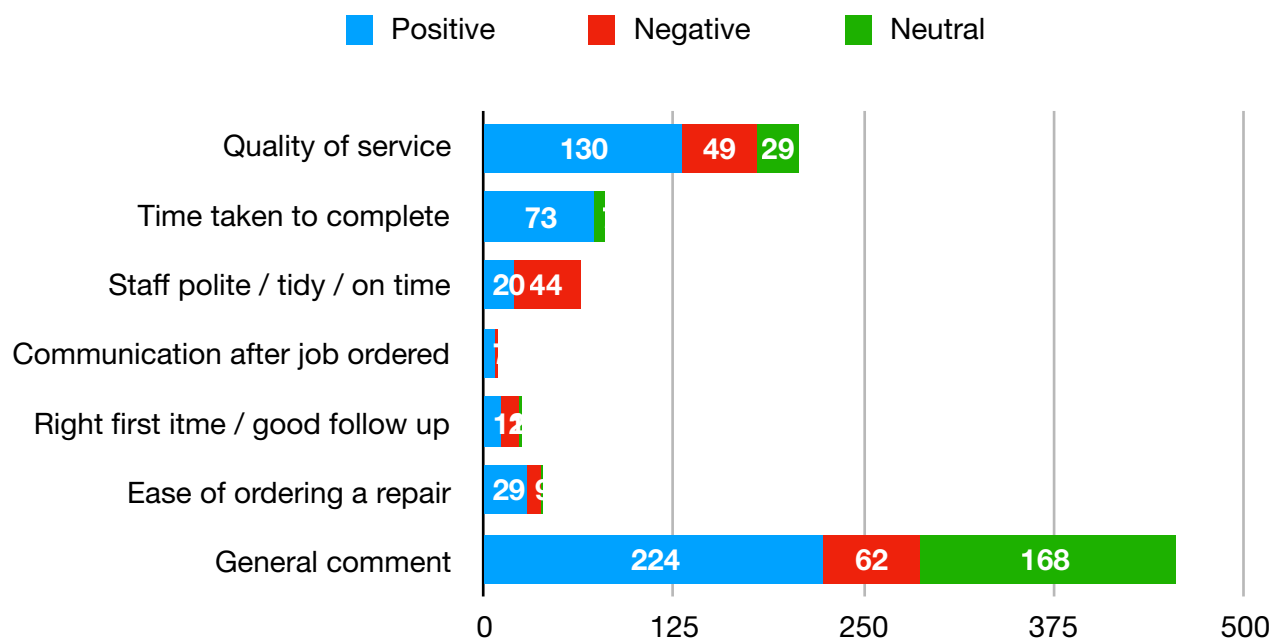




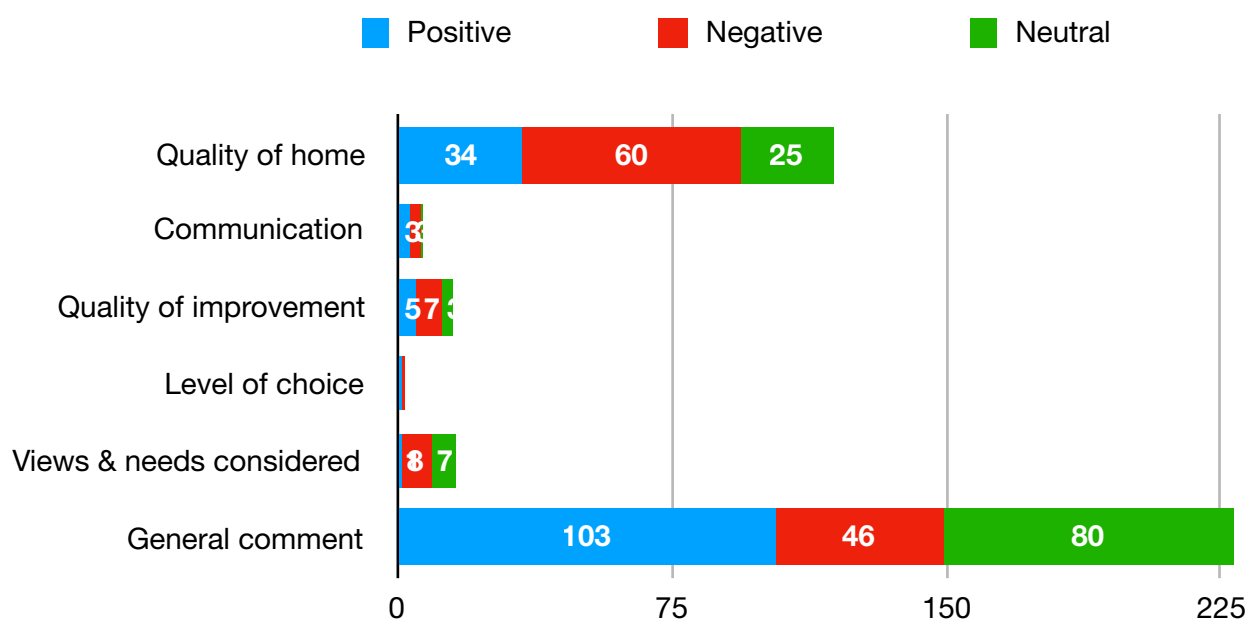
Question 1c. Please tell us why you feel that these services are important.

