



BCP Council Budget Consultation 2026/27

Report

Methodology – Open Consultation (Open)

The survey ran from Tuesday 18 November to Sunday 14 December 2025

The survey was available online at haveyoursay.bcpCouncil.gov.uk/budget

Hard copies were available in libraries

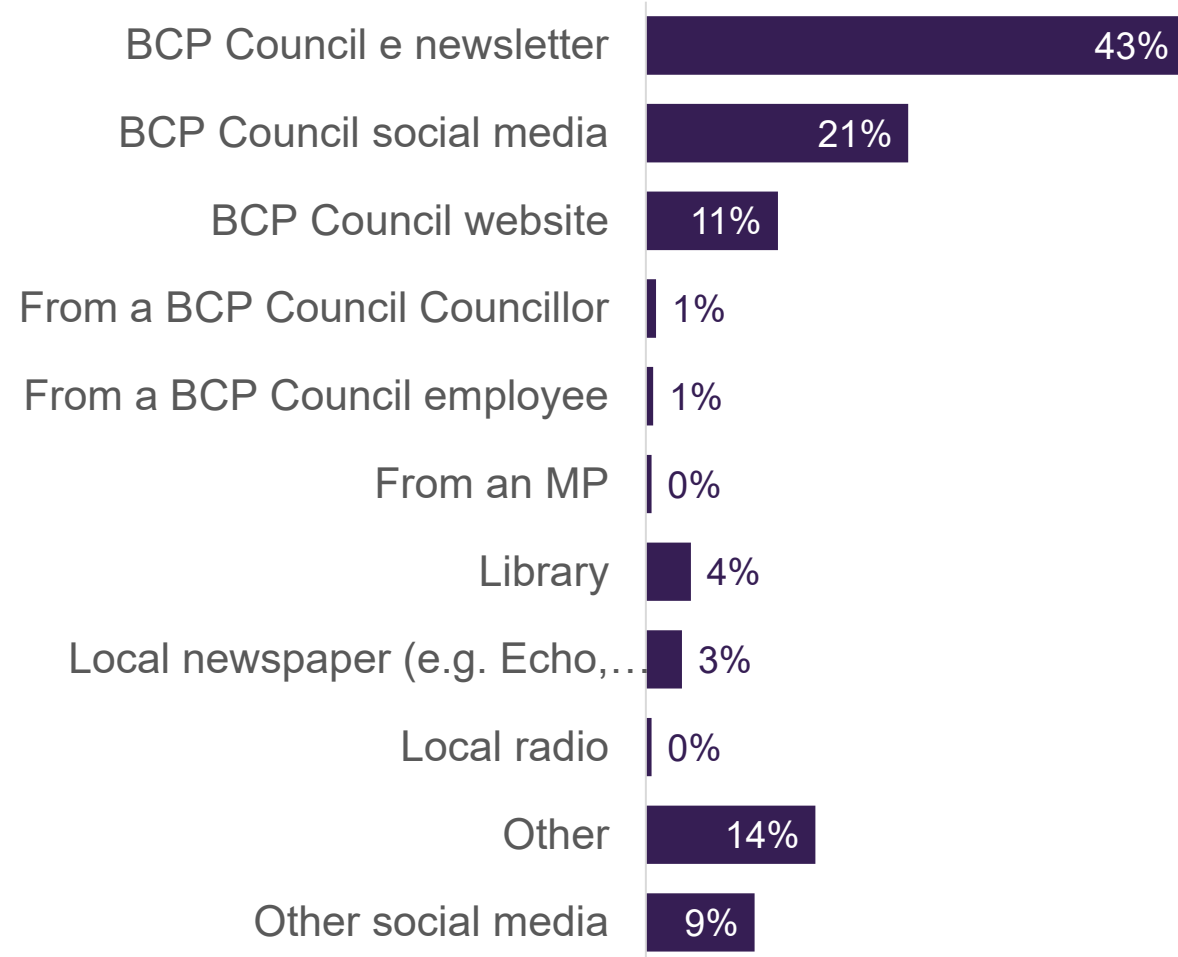
Communication (Open)

The consultation was promoted widely through a variety of channels including:

- Local media coverage
- The council's social media channels
- Community and resident group Facebook Pages
- The Council's e-newsletters
- Staff newsletters
- Posters and information in all BCP Council libraries
- BCP Councillors
- All council colleagues were encouraged to share with their networks.

How did you find out about this consultation? (Open)

BCP Council's e-newsletter and social media are the main way that respondents found out about the survey



Response (Open)

869 people completed an online or paper survey.

There is some overlap between groups e.g. someone may be a BCP resident and work in the BCP area or for BCP Council

Are you responding as:	Number
an individual living in the Bournemouth, Christchurch and Poole area	853
someone who works in the Bournemouth, Christchurch and Poole area	93
an organisation, group or business working within the Bournemouth, Christchurch and Poole area	3
someone who works for BCP Council / a BCP Councillor	18

Methodology – Sample Survey (Sample)

Initially the budget survey questions were going to be asked as part of BCP Council's residents' survey which is conducted using a telephone methodology. After an initial pilot some of the questions were not suited to this method due to respondents wanting to have information about the cost of services in front of them. We adapted our approach and decided to use a knock and drop method. We commissioned a research company called Information by Design to undertake the sampling and fieldwork on our behalf.

Knock and drop methodology - face to face assisted self-completion

This method means that teams of trained staff call on residents' door-to-door and ask for co-operation with the survey. Support is offered to the resident if needed, for example if they have sight loss or need help with reading/writing, and the interviewer is then able to either help them at their door. If support is not required, the interviewer arranges a time to come back and collect the survey.

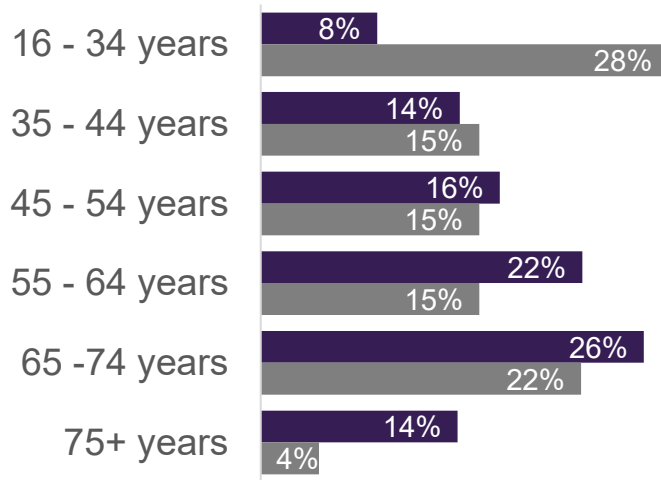
A random sample was drawn from a ranked list of Lower Super Output Areas (Geographies that comprise of between 400-1,200 households and have a resident population between 1,000 and 3,000) and surveys were conducted in those selected LSOAs.

The sample was selected so that it closely resembled the wider BCP Council population in terms of the Bournemouth, Christchurch and Poole area and IMD quintiles 1-5. Interviewers were given quotas of certain numbers of surveys they had to get completed so that the sample was representative by sex, age and ethnicity.

A sample of 750 was achieved which provides a confidence level of +/-3.6% at a 95% confidence level.

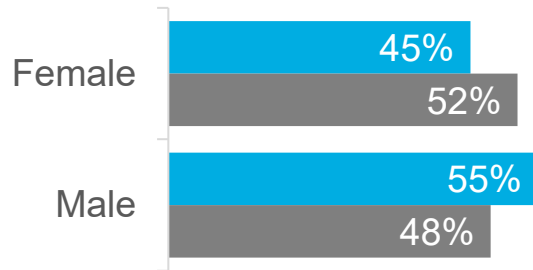
Respondent profile (Open)

Age group



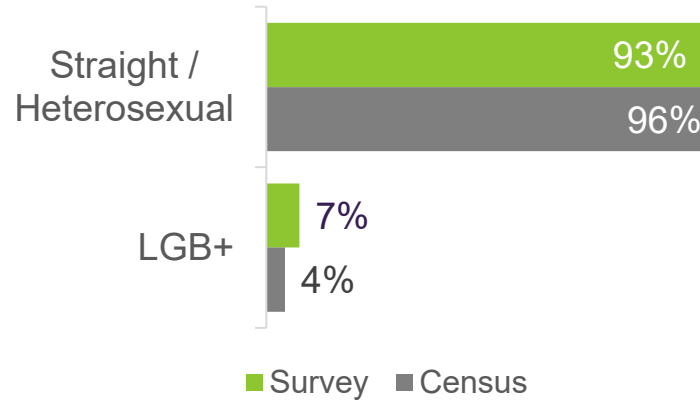
■ Survey ■ Census

Sex



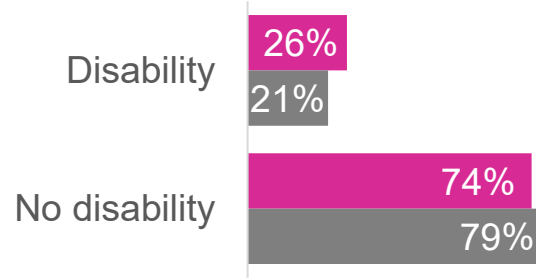
■ Survey ■ Census

Sexual orientation



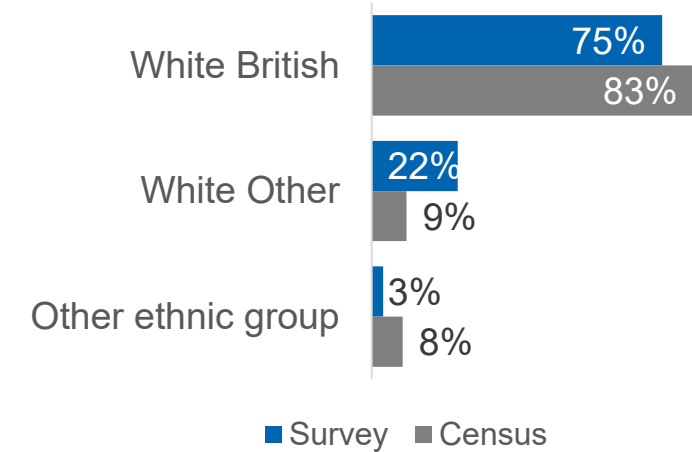
■ Survey ■ Census

Disability



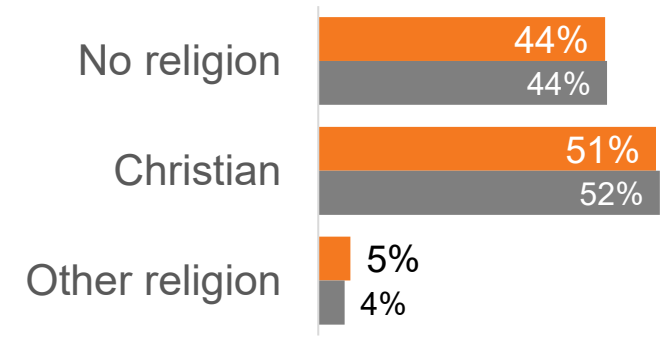
■ Survey ■ Census

Ethnicity



■ Survey ■ Census

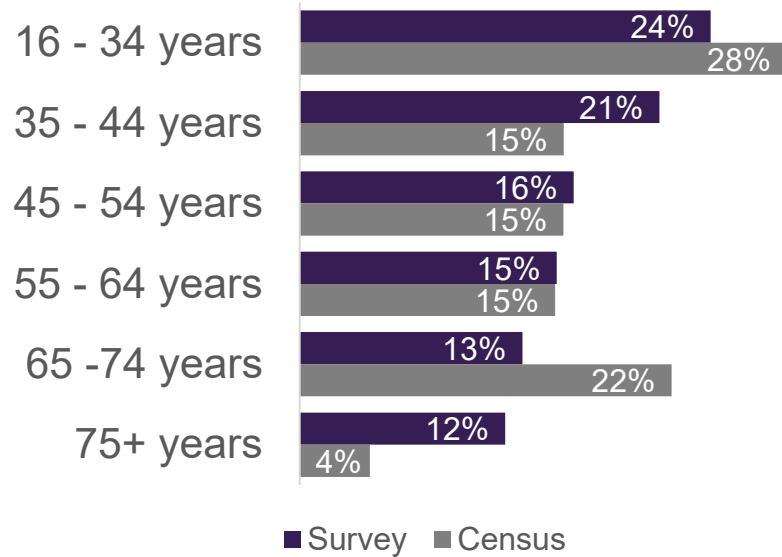
Religion



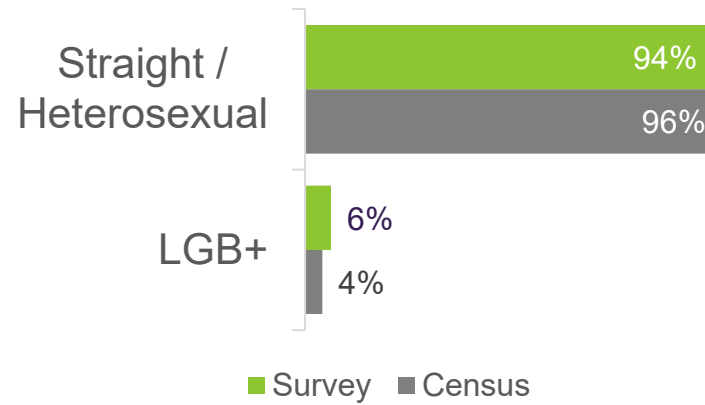
■ Survey ■ Census

Respondent profile (Sample)

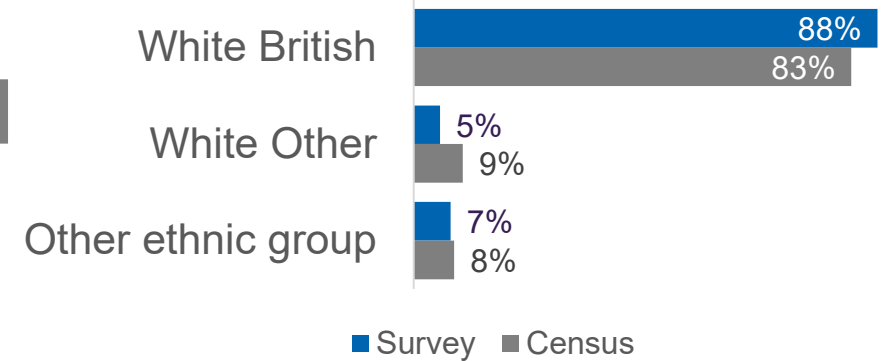
Age group



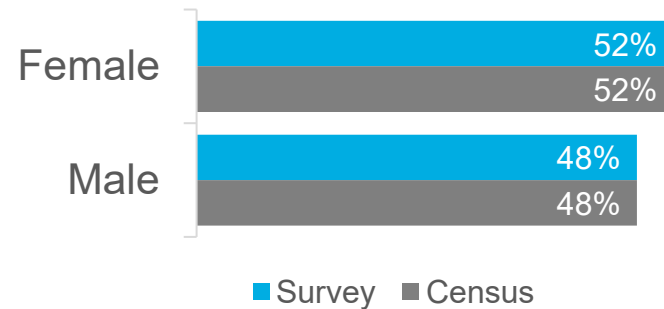
Sexual orientation



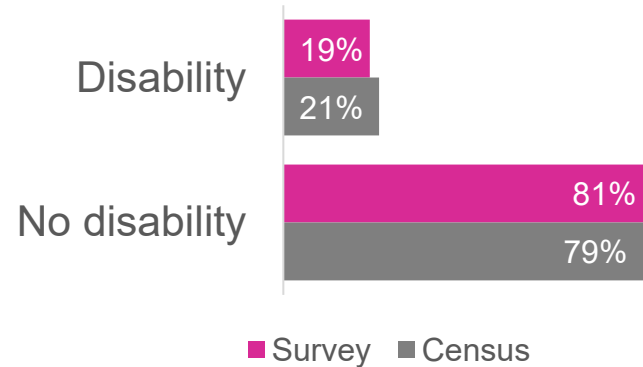
Ethnicity



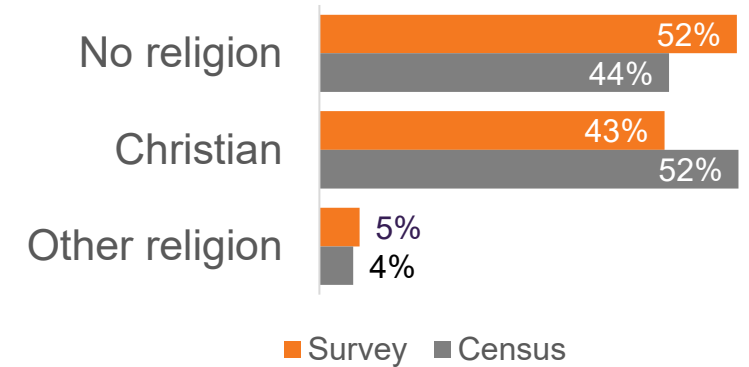
Sex



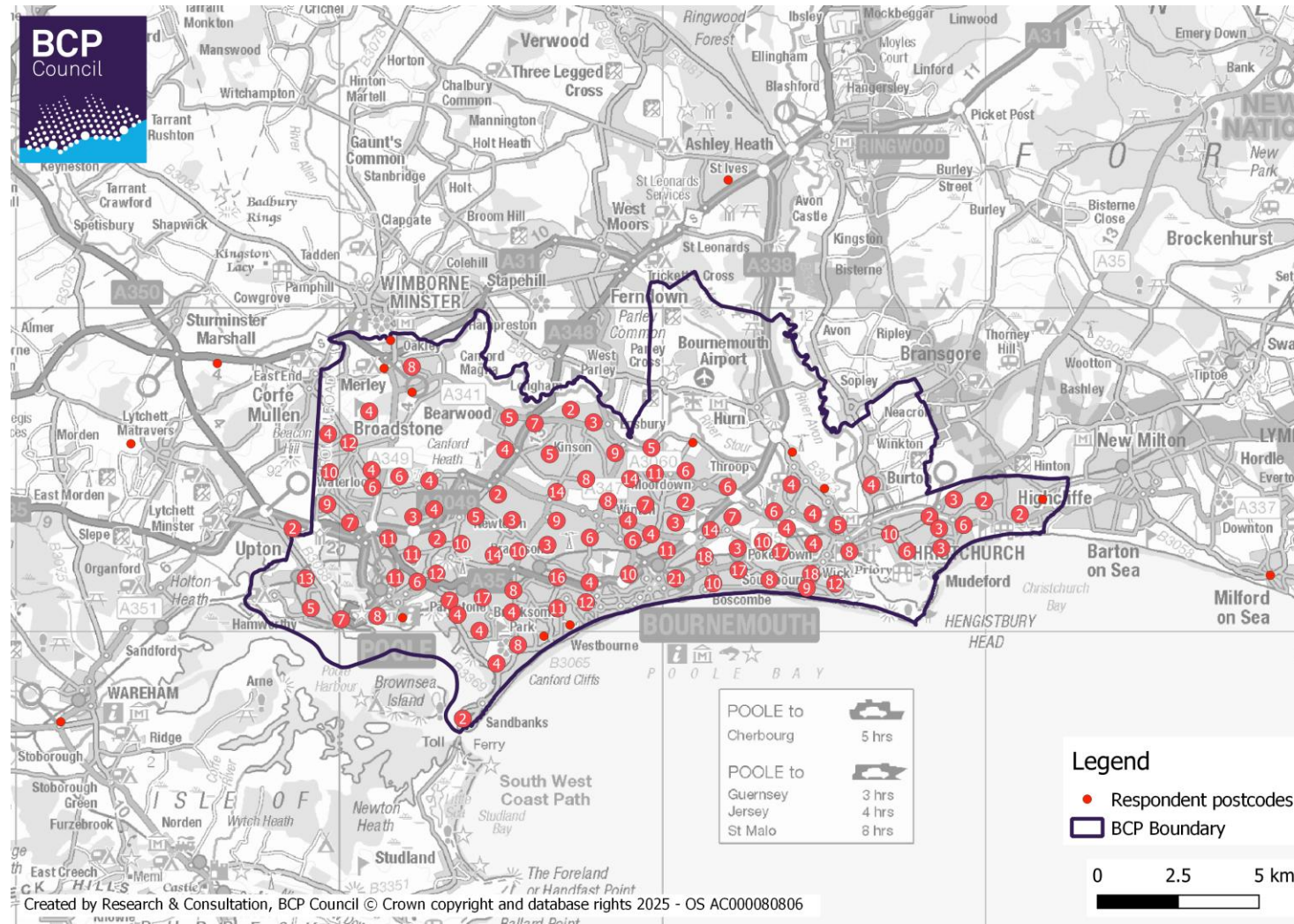
Disability



Religion



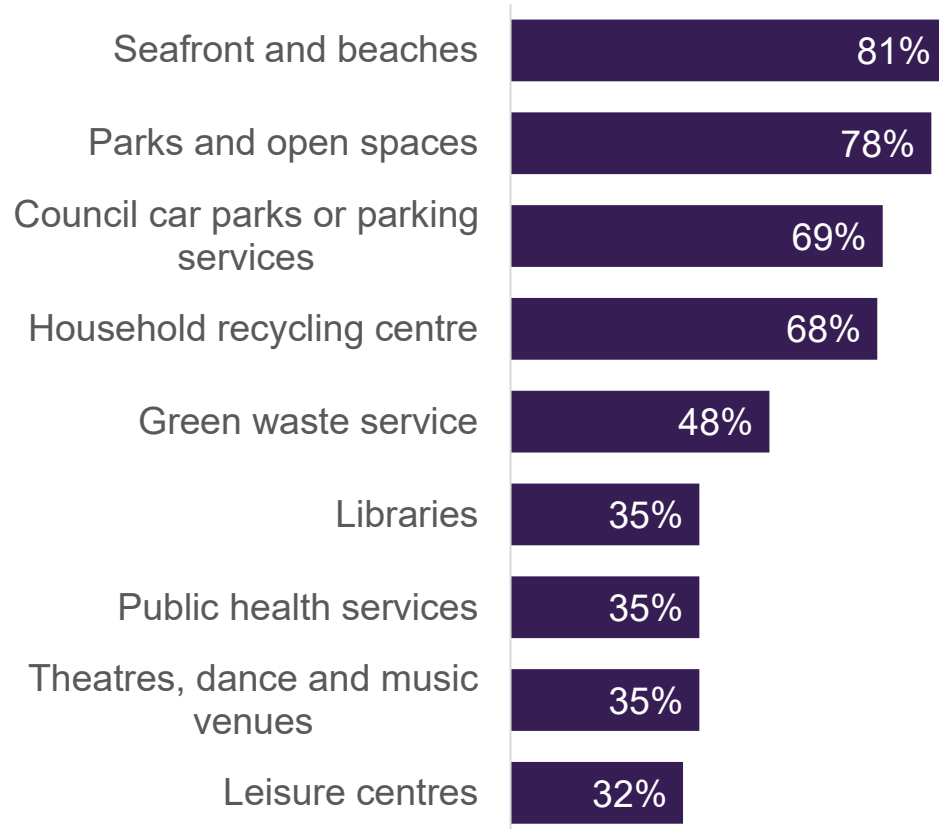
Respondent postcodes (Open)



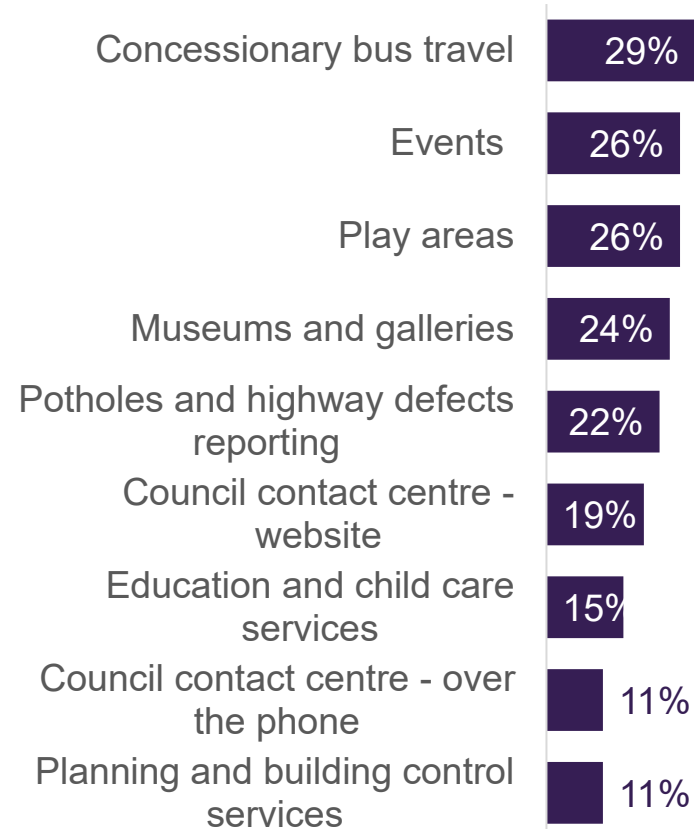
Most used council services (Open)

(Used in past 12 months)

Services used 1-9



Services used 10-18

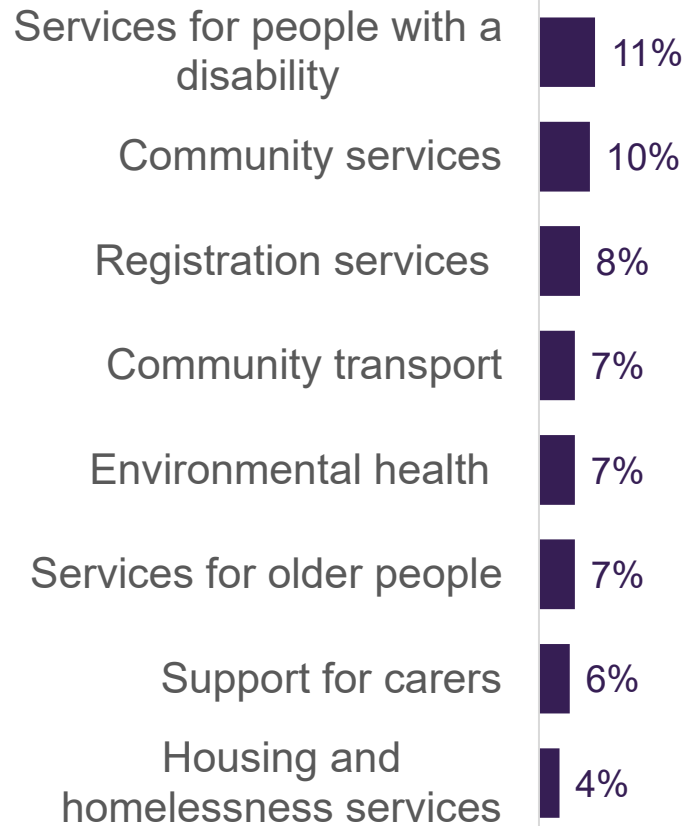


Base: 835 respondents

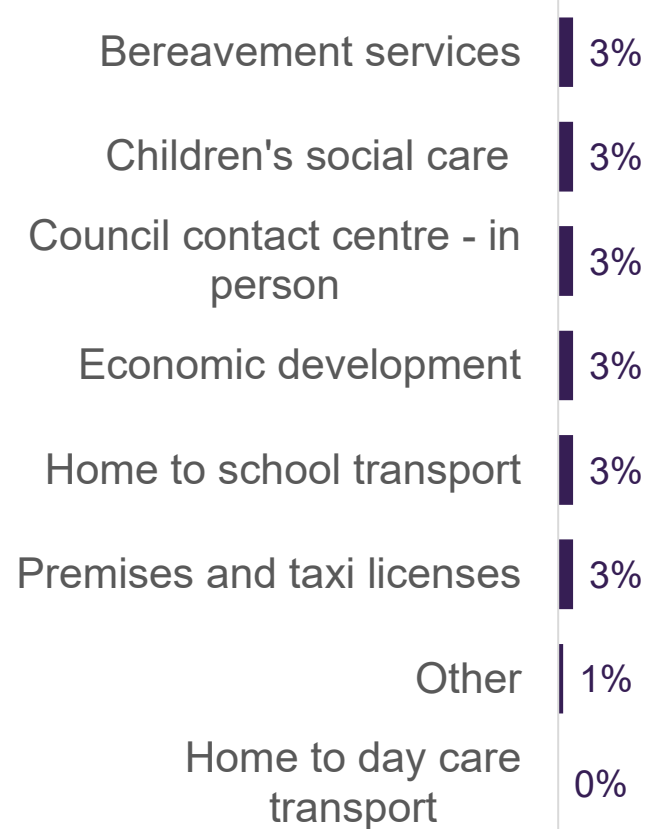
Most used council services (Open)

(Used in past 12 months, BCP Residents only)

Services used 19-26



Services used 27-34



Base: 835 respondents

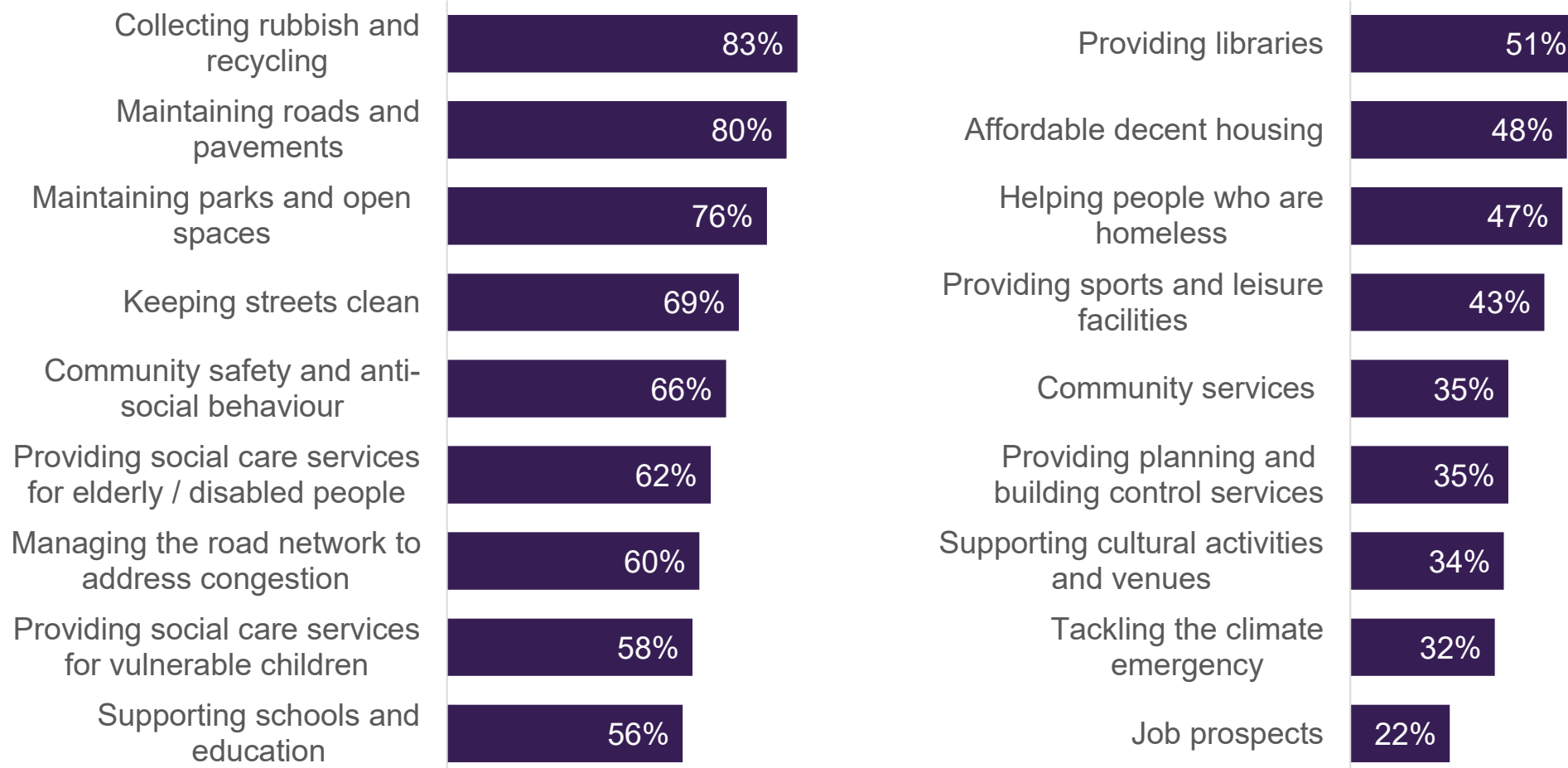
Other services used (Open)

1% of respondents selected 'other' and were asked to specify which services they had used. Some of the council services listed included:

- Cycle lanes
- Blue Badge applications / renewals
- Allotments
- Street lighting

Important council services (Open)

(Tick all that apply)



