

# Listening to Waterloo



## Listening to Waterloo Action Plan

June 2022



# Turning local conversations into action

## What we did in Waterloo

118 local people took part in the Listening to Waterloo conversations, sharing their experiences of what life is like in Waterloo (in the Dalton ward). 93 Place Standard assessments were completed by local people during the summer and autumn months of 2021. The majority of these were completed online, as face to face conversations were limited due to the restrictions of the pandemic. Over 600 homes were sent the Place Standard questionnaire twice, which people could return in a pre-paid envelope or complete it online.

When covid restrictions temporarily eased, two drop-in sessions took place where Dalton Councillors and Kirklees Council officers could have more in-depth conversations with local residents about what matters to them most. We shared the issues that people had raised so far and also listened to new ideas. The drop in sessions were held at Cottage Homes in Waterloo on 22nd and 28th July 2021 and over 30 residents took part.

A further drop-in session was held on 19th March 2022, which over 15 local residents attended. This included members of the newly formed Cottage Homes and Waterloo Tenants and Residents Association. We had more detailed conversations about prioritising the top issues and were able to start writing this local action plan, with additional input from other Kirklees Council services, including Housing, Highways, and Parks and Open Spaces. We also had input from representatives of two key voluntary organisations, Support to Recovery and the Huddersfield Mission.

We shared the Listening to Waterloo results with participants, including the top 5 issues for each theme.

Residents were asked to rank their top priority under each theme and to share any other ideas or solutions they may have, to inform the development of our action plan.



## Listening To Waterloo - overview & results summary with full data

<https://howgoodisourplace.org.uk/2022/03/01/listening-to-waterloo-results/>

## Listening to Waterloo

[www.ListeningToWaterloo.org.uk](http://www.ListeningToWaterloo.org.uk)

## About Waterloo

Waterloo is a district of Huddersfield about 2 miles east of the town centre. The area is at the junction where Penistone Road branches from Wakefield Road and is in Dalton Ward.

### Population

1,390		Total population (2018 ONS estimate)
681	(49%)	Male
709	(51%)	Female
236	(17%)	Age under 16
215	(15.5%)	Age 16 to 29
234	(16.8%)	Age 30 to 44
385	(27.7%)	Age 45 to 64
320	(23%)	Age 65 plus
1,285	(91.5)	White British
49	(3.5%)	Asian British
36	(2.6%)	Black African
32	(2.3%)	Mixed Ethnic Groups
3	(0.2%)	Other

### Number and type of households

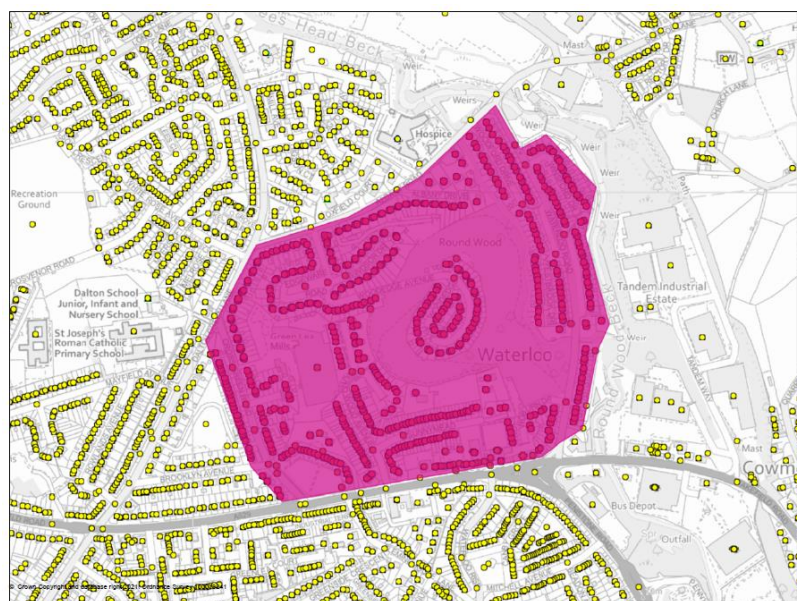
628	Total households (ONS 2011 census)
2.2	Average Household Size