1,273 people commented. Here's some information about the number of comments for each kind of service, and whether those comments were positive, negative or neutral.

Repairs

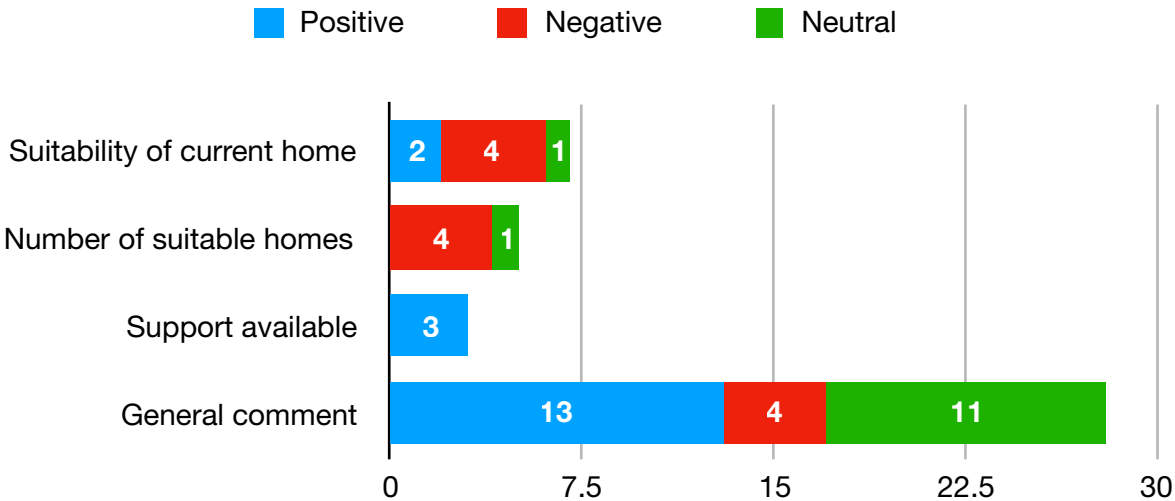


Quality of home

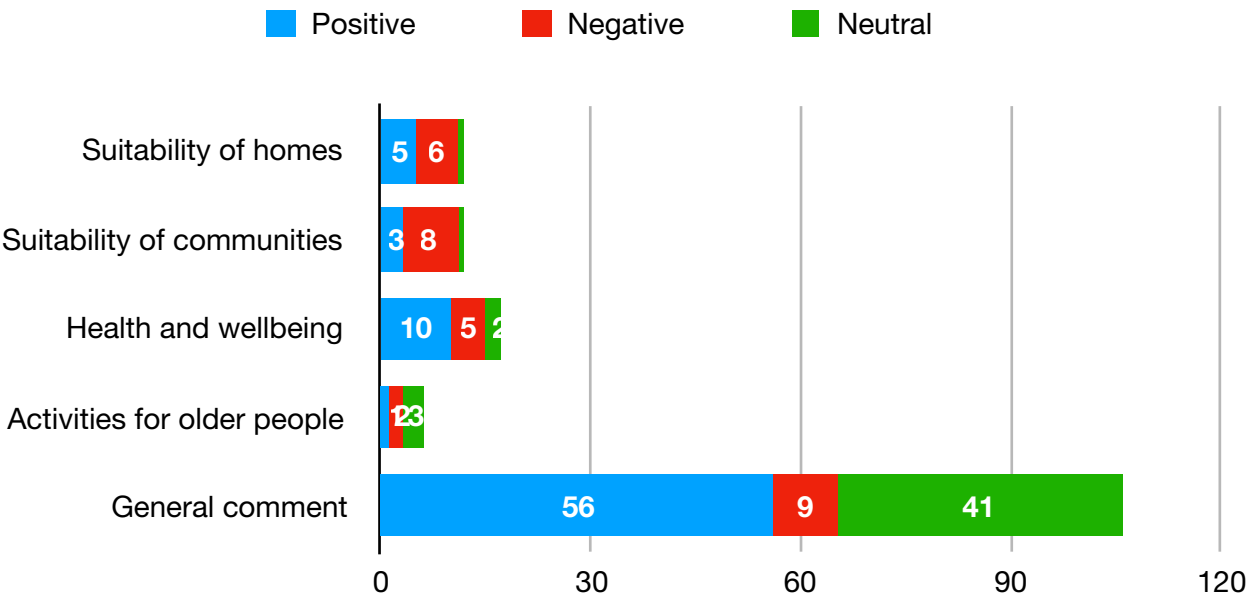