Base: 859 respondents

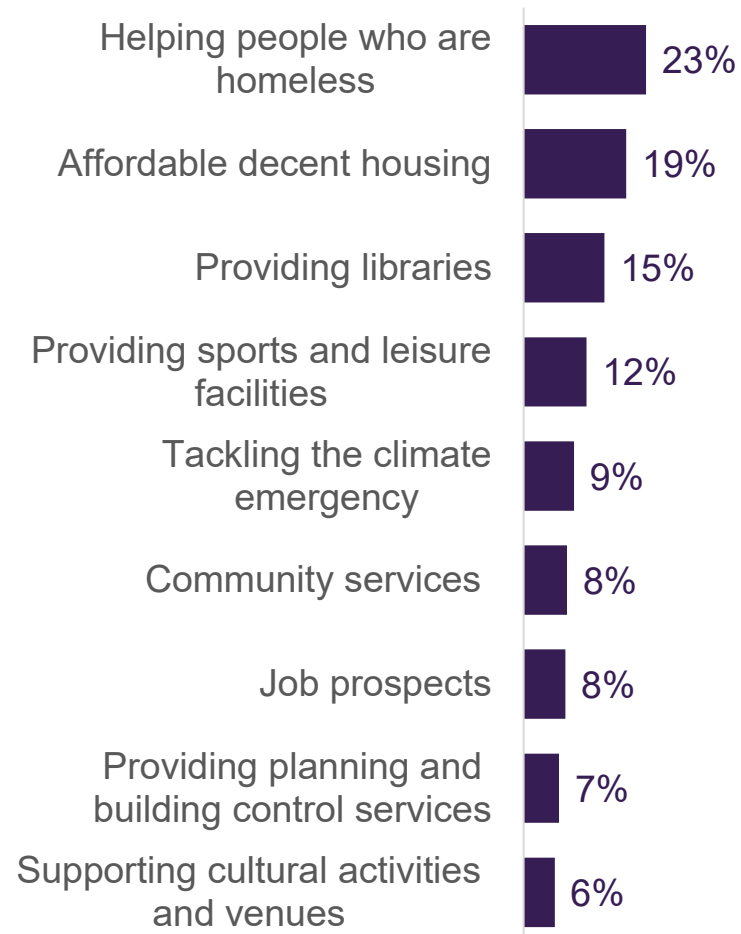
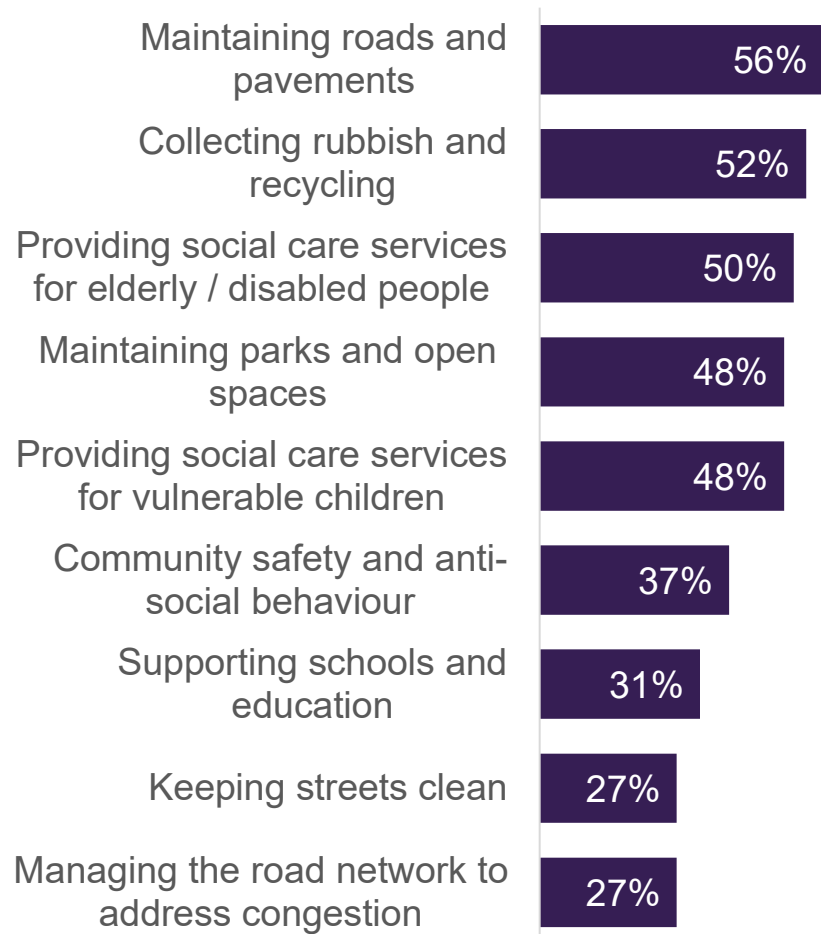
Important services - Other

3% of respondents selected 'other' services and were asked to specify. Some of the other council services listed included:

- Street lighting
- Economic development and business support
- Road safety and management
- Public transport
- Council Tax and spending
- Social issues relating to migrants
- Community events and local growth
- Play parks and children's areas
- Dog control and enforcement
- Nature reserves
- Public footpaths
- Foodbank and debt services

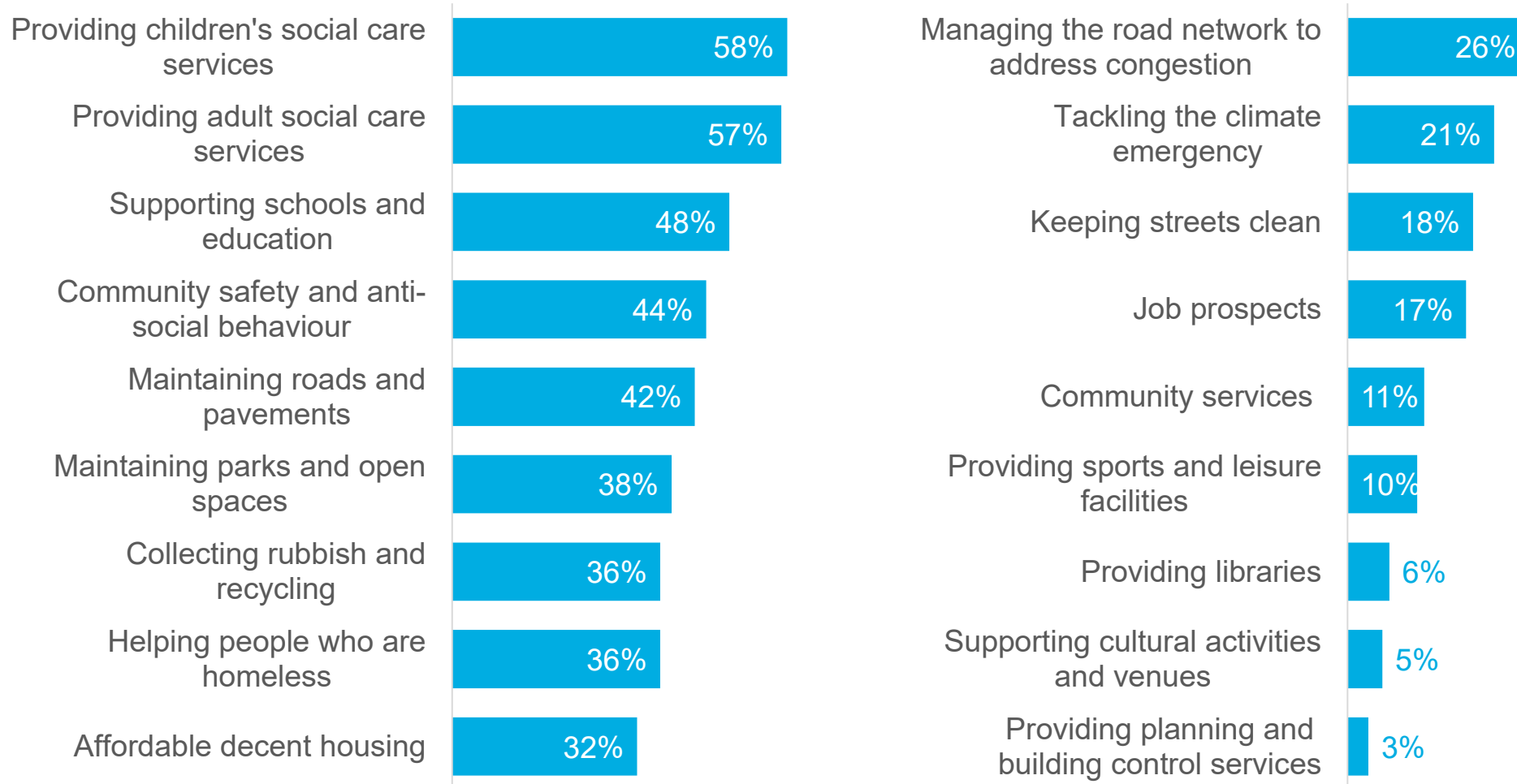
Most important council services (Open)

(Top 5, BCP Residents only)



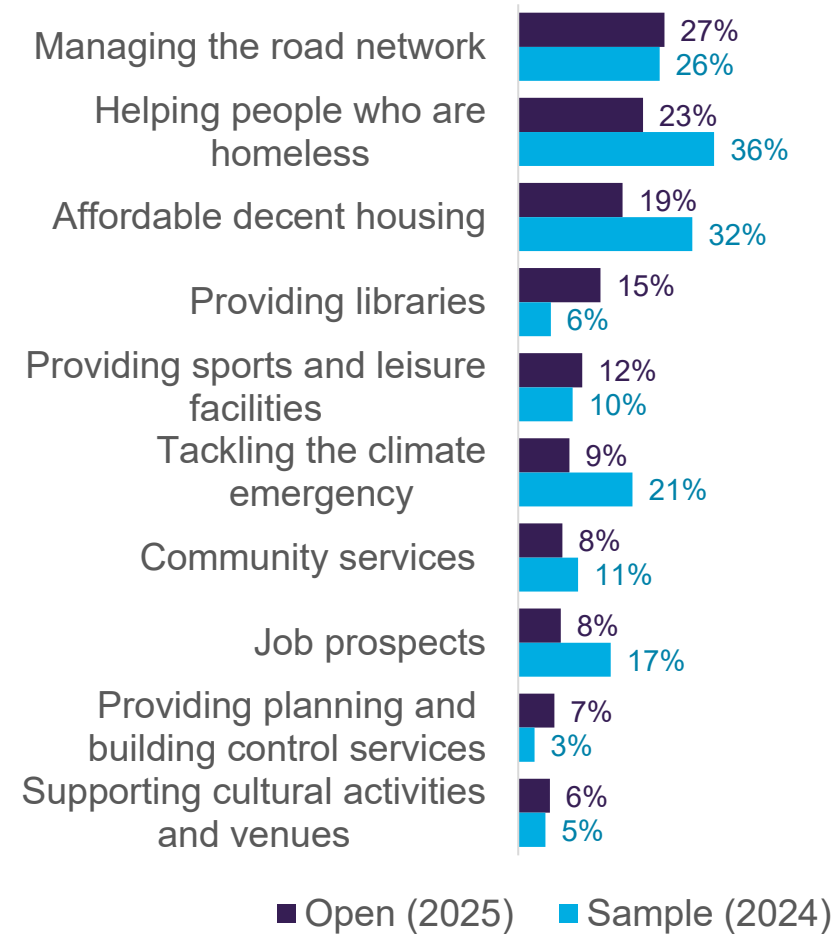
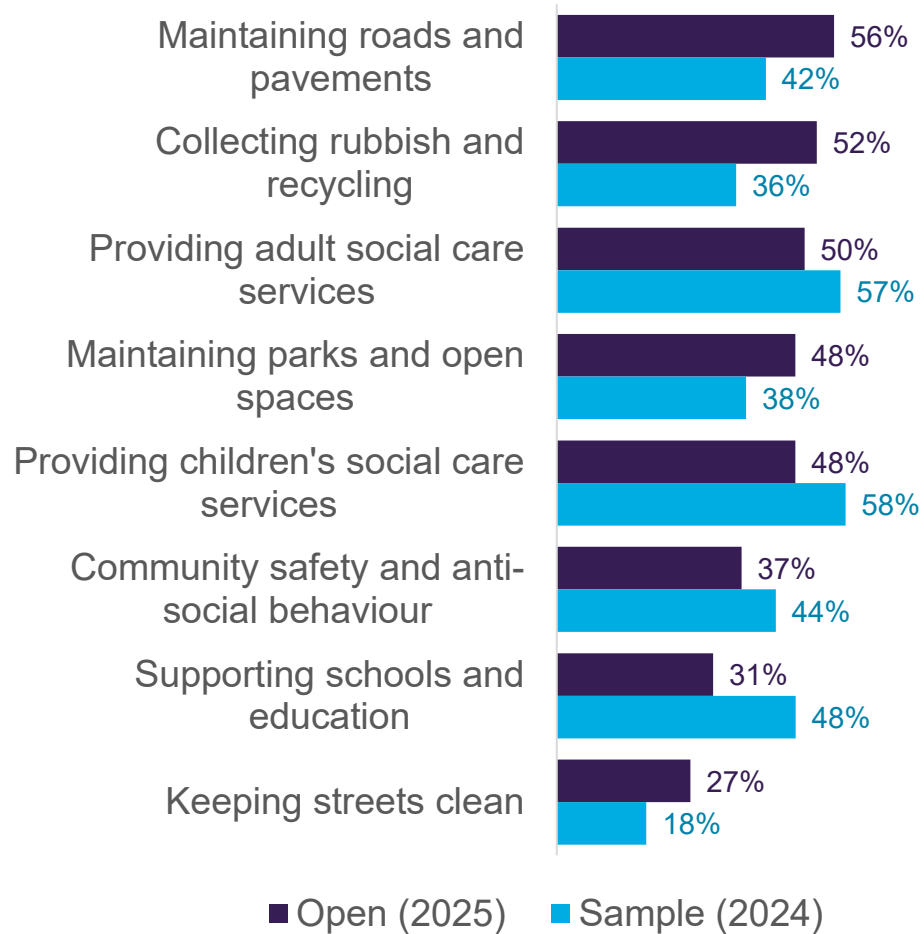
Base: 860 respondents

Most important services (Top 5) (Sample)



Base: 712 respondents

Most important services (Top 5)



Importance by respondent type (Open)

BCP Resident

- Maintaining roads and pavements (55%)
- Collecting rubbish and recycling (52%)
- Providing adult social care services (50%)
- Maintaining parks and open spaces (48%)
- Providing children's social care services (48%)

Works in the BCP Area

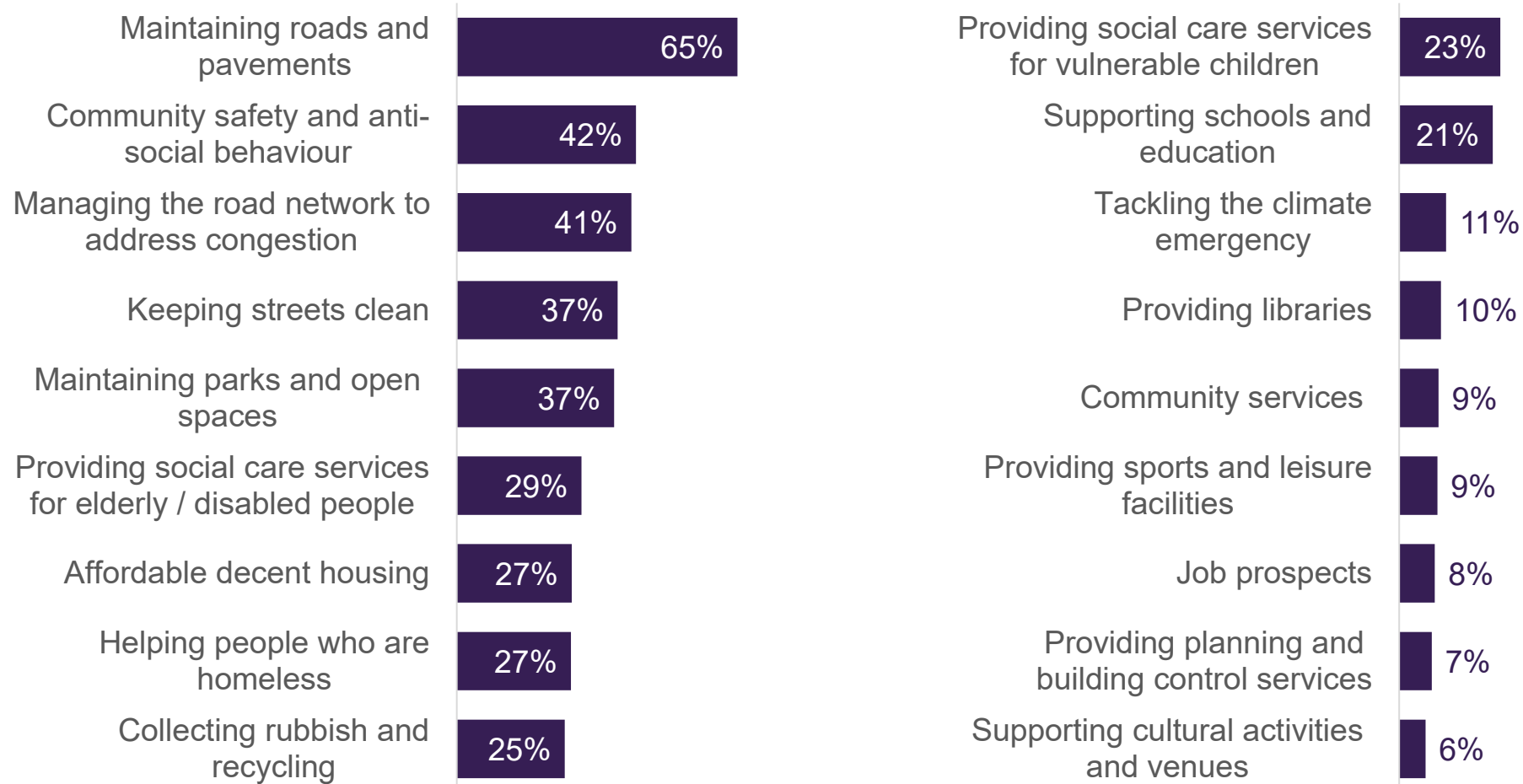
- Providing children's social care services (52%)
- Maintaining roads and pavements (51%)
- Maintaining parks and open spaces (50%)
- Providing adult social care services (46%)
- Collecting rubbish and recycling (45%)

Works for BCP Council

- Providing children's social care services (60%)
- Collecting rubbish and recycling (60%)
- Supporting schools and education (53%)
- Maintaining roads and pavements (47%)
- Providing adult social care services (47%)

Services most need improving (Open)

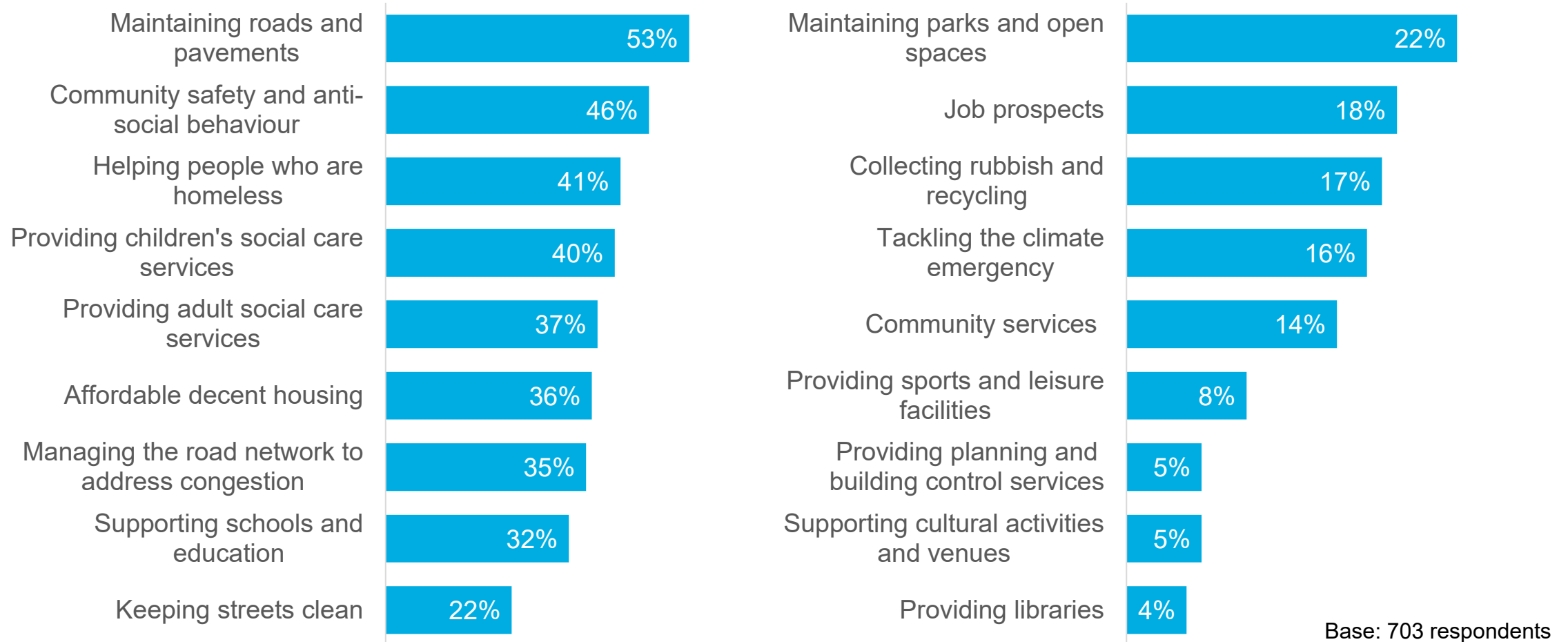
(Top 5, BCP Residents only)



Base: 845 respondents

Services most need improving (Sample)

(Top 5)



Needs improvement by respondent type

BCP Resident

- Maintaining roads and pavements (65%)
- Community safety and anti-social behaviour (42%)
- Managing the road network to address congestion (40%)
- Keeping streets clean (38%)
- Maintaining parks and open spaces (37%)

Works in the BCP Area

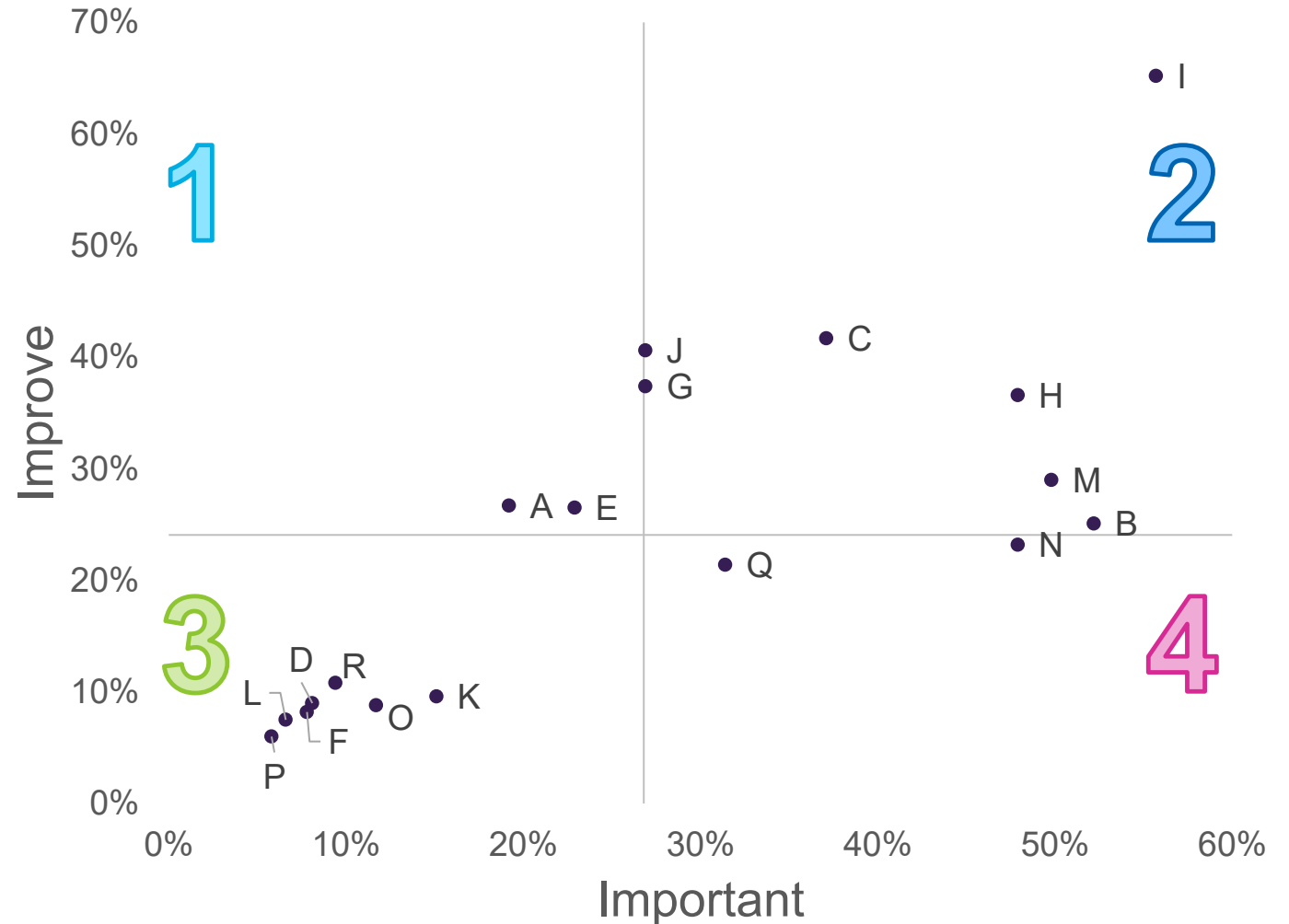
- Maintaining roads and pavements (61%)
- Community safety and anti-social behaviour (39%)
- Managing the road network to address congestion (39%)
- Maintaining parks and open spaces (34%)
- Adult Social Care (33%)

Works for BCP Council

- Maintaining roads and pavements (60%)
- Affordable decent housing (40%)
- Maintaining parks and open spaces (40%)
- Managing the road network to address congestion (40%)
- Supporting schools and education (40%)

Importance vs. Improvement (Open)

A	Affordable decent housing
B	Collecting rubbish and recycling
C	Community safety and anti-social behaviour
D	Community services
E	Helping people who are homeless
F	Job prospects
G	Keeping streets clean
H	Maintaining parks and open spaces
I	Maintaining roads and pavements
J	Managing the road network to address congestion
K	Providing libraries
L	Providing planning and building control services
M	Providing adult social care services
N	Providing children's social care services
O	Providing sports and leisure facilities
P	Supporting cultural activities and venues
Q	Supporting schools and education
R	Tackling the climate emergency



Importance vs. Improvement (Open)

1. ↓ Importance ↑ Improvement

- A – Affordable decent housing
- E - Helping people who are homeless

2. ↑ Importance ↑ Improvement

- B - Collecting rubbish and recycling
- C - Community safety and anti-social behaviour
- G - Keeping streets clean
- H - Maintaining parks and open spaces
- I - Maintaining roads and pavements
- J - Managing the road network to address congestion
- M - Providing adult social care services

3. ↓ Importance ↓ Improvement

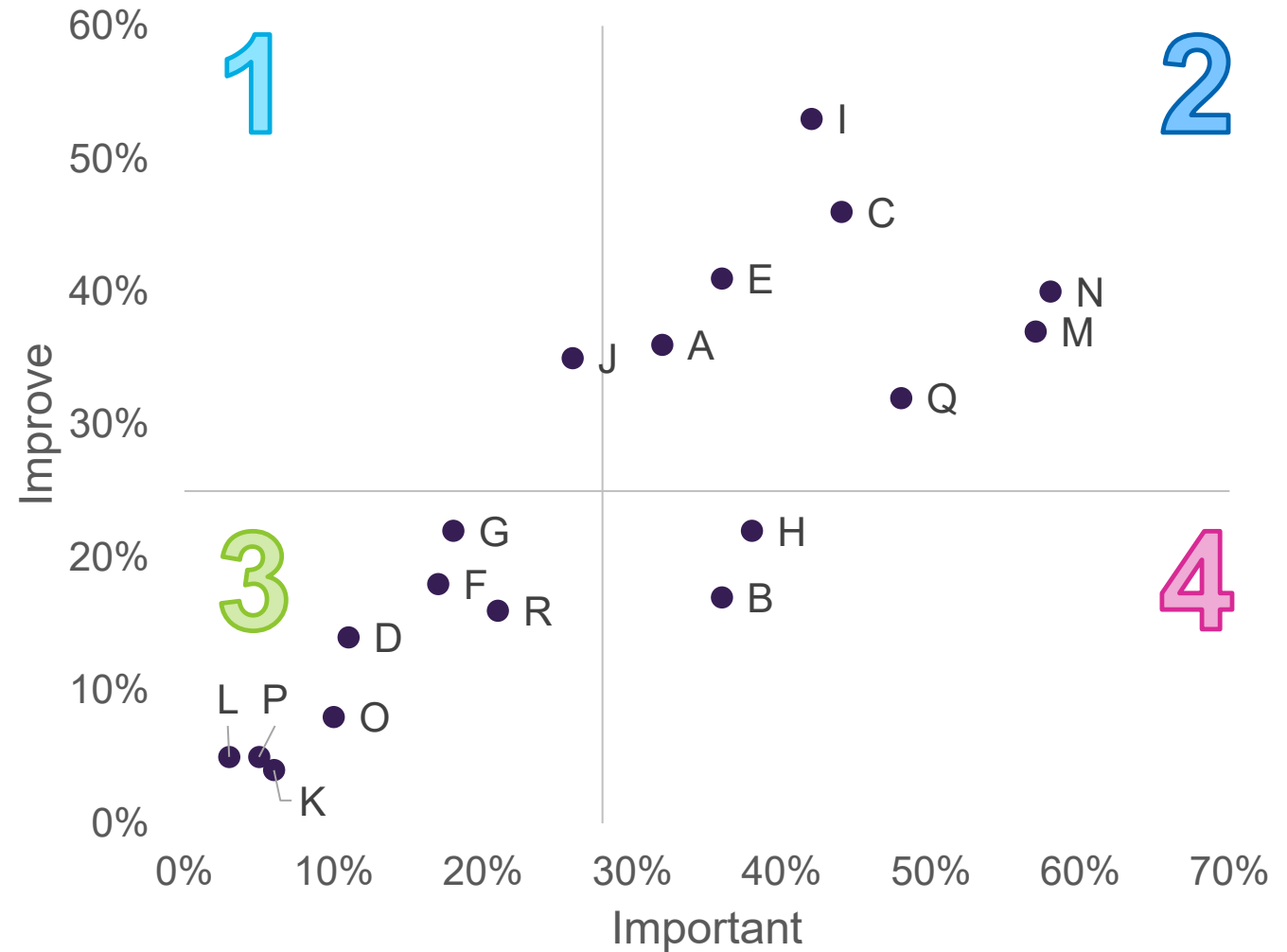
- D - Community services
- F - Job prospects
- K - Providing libraries
- L - Providing planning and building control services
- O - Providing sports and leisure facilities
- P - Supporting cultural activities and venues
- R - Tackling the climate emergency

4. ↑ Importance ↓ Improvement

- N - Providing children's social care services
- Q - Supporting schools and education

Importance vs. Improvement (Sample)

A	Affordable decent housing
B	Collecting rubbish and recycling
C	Community safety and anti-social behaviour
D	Community services
E	Helping people who are homeless
F	Job prospects
G	Keeping streets clean
H	Maintaining parks and open spaces
I	Maintaining roads and pavements
J	Managing the road network to address congestion
K	Providing libraries
L	Providing planning and building control services
M	Providing adult social care services
N	Providing children's social care services
O	Providing sports and leisure facilities
P	Supporting cultural activities and venues
Q	Supporting schools and education
R	Tackling the climate emergency



Importance vs. Improvement (Sample)

1. ↓ Importance ↑ Improvement

- J - Managing the road network to address congestion

2. ↑ Importance ↑ Improvement

- A – Affordable decent housing
- C - Community safety and anti-social behaviour
- E - Helping people who are homeless
- I - Maintaining roads and pavements
- M - Providing adult social care services
- N - Providing children's social care services
- Q - Supporting schools and education

3. ↓ Importance ↓ Improvement

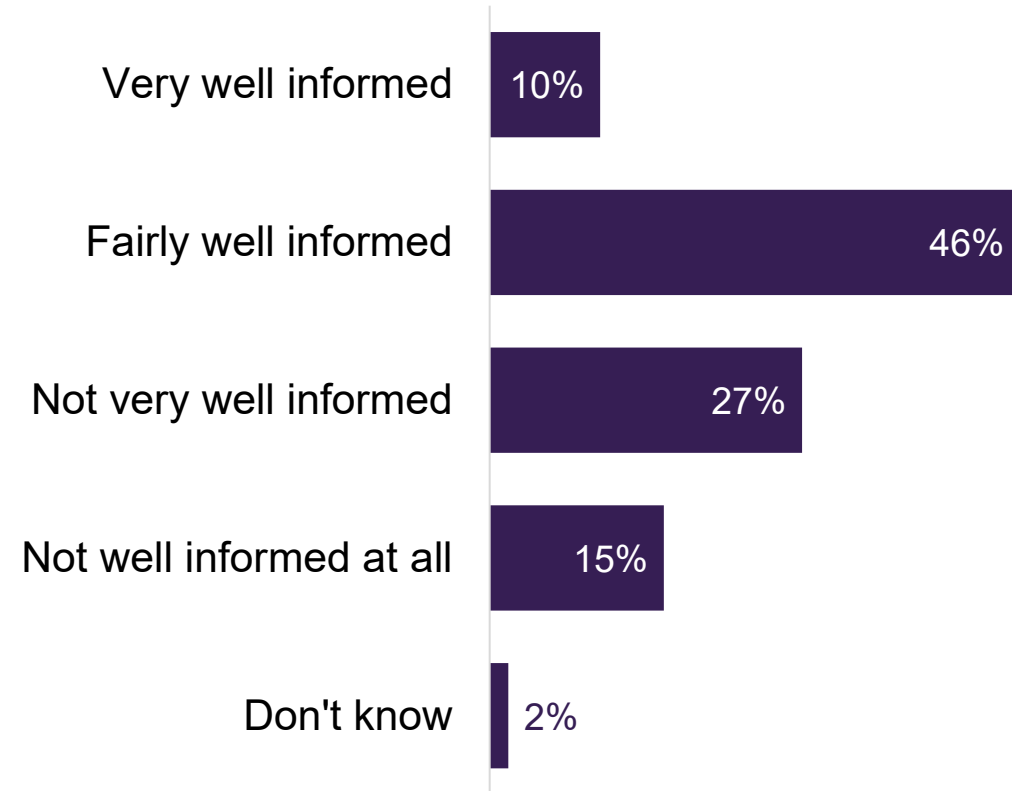
- D - Community services
- F - Job prospects
- G - Keeping streets clean
- K - Providing libraries
- L - Providing planning and building control services
- O - Providing sports and leisure facilities
- P - Supporting cultural activities and venues
- R - Tackling the climate emergency

4. ↑ Importance ↓ Improvement

- B - Collecting rubbish and recycling
- H - Maintaining parks and open spaces

How well informed do you feel about the council's financial situation? (Open)

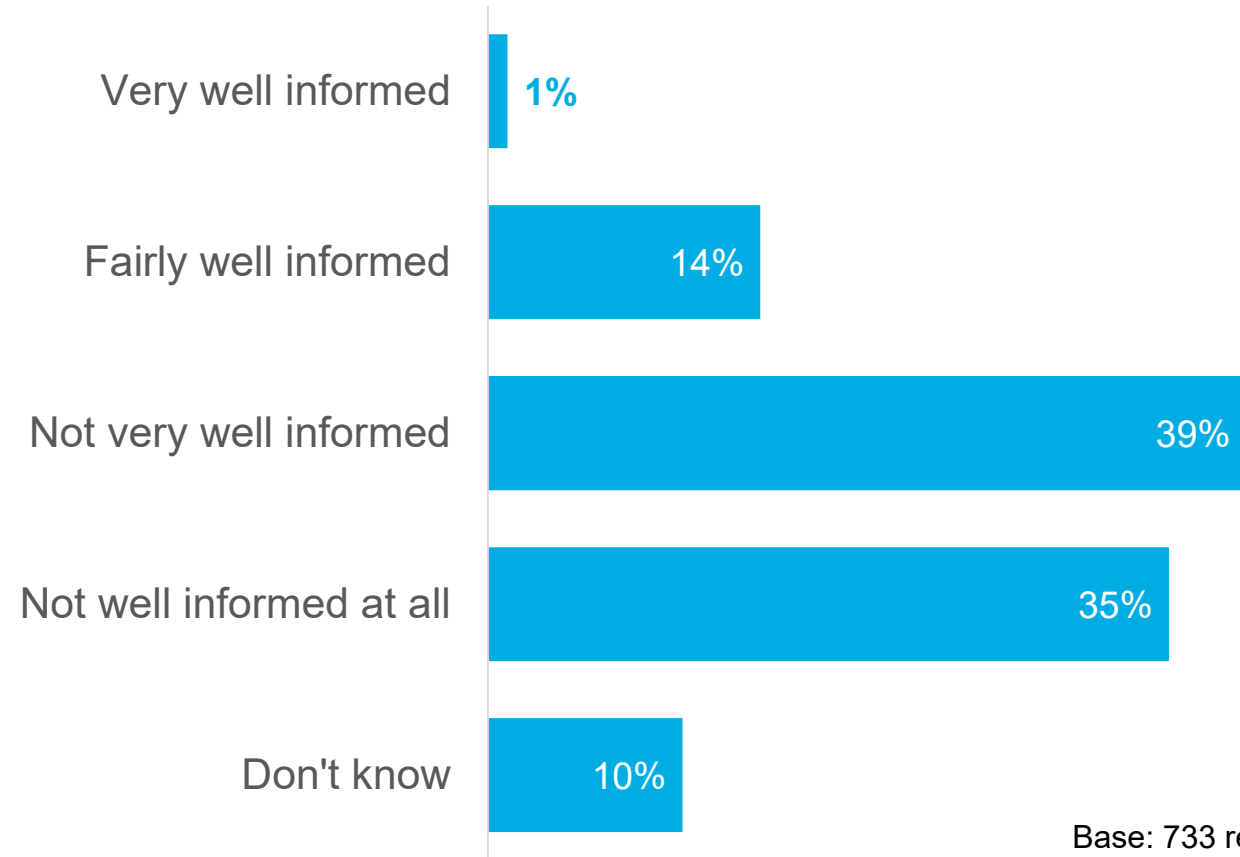
The number of respondents feeling well informed is slightly greater than the number feeling not informed about the council's financial situation.