### Environment

698	Cars and vans in the area (ONS 2011 census)
25.3%	Houses or households with no cars or vans

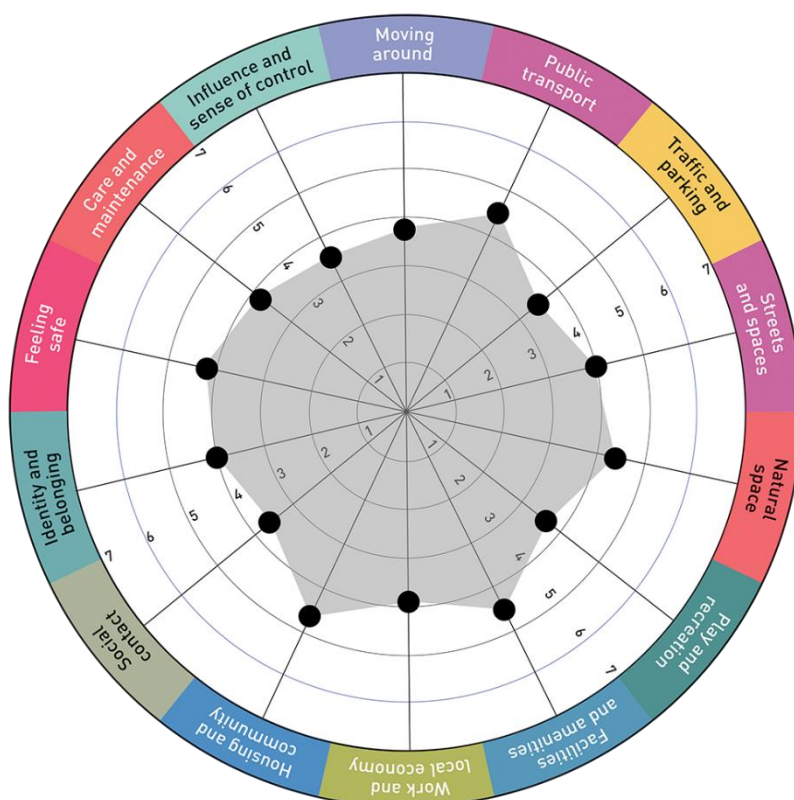
### Economy

69.1%	of the population economically active (ONS 2011 census)
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This information is from the Kirklees Observatory: <https://observatory.kirklees.gov.uk/>

## Listening to Waterloo Results



How people in Waterloo scored their place, on a scale of 1 to 7, whilst talking about 14 different themes, and how many comments we received about each of these themes.

Theme	Average score overall	Range of scores received	Number of comments made
Moving around	3.9	1-7	65
Public transport	4.5	1-7	63
Traffic and parking	3.3	1-7	67
Streets and spaces	4	1-7	61
Natural space	4.3	1-7	56
Play and recreation	3.7	1-7	58
Facilities and amenities	4.5	1-7	53
Work and local economy	3.9	1-7	48
Housing and community	4.8	1-7	48
Social contact	3.7	1-7	51
Identity and belonging	4	1-7	47
Feeling safe	4.1	1-7	53
Care and maintenance	3.8	1-7	55
Influence & sense of control	3.6	1-7	47

Full results, including information about how different people responded, are available at: <https://howgoodisourplace.org.uk/2022/03/01/listening-to-waterloo-results>

## **Strengths in Waterloo**

### **Housing and community**

Most people thought that there was a good mix of housing in private ownership in a good location which people took pride in and cared for. However, some run down ones were highlighted where either properties or gardens need attention. A lack of good quality affordable and secure rental property was mentioned either Council owned or private. Not enough homes for older residents was highlighted out and Cottage Homes were singled out as housing younger people at the expense of older people at odds with the original intention. Flats with multiple occupiers and short-term rentals leading to a high turnover of occupancy in some cases has led to a run-down appearance.

#### **Suggestions from participants about Housing and community:**

More houses of an appropriate size and cost should be made available for young couples and single parents. There should be more social housing, affordable housing and secure rental properties in the area. Liaise with Private Sector Housing Team to identify opportunities to link with landlords in the area.

### **Public transport**

The issue mentioned by around half the respondents was the good and frequent bus services along Wakefield Road compared to the lack of services on Waterloo Road, causing residents a long walk to access public transport. However, the congested road leads to clustering of buses and timetable delays. Changes to some services disadvantaged residents and the 262 to Mirfield and Dewsbury was singled out as a service that was particularly missed. The high cost of bus fares was highlighted particularly when a family group travelled together.