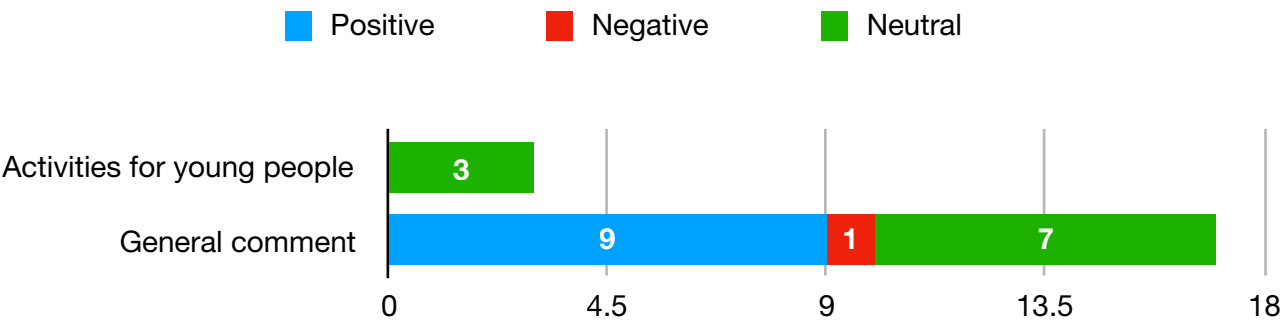
Moving home



Services for older people



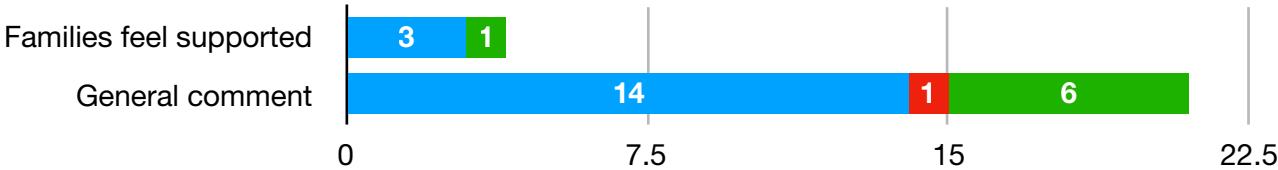
Services for young people





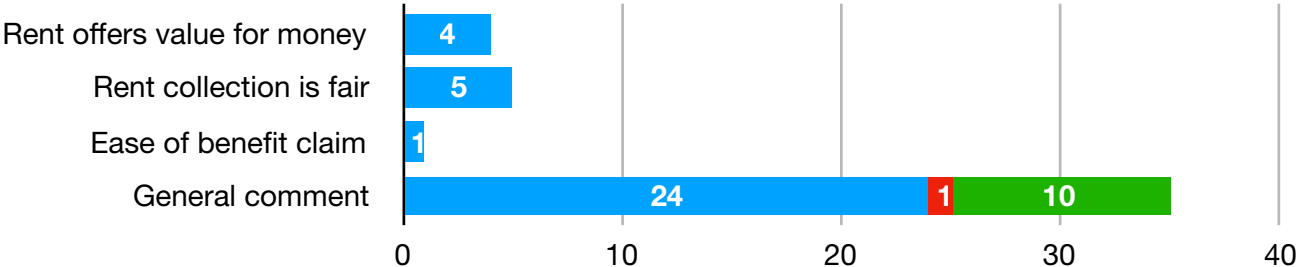
Support for families

Positive Negative Neutral



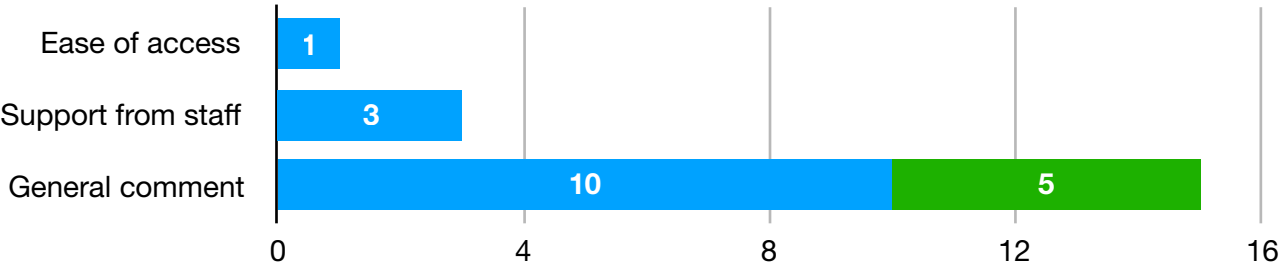
Rent

Positive Negative Neutral