Base: 862 respondents

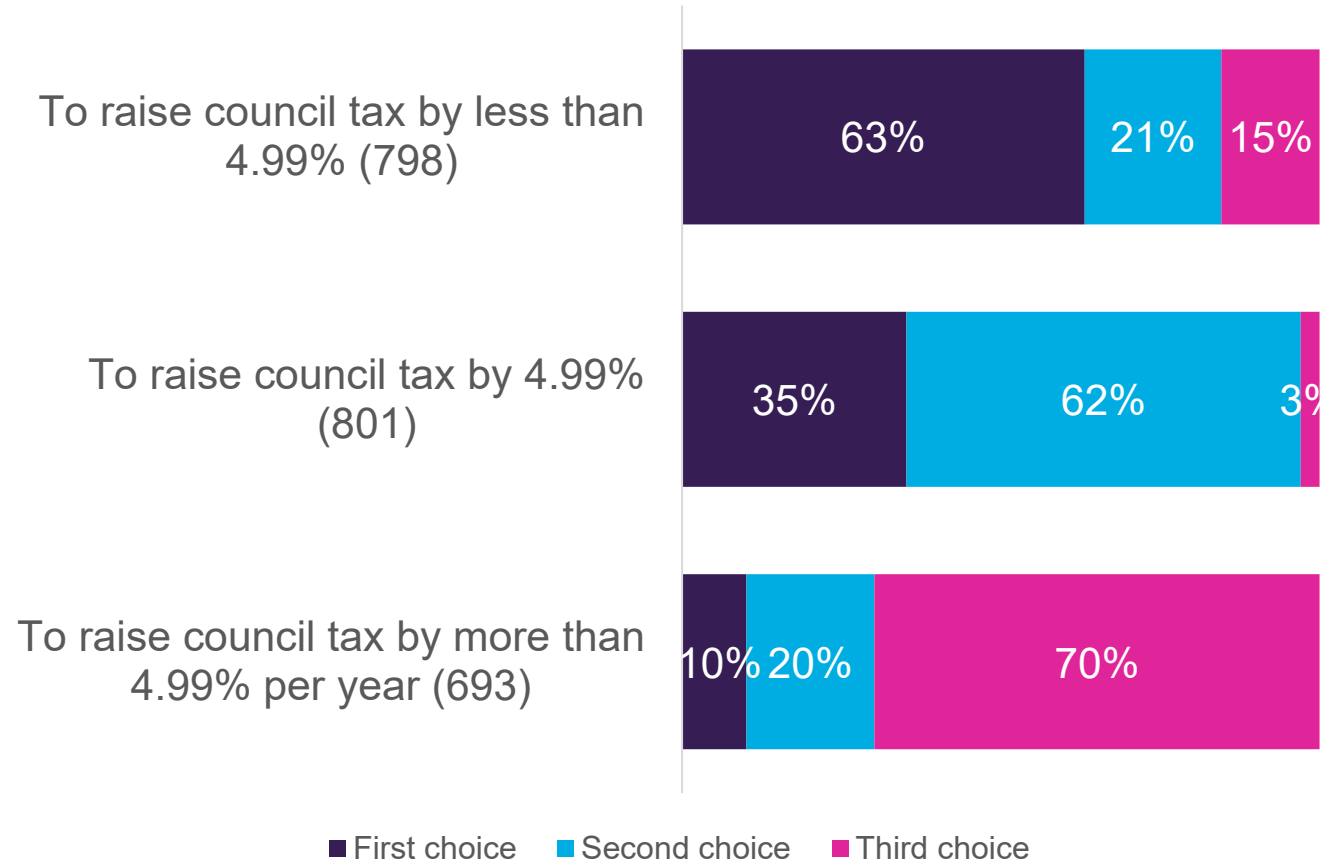
How well informed do you feel about the council's financial situation? (Sample 2024)

Sample survey respondents feel less well informed about the council's financial situation than those in the open survey.



Setting council tax (Open)

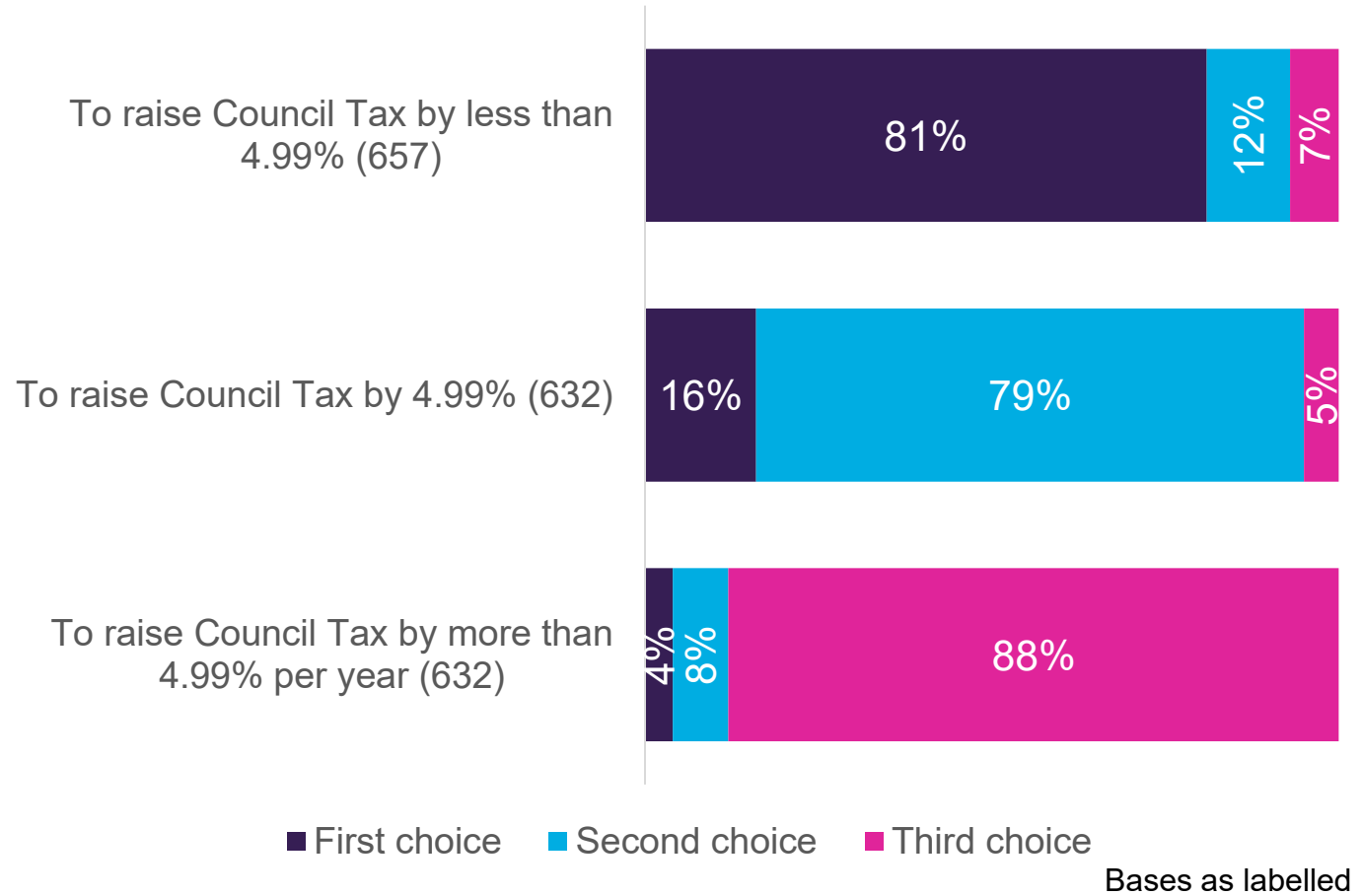
A majority of respondents chose a lesser council tax increase as their first choice with 4.99% as the second choice and a higher level as third choice



Bases as labelled

Setting Council Tax (Sample 2024)

A majority of sample survey respondents chose a lesser increase as their first choice, 4.99% as their second choice and a greater increase as their third choice.



Spending on services - calculations

Respondents were shown a list of council services with the associated spending for each. Please note this varies for the 2024 sample survey and the 2025 open survey reflecting the spending change of different financial years.

Respondents were asked if spending should:

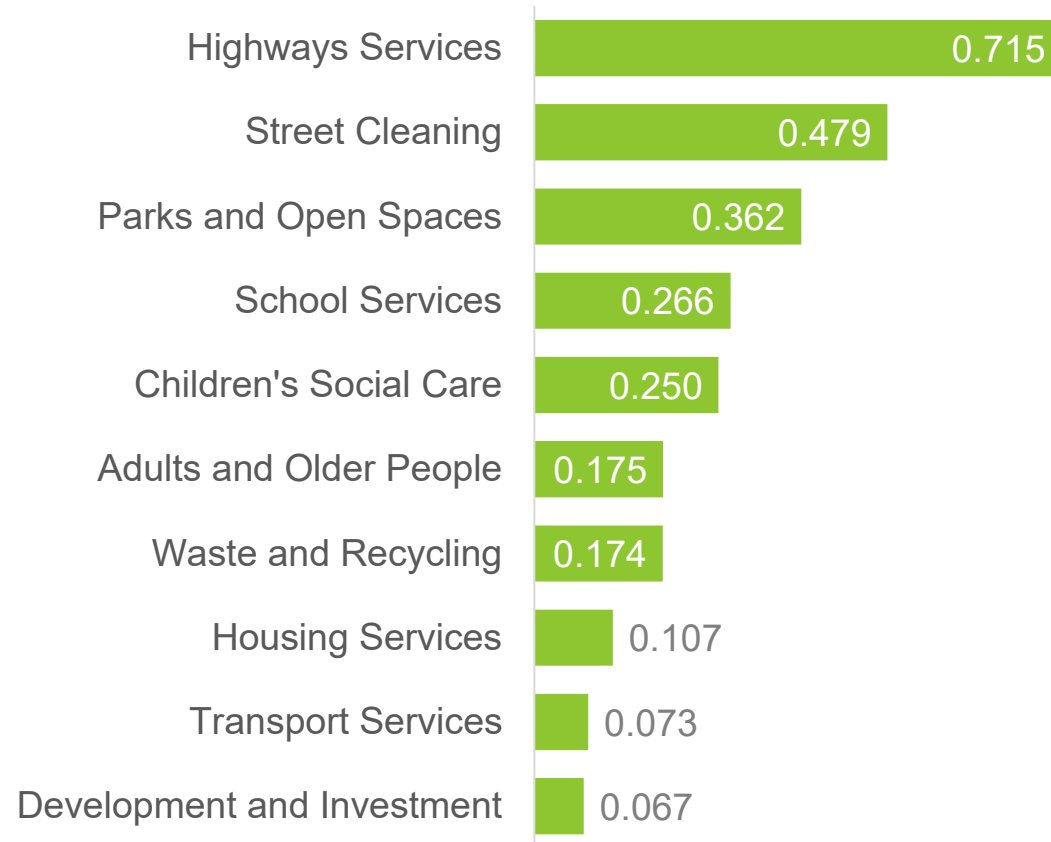
- Increase a lot
- Increase a little
- Retain the same level
- Decrease a little
- Decrease a lot

Responses were given a value from +2 for increase a lot through to -2 for decrease a lot.

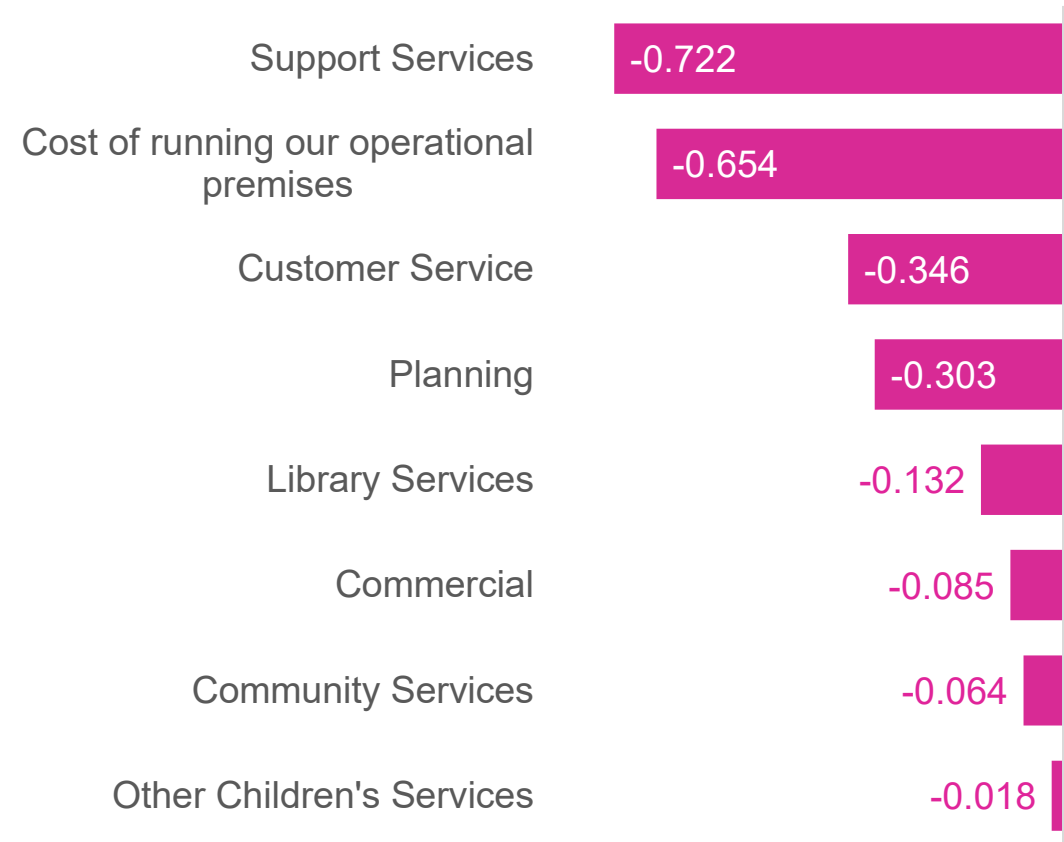
Mean scores were then calculated to indicate which services respondents would like to spend more on, and which they would spend less on.

Spending on services (Mean score)(Open)

Increase spending

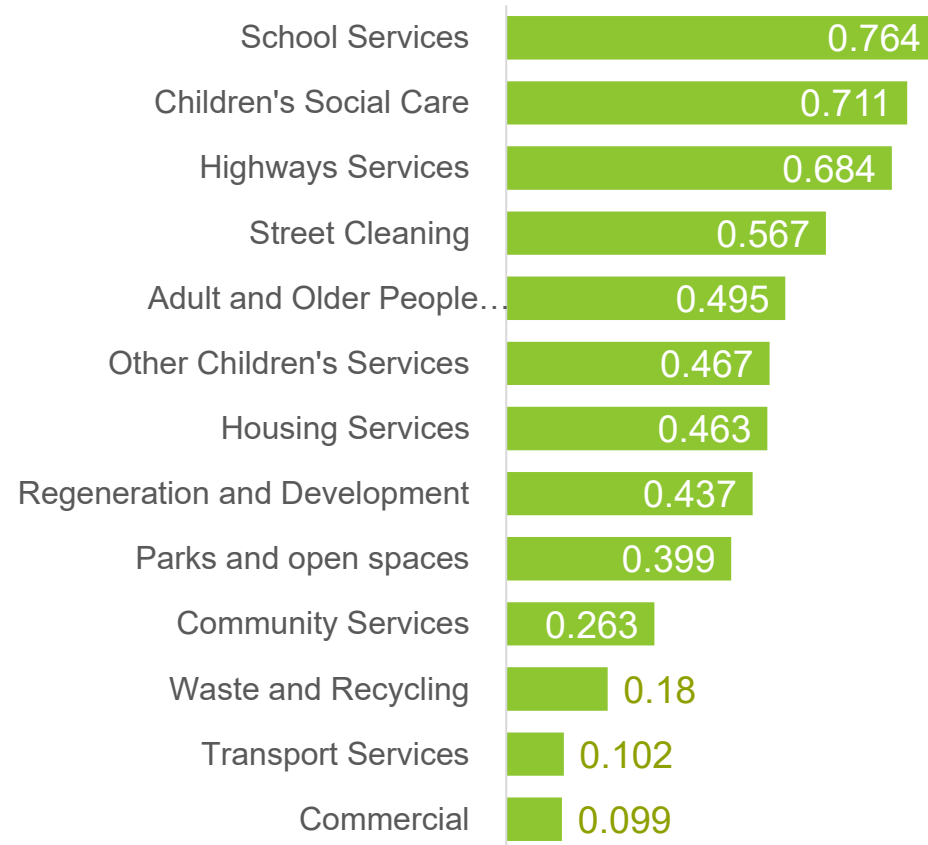


Reduce spending

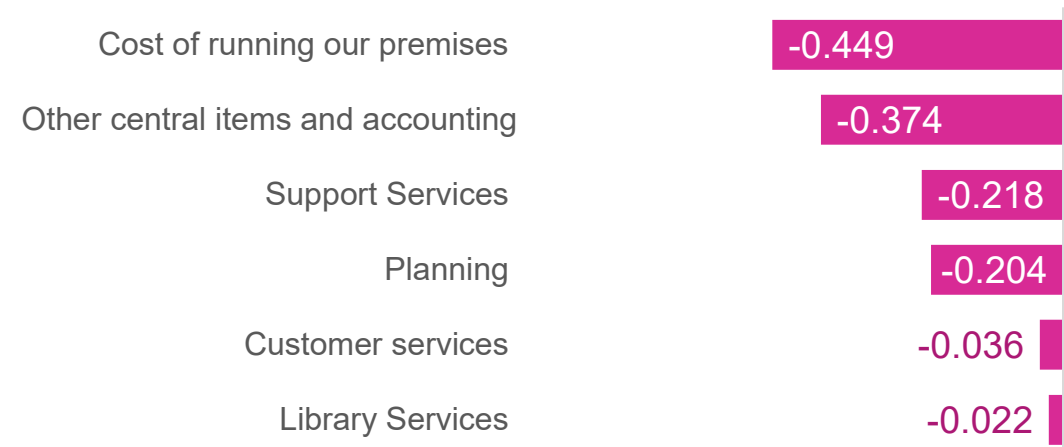


Spending on services (mean score) (Sample)

Increase spending



Reduce spending



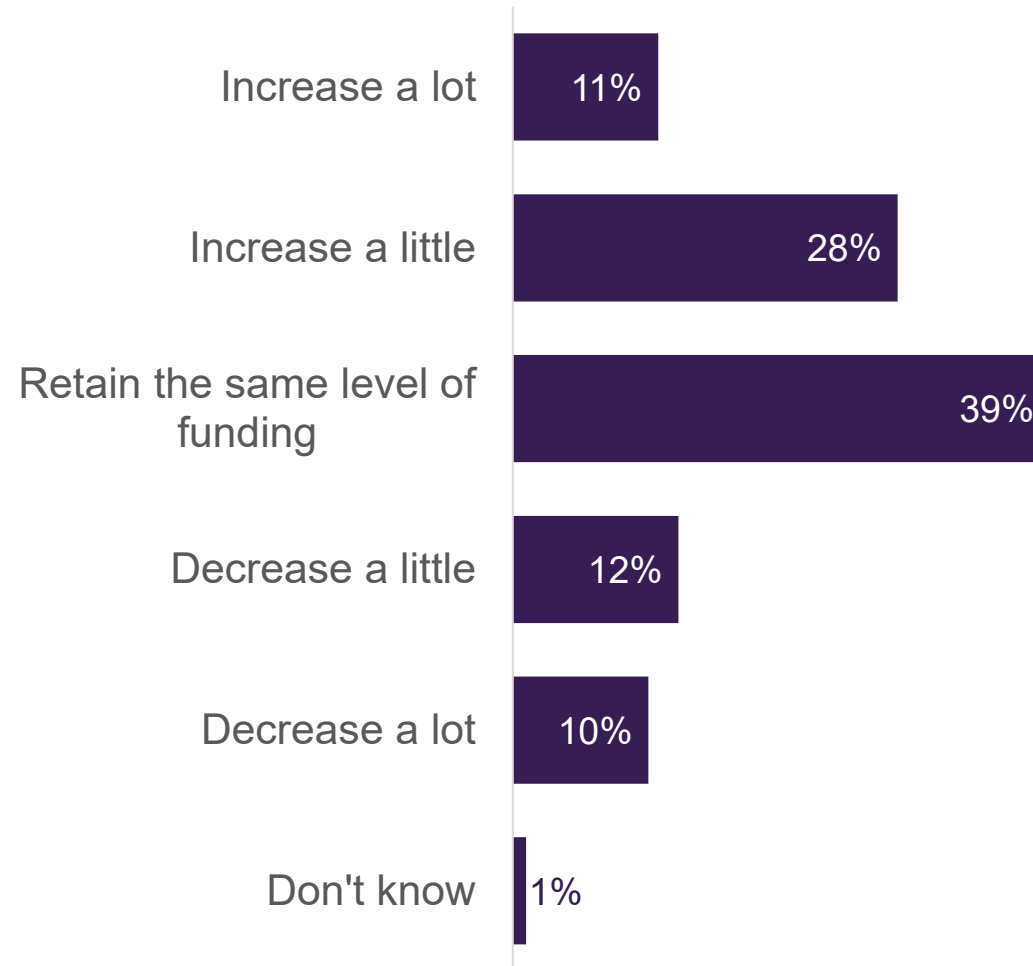
Service spending

- The survey presented respondents with the current year's spend on individual services and asked if they felt that we should spend more or less on each service.
- The following slides show results for this year's Open survey and also include last year's Sample survey.
- This means the spend shown will be different in the Open Survey compared to the Sample survey.

Adults and Older People Services (Open)

£128.417M (35.7p in every £1)

Supporting people to live independently at home by accessing community services or through residential homes for those with long-term complex needs.

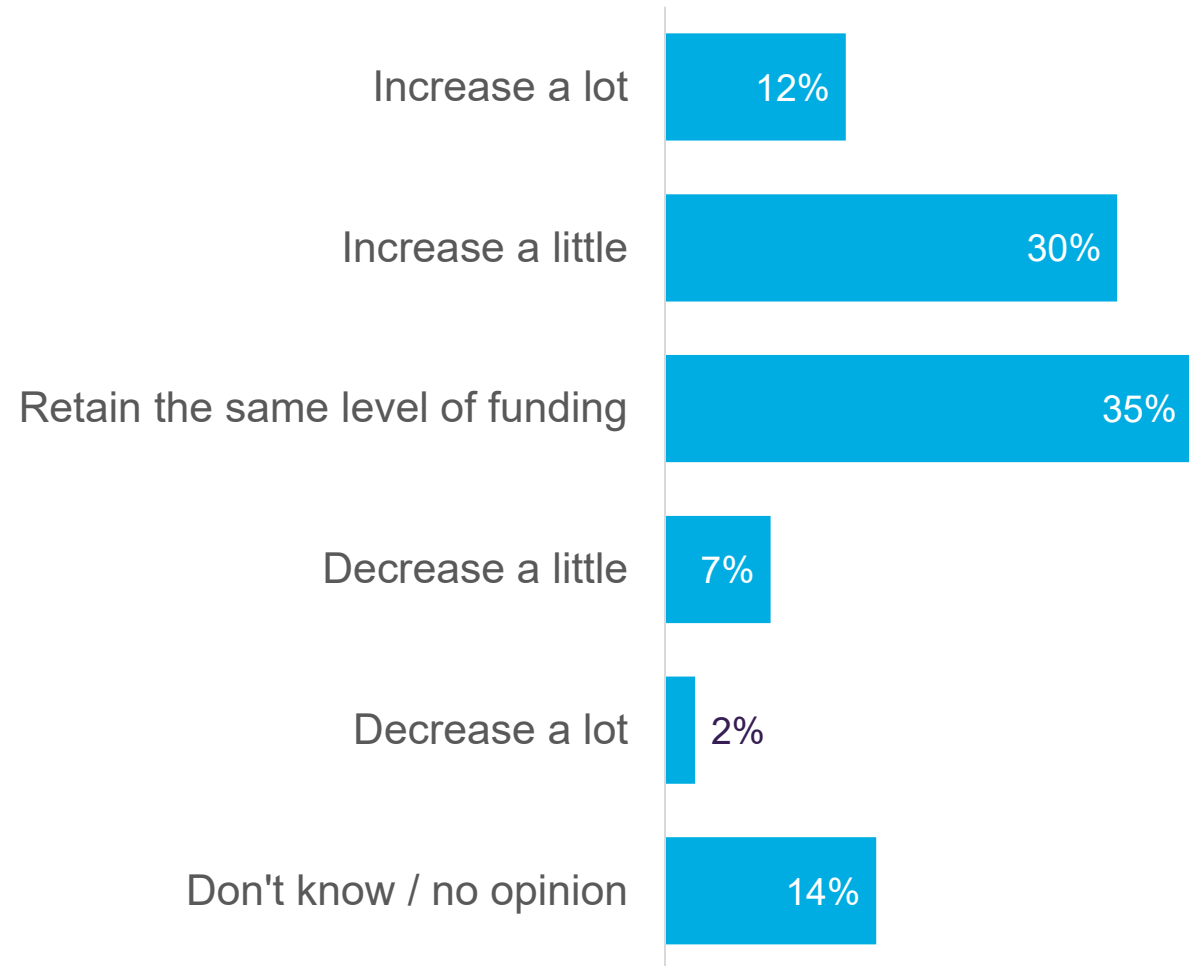


Base: 826 respondents

Adults and Older People Services (Sample 2024)

(33.8p in every £1)

Supporting people to live independently at home by accessing community services or through residential homes for those with long-term complex needs.

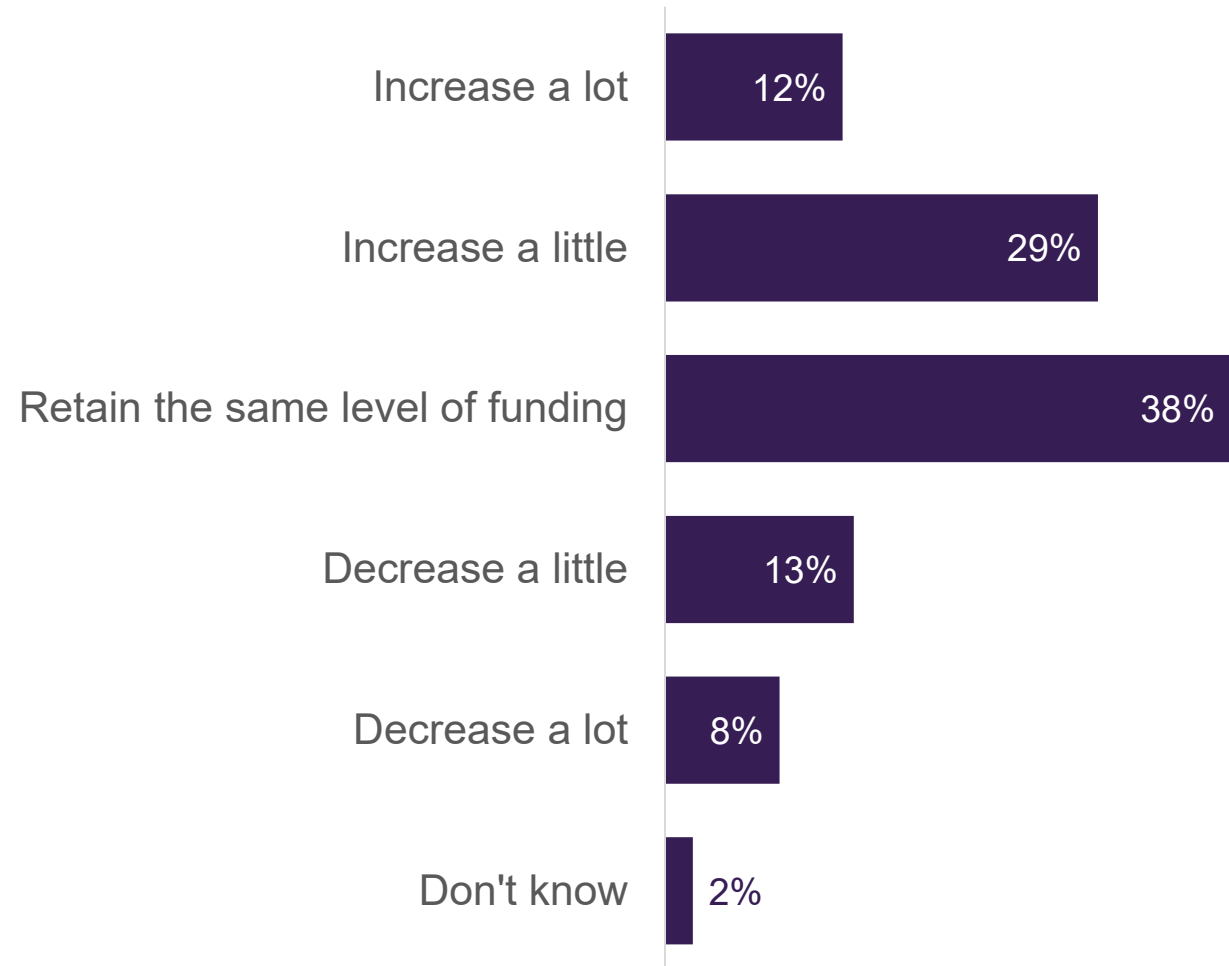


Base: 689 respondents

Children's Social Care (Open)

£66.428M (18.5p in every £1)

Supporting and safeguarding vulnerable children, young people and families, and children in care to make sure they are protected. Securing fostering and adoption places and support for care leavers to find education, training and housing.