#### **Suggestions from participants about Public transport:**

Potential for the Wakefield Bus Service to be diverted down Long Lane, onto Albany Road and Waterloo Road, to re-connect with Wakefield Road. This would provide a better and useful service taking traffic off a large section of Wakefield Road. Reinstate the 262 Bus service from Huddersfield to Mirfield, Dewsbury. Explore community transport schemes to enable more opportunities for residents to attend places in and near the ward at a lower cost.

### **Facilities and amenities**

There is a good range of retail opportunities – large and small - and services available but no learning or financial services. A variety of amenities such as health services, hair and beauty, schools, nursery, chemist were highlighted as being handy. Too many takeaway premises were a common complaint, and a similar number of people mentioned the lack of cafes and restaurants for social interaction. The closure of the local gym had significantly reduced access to local fitness opportunities including swimming and as a space for general social interaction.

### **Suggestions from participants about Facilities and amenities:**

A small library with a community shop or cafe would bring people together. This would be ideally placed on the precinct of shops on Wakefield Road, at Waterloo. It would be ideal to open the old Subway shop as a community café and library and get volunteers to run it.

## **Challenges and issues in Waterloo**

### **Traffic and parking**

In general it was felt there are just too many cars, making roads too busy to join or cross. Insufficient parking spaces and inconsiderate parking, for example on pavements, was mentioned in nearly all the comments made. It is clearly a major issue in the area, both in the retail and service areas and the residential streets. The reduction in air quality in the area due to standing traffic and the increased volume of vehicles was noted by at least 10 people, and was linked with noise made by speeding cars often at night.

### **Suggestions from participants about Traffic and parking:**

There should be a yellow box at the junction coming out of Greenlea Court, so people can safely move out onto the main road. Introduce a filter lane at the traffic lights by Dominos, so people can turn right and pull into the shops if they are travelling in the direction of Huddersfield. Introduce traffic calming along Waterloo Road to prevent cars speeding. Introduce average speed cameras on Wakefield Road by Greenside, as the existing speed cameras do not deter people from speeding.

Waterloo Road would benefit from having a pinch point installed to curb over enthusiastic drivers' speeds. Sequence the traffic lights slightly longer to clear standing traffic quicker during rush hour, which will also reduce standing traffic which creates residential noise and poor air quality.

Parking on pavements - Issue notices or fines as this causes damage to pavements that are not built for the weight of vehicles and cost the council money to repair eventually.

### **Play and recreation**

Most respondents described limited safe play areas, singling out particularly the lack of play opportunities for older children and teenagers. Parks were thought to be poorly equipped and maintained and some thought unsafe, due to unregulated behaviour issues and larger groups gathering. Most play equipment was aimed at young children and at least some were usable for younger supervised children. A few mentioned the recreation opportunities afforded by the natural landscape, but with the need for better maintenance and management. A lack of benches for rest and socialising was raised.

### **Suggestions from participants about Play and recreation:**

More cycling facilities, such as a pump track for Mountain bikers, would be good. Land on Albany Road, at the end of Waterloo Road, could be turned into a sports or recreational area for football



and other activities, instead of being left in a neglected manner. Total Fitness has just closed down and would make an excellent community leisure facility, if Kirklees were to run it. Consider using Jarmain's as a recreation area for children. We need a play gym in the area with easy access, as there isn't one in Waterloo. Put school buildings and grounds to better use at evenings and weekends.

## **Social contact**

Very few places were identified where people can meet up, either formally in groups or informally and incidentally. The lack of a community centre was highlighted and what cafes and pubs there are generally felt to be inadequate. Parks and open spaces are close by, but the lack of seating made social meetings less attractive. A small number of people felt the churches offered an opportunity to meet others. Any activities or groups meeting in the area are generally poorly advertised, meaning people don't always know they are happening.

### **Suggestions from participants about Social contact:**

Could do with more coffee shops to sit in, or more community activities arranged to involve a variety of age ranges and various activities for people to join. Could the piece of land on the junction of Waterloo Road (garages) be used as a social cafe space? A soft play area is needed for the mothers, dads and kids, with easy access to that provision in Waterloo. Through sensitive managements, more should be offered at the housing complex for older people, like dancing, Pilates and other activities to keep their brains active.