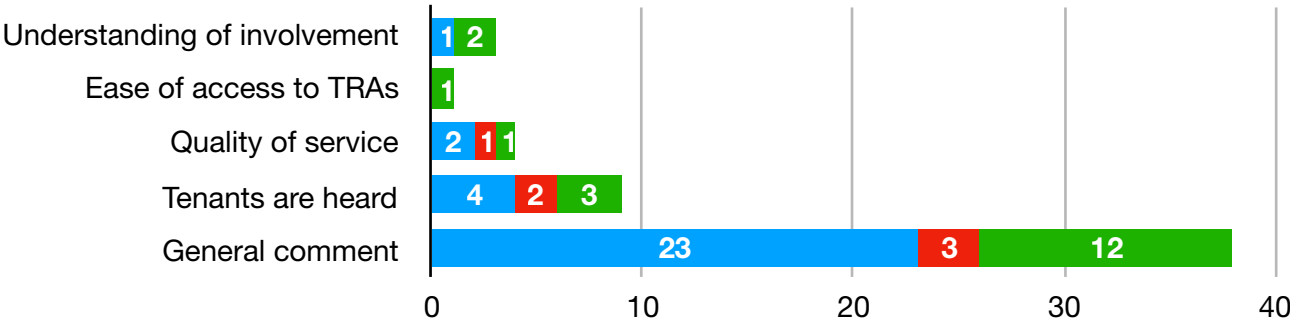
Money advice

Positive Negative Neutral



Tenant involvement

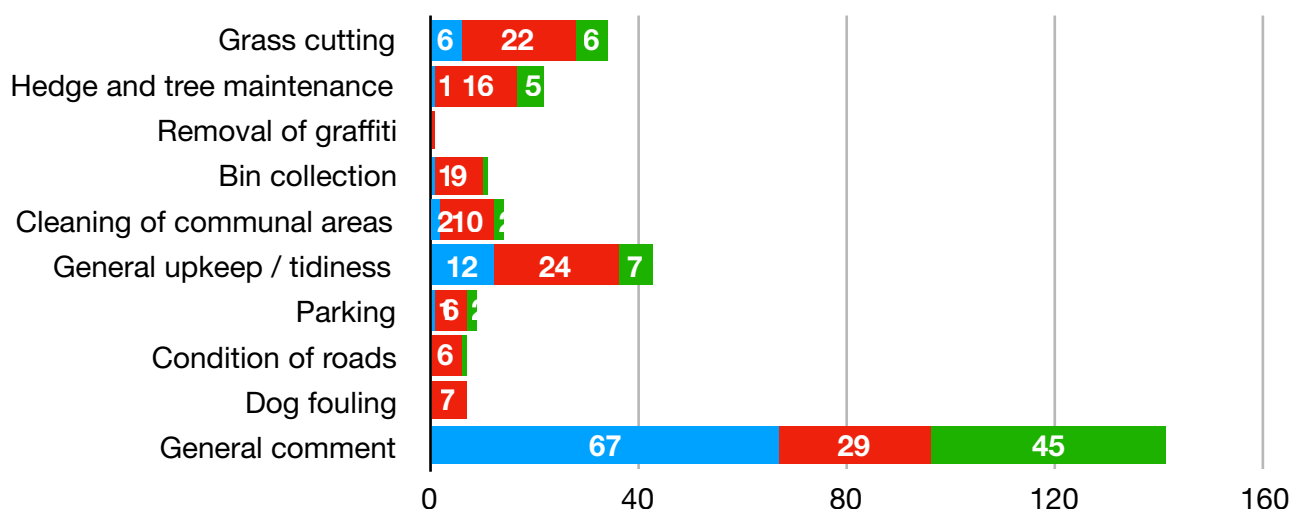
Positive Negative Neutral





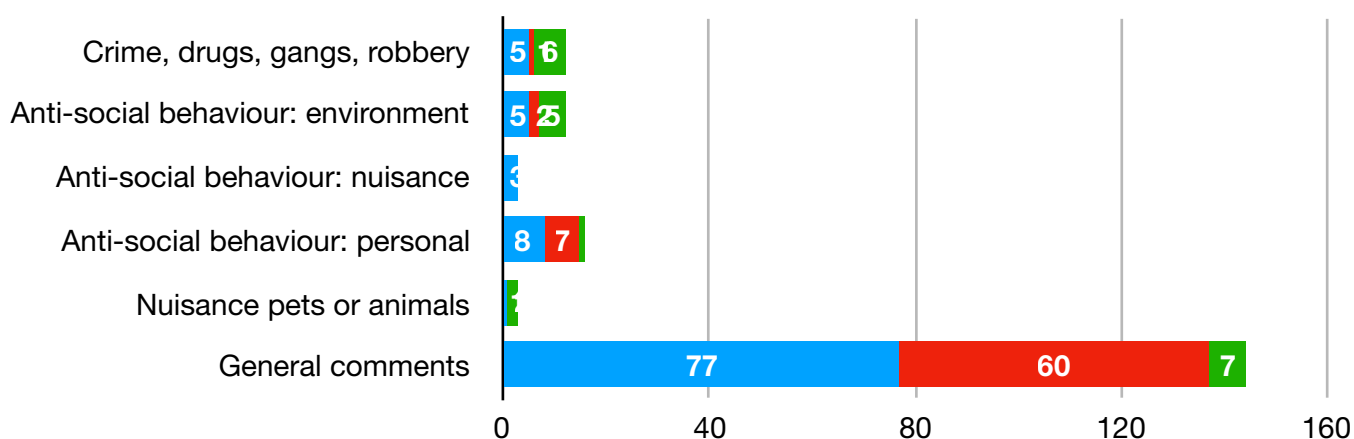
Environment

Positive Negative Neutral



Estate management

Positive Negative Neutral



Examples of anti-social behaviour included:

Environment - graffiti, litter, fly tipping and abandoned vehicles.

Nuisance - traffic speeding and parking (particularly around the beginning and end of the school day), noise affecting the wider community, misuse of motorcycles and fireworks.