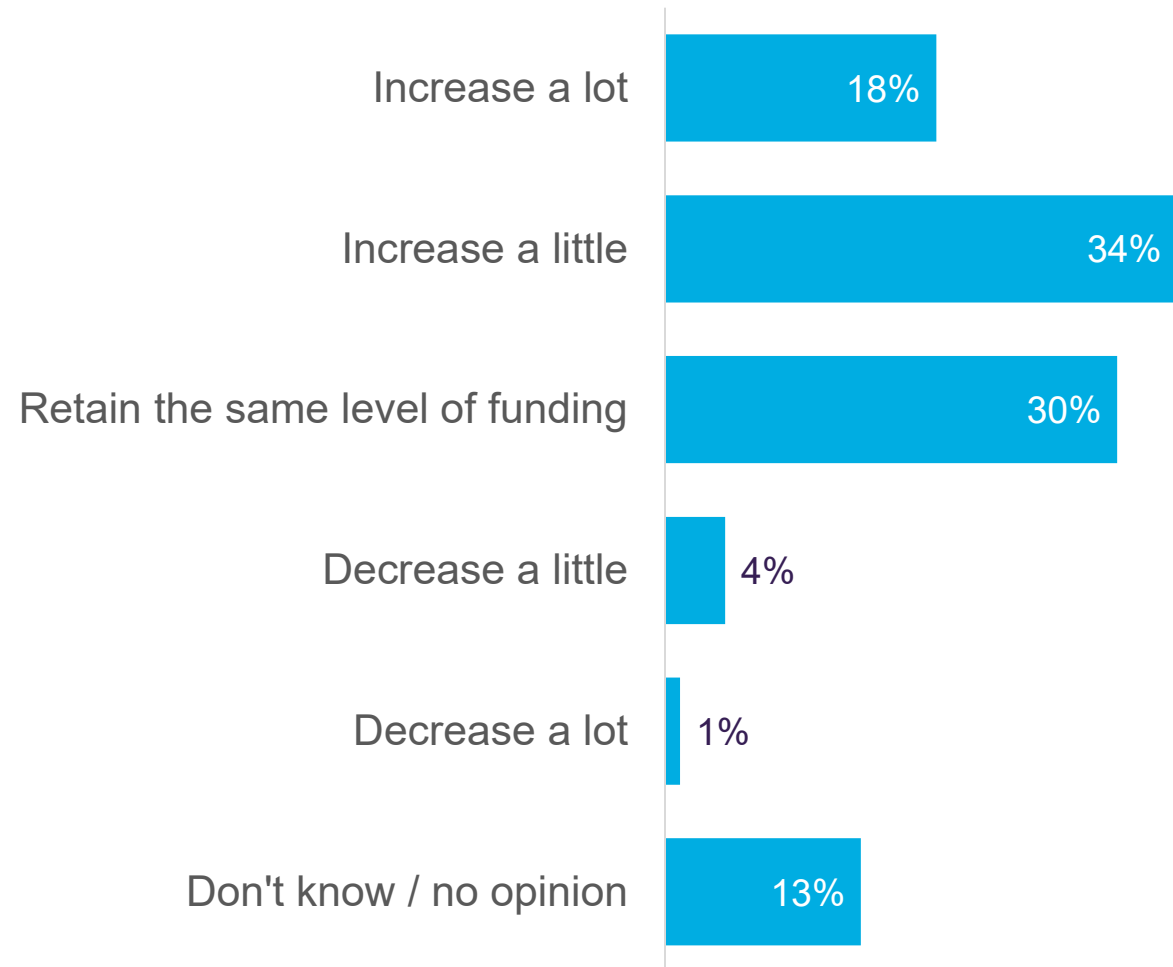


Base: 815 respondents

Children's Social Care (Sample 2024)

£65.020M (19p in every £1)

Supporting and safeguarding
vulnerable children

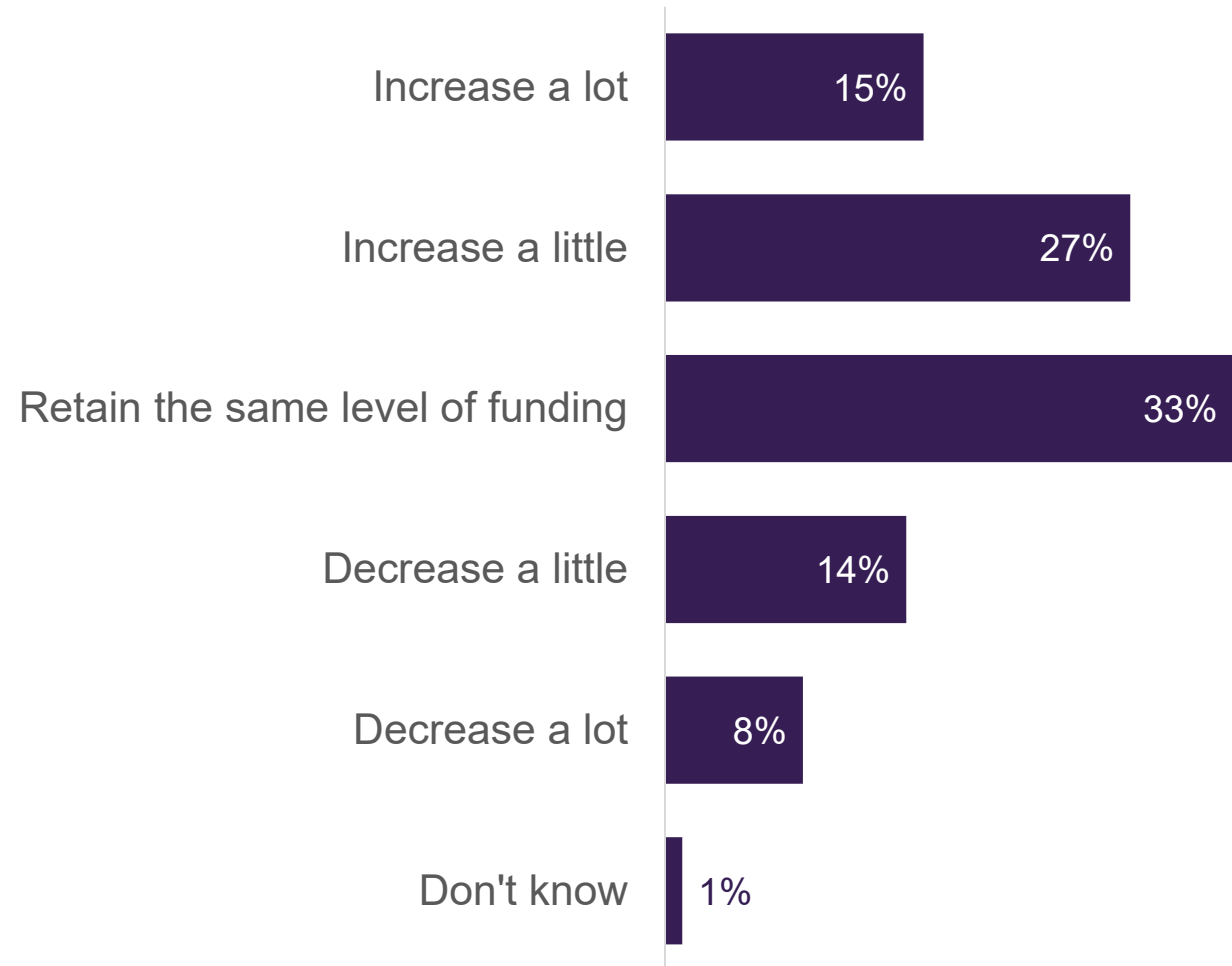


Base: 694 respondents

School Services (Open)

£24.056M (6.7p in every £1)

Securing specialist education places and services for pupils with special educational needs and disabilities. Assisting with school admissions and support for those home educating their children.

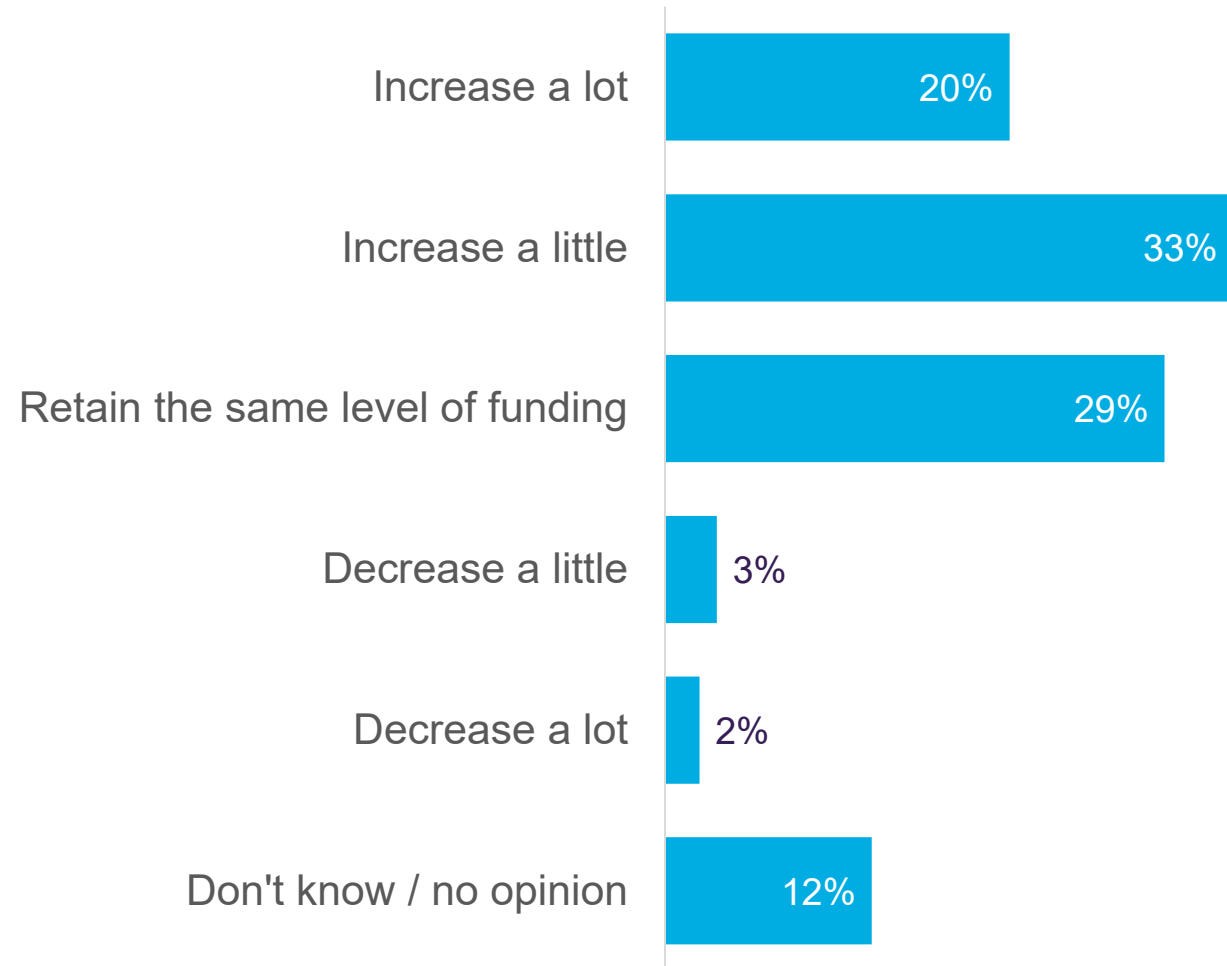


Base: 812 respondents

School Services (Sample 2024)

£20.523M (6p in every £1)

Securing specialist
education places and
services for pupils with
special educational needs
and disabilities

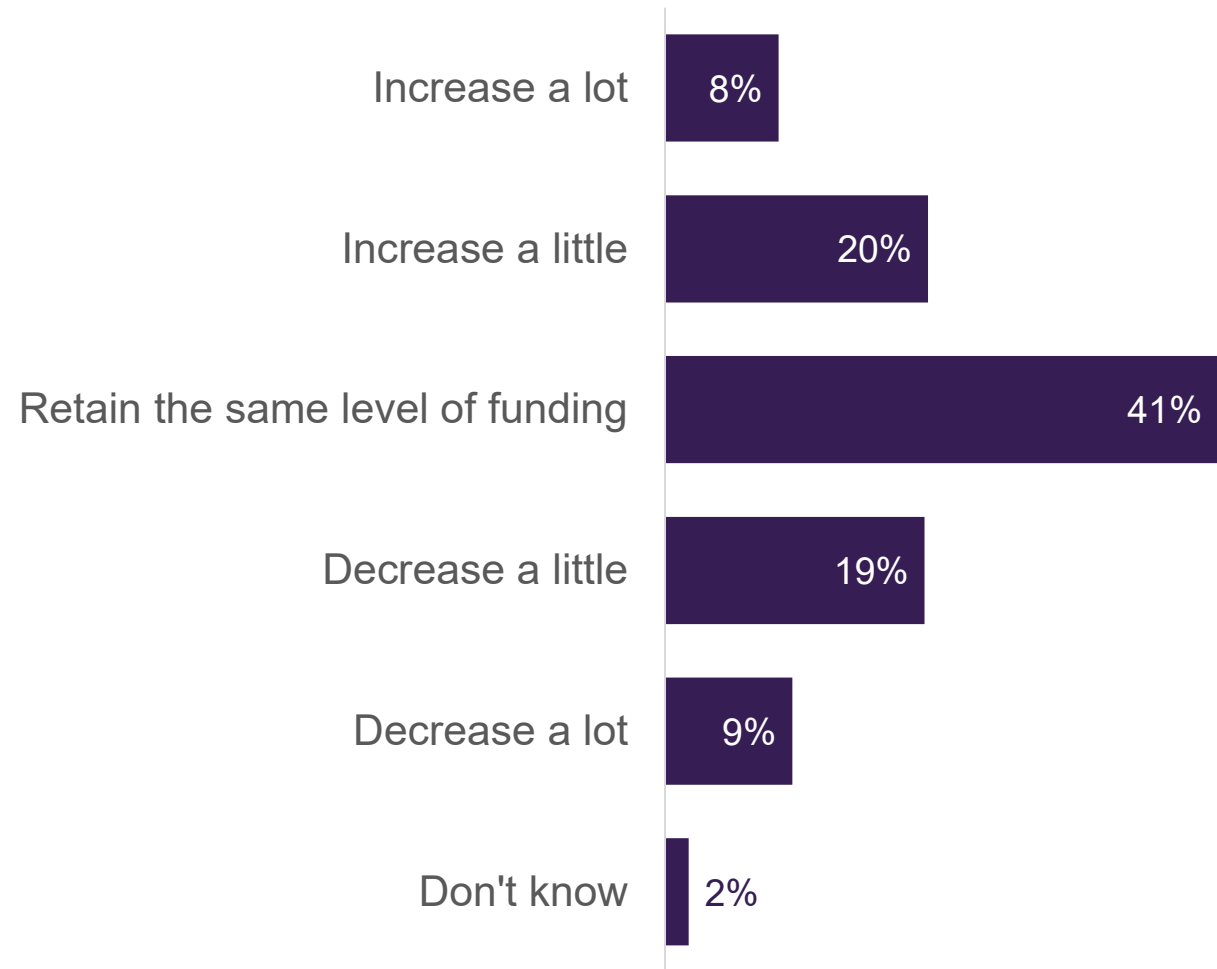


Base: 698 respondents

Other Children's Services (Open)

£9.482M (2.6p in every £1)

Supporting children, young people and families with complex needs through targeted help (e.g. parenting support), and Family Hubs. Supporting young people involved in or at risk of becoming involved in crime or anti-social behaviour. Providing a youth justice service.

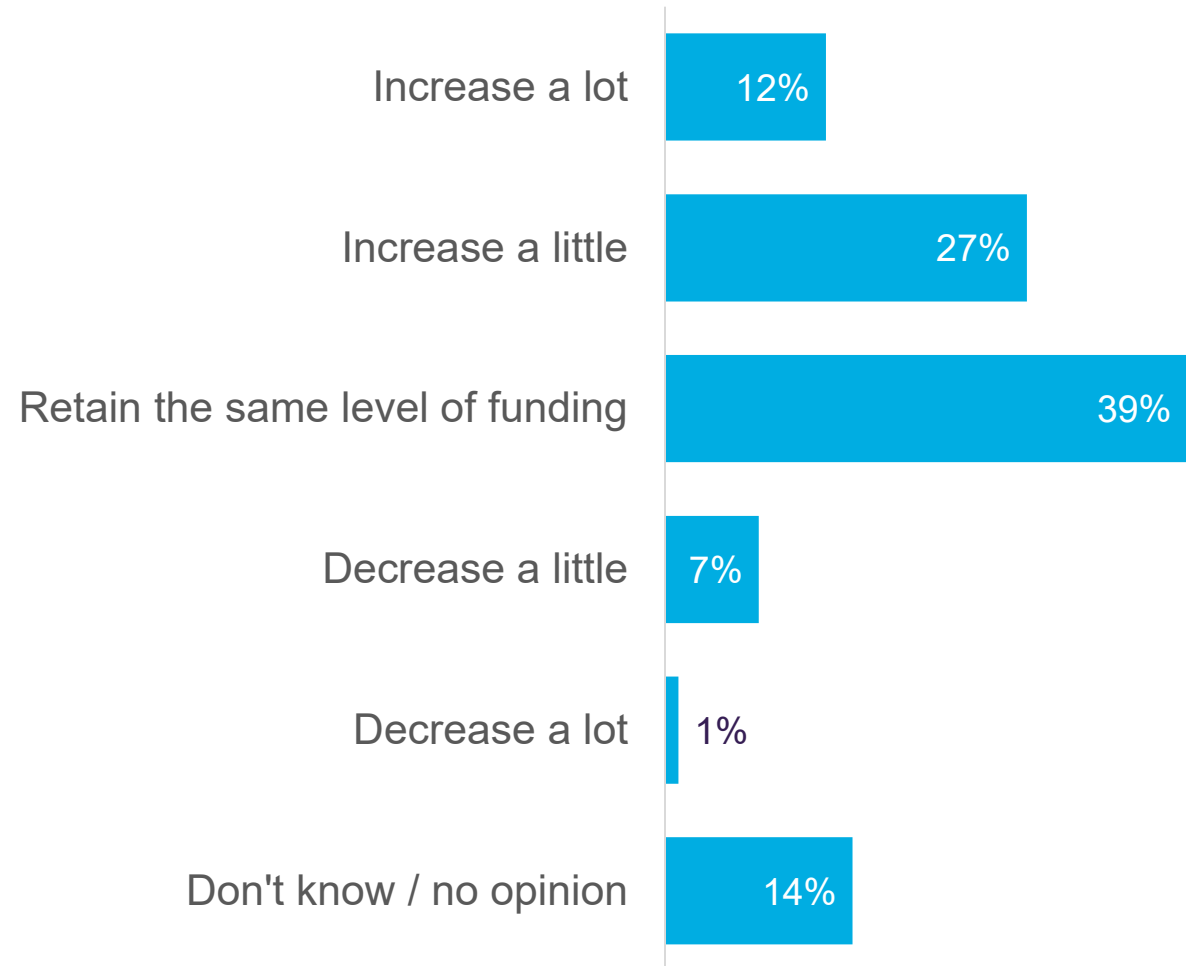


Base: 790 respondents

Other Children's Services (Sample 2024)

£5.466M (1.6p in every £1)

Family hubs, Youth Justice Service

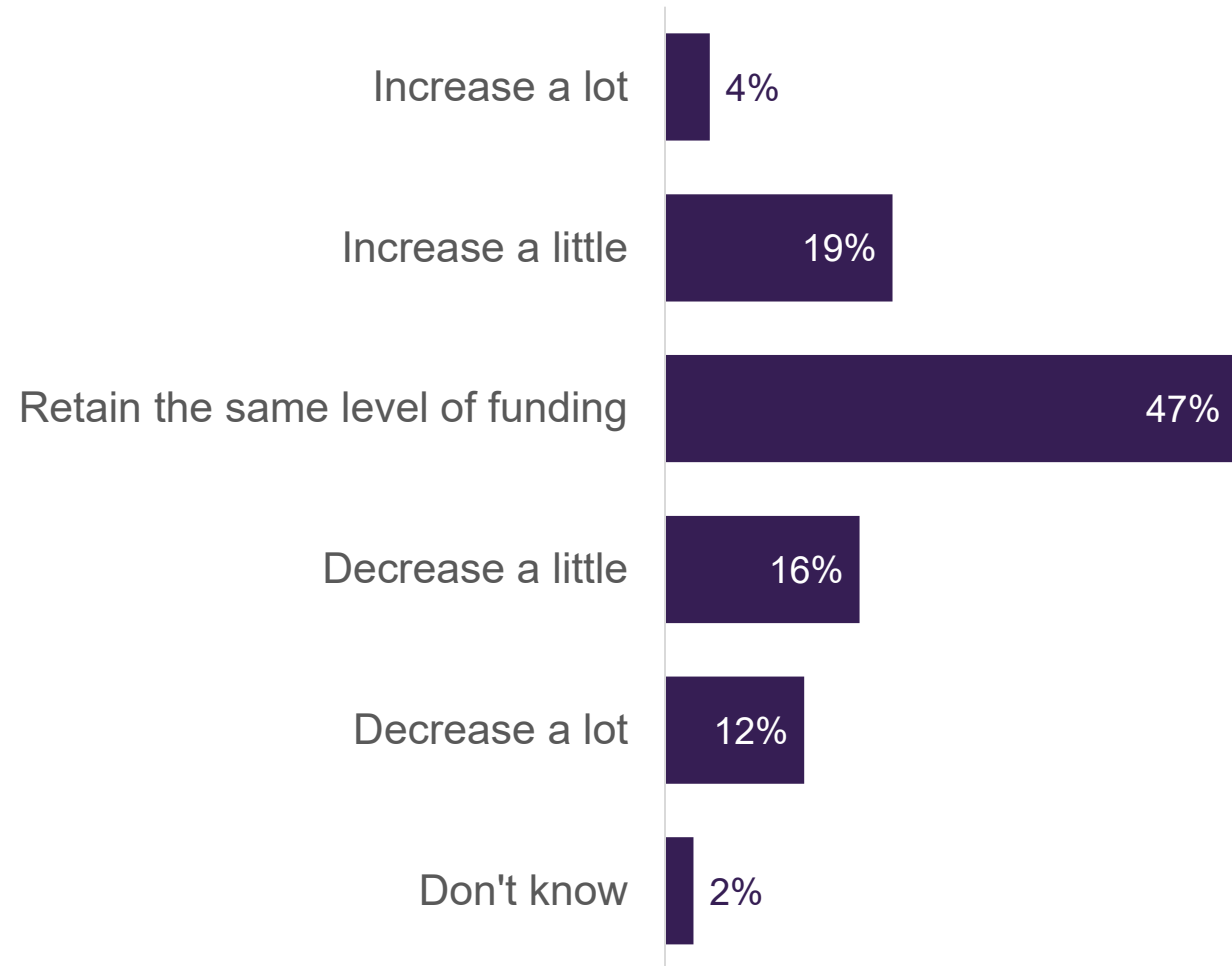


Base: 690 respondents

Library Services (Open)

£6.186M (1.7p in every £1)

Providing a book, audiobook, DVD and CD lending service. Giving online access to e-books, e-audiobooks, digital magazines, and newspapers. Providing computers and internet access through libraries. Providing a Home Library Service for those unable to visit the library.

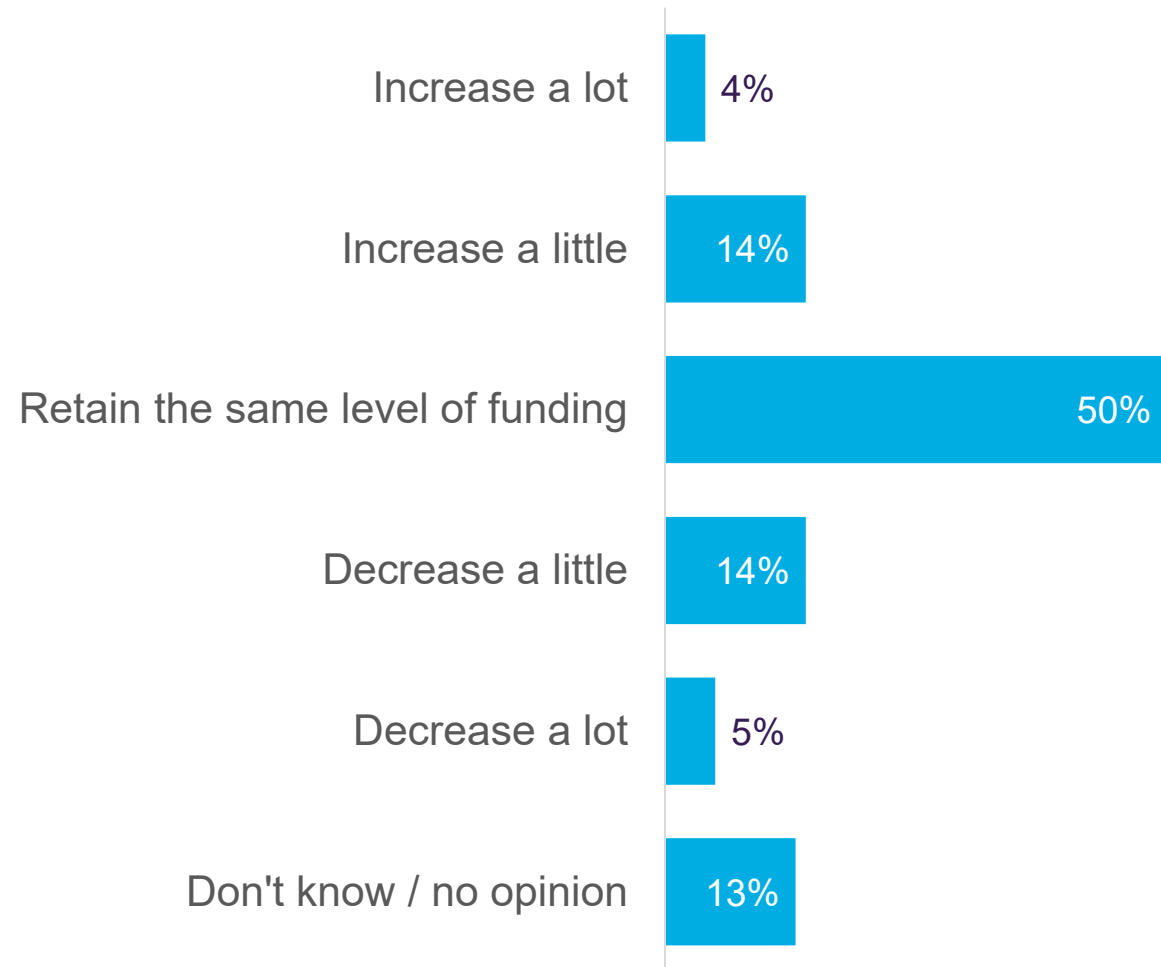


Base: 806 respondents

Library Services (Sample 2024)

£7.148M (2.1p in every £1)

Running 24 libraries and a home library service

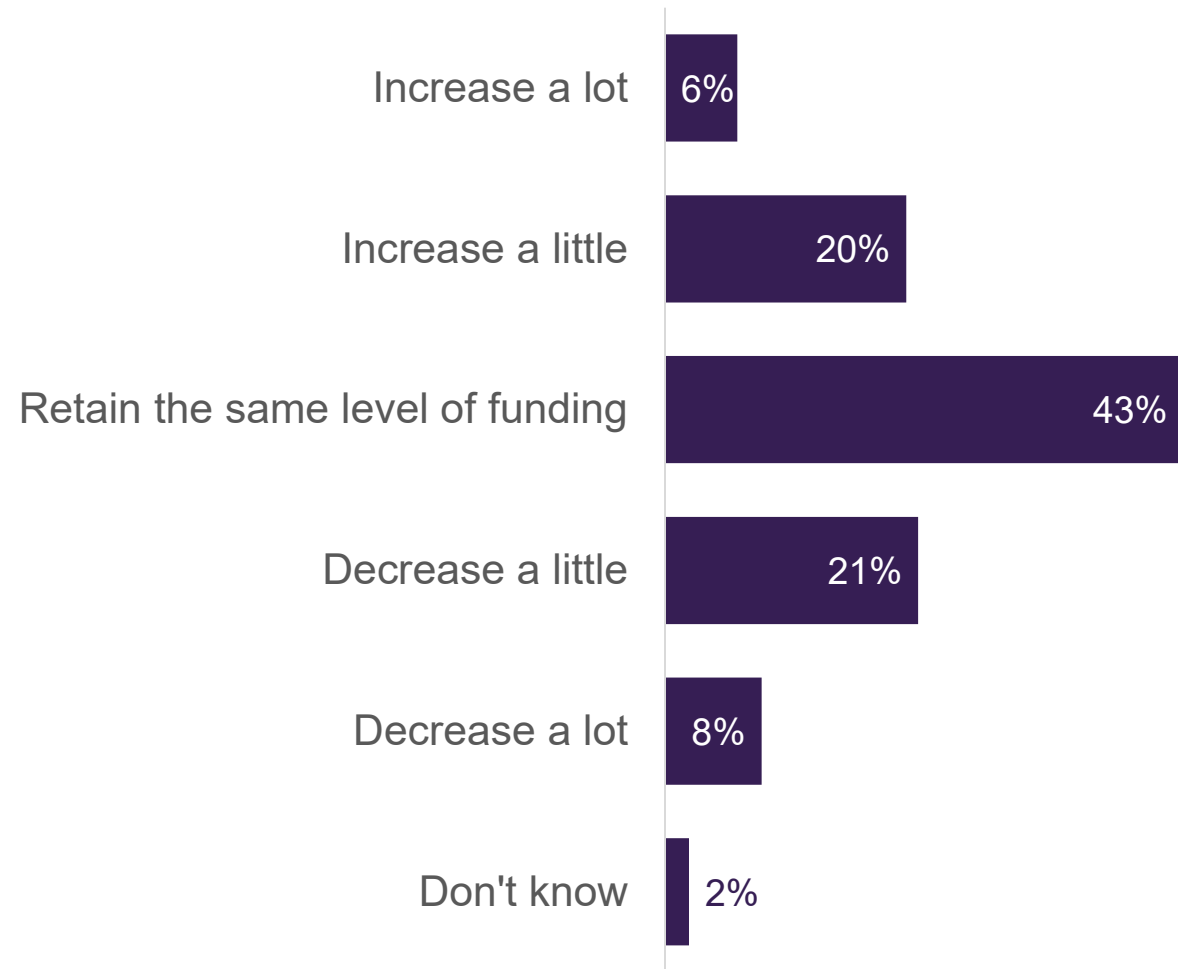


Base: 696 respondents

Community Services (Open)

£6.690M (1.9p in every £1)

Providing community safety initiatives to ensure public safety and well-being. Environmental health services relating to food safety, noise control, and pollution monitoring. Licensing services including taxis and hackney carriage. Running our museums and providing cultural events for both residents and visitors. Operating a telecare service.

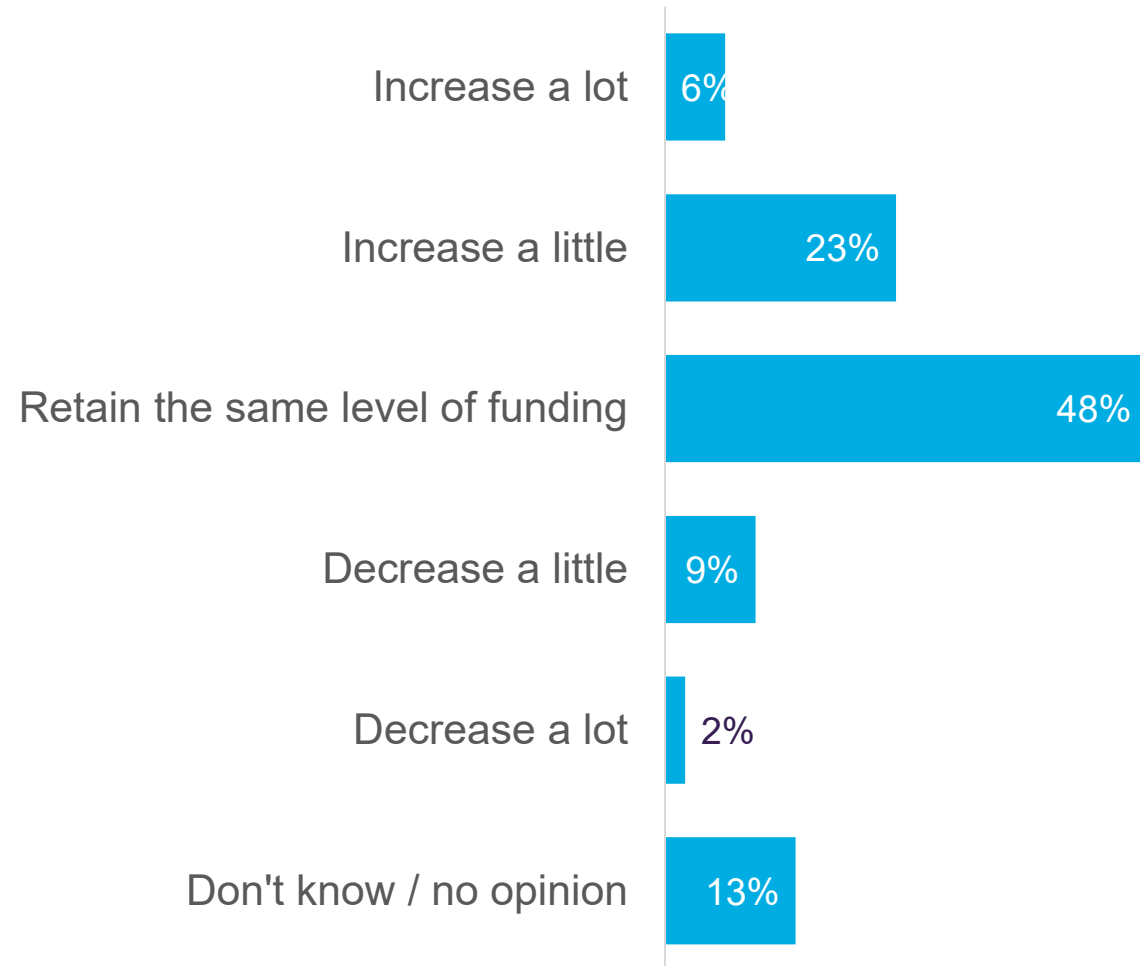


Base: 804 respondents

Community Services (Sample 2024)

£6.194M (1.8p in every £1)

Community Safety,
Environmental Health,
Licensing, Bereavement,
Crematoria and
Cemeteries, Museums.