## **Influence and sense of control**

A number of comments reflected the feeling that residents were not being listened to, and when raised views were not acted on or taken into consideration. However, the number of resident responses show there is interest in offering opinions and getting involved in matters of interest to the community, with others mentioning they had given views on other services, such as health provision in the area. Some felt Councillors were visible and active in the area, including on social media, but others felt they could be seen more and that Council communication could be better.

### **Suggestions from participants about Influence and sense of control:**

Being disabled I think I could put some input on what could be done for people getting around. Create a Facebook page for the Ward - need to highlight Waterloo more prominently, boost posts to engage and involve more people. Have more community activities. Would not know how to contact or meet with a local councillor if I needed advice, or to discuss an issue; would welcome a drop-in centre with fixed times. Invites to the local communities to meetings about what is happening in the area and involvement with decision making.

**Summaries of all the themes, and the full responses from participants, are available at:**

[www.ListeningToWaterloo.org.uk](http://www.ListeningToWaterloo.org.uk)

## Ideas and actions - Waterloo (Dalton Ward)

Local residents have contributed to these priorities, issues and actions through Listening to Waterloo, including at drop-in sessions with Dalton Ward Councillors on 22nd and 29th July 2021 and 19th March 2022.

### Action plan for 2022 onwards (not in any order of priority)

Actions	Themes	Concerns	Priorities	Actions to explore or progress	Funding or Resources	Leads or Partners
1	Moving around, Traffic and parking	Congestion on Waterloo Road	Explore busy roads particularly at the Waterloo Junction and investigate ways to address concerns about congestion and air quality from standing traffic	Review traffic signal timings and consult with Highways engineers on viability and legality in line with policy and regulations  Identify opportunities for monitoring air quality levels and subsequent actions dependent on data collected	Officer time – costings to be confirmed if needed  To be confirmed	Kirklees Council – Highways (Louise) via Mark Scarr  Officer to be confirmed
2	Moving around, Traffic and parking	Junction of Aldany Road and Waterloo Road	Vehicles linked to hospice, parking on street at this junction, creating a road safety risk	To monitor levels of parked vehicles on Aldany Road and if necessary then consult on a Traffic Regulation Order for the installation of double yellow lines	Officer time for Traffic Regulation Order - £7k	Kirklees Council – Highways (Karen) – via Mark Scarr Kirkwood Hospice
3	Moving around, Traffic and parking	Cross Green Road and Cross Green Drive junction	HGVs driving on Cross Green Drive which is a dead end, to access Green Leas Mill	To consult with Highways engineer to determine viability and legality in line with policy and regulations.	Officer time and sign - £2k	Kirklees Council – Highways (Andrew) via Mark Scarr
4	Moving around, Traffic and parking	Cross Green Road, Brooklyn Avenue	Identify road safety measure which could be implemented	Installation of a mirror at this location. There is an existing traffic signpost on	Cannot be achieved following officer assessment on 23.3.22	Kirklees Council – Highways (Greg) – via Mark Scarr



		and access road to Cottage Homes		Cross Green Road, that potentially a mirror could be attached to.	as does not meet Policy requirements <i>(mirrors should only be installed if there is a history of injury accidents where poor visibility has played a part, which hasn't been the case within the last 5 years from data received)</i>	
5	Moving Around, Traffic and parking	Junction out of Greenlea Court is unsafe – turning right along Wakefield Road	Explore road safety measures	Explore if a road 'box' can be made available so people can safely move out onto the main road. Refer issue to Almondbury Ward Councillors to follow up with relevant Highways Officers.	Officer time and works - £5k	Kirklees Council – Highways via Mark Scarr
6	Moving around, Traffic and parking	Parking at Dalton J, I & N School (next to Greenfields Nursery)	Parents parking causing congestion and obstruction at drop off and collection times	Investigate and encourage ModeShift sign up by school to help implement active travel interventions and reduce reliance on cars.	Interventions to be costed up separately under ModeShift (Link to the Active Travel Place Partnership priority funding)	Suzanne Holt, Priti Gohil, Karen Kidd and Cheryl Reid
7	Public transport, Moving around	Loss of routes and poor coverage of Waterloo Road	Investigate potential options for improved transport in and around the area. For example, weekly bus service to Dewsbury, Aldi outskirts of Town Centre.	Consider re-opening the Community Transport Survey, extending beyond social media platforms.  Also liaise with schools or hubs about use of their minibuses when underused. (Volunteer Driver Recruitment Needed)  Connect with local bus providers to explore potential of re-instating the 262	To be confirmed	Partner with Denby Dale Centre Community Transport project and school hubs re vehicle access  Explore links with relevant transport companies