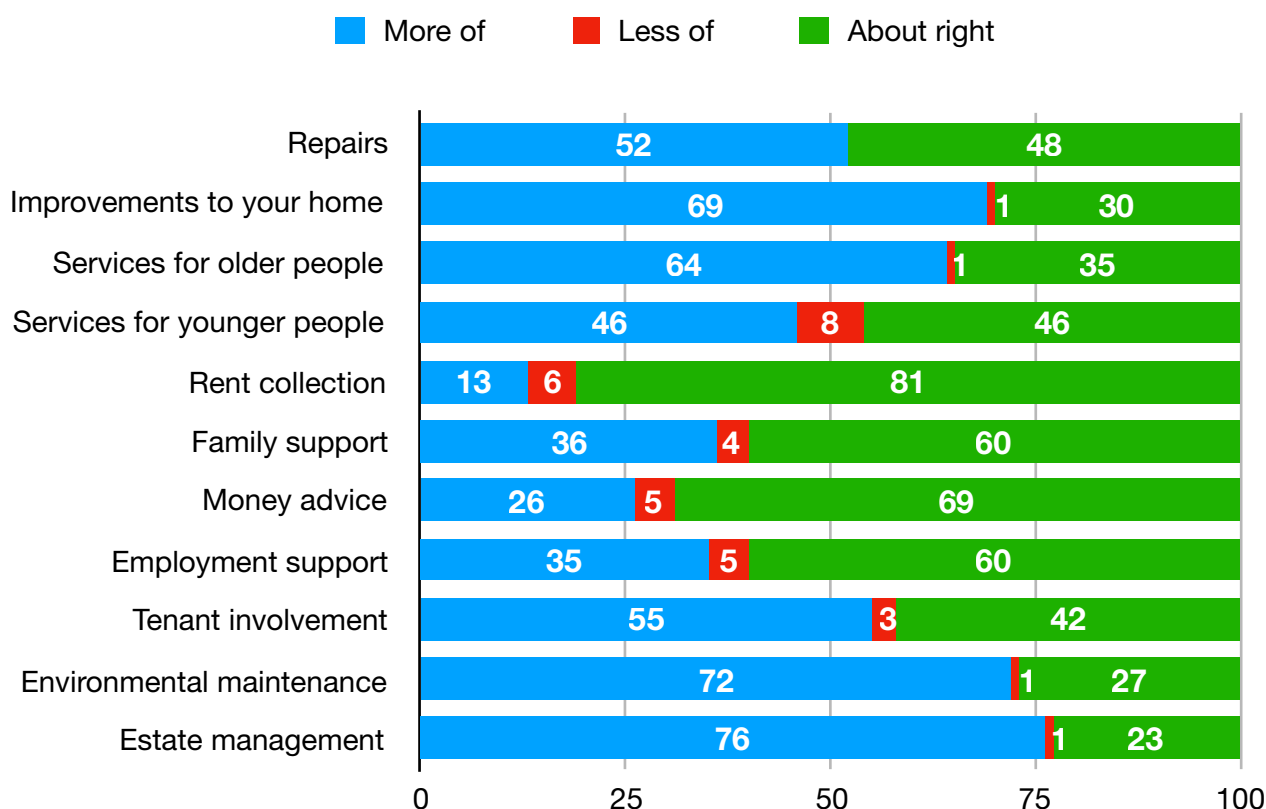
Personal - noise affecting neighbours, abuse, intimidation and threats, rowdy behaviour.

You can find out more about what participants said in our 'How good is your home and your local place?' comments summary, or see the comments on our website.

Comments



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?