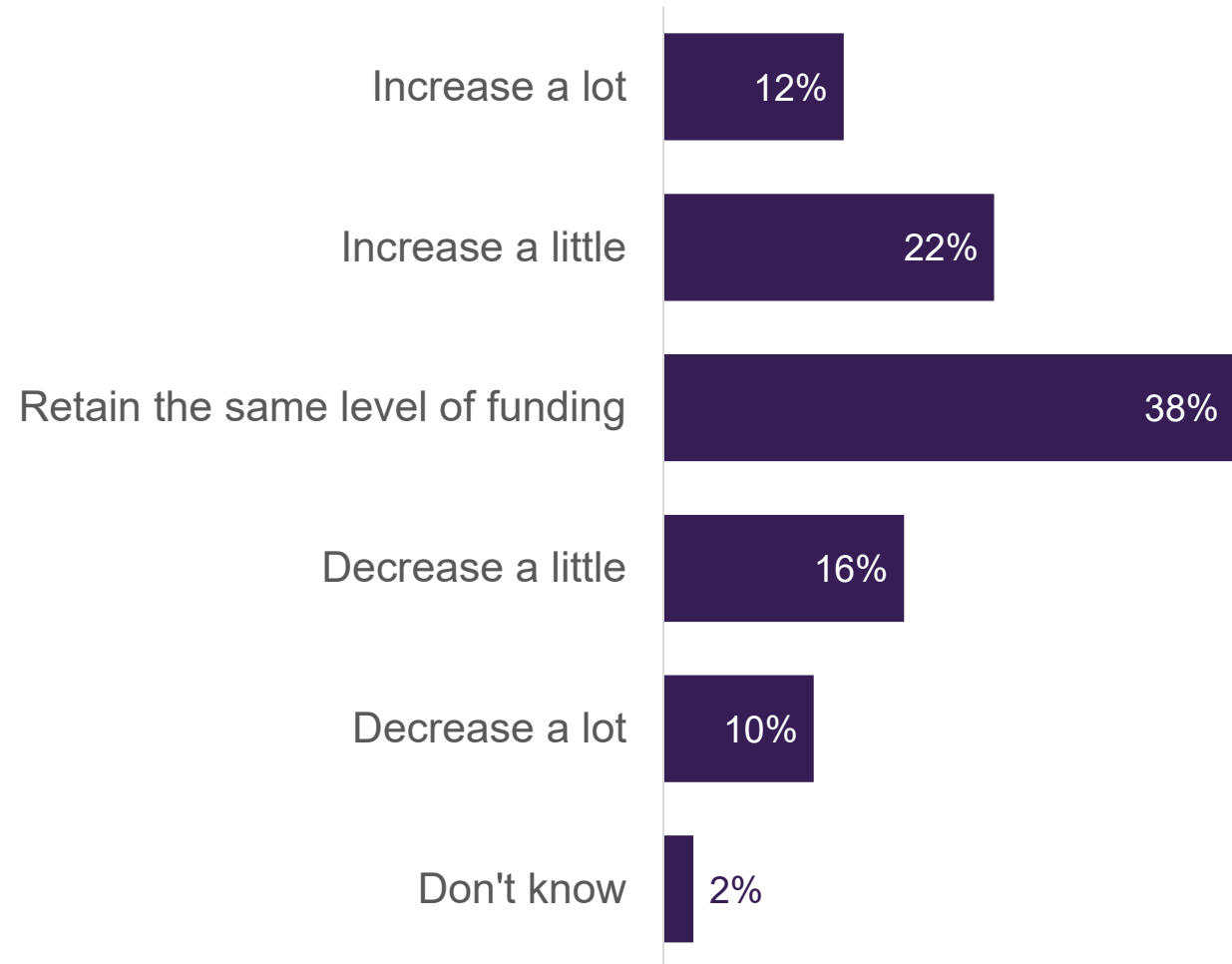


Base: 686 respondents

Housing Services (Open)

£4.651M (1.3p in every £1)

Providing advice and support for those seeking housing, including help with finding a home, applying for the housing register, and understanding tenant rights. Helping individuals who are homeless or at risk of homelessness. Ensuring properties meet safety and health standards. Managing housing for specific needs, such as Houses in Multiple Occupation (HMOs). *We also manage 10,000 council homes in Bournemouth and Poole, but this is a completely separate budget to the council's revenue budget.

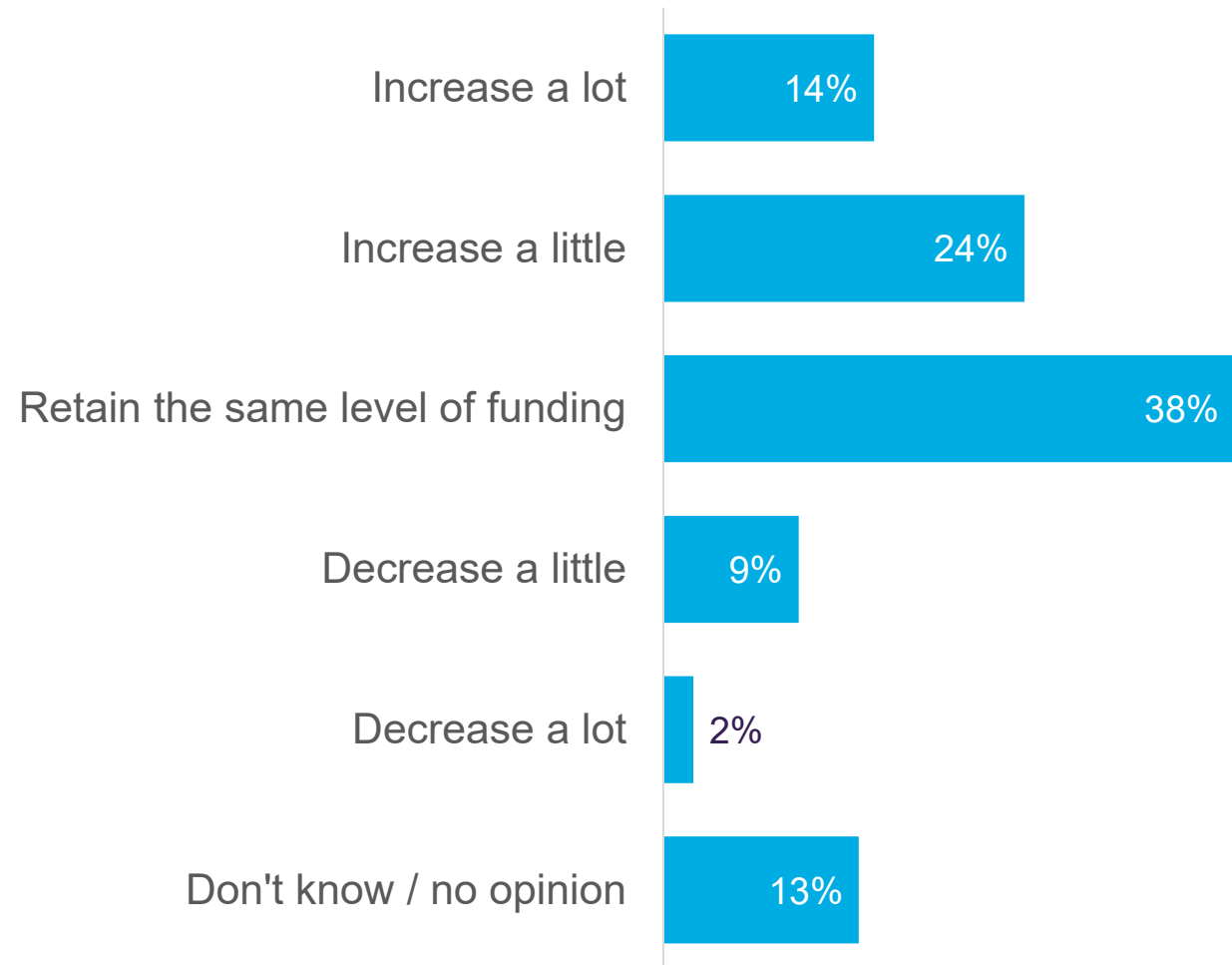


Base: 802 respondents

Housing Services (Sample 2024)

£5.073M (1.5p in every £1)

Advice and support for those seeking housing, who are homeless or at risk of homelessness

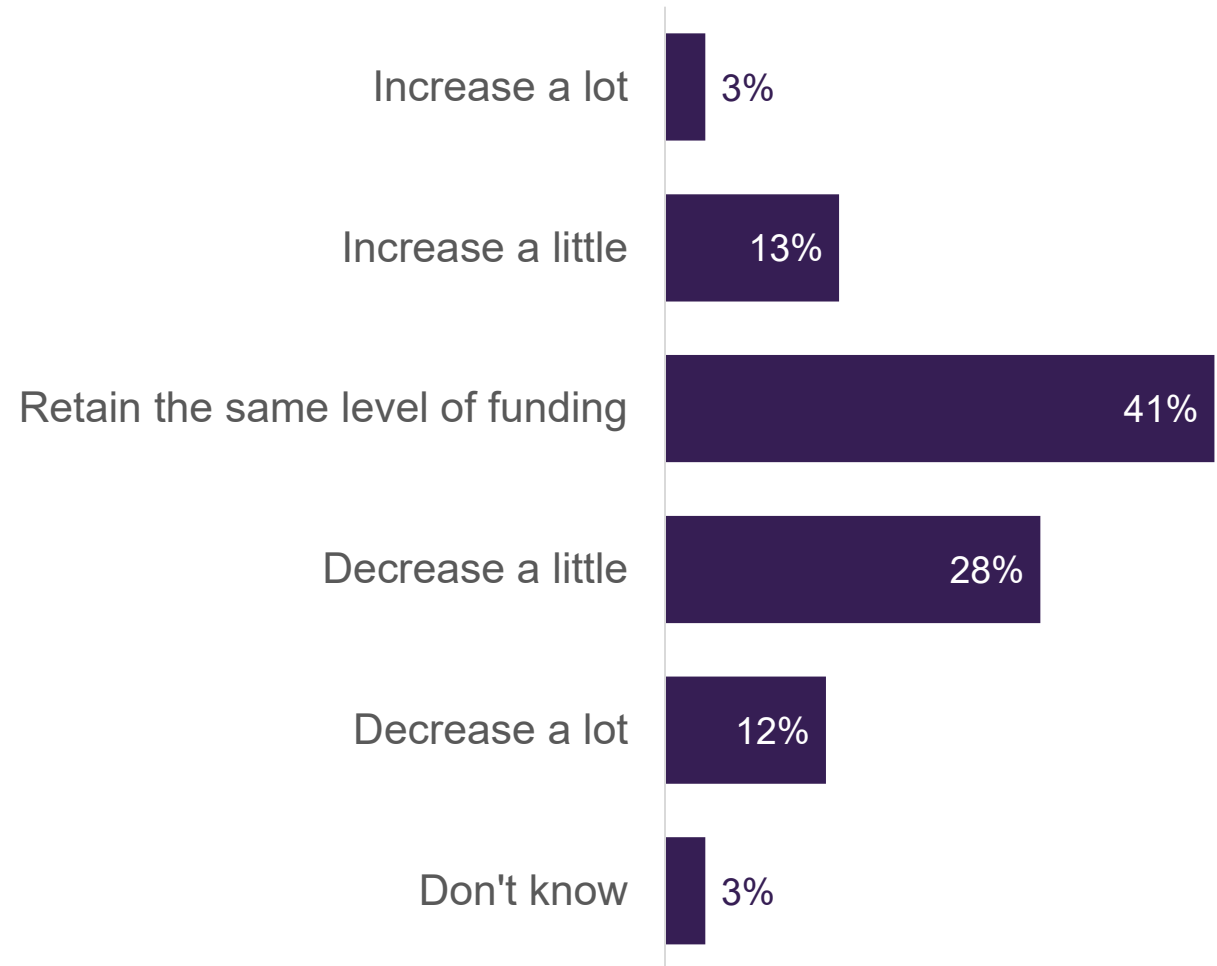


Base: 688 respondents

Customer Service (Open)

£4.121M (1.1p in every £1)

Providing accessible ways to interact with our services including online, by phone, or in person at our offices. Providing out-of-hours services for urgent issues. Assisting with applications and registrations for various council services, such as housing, benefits, and permits. Facilitating the payment of Council Tax, business rates, housing rent, parking fines, and other bills. Receiving reports of problems or faults, such as street cleaning issues, housing repairs, or antisocial behaviour. Dealing with complaints, feedback and compliments about the council.

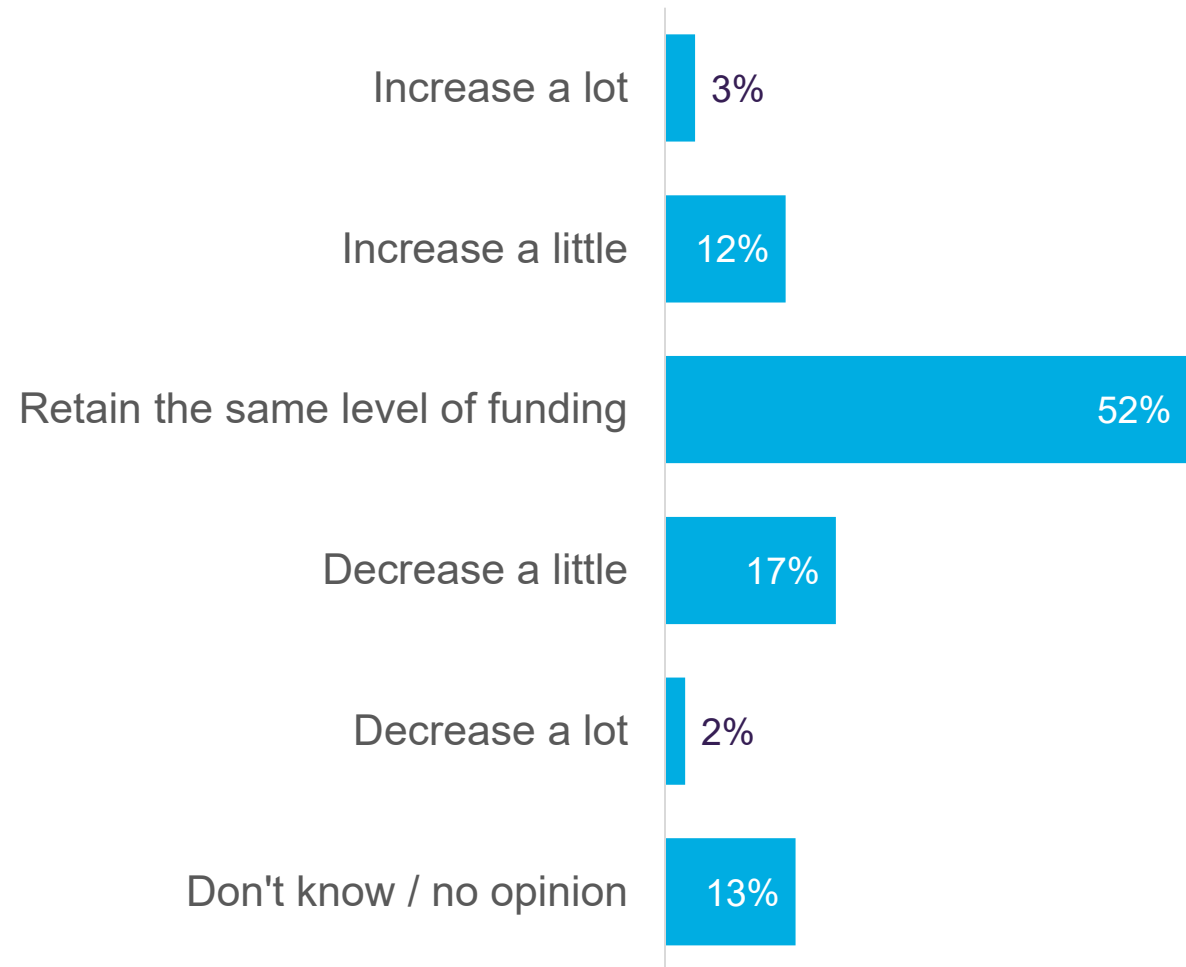


Base: 795 respondents

Customer Service (Sample 2024)

£2.678M (0.8p in every £1)

Providing customer support
online, by phone, or in
person

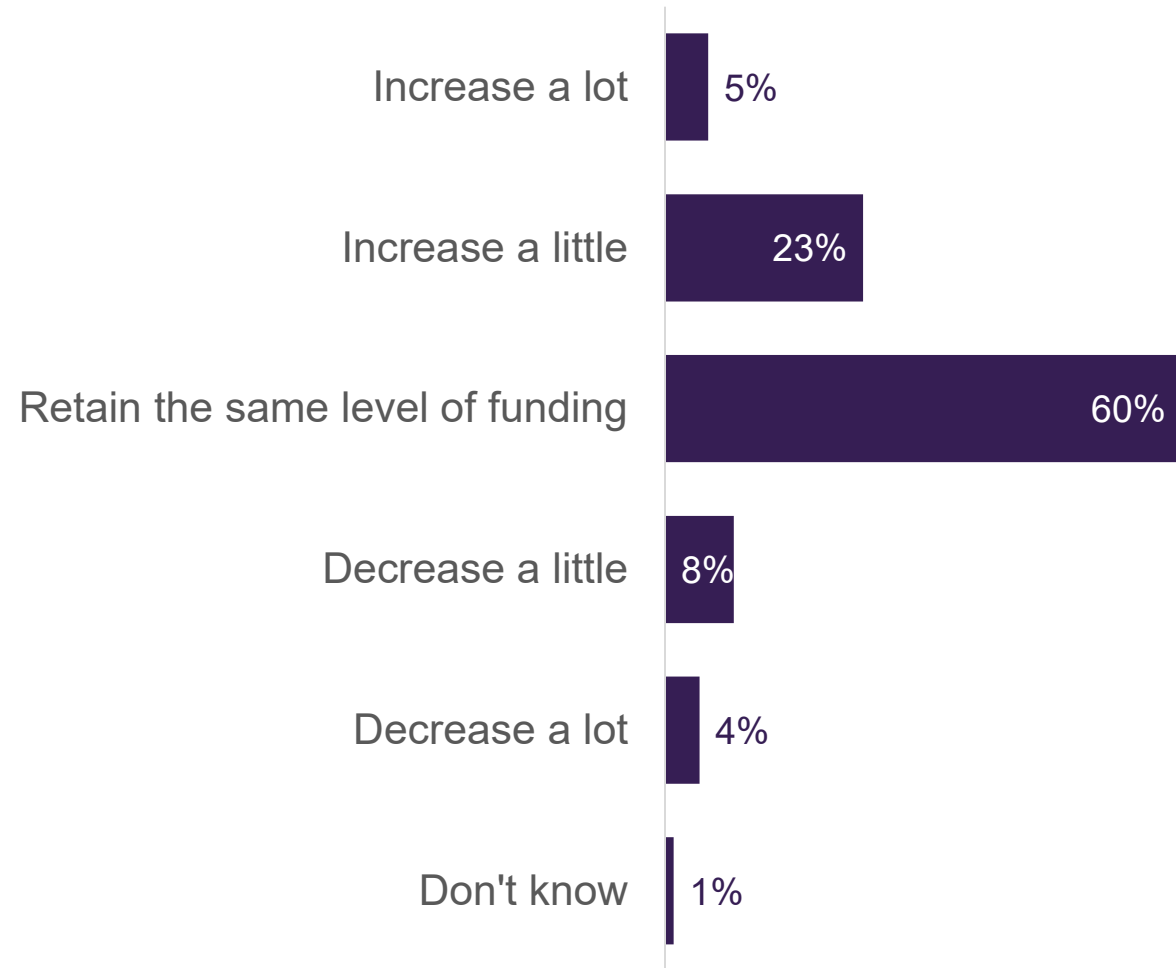


Base: 682 respondents

Waste and Recycling (Open)

£15.613M (4.3p in every £1)

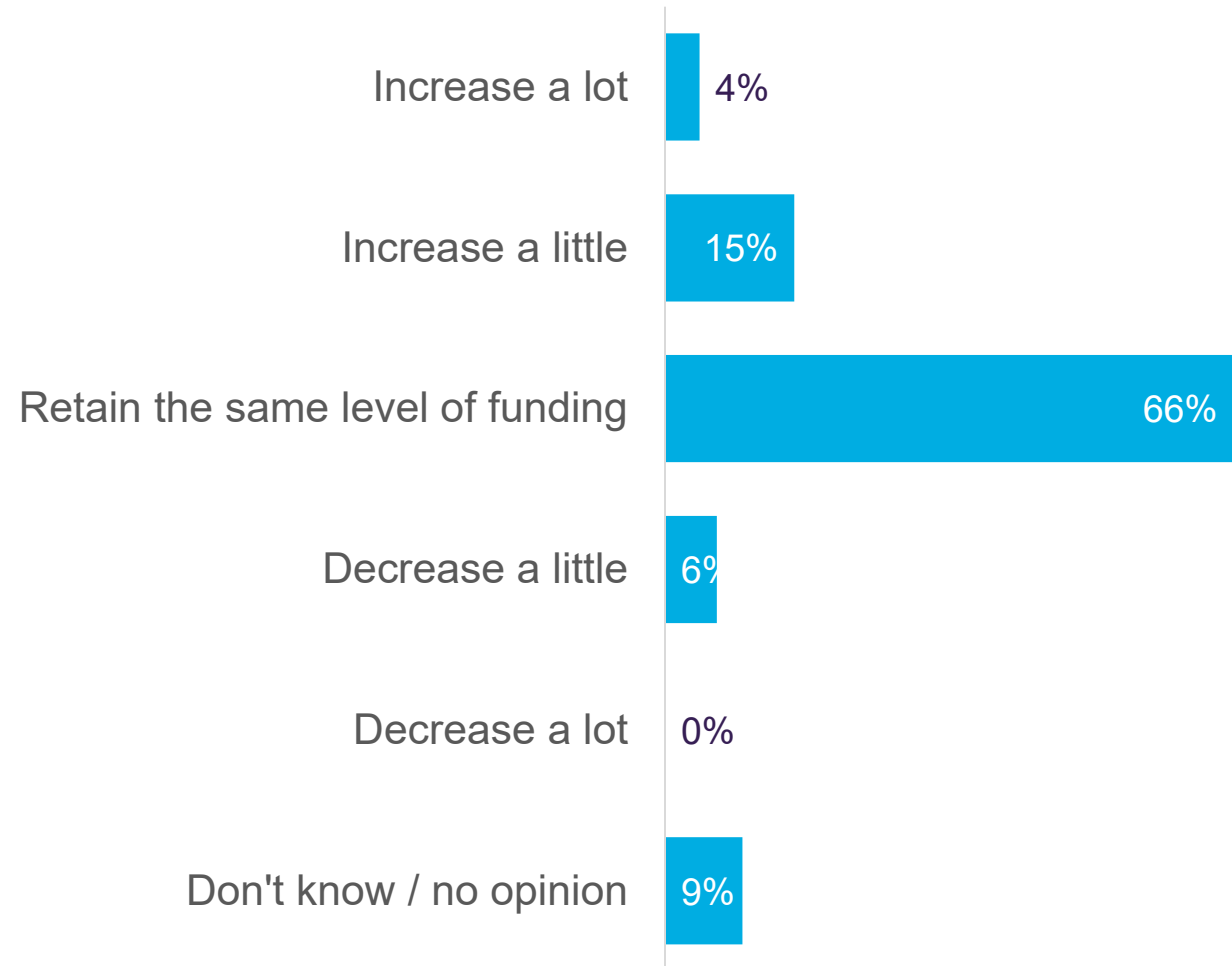
Blue, black, food waste & green bin collections. Recycling and treating waste and providing Household Waste Recycling Centres. Managing and operating waste transfer station. Providing ways to increase recycling, composting and generating energy, improving environmental outcomes. Providing a commercial waste service.



Base: 806 respondents

Waste and Recycling (Sample 2024)

£21.037M (6.1p in every £1)



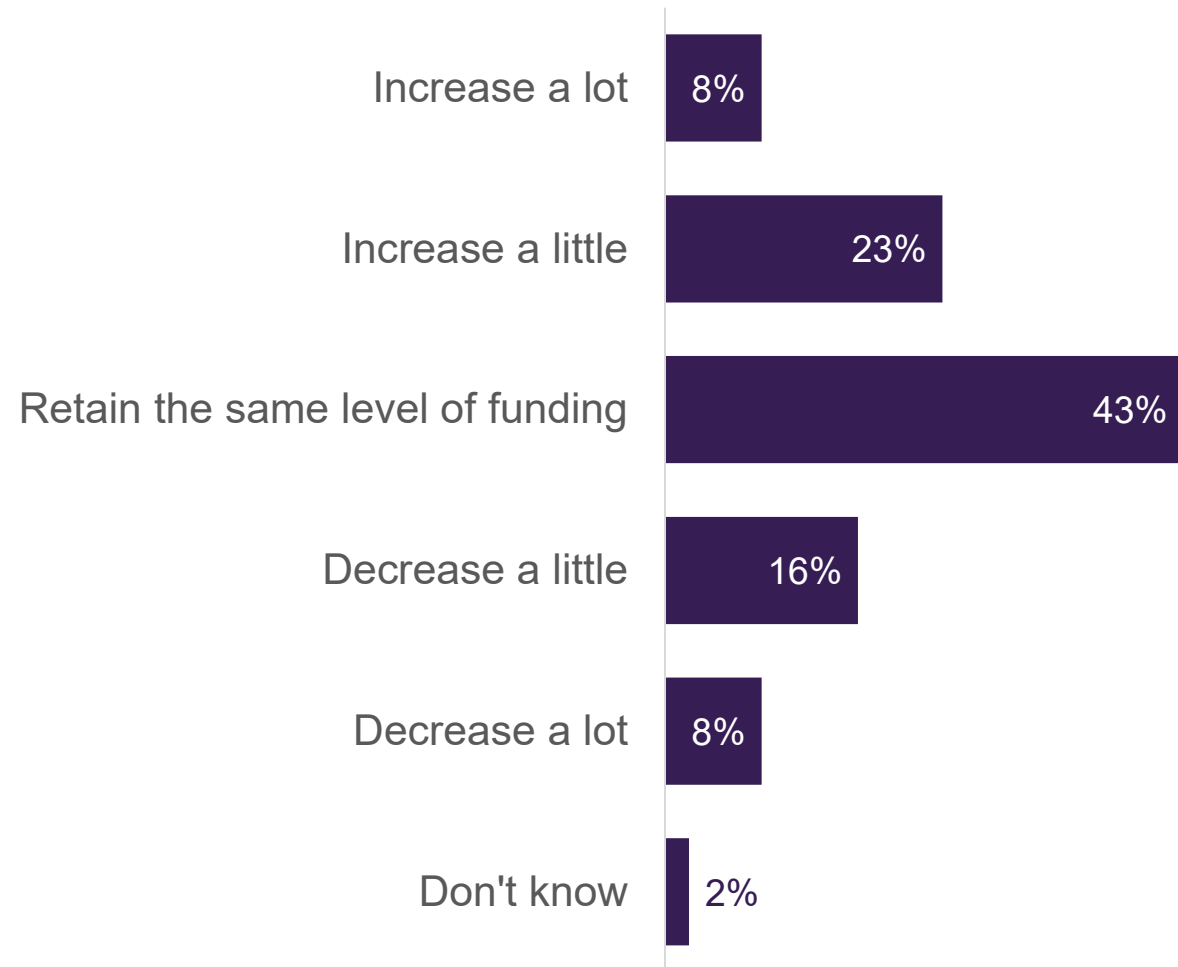
Base: 693 respondents

Transport Services (Open)

£18.094M (5.0p in every £1)

This includes providing statutory bus passes, socially necessary bus services providing free off-peak travel for senior citizens and people with a disability.

Investigating road collisions, providing road safety education to children and working with partners to prevent injuries and death. Network management including Highway Enforcement, coordination of Street Works, maintenance and improvement of traffic signals. Local Transport Plan (LTP) Policy and the securing and delivery of externally funded transport related revenue and capital grants, such as the LTP capital programme, Local Electric Vehicle Infrastructure (LEVI), Bus Service Improvement Plan (BSIP).

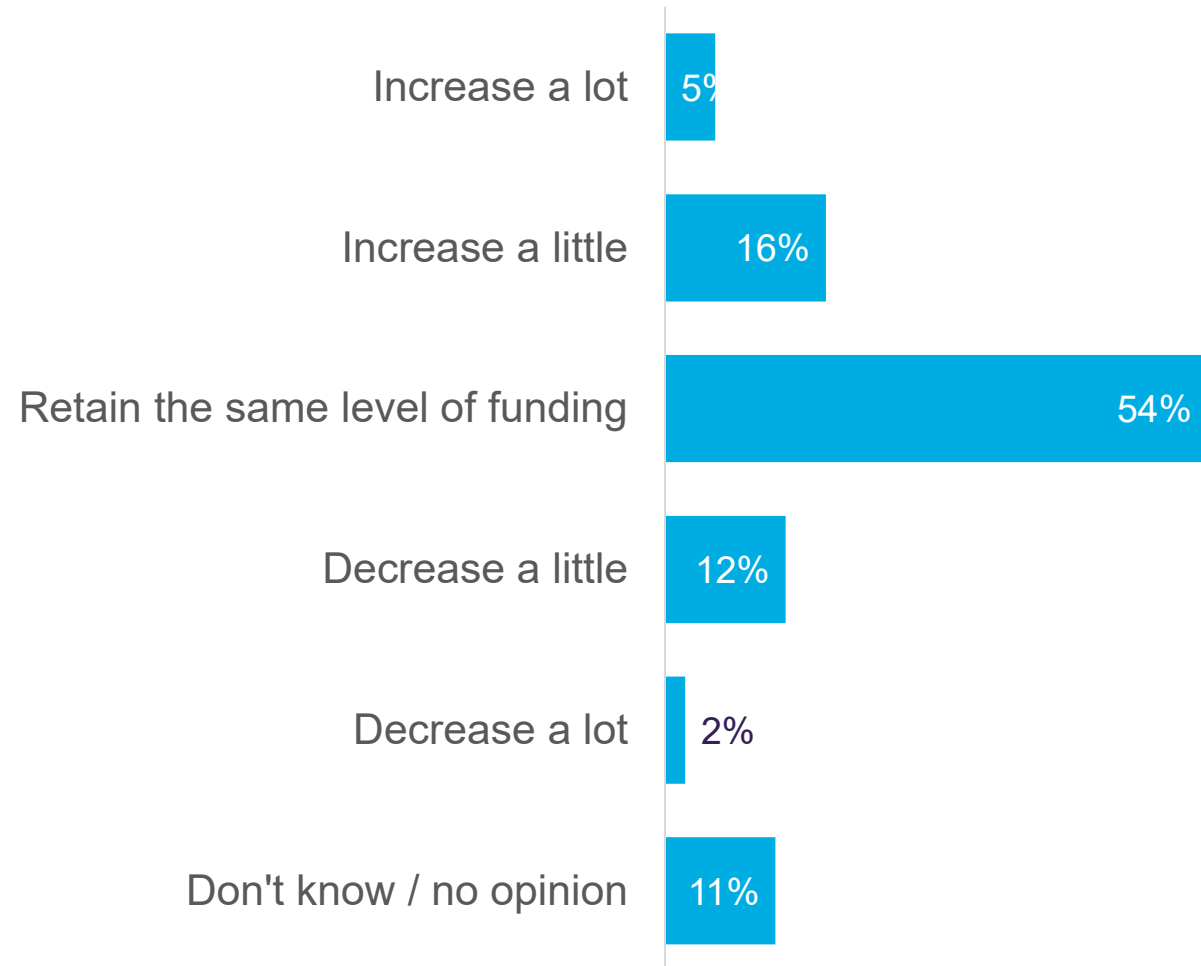


Base: 810 respondents

Transport Services (Sample 2024)

£17.946M (5.2p in every £1)

School transport, subsidising
some bus routes

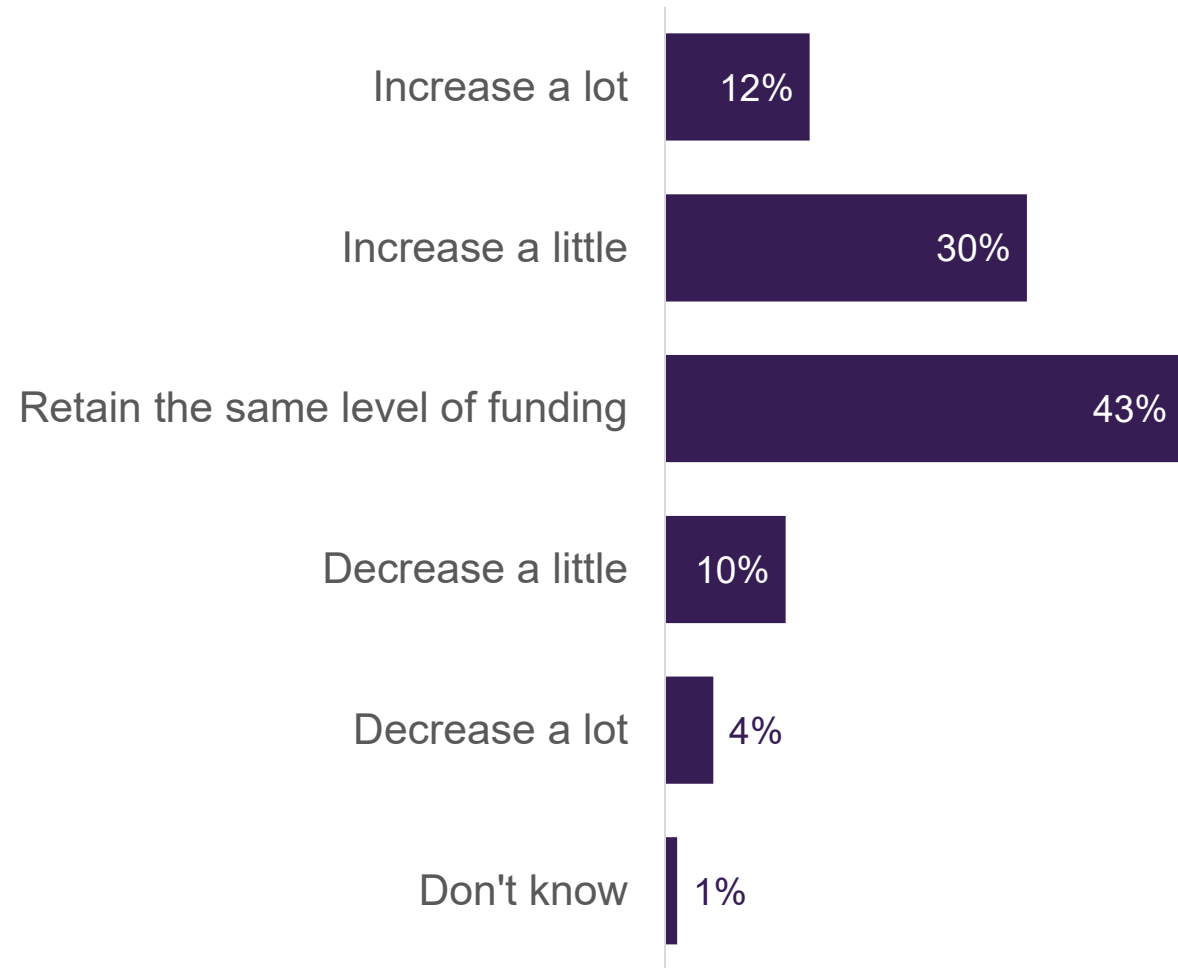


Base: 691 respondents

Parks and Open Spaces (Open)

£5.285M (1.5p in every £1)

Maintaining our parks, gardens, trees, playgrounds and sport pitches, allotments and verges. Looking after our nature reserves such as Hengistbury Head, Stanpit Marsh, Kinson Common, and Talbot Heath.