				bus service - Raise the issues with the Combined Authority Transport Committee via Ward Councillors		Via Ward Councillors and Chairs of Transport Committee
8	Streets and spaces, Natural spaces	Streets and footpaths in poor condition and some under utilised	Survey footpaths and prioritise Kirklees Council and volunteer response to improvements such as vegetation management, benches, lighting, litter and fly tipping	<p>Investigate better signage, local walking routes and wider promotion (for example, maps).</p> <p>Link to local history and heritage of place and promote.</p> <p>Identify key bench to bench walking routes, including pram and wheelchair routes.</p> <p>Look at sensitive lighting schemes where community safety is at risk.</p> <p>Identify and respond to hot spot areas where litter, graffiti and fly tipping is prevalent – area audit or walkabout needed with key service representatives.</p> <p>Site visit to determine exact costs needed over and above Public Rights of Way maintenance for HUD/91/10, HUD/92/10, HUD 93/40, HUD/91/20, HUD/91/50, HUD/73/20 and Route Code: HUD/dmmo app2/10 (Fenay Beck path)</p>	<p>Officer time (Cleansing, Environmental Action Team, Parks and Open Spaces) ..</p> <p>Includes – materials and equipment to support information sessions for residents about recycling, climate and waste, and education work in schools and groups – £1k (approximate)</p> <p>3 Benches - £3k (on Waterloo Road and others at HUD/91/40 and HUD/73/20)</p> <p>Public Rights of Way improvements &amp; repairs - £10,000 (approximate)</p>	<p>Link to the Active Travel Place Partnership priority funding – Cheryl Reid</p> <p>Links to from the front door – Alex Craddock re ward maps/walking routes</p> <p>Parks and Open Spaces / Highways</p> <p>Environmental Action Team</p>
9	Streets and spaces	Litter and fly tipping blighting the area	Introduce measures to promote local involvement and pride	Involve TRA and schools or nursery in litter picking events and activities	To be confirmed	TRA Business CSR

			in taking care of the area	<p>Run a Keep Waterloo tidy campaign and engage local businesses (corporate social responsibilities) for example, Cummins, Syngenta and Morrisons to get involved in Community Litter pick days</p> <p>Make links with Growing Works activity and facilities in the area. For example, adopt a planter scheme or growing initiatives</p> <p>Explore tidy trader award or link up with businesses in the area. Link with Keep Britain Tidy campaign to increase impact</p> <p>Establish environmental action group from interested active residents, identify environmental hotspots and grotspots to prioritise action where most visible</p>	Staff time pr sessional workers and equipment £1k	<p>Kirklees Council officers: CESO &amp; ESO</p> <p>Growing Works Parks and Open Spaces School Hubs</p>
10	Streets and spaces	Dog fouling blighting the area	In and around Cottage Homes/surrounding streets	Identify opportunities to promote responsibility dog ownership and encourage reporting eg local campaigns and linking to schools to help raise awareness of issue	To be confirmed	TRA and local residents with Kirklees Council and school hubs
11	Play and recreation	Limited opportunities for older children/young people	Leads to perception and instances of Anti-social behaviour and groups gathering in residential areas	<p>Link area and assets into the Youth Offer Group who are looking at the needs of young people</p> <p>Engage detached youth workers to undertake outreach in the area and speak to young people about their wants and needs (links to survey results).</p>	£6k identified for the whole ward to complement existing activities and help develop a year-round youth offer for all ages. Additional 1k is needed to expand	<p>Cheryl Reid Detached Youth Work Team School Hubs</p>