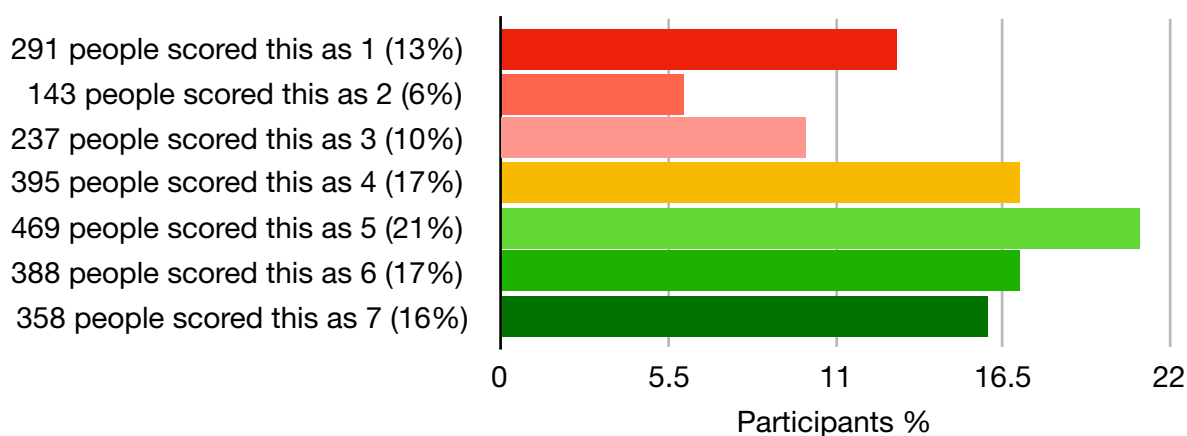


Question 1e. Are there any housing services that are not currently provided, that you think your landlord should provide in the future?

Most participants (70%) did not comment on this question. A small number said that they couldn't think of anything, or that they feel there are enough housing services.

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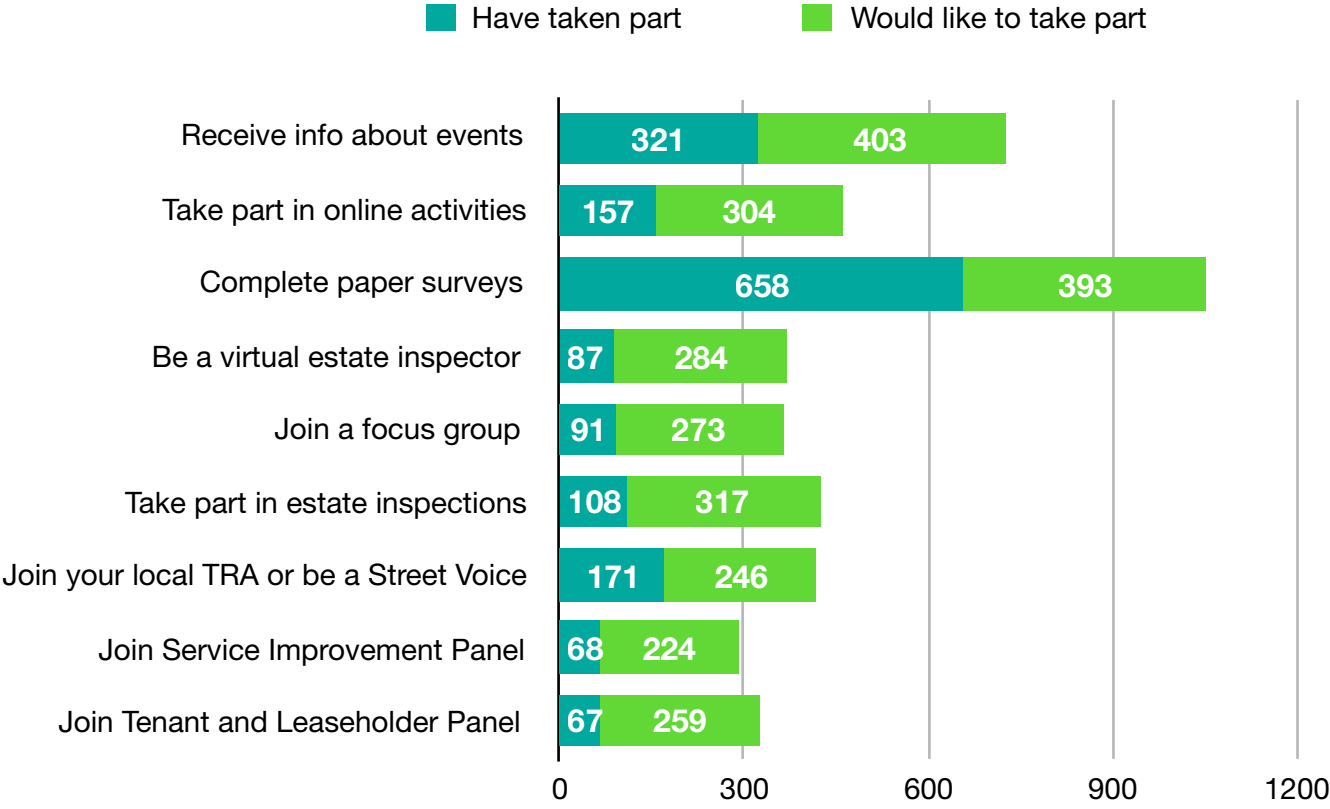
Question 1f. Does my home and community meet my needs? (We asked participants to rate your home and community on a scale from 1-7, where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement).