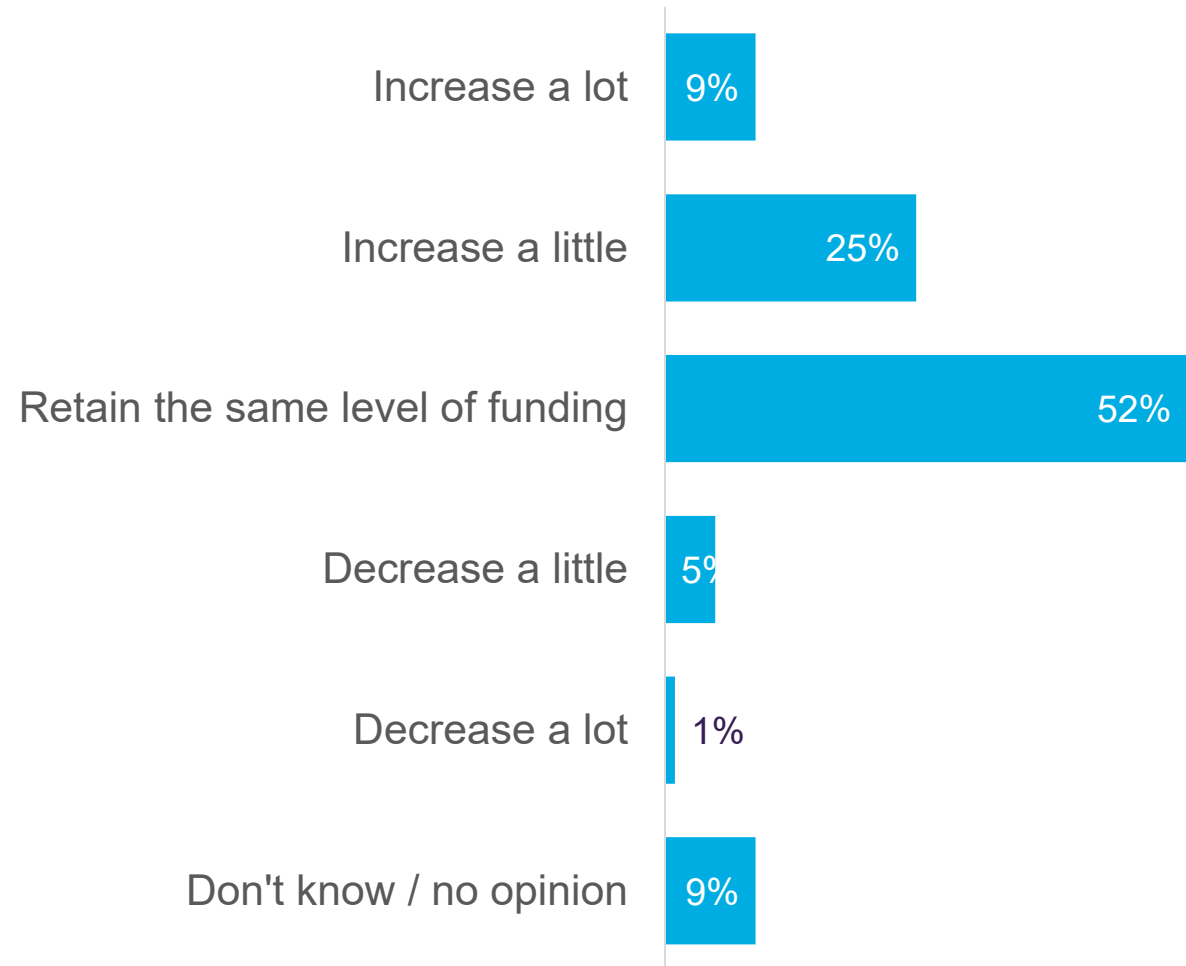


Base: 817 respondents

Parks and Open Spaces (Sample 2024)

£6.206M (1.8p in every £1)

Maintaining our parks, gardens, playgrounds, allotments and verges. Looking after our nature reserves

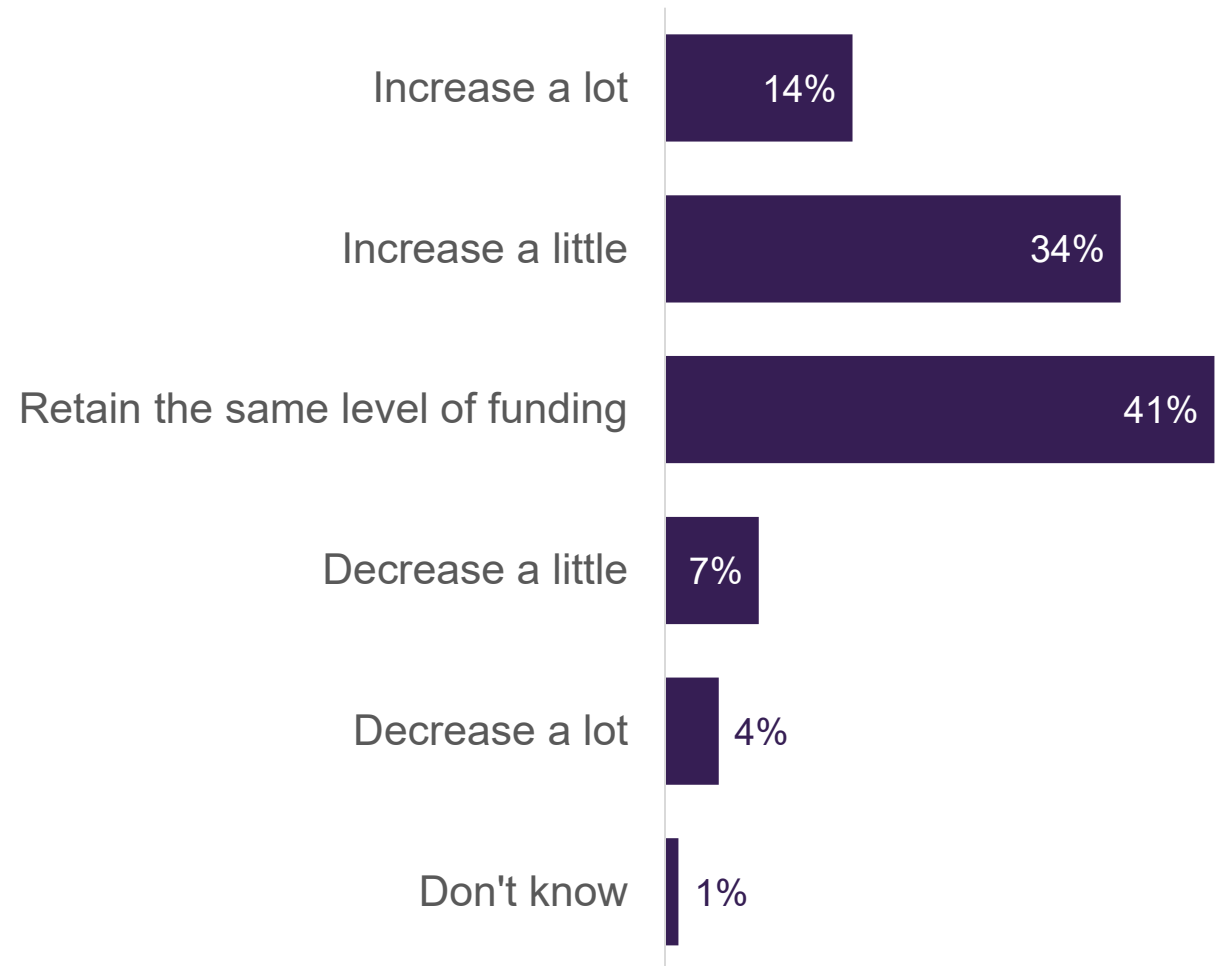


Base: 687 respondents

Street Cleaning (Open)

£4.116M (1.1p in every £1)

Emptying and maintaining public litter bins, including dog waste bins. Collecting litter from streets, parks, seafront and public spaces, removing illegally dumped waste. Cleaning graffiti from public properties. Street sweeping and special clean ups including road traffic incidents.

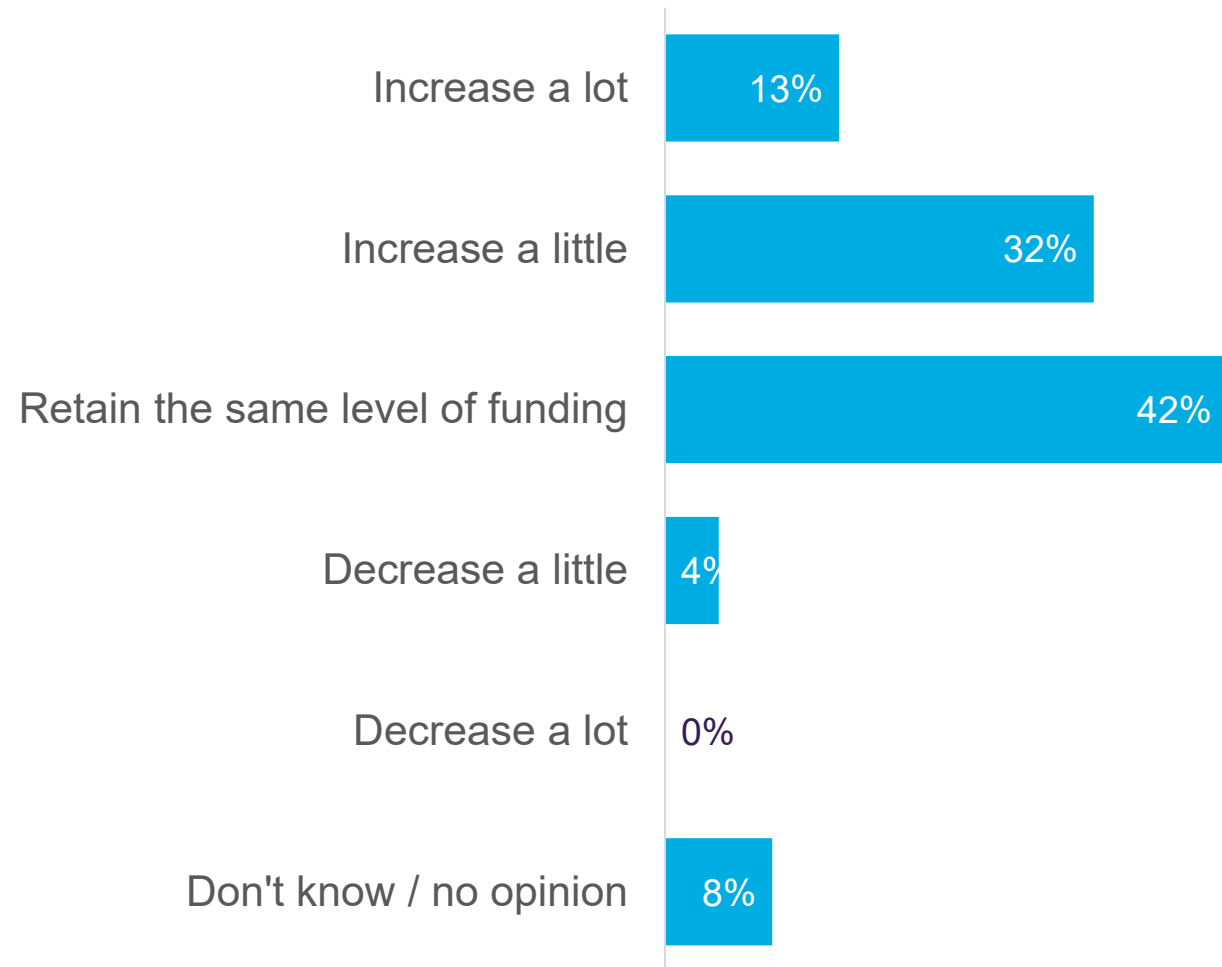


Base: 822 respondents

Street Cleaning (Sample 2024)

£3.758M (1.1p in every £1)

Collecting litter from streets, parks, and public spaces removing illegally dumped waste, emptying bins, street sweeping

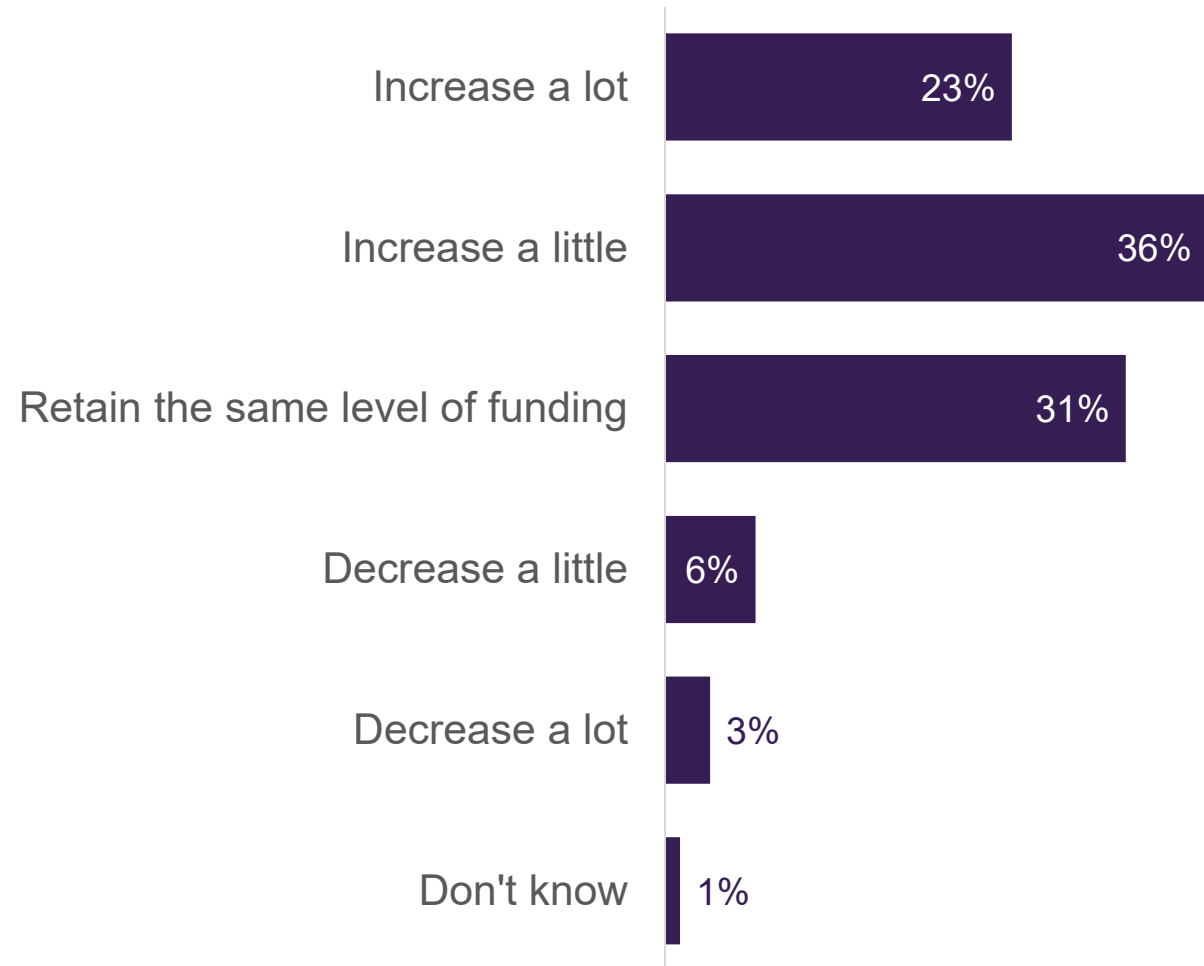


Base: 693 respondents

Highways Services (Open)

£7.109M (2.0p in every £1)

Inspecting, repairing and maintaining roads and footways. Responding to highway emergencies, managing winter gritting and severe weather responses. Gully emptying service. Street lighting and engineering. *This does not include road infrastructure improvements, such as resurfacing and major road repairs, cycle lanes which are funded from the capital budget.

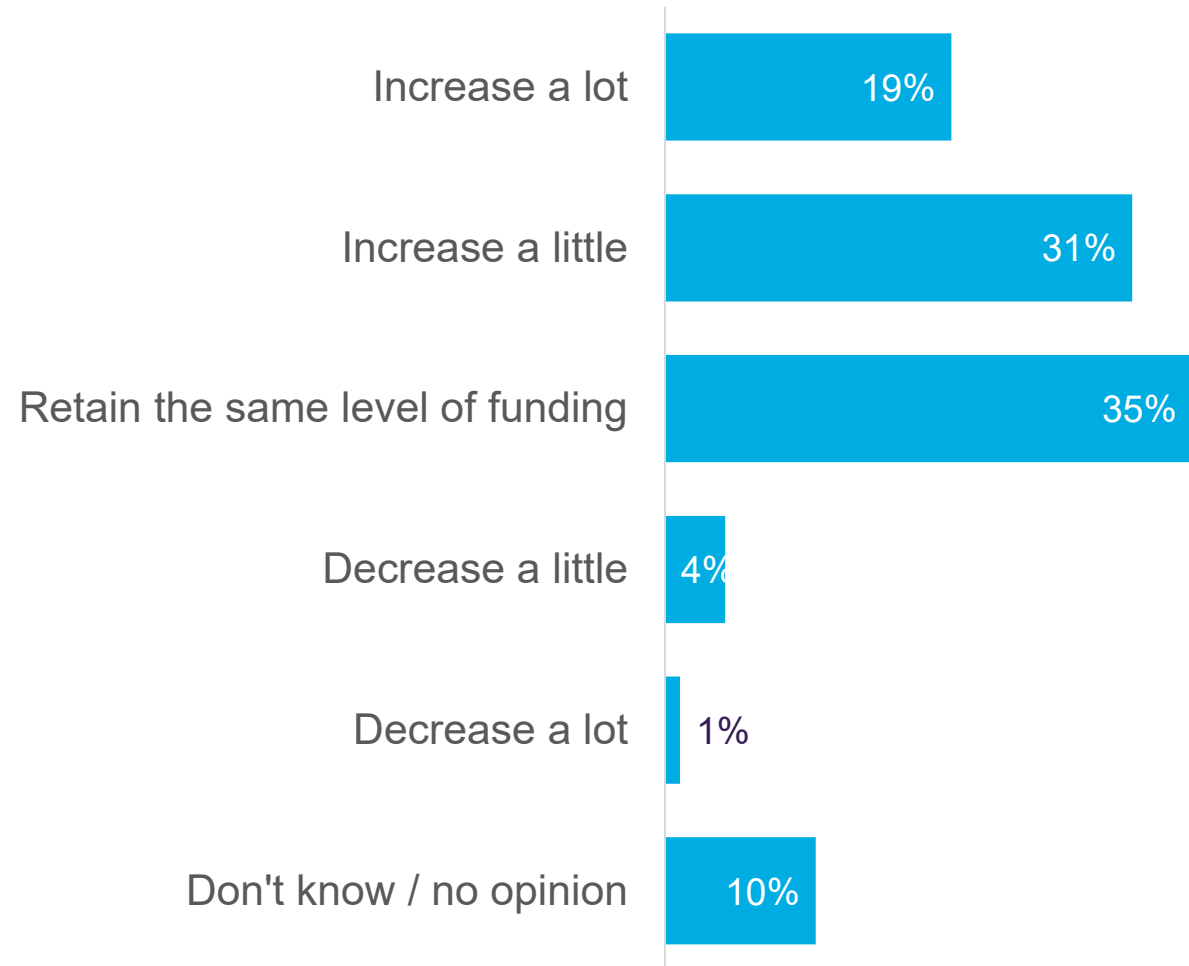


Base: 821 respondents

Highways Services (Sample 2024)

£1.964M (0.6p in every £1)

Inspecting, repairing and maintaining roads and footways. Responding to highway emergencies, gritting and severe weather responses

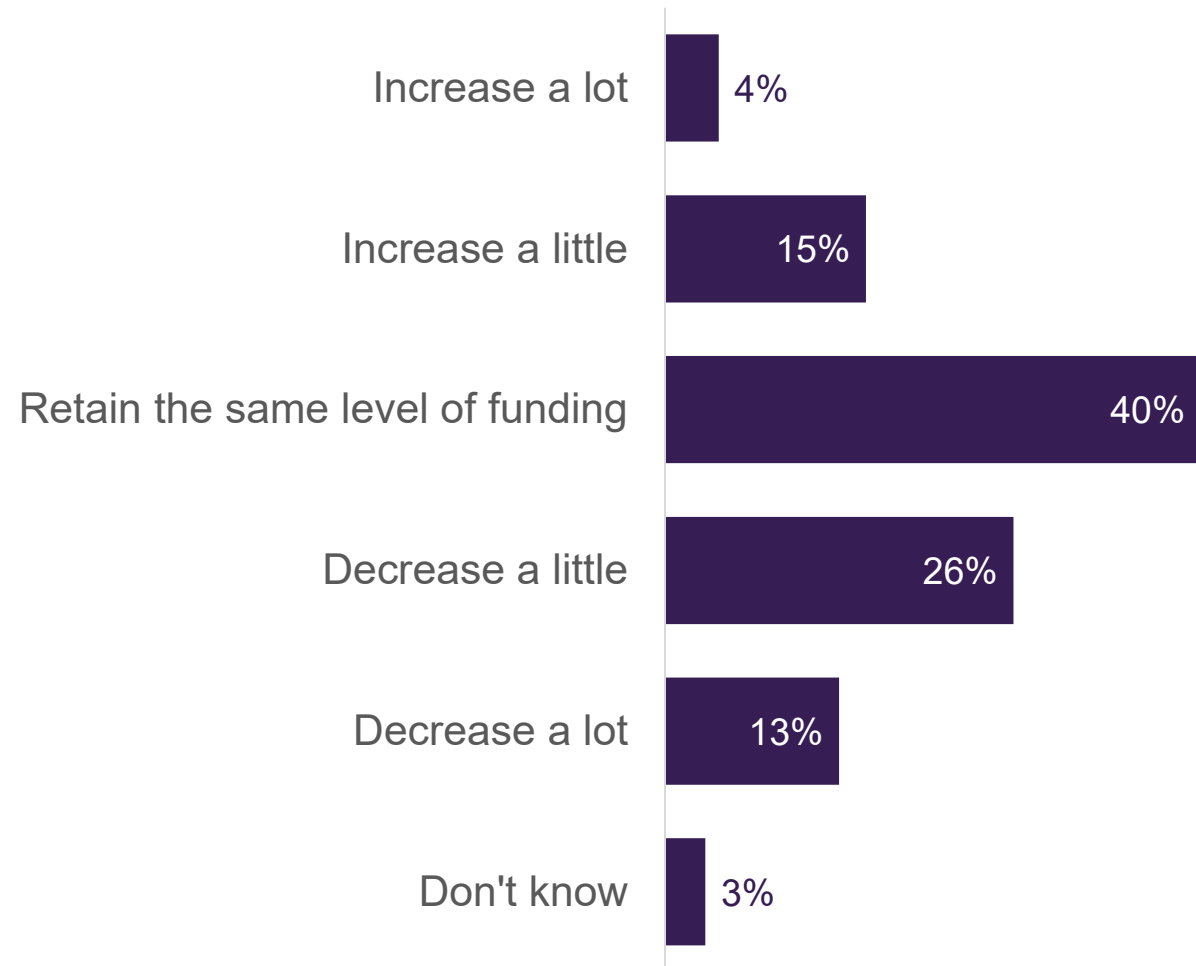


Base: 692 respondents

Planning (Open)

£3.167M (0.9p in every £1)

Managing planning applications and associated public notices, ensuring that building regulations are met for design, construction, and alterations to buildings. Developing and implementing planning policies, local plans, and neighbourhood plans, enforcing unauthorised building work and breaches of planning regulations, managing conservation areas, protected trees, and listed buildings.

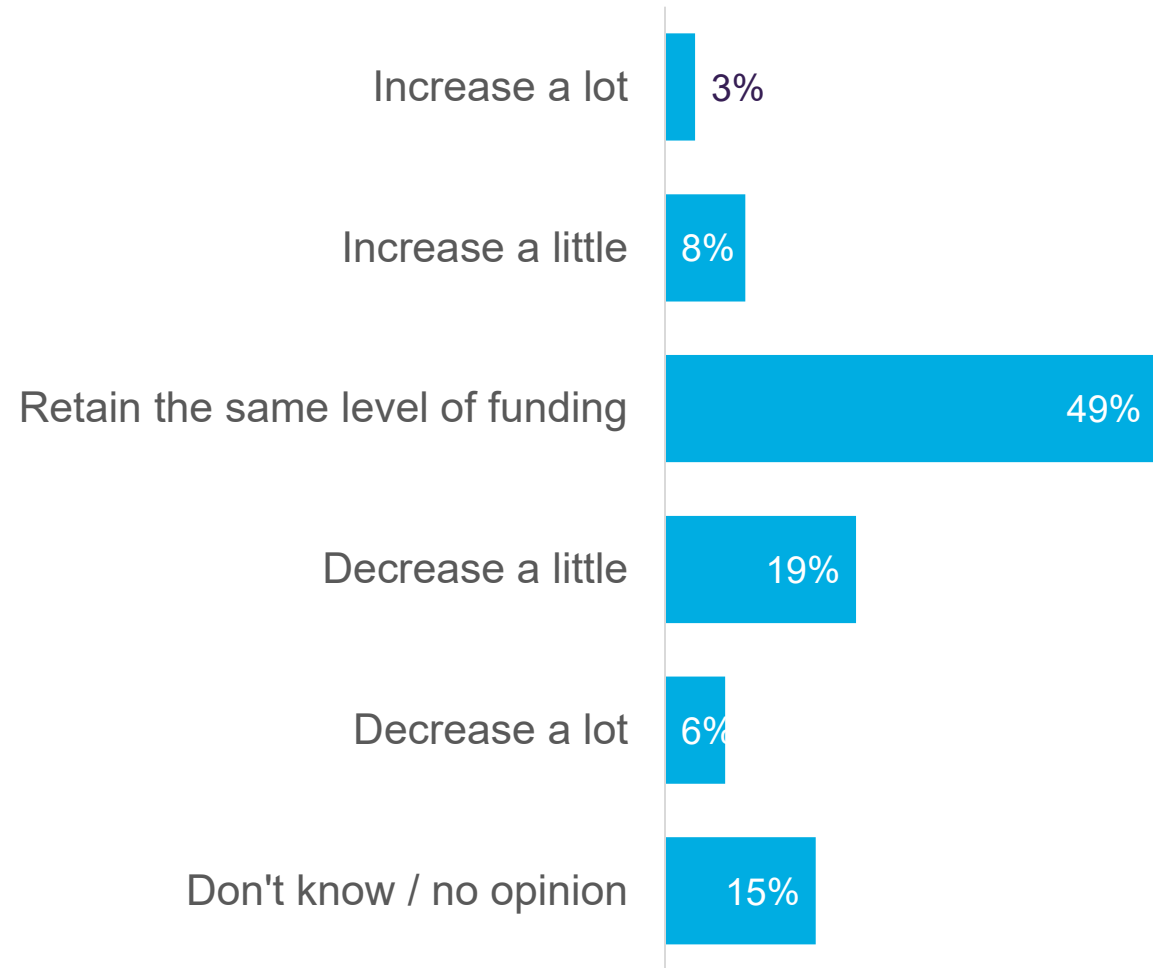


Base: 800 respondents

Planning (Sample 2024)

£1.385M (0.4p in every £1)

Managing planning applications, developing and implementing planning policies, managing conservation areas, protected trees, and listed buildings



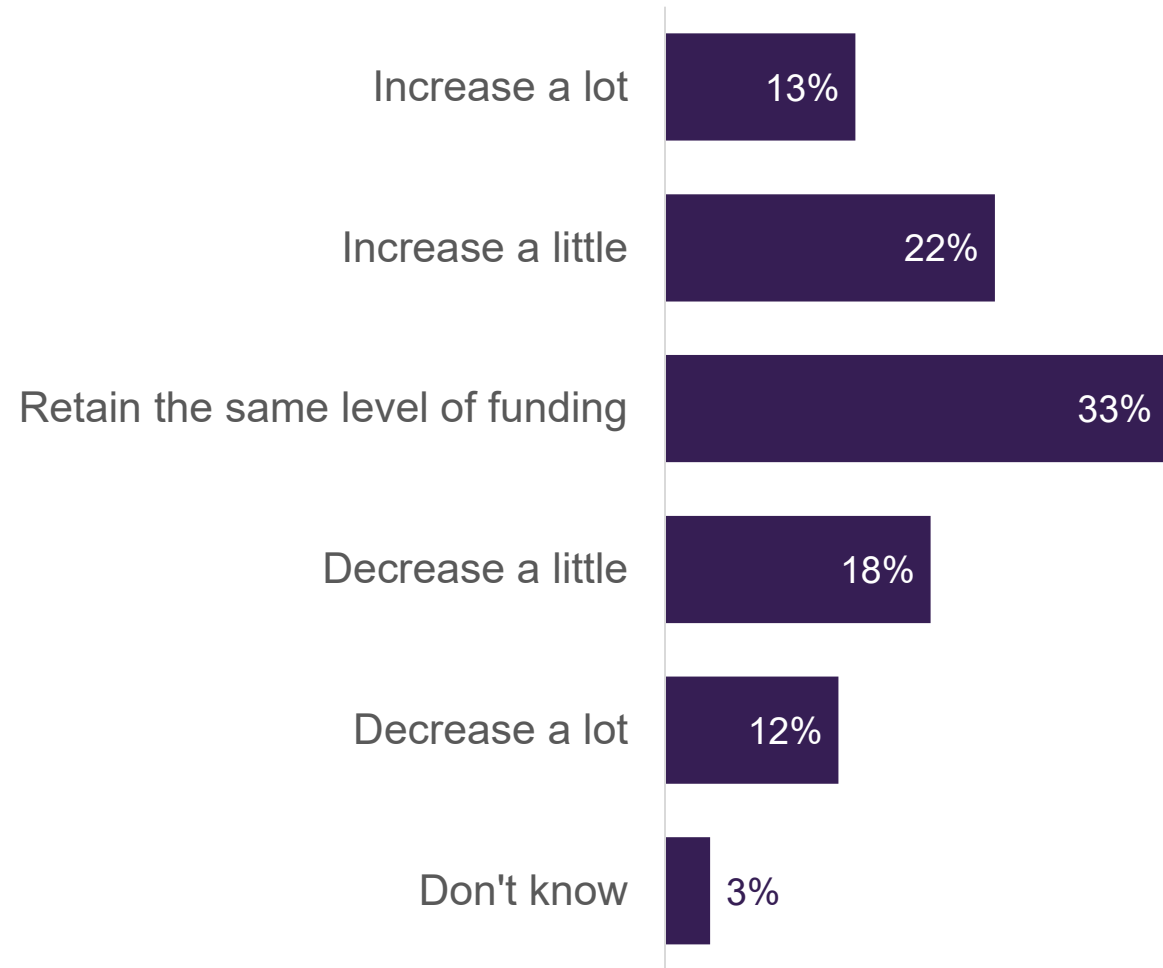
Base: 683 respondents

Development and Investment (Open)

(note change of name of this service from 2024/25)

£1.389M (0.4p in every £1)

Overseeing the development and delivery of new housing projects to meet local demand. Managing significant regeneration projects, such as Holes Bay, the Dolphin Centre, and the area around the Winter Gardens. Attracting external investment into the area, creating conditions for successful partnerships and commercially viable projects.