				Better promote range of activities, especially during school holidays, through the community and school, Shine, Rise and HD5 hubs.	offer to include young people in Waterloo.	
12	Play and recreation, Facilities and amenities	Lack of social and accessible physical activities across all age groups	Range of community and physical activities needed – to engage all ages in the community	<p>Increase the offer (learning, physical and social activities) at Cottage Homes Community room and include residents from across the Waterloo area</p> <p>Promote across the area Tolson Museums Monday sessions the Mission are hosting which include a range of wellbeing and social activities at the Tolson Museum</p> <p>Engage Friends of Tolson in history, heritage and interpretation activities linked to celebrating the area.</p> <p>Explore with Morrisons use of their instore space for hosting various activities and sessions for residents</p> <p>Work with the everybody active team to expand 'physical activities from the front door' initiatives such as walking, cycling, jogging and MAGIC sessions</p>	<p>Staff time via S2R</p> <p>18 hours per week for 12 months = £15,912 and £4,120 additional costs (monitoring, publicity, printing, activities, management)</p> <p><i>full breakdown of costs available</i></p>	<p>S2R – craft and social activities</p> <p>Mission – link to Mondays at the Museum</p> <p>Morrisons Community Champion – booking community room and café to host various activities</p> <p>Everybody Active Team – maps of walks and range of courses (for example, walk leaders)</p>
13	Play and recreation	Lack of adequate all age play and youth equipment	Link to Playable Places Strategy and Improvement Programme	<p>Identify with Playable Spaces team – specific locations and consultation timeline and ensure Waterloo residents have opportunity to feed in their views.</p> <p>Through Playable Spaces Programme – Arlington Way – play area improvements</p>	To be confirmed	Playable Spaces Team

				being progressed (in process of procurement to enhance the facilities)	Ongoing Spring 2022 onwards	
14	Facilities and amenities	Lack of a local library in the Waterloo area	Increase opportunities for sharing books/resources	<p>Locate a book swap cupboard in the area (for example, at Cottage Homes) or use any street furniture such as old telephone box or locate a community cupboard in the area – needs resident volunteers to monitor resources</p> <p>Promote widely the existing provision at Dalton Rawthorpe Library and explore if Kirkwood Hospice have facilities or resources for residents to access</p>	To be confirmed	<p>Library Service Local Residents</p> <p>Kirkwood Hospice</p>
15	Facilities and amenities	Few places to meet and socialise	Extend the range and location of spaces for community interaction	<p>Make links with Morrisons to investigate ways of engaging with their community room or café and those of Cottage Homes to host a range of community activities</p> <p>Activities are being developed in cottage homes with the TRA with support from S2R – promote more widely in the area</p>	To be confirmed	<p>Morrisons – community Champion and Cottage Homes TRA</p> <p>S2R TRA Housing</p>
16	Facilities and amenities	Lack of financial services and support	Explore opportunities to bring closer to the community	Look to introduce and promote opportunities in the area via schools, GP surgery, Bread and Butter, Food Pantry, YBS (scams and frauds), ICAFS (welfare benefits)	To be confirmed	Community partners to be confirmed
17	Facilities and amenities	Expand and Support Waterloo TRA	Support the group to widen appeal and representation of the	Support opportunities to expand the reach and extent of activities and area the TRA can represent.	To be confirmed	TRA, Kirklees Homes and Communities, Mission and TRA

			area outside of cottage homes	Link with existing groups like Yetton Together to offer peer to peer support along with local orgs such as the Mission and S2R		
18	Social contact	Suitable community, accessible premises	The Cottage Homes Room is central, but small and inflexible for wider community use – needs investment	Consider extending the room with glazed extension (either front or rear) and equipping with modern, lightweight flexible furniture and IT to increase the appeal and suitability for greater use with residents across the Waterloo area (not just social housing tenants)  Explore funding opportunities with Homes and Neighbourhoods to improve current equipment		Initially Homes and Neighbourhoods  Councillors to approach Homes and Neighbourhoods to explore further.
19	Social contact, Influence and sense of control	Waterloo does not have a strong social media presence in the ward	Add Waterloo to the ward facebook page to better connect residents	Integrate Waterloo into wider ward partnership working.  Link with TRA to promote opportunities available locally  Identify further opportunities with Ward Councillors to engage residents in street 'surgery' opportunities	N/A	Completed  Ongoing  Ongoing
20	Housing and communities	Need more social housing, affordable housing & secure rental properties in the area	Link with wider Kirklees Council strategies	Kirklees Council are working with the sector to have a council wide response to addressing affordable housing and investment in supported living (as part of the Housing Strategy).	N/A	Ward Councillors

**To get involved with your local community:**

Please contact: [Cheryl.Reid@kirklees.gov.uk](mailto:Cheryl.Reid@kirklees.gov.uk) Tel: 01484 221000 (Kirklees Council) and ask for Cheryl Reid.

**This document and more information is available online at: [www.HowGoodIsOurPlace.org.uk](http://www.HowGoodIsOurPlace.org.uk)**