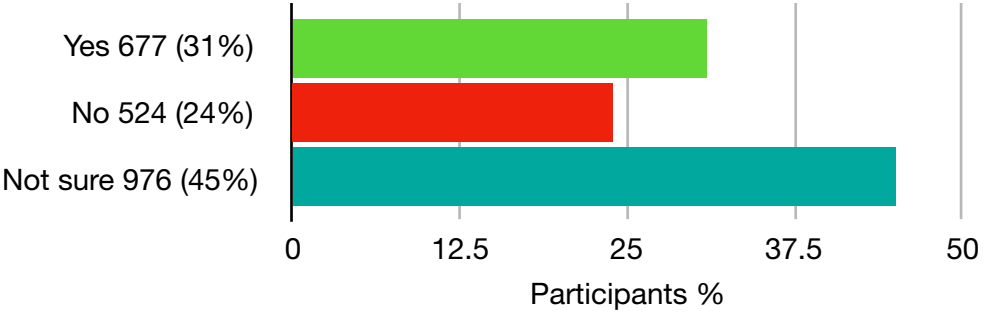


Influence and sense of control

Question 2a. Have you taken part in any of these activities in the past three years – and would you like to get involved in the future?



Question 2b. Do you feel that there is enough range and choice of options to allow you to have a say about council housing services?

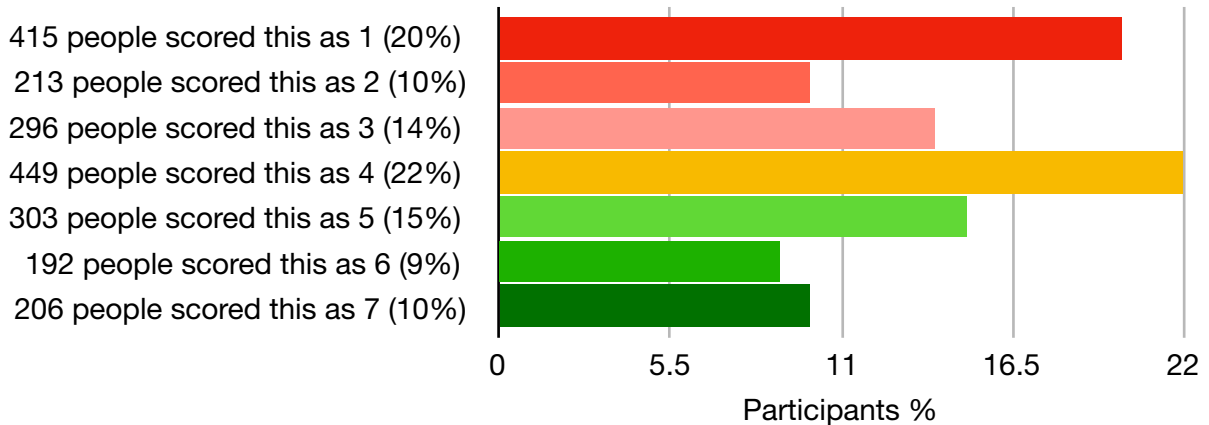





Question 2c. If no, what other ways should we consider to make sure you have a voice?

You can find out more about what participants said in our ‘How good is your home and your local place?’ comments summary, or see the comments on our website.


Question 2d. Do I feel able to participate in decisions and help change things for the better? *(We asked participants to 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).*




Overall average scores




Housing and community



Overall score
4.4



Overall score
3.7



Influence and sense of control

Comments from participants

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Full data is available at:

www.HowGoodIsOurPlace.org.uk