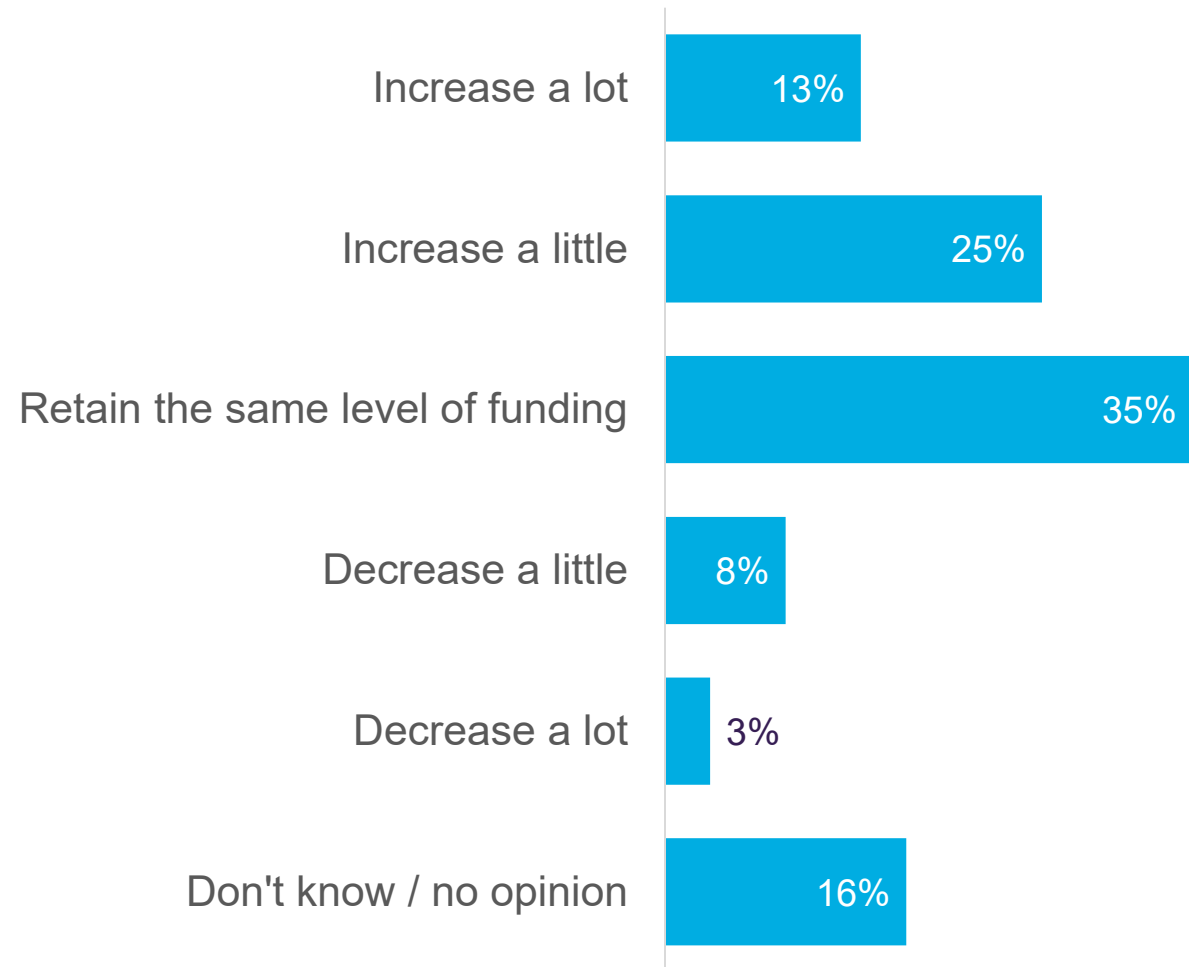


Base: 800 respondents

Regeneration and Development (Sample 2024)

-£6.916M (-2p in every £1)

Delivery of new housing,
economic development,
attracting investment into
the area

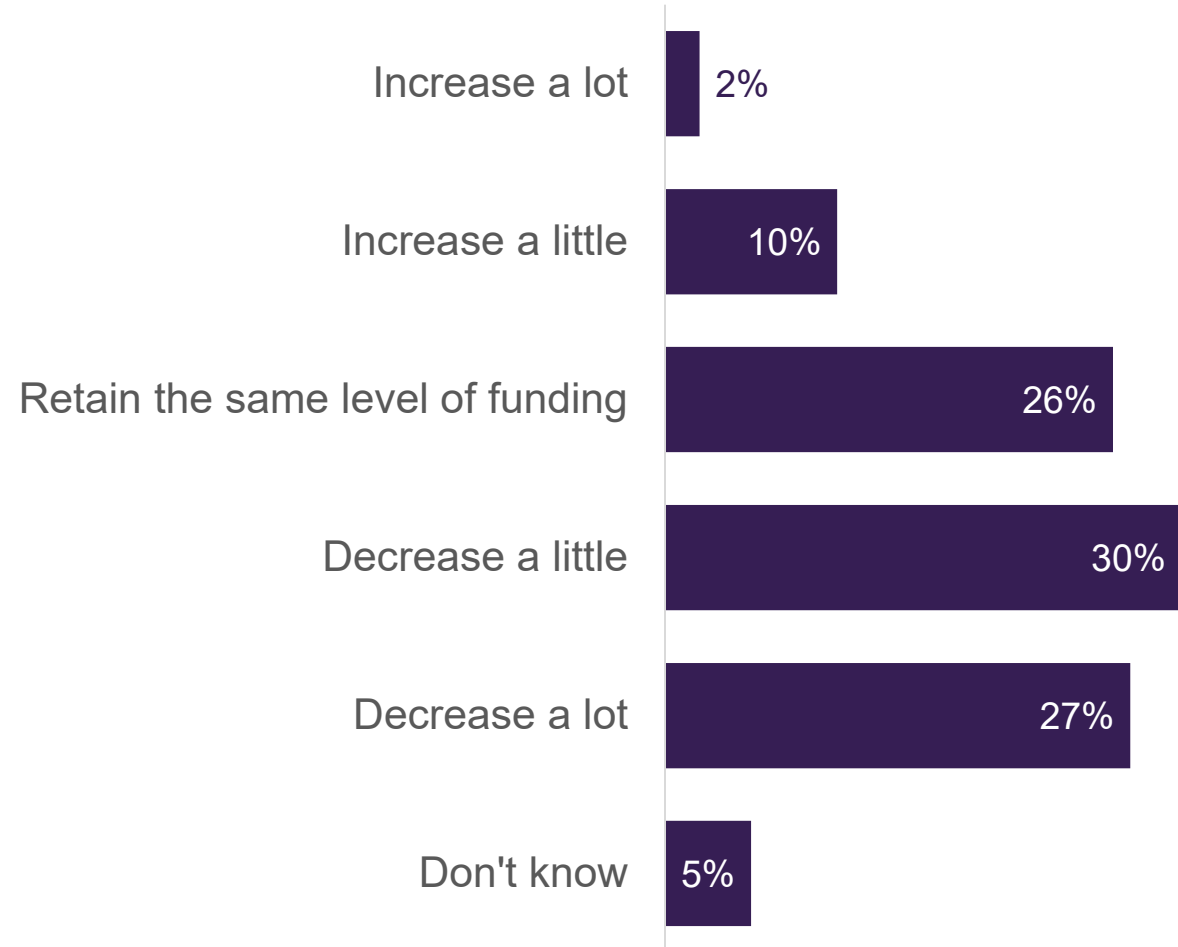


Base: 693 respondents

Support Services (Open)

£53.437M (14.9p in every £1)

Helping lead and manage services and support frontline workers. This includes services like Finance, HR, IT, Legal, Democratic, Marketing, Communications, Policy and Business Support. This cost includes IT software costs for the whole council workforce.

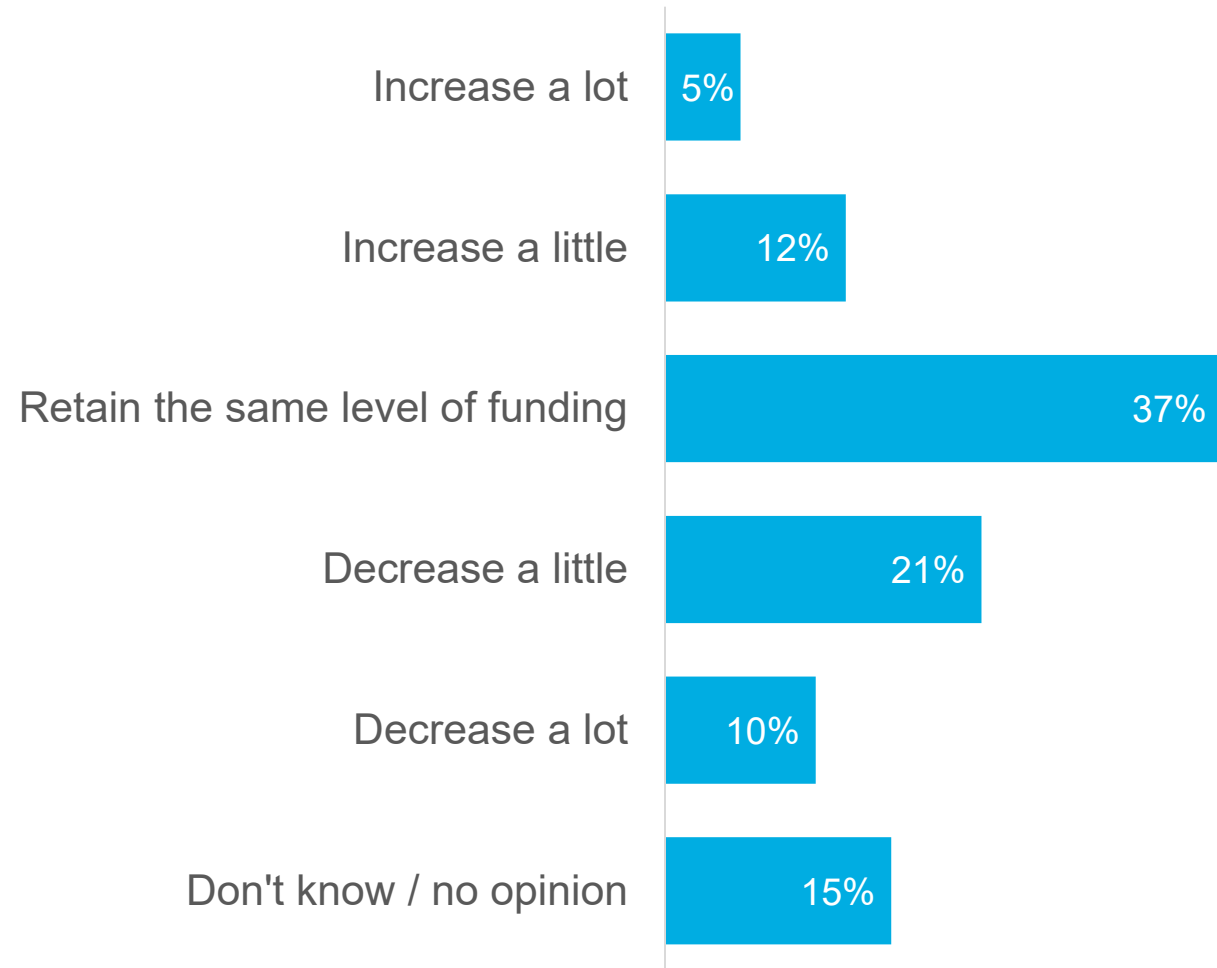


Base: 800 respondents

Support Services (Sample 2024)

£45.365M (13.2p in every £1)

Finance, HR, IT, Legal,
Democratic, Marketing,
Communications and Policy
and Business Support

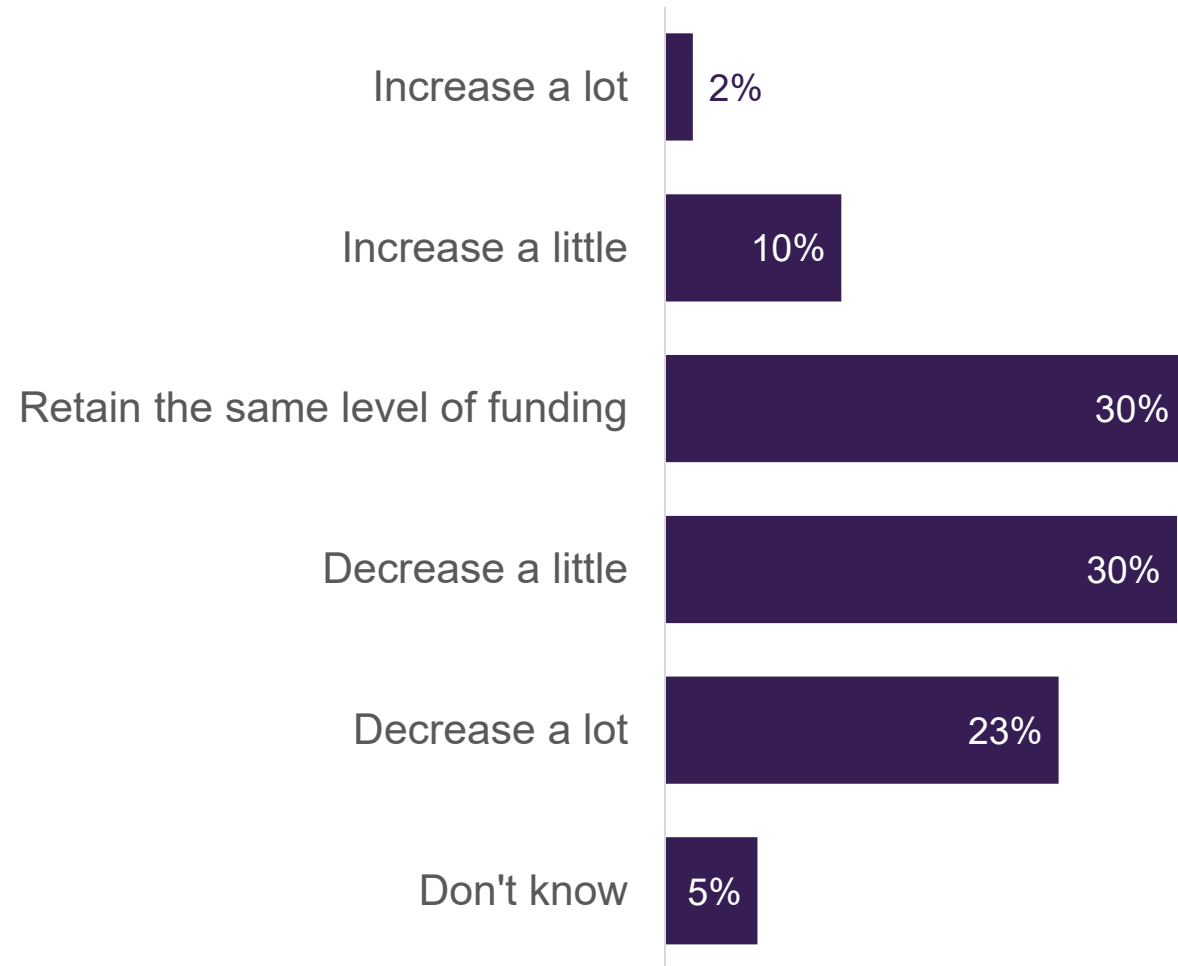


Base: 690 respondents

Cost of running our operational premises (Open)

£6.752M (1.9p in every £1)

This includes most of our facility management costs for all our buildings e.g. annual servicing, electrical testing, structural repairs.

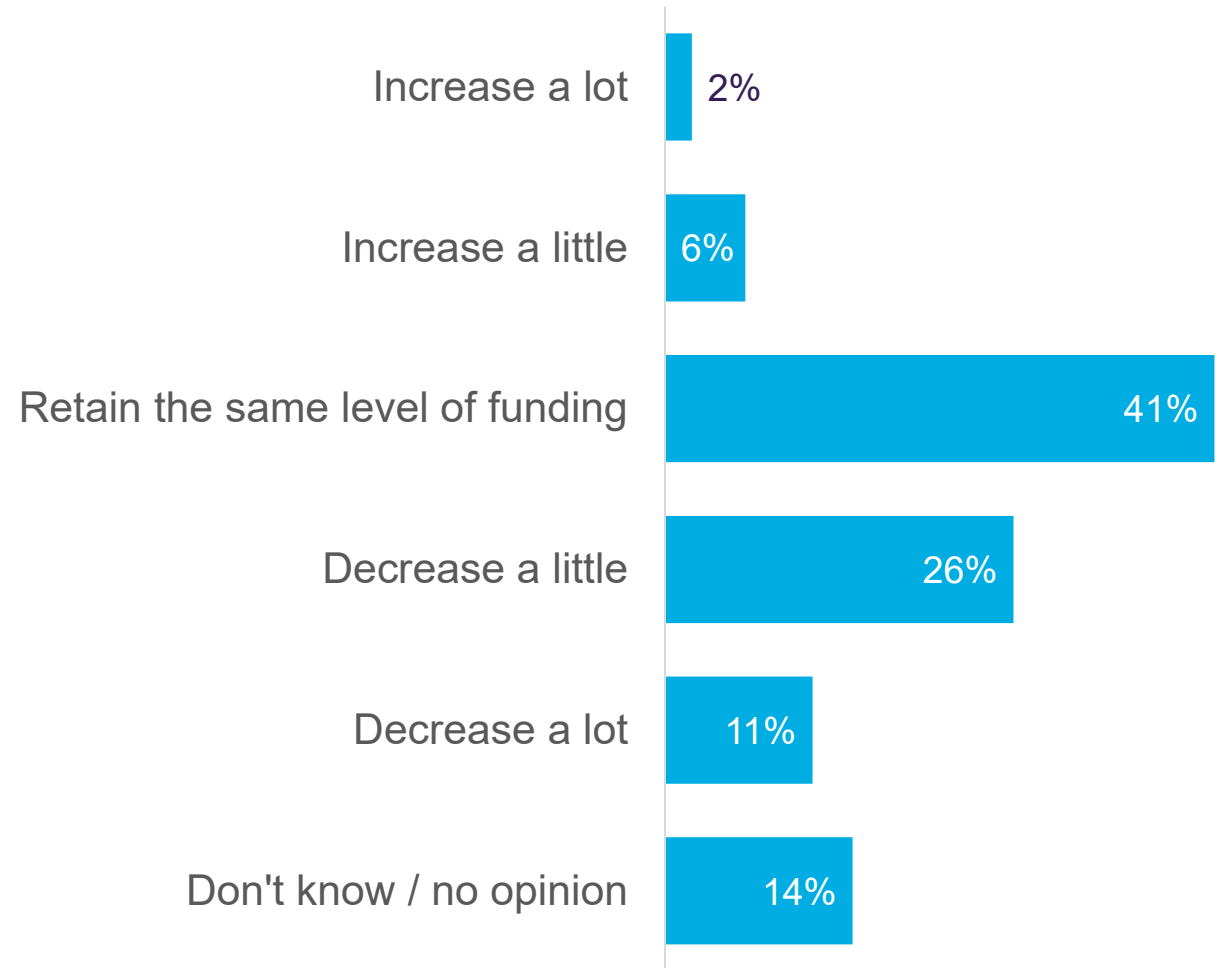


Base: 801 respondents

Cost of running our operational premises (Sample 2024)

£11.494M (3.4p in every £1)

Facility management costs for all our buildings e.g. annual servicing, electrical testing, structural repairs. street lighting, building control, mechanical and electrical engineering

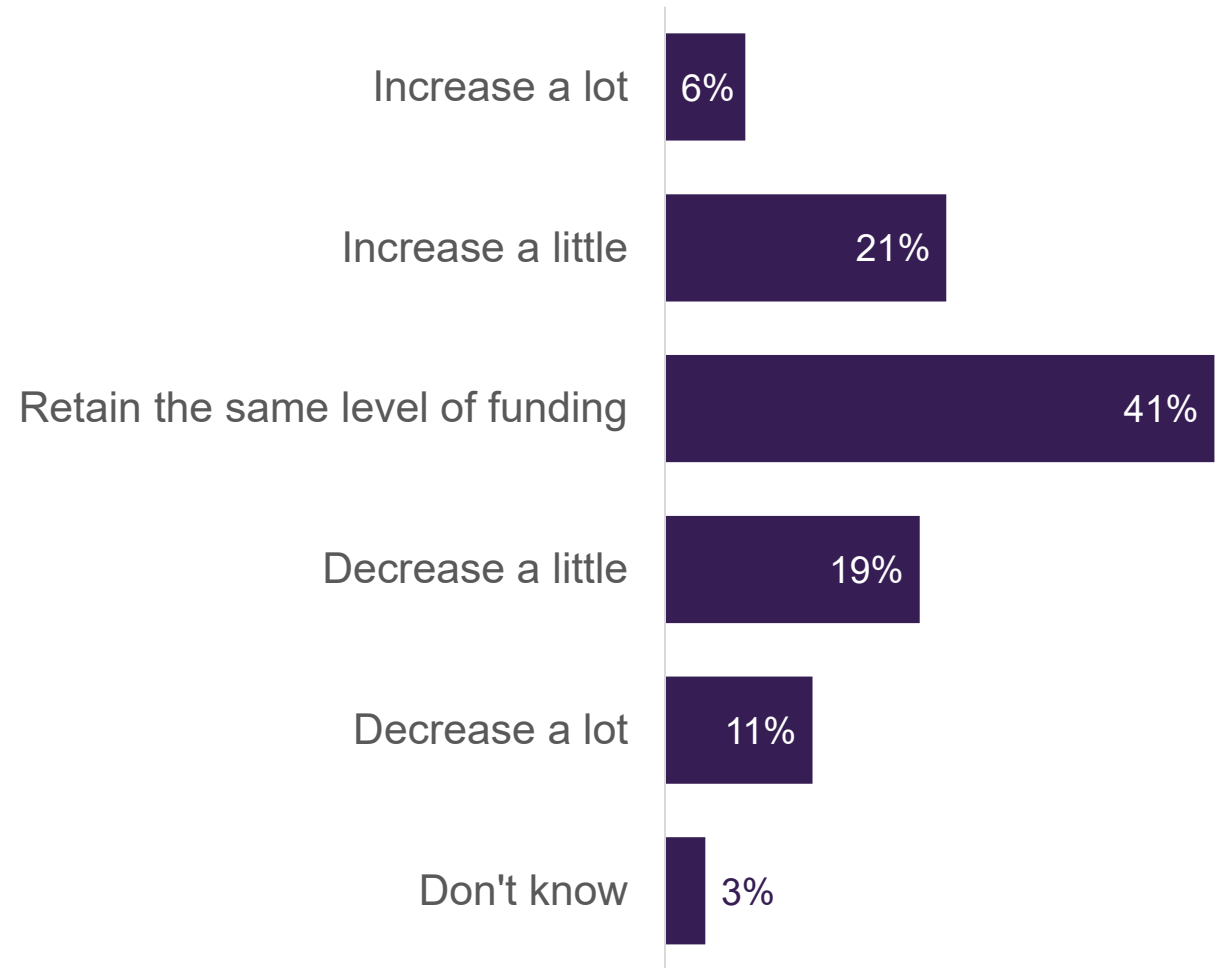


Base: 688 respondents

Commercial (Open)

-£22.574M (-6.3p in every £1)

Promoting, managing and developing visitor attractions and services. Operating public car parks and managing parking enforcement. Running leisure centres, sports facilities, and other recreational services that offer memberships and pay-as-you-go options.

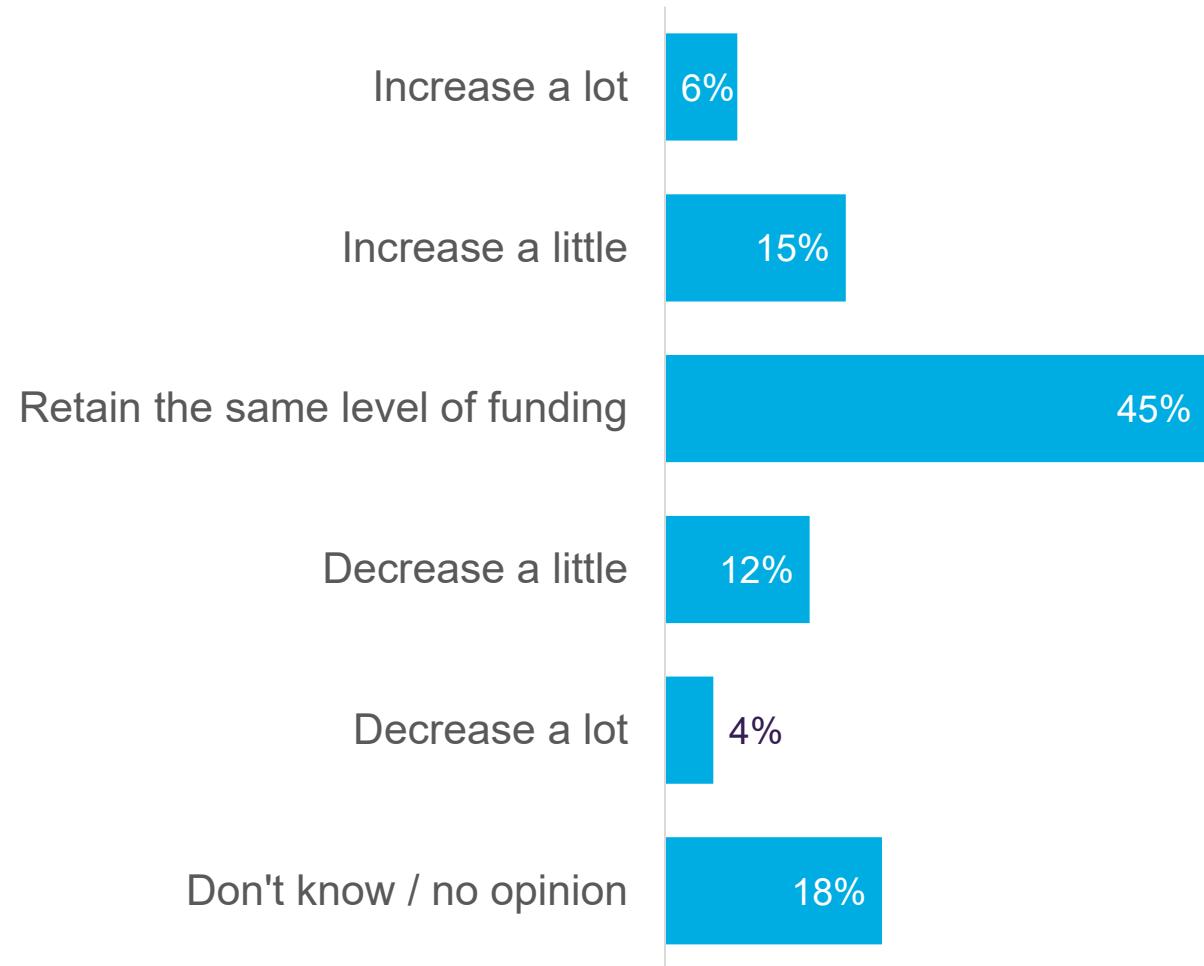


Base: 801 respondents

Commercial (Sample 2024)

-£22.233M (-6.5p in every £1)

Car parks, parking services,
sport and leisure, commercial
property



Base: 693 respondents

Spending on services – additional comments

After identifying which council services residents preferred to increase, maintain, or reduce spending on, they were invited to provide additional comments to support their choices. 270 residents from the open consultation and 206 residents from the sample survey commented. The following slides group these comments into themes for each service area. Services which received less than 10 comments are not included.

Service area	Number of comments		Service area	Number of comments	
	Open	Sample		Open	Sample
Adult social care	37	18	Childrens social care	25	18
Schools services	23	14	Libraries	Under 10	Under 10
Community services	27	33	Other children's services	Under 10	Under 10
Housing	21	23	Customer	Under 10	Under 10
Waste and recycling	11	18	Transport	49	Under 10
Parks and open spaces	27	27	Street cleaning	24	29
Highways	41	63	Planning	Under 10	Under 10
Support services	42	Under 10	Other services	Under 10	Under 10
Premises	12	Under 10	Commercial services	31	22
Regeneration & development	25	23	General	120	42

Adult Social Care (37 comments) (Open)

Cost Pressures and Budget Considerations	Respondents are concerned about the rapidly increasing cost of adult social care , which, consumes a significant proportion of the council's budget. Many believe this level of spending is unsustainable and call for urgent action to reduce costs.
Efficiency and Service Delivery	There is strong demand for improving efficiency in adult social care.
Family and Individual Responsibility	Several comments argue that families should take greater responsibility for caring for elderly relatives rather than relying entirely on state-funded services.
Approaches to Funding and Cost Sharing	Proposals include means testing and requiring contributions from those who can afford it. Respondents believe this would make the system fairer and reduce the burden on taxpayers.
Waste and Mismanagement	Comments highlight perceived waste in the system , including overpaid managers and unnecessary bureaucracy , poor administration leading to delays and inefficiencies and failure to check eligibility for NHS-funded care.
Equity and Fairness	Respondents feel that spending on adult social care disproportionately benefits a minority while neglecting services that support the wider population.
Suggested solutions	Suggestions include bringing services in-house , investing in preventative measures and community support and advocating for central government funding for services historically funded locally.

Resident quotes on Adult Social Care (Open)

“For me priority should be to vulnerable people that need help.”

“The worrying figure must be the rapidly increasing cost of supporting vulnerable people”

“It is important to ensure safety for vulnerable people both adult and children but I do feel at times we could ask people to contribute.”

“BCP should look at taking at taking some services "in house" like they used to do in times past. I'm referring to having their own care homes rather than paying a fortune to outside providers. With some of the property assets that BCP own e.g. some of the old Civic Centre, could they not be converted into Council run care homes?”

“Local councils are having to spend far too much for services that historically were, and should still be, funded by central government. Social care, for example.”

Adult Social Care (19 comments) (Sample)

Budget prioritisation and efficiency	Over half the residents who commented felt more money should be spent on Adult Social Care. Of these, a few expressed that this should only be done if the money was spent efficiently .
Responsibility	A few residents suggested that that those who can afford it should contribute more to their care .
Role of Charities	There was a suggestion that charities could be more involved in providing services.
Accessing services	A few residents highlighted the difficulty they experienced in accessing social care services , including poor communication and long waiting times

Resident quotes on Adult Social Care (Sample)

“I would like to see the individuals benefitting from the services make larger contributions. A lot of services are provided free when the individuals could fund themselves.”

“..the stress trying to get help from social services was overwhelming. No communication, passed from pillar to post ...”

“Reinvest more in preventative support services for adults, children and homeless to help reverse the scale of people in crisis.”

“A staggering nearly 50% of budget for adult/old people services and there needs to be a major initiative to reduce this.”

“Social care feels underfunded but is clear it receives the majority of funding.”

“I think I pay a lot of council tax for things that I do not use, so see a lot less in return for what I pay. However, I would happily pay more if I saw direct improvement/changes. I would happily pay more to know older people, the vulnerable, youth, and children services were improved/made available, but I don't trust the council to spend money well, to not waste money, or to not pay ridiculous amounts to third parties or preferred users/contractors.”

“I believe the older people need to be supported, especially the older generation who have contributed to build our country as it is today. They deserve to be looked after in their twilight years.”

Children's Social Care (25 comments) (Open)

<p>Cost trends and budget considerations</p>	<p>Many respondents are worried about the rising cost of children's social care and believe current growth in spending is not sustainable.</p>
<p>Support for Parenting and Early Intervention</p>	<p>Several comments want more emphasis on supporting parenting and family resilience so fewer cases escalate into high cost statutory intervention. Early help is seen as better value and better for children.</p>
<p>Efficiency and service delivery</p>	<p>Comments call for change to long standing ways of working to improve productivity and reduce waste. Suggestions include tighter cost control, better commissioning, and bringing services in house.</p>
<p>Service provision models and associated costs</p>	<p>People criticise money flowing to private companies for transport and care. They prefer investment in council owned services and infrastructure that can deliver support more cost effectively over time.</p>
<p>Fairness and prioritisation</p>	<p>Some feel children's social care absorbs a large share of the budget while services that benefit the wider community struggle. They want a more balanced approach that protects vulnerable children but also improves services used by most residents.</p>

Resident quotes on Children's Social Care (Open)

"...it is vital we urgently help the children that have problems, but it may not be about money rather than influencing the life style they are brought up in."

"The support for children should be more focused on parenting and not continually focusing on state intervention."

"You need to get the most cash hungry services to be more efficient in they way they operate even if it means changing what they have always done as that is no longer effective."

"We need to invest in services so we can provide the necessary support and stop the frankly criminal waste on things like private transport."

"For Adult Social Care and Children's social care - do not use private for profit provision. Develop in house service."

Children's Social Care (18 comments) (Sample)

Budget prioritisation	Over half the residents who commented felt more money should be spent on Children's social care . There was a suggestion this could be achieved by reducing expenditure on other services such as support services, customer services and operational premises.
Early Support and Prevention	A few residents believe that investing in early support for parents and young children, as well as preventative services, can save money in the long run and reduce future adult demand.
Safety	Children's safety was raised by nearly a quarter of those commenting. This covered physical safety and exploitation.
Access	Like Adult Social Care, a resident raised the difficulty of contacting the right people to access the service they needed.

Resident quotes on Children's Social Care (Sample)

"If BCP invested in children's services, giving support to parents and young children (1001 days) it would save money in the long run."

"I feel children in social care need a lot more support."

"Consider longer term, preventative spending for children and young people's future development."

"Keep us/our kids/town safer!!!
Give young people hope and a sense of belonging."

"An increase in children's social care might be offset by a decrease in anti-social behaviour."

"Supporting children in life and school is vital. It is also cost saving because happy successful, cared for children mean less money needed when older."

"I have also worked with high need families and the support is lacking. There are not enough staff and when there is, it is impossible to get hold of them."

"The young people are the future of our country, if we want our country to be strong, self-sufficient, technology leading, safe with strong moral conscience, we need to invest in our younger generations giving them the opportunities to grow."

Schools Services (23 comments) (Open)

<p>Cost and Efficiency Concerns</p>	<p>Respondents repeatedly highlight the significant cost of SEND services and school support. There is strong criticism that these services are “cash hungry” and lack efficiency.</p>
<p>SENCO Provision and Early Support</p>	<p>While some call for cost reductions, others stress the need for more SENCO (Special Educational Needs Coordinator) places for younger children to prevent parents from resorting to homeschooling. Early intervention is seen as critical for improving outcomes.</p>
<p>Concerns about level of SEND Service use</p>	<p>Several respondents believe SEND services are being exploited, citing over-diagnosis of conditions such as ADHD and autism.</p>
<p>SEND transport arrangements</p>	<p>Community transport for SEND pupils is a major concern. There is criticism of the high cost of private taxi services and propose parental contributions, shared transport options and more localised service provision to reduce long-distance journeys</p>
<p>Financial Sustainability and Policy Reform</p>	<p>Respondents urge the council to secure compensation for SEND-related financial pressures, review statutory obligations and focus on efficiency rather than expanding provision without clear cost-benefit analysis</p>

Resident quotes on Schools Services (Open)

“I am aware that there is a desperate need for better funding and support for families whose children have special educational needs.”

“Too much money spent on SEND with no question about need...”

“More Senco places needed for younger children and not leaving the parents to homeschool.”

Schools Services (14 comments) (Sample)

Budget prioritisation	Over half the respondents who commented felt more money should be spent on school services . There was a suggestion this could be achieved by reducing expenditure on support services, customer services and operational premises.
SEN Provision	There is a strong feeling amongst those who commented on the need for more support and funding for children with special needs . Respondents highlighted the current inadequacies in SEN support, including long waiting times for assessments and a lack of resources
Resource allocation	A resident suggested that schools, especially academies, should use their own funds more effectively .
Early Support and Prevention	A few residents advocate for long-term, preventative spending on children's education and development . They believe that investing in education early on can prevent future issues such as unemployment and social care needs.

Resident quotes on Schools Services (Sample)

“You maintain that (schools are excluded) but yet you are still paying schools. It's like money for old rope. Schools declare a certain amount of pupils are requiring services. Most schools are academies now, if you look them up on 'creditsafe' 'companies house' you'll see that these businesses are cash rich!”

“More SEN schools.”

“My little one is autistic and non-verbal, and this situation is affecting my life. I think kids with special needs need more support. Families in this situation like me need more opportunities and support.”

“If more support was put in place so young people could gain a proper education, regardless of ability or background. maybe you wouldn't struggle with so many unemployed adults. if children are not guaranteed safe and comfortable living conditions and adequate nutritious food they will be focused on achieving their full potential in school. Ultimately leading to BCP council paying out more to support them in adulthood. Disabled children/ children with learning difficulties are continuously left behind in schools, this much change.”

“Children’s SEN support in BCP is not good currently. I work with SEN students across the area and recently one student had to wait for 14 months to get her EHCP finalised due to high rotation/lack of staff.”

Community Services (27 comments) (Open)

Anti-social behaviour and crime	Respondents express concerns about rising crime and anti-social behaviour , particularly in town centres. Issues include vandalism, graffiti, drug use, and aggressive behaviour, which make public spaces feel unsafe and unattractive.
Police Presence and Community Safety	Comments call for more police in residential areas , not just tourist spots. Respondents believe stronger local policing would cut crime, boost safety, and restore confidence in public spaces.
Homelessness and Encampments	Encampments in parks and public areas raise safety and environmental concerns. Respondents want proactive support for homeless individuals while preventing public spaces from becoming unsafe or unsanitary.
Community Engagement and Pride	Respondents support initiatives that build pride in their environment , such as volunteering for litter-picking or park maintenance. Some believe community involvement can help reduce ASB and improve neighbourhood cohesion.
Impact on Economic and Social Wellbeing	There is a perceived decline in safety and cleanliness , linked to reduced footfall in town centres, harming local businesses and tourism . Respondents argue that tackling crime and ASB is essential for economic regeneration and community confidence.

Resident quotes on Community Services (Open)

“...Encourage & support the retired to take up community work e.g. Litter picking, gardening etc...”

“There needs to be an increase in police presence and availability.”

“Many will tick anti social behaviour and services that make BCP “safer/cleaner” but it’s important to reflect that much of the increase in crime, particularly ASB stem from poor services especially for young people and lack of opportunity. Adding more budget to the ASB for example to put more patrols on the street is putting a plaster on a critical stab wound forgive the irony.”

“The priority should be in making Bournemouth safe again...”

“There is also a clear overconcentration of supported accommodation, drug and alcohol-related issues, and anti-social behaviour in the Triangle and surrounding streets. This creates an unbalanced environment that pushes businesses out, discourages visitors, and makes residents feel unsafe. Hotels are closing, buildings are being neglected, and the overall atmosphere has become unpleasant.”

Community Services (33 Comments) (Sample)

<p>Safety and Crime</p>	<p>Residents who commented are highly concerned about safety, particularly at night. They feel that there is a lack of police presence and an increase in crime, making areas like Bournemouth Town Centre feel unsafe.</p>
<p>Homelessness and Public Spaces</p>	<p>There is a concern amongst those who commented about the growing issues of homelessness and drug addiction. Residents feel that more support and services are needed to address these problems and improve community safety.</p>
<p>Environmental Health and Cleanliness</p>	<p>Some residents mention issues with graffiti, rubbish, and fly-tipping, which contribute to the perception of decay and neglect in their communities. They believe that better maintenance and cleanliness are essential.</p>
<p>Community Support and Anti-Social Behaviour</p>	<p>A few residents want more services and activities for young people, such as youth clubs and sports facilities. Some residents believe that providing positive outlets for youth can help reduce antisocial behaviour.</p>

Resident quotes on Community Services (Sample)

“Police to patrol area (streets and park)”.

“I think BCP should get a grip of the drug use and homelessness, it is heart-breaking.”

“with a huge homelessness and addiction problem in Bournemouth, Boscombe and Westbourne, it no longer feels safe to be out alone after dark. There are particular hotspots with antisocial behaviour, plus concerned these people don't have the support they need. My highest increase preference would be for increasing community safety, homelessness and addiction support, visible PCSOs and police.”

“Please stamp out the rapidly growing homelessness, blatant drug addiction and overdoses and antisocial behaviour. My daughter asked me why the man was sleeping in the middle of the pavement midafternoon - he had overdosed!!”

“The level of crime has increased significantly in our local area with very little action been taken.”

Housing (21 comments) (Open)

Homelessness and Support Needs	Respondents strongly emphasise tackling homelessness as a top priority . Many express frustration that people are living on the streets while funds are spent on less critical projects.
Affordable Housing and Cost of Living	Affordability is a major concern. Comments highlight the high cost of private rents and the strain this places on working families. A few respondents argue that decent, affordable housing would solve many social issues , including child neglect and poverty, and reduce pressure on other services.
Social Housing and Supply	There is strong demand for building more social housing and increasing support for families struggling with rent. Suggestions include using empty buildings and downsizing for households with surplus rooms.
Local Priority and Housing Efficiency	A few respondents want local residents prioritised for housing and call for better management of waiting lists , quicker property turnaround, and measures to free up social housing.
Wider Impact of Housing Investment	Several comments link housing provision to broader economic and social benefits, such as job creation, improved family stability, and reduced costs in education and social care. They argue that housing investment is a long-term solution that benefits the entire community .

Resident quotes on housing (Open)

“I also feel that tackling homelessness is a top priority, that all in our community feel valued and have better life chances.”

“More of our money should definitely be going to the homeless, we shouldn't have any homeless people these are human beings living outside in the cold. They need the most support...”

“Build much more social housing and increase support to ensure families can afford the rents in their private rented properties.”

“If we had decent affordable housing half of your problems would be gone. In South West the rental affordability is 31.4% and the average private rent is £1369/month without bills. We just survive.”

“Stop increase in HMOs.”

“Cost benefits ratios, e.g. If housing needs are met at good rents , parents works less hours, look after children properly, which helps teachers , therefore reduces the cost of chasing children neglect, etc.”

“Housing list needs more funding to rotate properties faster.
Move people that have more bedrooms than they need incentivise a downsize
Offer people on housing list who have right to buy available the option to use a discount on the private housing market to help them get out of housing again freeing up the housing stock.”

Housing (23 Comments) (Sample)

<p>Address Homelessness Crisis</p>	<p>Over half of those commenting emphasised the need for more support services for the homeless, including practical help with housing, addiction, and mental health. They feel that homelessness is a significant issue that needs urgent attention and compassionate solutions.</p>
<p>Homelessness and ASB</p>	<p>Safety concerns related to homelessness and antisocial behaviour feature strongly amongst those who commented. Some residents feel unsafe due to the presence of homeless individuals and related issues such as drug addiction and crime, particularly in certain areas.</p>
<p>Affordable Housing</p>	<p>A few residents express concerns about the lack of affordable housing and the high cost of rent. They feel that more affordable housing options are needed and that private landlords should be held accountable for rent increases and housing conditions.</p>
<p>Preventative investment</p>	<p>Some call for more preventative support services to address issues before they escalate and prevent bigger problems in the future.</p>

Resident quotes on Housing (Sample)

“Housing is in crisis, not enough properties to go around and rent in the area is way too high.”

“There is a severe lack of affordable housing and when there is it is barely suitable for living. Private landlords and housing companies must be held accountable.”

“Private landlords should not be able to constantly raise rents, local councils should put measures into place to prevent evictions due to unaffordable rents.”

“More support needed for those experiencing homelessness. Not just brushing them under the rug by moving them on. Genuine social care and compassion. Plus practical help finding housing, tackling addiction and maintaining mental health.”

“...if you need a 2 bedroom over 60s place, you should be entitled to one, not every couple can share a bedroom.”

“People need help and homes to get them off streets and into jobs”

“More money needed to tackle homelessness and provide better drugs and alcohol services for those in need. Housing services needs are high in this area, better support and more workers needed.”

Waste and recycling (11 comments) (Open)

Prioritisation of Core Services	Some respondents want waste and recycling services maintained as a priority and not overshadowed by less essential or impactful projects.
Service Quality and Collection Reliability	Several comments highlight issues with missed or delayed collections and overflowing public bins. Poor street cleanliness and litter accumulation are seen as contributing to a decline in civic pride and quality of life.
Fly-Tipping and Recycling Centre Access	Some respondents want the Council to tackle fly-tipping by offering free, extended access to recycling centres, opening seven days a week, and low-cost business permits.
Green Waste Charges	Charges for green waste collection are criticised as unfair given high council tax rates. Respondents call for free green waste services to encourage proper disposal and reduce fly-tipping.
Waste Reduction and Recycling Initiatives	Suggestions included working with supermarkets to reduce packaging , support local reuse charities, and run campaigns to cut waste and boost recycling.
Efficiency and Cost Control	A few respondents want waste collection reviewed for savings and efficiency , ensuring value for money from systems and contractors. They prefer tackling waste at source over raising taxes.

Resident quotes on waste and recycling (Open)

“All tips should be open 7 days a week 8am until 6pm and totally free to use for all residents. Businesses should pay a maximum fee of £500 a year. The cost of this will be offset by the almost total elimination of fly tipping which costs an enormous amount relatively speaking.”

“Green waste should be free considering the amount of council tax we pay.”

“I can barely get my bins collected and yet you take more and more money and provide less and less.”

“Can the council look to increase charges to those households more that produce waste or be more proactive in educating them further.

I would like to see the council looking for more solutions in all areas and tackling the problems at source rather than just increasing taxes as an easy option.”

“The waste collection service was streamlined some time ago to make some savings and we have adapted to it. Where else can you make some changes to bring down the cost while still maintaining a high level of service”

“...could BCP work closer with supermarkets to encourage them to take more items of waste back, in order to reduce the amount of waste going into blue bins?”

Waste and recycling (18 comments) (Sample)

<p>Bins and Waste Collection</p>	<p>A third of those residents responding feel there are not enough bins, especially for student houses, and that waste collection is inconsistent. They mention bins not being emptied properly and collections being missed.</p>
<p>Public Cleanliness</p>	<p>The overall cleanliness of the streets is a key concern, with reference to increased litter and dog waste. A few residents request more dog waste bins. Examples were given of increased rubbish on the streets and in communal areas, which is not being addressed promptly enough.</p>
<p>Recycling</p>	<p>A few residents say that waste and recycling provision is good. In contrast a few residents express a desire for improved recycling services, including food waste recycling in certain areas.</p>

Resident quotes on waste and recycling (Sample)

“Not enough bins for student houses!”

“Would it be possible to spend a little on more bins, such as alleyways and better located dog poo bins?”

“Dog poo bins overflowing.”

“Please ask the bin men/women to put the bins back in the place they were found and not anywhere on the pavement. This blocks the way for invalids, prams and buggies etc.”

“The level of litter and dog waste has increased and nothing is being done. I clear dog waste from outside my house most days and I don't even have a dog. The streets are not swept and are dirty with litter, on bin days the roads have more litter just from emptying the bins.”

“Illegally dumped waste is never cleared from our communal alleyway which should give safe access to the rear of our properties. It looks like a rubbish tip and is virtually inaccessible.”

“Recycling collection and centres are both good.”

“Waste collection -- today, yet again our food waste has not been collected. It happens most weeks now, either collected later in the week after someone complains or not at all!”

Transport (49 comments) (Open)

Cycle Lanes and Active Travel Schemes	Cycle lanes attract strong criticism as underused, costly, and disruptive. Respondents say they cause congestion, narrow roads, and hinder emergency access . There is firm opposition to further spending on cycle lanes and active travel projects , seen as low-benefit initiatives.
Road Congestion and Traffic Flow	Congestion is a key concern , blamed on poor road design, constant roadworks, and narrowing for cycle lanes. Respondents call for practical fixes like addressing pinch points, resurfacing roads, and prioritising smooth traffic flow over experimental schemes.
Community Transport and SEND Transport Costs	High spending on private taxi services for SEND pupils and vulnerable groups is repeatedly criticised. Respondents suggest introducing means testing, requiring parental contributions, and replacing taxis with council-run minibuses or shared transport options to reduce costs and improve efficiency.
Public Transport Access and Affordability	There is strong support for maintaining and improving bus services but concerns about inefficiency and cost persist. Suggestions include: Ringfencing bus funding, making fares affordable and reviewing subsidies for underused routes and adjusting service frequency to reduce congestion and emissions.

Resident quotes on transport (Open)

“Scrap the ridiculous cycle lane road vandalism and money waste. It's farcical and a subject of real disapproval by most in Bournemouth with constant petty road schemes with no apparent benefit for anyone.”

“Stop spending on cycling super highways that are creating congestion in the area.”

“We wouldn't be in this mess if the council past and present hadn't wasted so much of our money on needless and irresponsible projects i.e. Future places, Active travel etc.”,

“If you make buses affordable and easy to use more people will use them. Eg I live at Bear Cross and need to walk 15-20 minutes to get a bus to Poole which is ok for me unless carrying anything. Bournemouth hospital takes 2 buses”

“In addition, parents of children with special needs should pay for transport pick ups and drop offs as the Council spends too much on taxi services and community transport.”

“Public transport spending needs to be ringfenced not reduced. Use BSIP monies as that is now permitted, instead of frivolous fare promotions.”

“And the public transport is not frequent or affordable enough to use as an alternative for those who travel much farther distances which is not achievable by a bus that costs more than a car to use and is frequently crowded.”

Parks and Open Spaces (27 comments) (Open)

Condition of Parks and Public Spaces	Respondents are concerned about the decline of parks , gardens, and seafronts, describing them as neglected and unsafe. Poor maintenance of green spaces is seen as reducing quality of life, deterring visitors, and increasing crime.
Investment in Parks and Play Areas	Respondents want greater investment in parks, playgrounds, and recreational facilities . Upgrading play areas and maintaining paddling pools are seen as vital for families and wellbeing, while also boosting tourism and community engagement.
Seafront Lighting and Safety	Safety concerns are raised about poorly lit areas along the seafront , particularly in Poole, making them unsafe at night . Respondents want better lighting and maintenance to ensure these spaces are welcoming and secure.
Community Involvement and Volunteer Opportunities	They also support volunteer schemes for litter picking and maintenance, with incentives and partnerships to cut costs, improve wellbeing, and strengthen community spirit.
Asset Maintenance and Upkeep	Respondents want efficient upkeep of existing assets through better scheduling, litter clearance, and volunteer support, rather than new facilities.

Resident quotes on parks & open spaces (Open)

“I feel that maintaining local parks, play areas and libraries are important for the local communities and their families.”

“Can the council actively create, run, manage community volunteering to maintain parks and open spaces to save costs and bring communities together to value the areas we live in.”

“Play parks desperately need an upgrade! It would help local families and also encourage visitors to the area.”

“It is also not safe to walk along the beach as a woman in the evening because there is no lighting in Poole. This should be a basic safety priority.”

“Increase parks budget to ensure future of paddling pools (especially Redhill Park).”

“Our streets, parks, and natural areas are flooded in rubbish, and since the winter started in leaves and mud as well.”

“I would like to see far better care taken in regards to our infrastructure - roads, paths, parks, bridges. The general state of maintenance in this area appears to be in decline, and with this often comes increase in crime, decreased investment and generally poor quality of living.”

“The parks, gardens and social areas used to be a point of pride, yet many of them are no longer properly maintained. Public spaces feel tired, unkept and overlooked. These are places residents use daily and they should feel welcoming, cared for and safe.”

Parks and Open Spaces (27 comments) (Sample)

<p>Maintenance and Cleanliness</p>	<p>Over a third of residents who comments showed concern about the deteriorating condition of parks, playgrounds and open spaces. They mention issues such as unkempt grass, disrepair of playgrounds, and general neglect, which affect the usability and enjoyment of these areas. In contrast a few residents complemented how well parks are maintained.</p>
<p>Safety and Accessibility</p>	<p>Some highlighted safety in parks, especially after dark. A few residents also highlight the need for better maintenance to ensure accessibility for wheelchairs and prams, as well as the removal of hazards like dog waste.</p>
<p>Social and Mental Health Benefits</p>	<p>Parks and open spaces are seen as vital for community well-being and social interaction. Some of those responding believe that well-maintained parks contribute to the mental and physical health of the community and provide safe spaces for children and families.</p>
<p>Resource Allocation:</p>	<p>There is a perception that investment in parks and open spaces is not prioritised, especially for residents compared to tourists. Some residents feel that more funding should be allocated to maintaining and improving these areas.</p>

Resident quotes on parks & open spaces (Sample)

“The place looks run down since BCP stopped spending on parks and open spaces, stopped cutting verges and stopped road sweeping.”

“We use Winton Rec every day. Space always well used and maintained.”

“Feel that Poole Park is unsafe after dark.”

“Would like to see more funding towards children's play parks and less on cycle lanes!”

“The playgrounds do not exist anymore, it seems the council do not care for the next generation at all. The maintenance of these spaces has been non-existent in the past 5 years. I want happy healthy children which can enjoy their local community and the state of the roads, rubbish and parks is utterly disgusting.”

“I notice a lack of colour in our parks. Bournemouth used to take part in Britain in Bloom which added to the wellbeing of peoples mentality. Grasses are cheap to maintain but don't enhance Bournemouth's glamour.”

“I want to see improvements on our beach side and parks. They are already at a great standard but could even be better. Thanks.”

“The grass in Leisure Parks, Gardens and areas for the public need to be kept cut, so that people can enjoy. Wheelchairs and prams can walk in park areas and sit and enjoy. Recently in unkempt grass areas we are unable to enjoy our parks and lovely areas.”

Street Cleaning (24 comments) (Open)

Street Cleaning Practices	Respondents express frustration over poor street cleaning , with reports of leaves, mulch, and litter piling up for months. Neglected gutters and pavements are seen as hazardous, especially for cyclists and pedestrians. There is a strong call for regular, visible cleaning to restore civic pride and improve safety.
Fly-Tipping and Waste Management	Fly-tipping is highlighted as a persistent issue. Many suggest that allowing free access to local tips would reduce illegal dumping and save money compared to the cost of clean-up operations. Respondents believe current restrictions create unnecessary expense and inconvenience.
Community Participation and Engagement	Several comments advocate for encouraging residents to take pride in their environment by participating in litter-picking and street cleaning. Incentives for community involvement and volunteer schemes are suggested as cost-effective ways to maintain cleanliness.
Efficiency and Practical Approaches	Practical measures such as better scheduling of cleaning services , using community service labour (e.g., offenders or unemployed individuals), and improving waste collection logistics are recommended. Respondents want the council to focus on simple, effective solutions rather than expensive schemes.

Resident quotes on street cleaning (Open)

“FLYTIPPING is simple to solve, allow free entry to the local Tips, surely it must be more efficient than the cost of sending Teams out to collect and clean up rubbish that has been Fly-Tipped ??”

“Have pride in streets will encourage people to take pride too, which eventually means less spent.”

“Street cleansing in Poole has been very poor this year, and needs an injection of money and people.”

“I find it appalling that our open spaces are so neglected as are our roads and pavements blocked drains, leaf litter uncleared, vegetation on curbsides and pavements, appalling road surfaces car parks are a joke why sell and income generating asset to build flats!”

“Start encouraging residents to clean their own roads, some of us do already.”

“New town councils which add cost and another expensive layer of bureaucracy. I would prefer to see this money spent on keeping streets clean and tidy, improving facilities and the appearance and image of the BCP area.”

“Sanitation and cleaning of our streets, and infrastructure maintenance has clearly declined in the past few years and for that reason, we are having a difficult time trying to understand how you can justify the increase of council tax every year to maintain the level of service when clearly you are not keeping it and it's going in decline.”

Street Cleaning (29 comments) (Sample)

<p>Maintenance and Cleanliness</p>	<p>A few residents mention that their streets are dirty, with litter, weeds and dog mess being common issues. They feel that street cleaning is inadequate and that the area is not being maintained properly.</p>
<p>Blocked Drains and Flooding</p>	<p>There are numerous complaints about blocked drains leading to flooding. Residents feel that the drains are not being cleaned regularly, causing water to accumulate and create flooding problems.</p>
<p>Inconsistent cleaning</p>	<p>Many residents express frustration with the inconsistency and insufficiency of street cleaning services. They mention that their streets and pavements are rarely swept, leading to a buildup of leaves, weeds, and rubbish.</p>
<p>Increased funding</p>	<p>A third of those responding felt more funding and attention should be allocated to street cleaning services. They feel that investing in cleaner streets would improve the overall appearance and safety of their communities, making them more pleasant places to live.</p>

Resident quotes on street cleaning (Sample)

“Have found council operatives to be incompetent, i.e. Problems in our road with blocked drains causing flooding to our property.”

“As far as I know my road has not been swept for ages, nor the pavements.”

“You need to spend money on cleaning the streets.”

“Cleaning of streets should be subsidised by university in areas where students live.”

“Street cleaning is currently terrible with blocked drains and weeds growing in gutters and pavements.”

“Our road never gets cleaned...
Drains are not cleared.
Graffiti all around area.
Rubbish and fly tipping on pavements.”

“I assume this also includes pavement, cleaning and maintenance on Catherine Hill there are masses of tree droppings including branches and overgrown from many properties. the council should take action to clean the walkways. council action against people who allow this should be taken.”

“The high streets of Poole and Bournemouth are dying. I think if the local authority invested in making the area clean and pleasant the community are more likely to respect it. Presently they don't.”

Highways (129 comments) (Open)

Road Condition and Maintenance	Concerns addressed poor road conditions, potholes, and resurfacing defects and a desire for prioritising basic maintenance over new schemes. Recently resurfaced roads still show faults, indicating inefficiency and waste. Investment is seen as essential for safety, productivity, and economic growth.
Opposition to Cycle Lanes and Road Schemes	Cycle lanes are seen as costly, underused, and disruptive. Respondents want funds redirected to road repairs and pinch points, not “green ideology” projects. Narrowing roads for cycle lanes is viewed as unsafe for buses etc.
20mph Speed Limits Concerns	Blanket 20mph zones are strongly opposed. Respondents want limits only in high-risk areas like schools or busy centres. Broad application is seen as wasteful and harmful to traffic flow.
Road Infrastructure and Design	Frustration centres on congestion from poorly designed road schemes. Respondents call for targeted investment and proper engineering solutions to improve traffic flow. Current designs are seen as worsening congestion and harming productivity.
Efficiency and Practical Approaches	Suggestions focus on simple resurfacing and repainting rather than costly redesigns, plus LED lighting and solar panels to cut maintenance costs. Respondents favour practical, cost-effective measures that improve safety and usability.

Resident quotes on highways (Open)

“Fix the existing roads as they are and stop the pet projects, narrowing road entrances and painting barmy road markings and signs where not needed.”

“Budget for road maintenance needs increasing as roads are in a very poor state. Even recently resurfaced roads have defects.”

“Fix the roads. Stop putting in under used cycle lanes. Get traffic moving smoothly.”

“The state of the roads and rubbish is extremely poor”

“...Whilst I want to see more money invested into Highways and Safety Upgrades for Highways, I think that the Council should reconsider its approach to trying to set blanket 20mph limits. Whilst safety must always be put first, this is an irresponsible use of funds that are already heavily constrained. All drivers are qualified to drive to the conditions of the road, and 20mph zones should be used sparingly only where there is a higher risk to pedestrian safety (for example, in busy town centres or around schools)...”

“with regard to roads and a cycle rider and motorcycle rider and a current car driver and bus user to much is spent on cycle ways which are just not used and lead to more traffic hold ups than before”

“...To start with, they should follow the lead of Dorset Council by turning off all streetlights from midnight to 5am, on roads that do not need lighting all night long. Obviously, for major roads, town centres, busy areas, and crime areas, lighting needs to be maintained all night...”

Highways (63 comments) (Sample)

<p>Wasteful Spending on Cycle Lanes</p>	<p>There is concern about the investment in cycle lanes, which many of those residents who commented feel are underused and contribute to traffic congestion. They believe that the cycle lanes are not well-planned and create more problems than they solve.</p>
<p>Better Road and Pavement Maintenance</p>	<p>Some respondents call for better overall maintenance of highways, including regular cleaning of streets, pavements, and verges. Residents feel that the current state of neglect contributes to a run-down appearance, potholes and reduced safety.</p>
<p>Poor Road Conditions and Potholes</p>	<p>Nearly half of the residents who commented mention the poor condition of roads, with numerous potholes that need repairing. A few of these further express frustration at the negative impact on their vehicles and safety.</p>
<p>Poor Street Lighting</p>	<p>Poor street lighting is raised as an issue, with some respondents feeling that it makes roads and pavements unsafe, especially at night. They call for better lighting to improve visibility and safety.</p>
<p>Concerns About Street Parking</p>	<p>A few residents express concern over the issue of pavement parking and the safety implications for pavement users.</p>

Resident quotes on highways (Sample)

“Highway services, road repairs are essential, not just for cars but as cyclists, dangerous potholes and road debris.”

“Stop constantly digging up the same roads.”

“A large amount of potholes and dips in roads locally. Dangerous and inconvenient.”

“The condition of the roads are poor especially Poole Road.”

“BCP waste far too much money. All the cycle lanes which no one uses. Maybe see a single cyclist over a journey of 90 minutes.”

“Better streetlights that work and are not turned off. It's dangerous and scary.”

“Pedestrian walkways are jeopardised by numerous cars now parking on pavements. Very dangerous for the young and old/disabled transport. Could this be addressed?”

“I'm unhappy about the street lighting, although I understand why - it is considerably darker in the road.”

“The cycle lanes are a complete waste of money and cause more an obstruction for road users than an improvement for cyclists. I don't want to see any more of our council money funding a service for people that don't pay anything towards it.”

Support Services (42 comments) (Open)

Financial Transparency and Accountability	Respondents are frustrated by the lack of clear budget details and transparency on savings since the council merger. They call for better reporting on outcomes, income, and cost reductions, value for money and performance.
Administrative Processes and Bureaucracy	Respondents criticise excessive overheads, duplication, and inefficiency in support services , suggesting cuts to management layers, HR costs, and streamlined processes. They highlight wasteful spending on renaming buildings and committees, proposing outsourcing and digital solutions to reduce costs.
Technology and Digital Transformation	Respondents advocate for smarter use of technology, including AI to automate tasks and reduce staffing costs, and remote working to cut facilities expenses.
Consultation and Public Engagement	Many respondents distrust council consultations , viewing them as tokenistic or ignored. They call for genuine engagement, clearer communication on decisions, and transparency in spending to restore trust.
Staffing and Human Resources	Respondents are concerned about high salaries, redundancy payouts , and perceived nepotism, calling for cuts to overpaid roles, reduced pensions, and greater accountability in recruitment.
Climate and Environmental Initiatives	Respondents criticise spending on climate projects and active travel schemes as wasteful and ideologically driven, urging a shift to practical, low-cost measures like LED lighting and solar panels instead of large-scale green initiatives.
Governance and Leadership	Respondents cite poor financial decisions and lack of accountability, and call for cultural change, modern strategies, and leadership focused on residents' needs .
Communication and Public Understanding	Respondents say the council fails to explain spending , causing misconceptions, and call for better communication and engagement to show priorities and value for money

Resident quotes on support services (Open)

“Don't pay over the top prices whether office supplies or contractors. Everything is a rip off and once that expectation is there it only goes up!
Further, nobody needs overpaid managers example £100,000 or £300,000 whatever...”

“I didn't see the option for climate change initiatives here, but that can be decreased a lot!!!!!!”

“...are we the residents getting value for money from the big spend items, how do we know and how do you measure that?...”

“...Software and systems, are you get value for money for the systems in place, or are you doing what has always been done...”

“You can reduce costs on IT and facilities as people can work from home, also integrating AI can reduce costs on 'white collar' work”

“Decrease admin overhead throughout, i.e., no town or parish councils. Reduce the planning committee to one committee”

“Will you actually take notice of the answers people give you in this survey or ignore us like you did with the parish council vote?????????”

“please respect the residents views. You are not there to act for us. You are there act with us”

“The Council needs to use some of the £53.437M (Support Services) a year on better comms and marketing to the local community in advising how much the council is spending and on what and why - most people would have no idea - myself included and think you just 'waste' it! If you're not, then tell people this.”

Premises (12 comments) (Open)

Consolidation of Council Premises	Some respondents suggested consolidating council operations into fewer buildings , such as fully utilising Bournemouth Town Hall/Civic Centre. Selling surplus properties or moving to cheaper rented accommodation was seen as a way to achieve significant savings.
Energy Efficiency and Reduced Maintenance Costs	Comments highlighted opportunities to cut costs through energy-saving measures , such as installing solar panels, upgrading boilers, and reducing unnecessary energy use (e.g., lights and heating left on in underused buildings).
Repurposing Council Assets	Some feedback proposed converting existing council properties , such as parts of the Civic Centre, into facilities like care homes to bring services in-house and reduce reliance on external providers.
Administrative Processes and Non-essential Spending	Respondents expressed concern about spending on non-essential changes , such as renaming buildings and installing decorative features, viewing these as unnecessary costs during financial constraints.
Alternative Ownership and Usage Options	Suggestions included transferring museums to charitable trusts or charging admission, and opening Upton House to the public or handing it over to organisations like the National Trust to reduce costs and generate income

Resident quotes on premises (Open)

“Hand over museums to charitable trusts if it means reducing costs. Otherwise, charge admission. Open up Upton House to the public as this could raise money (or hand it over to National Trust or similar).”

“Improved efficiency of property inc. office space and operational facilities needs to be tightened and streamlined where possible.”

“You waste millions on BCP service. You should cut BCP staff and buildings back before removing services.”

“The number of operational premises should be drastically reduced. Also the scale of others . Serious consideration should be given to selling off many and bringing them all into the Bournemouth Town Hall/Civic centre to ensure it is fully utilised. Unless it can be proved that all space is fully occupied, including the St Stephens road sites then sale should be seriously considered and move to cheaper rented accommodation. The savings would be huge. Unless staff are required to spend most of their working week in the office, then there is a huge waste of energy in this old building,(including the lights on until late at night and possibly the heating too. Visible form the road)”

“Money is also wasted on unnecessary changes e.g. who decided to rename the Town Hall the "Civic Centre" and how much did the sign cost? Who approved the awful graffiti "art on the concrete supports under the Wessex Way flyover by the Town Hall and Pleasure Gardens and "mural" by Alum Chine Arches (seafront)?”

Commercial Services (31 comments) (Open)

Tourism and Visitor Income	There is support for revitalising the area to attract visitors and boost income . Suggestions include reintroducing a tourism tax, offering discounts for residents through a council tax payer card, and creating incentives for local shopping. Respondents emphasise that tourism should be leveraged as a major income source , with investment in town centres, events, and amenities to improve civic pride and attract spending.
Parking Charges and Car Park Management	Parking charges are widely criticised as excessive and damaging to town centre footfall . Many call for free or heavily discounted parking for residents and oppose the closure or sale of car parks, which are seen as valuable income-generating assets. There is frustration that selling car parks for housing reduces long-term revenue and harms tourism . Suggestions include modernising payment systems (card-only machines) while avoiding app-only solutions that exclude some users.
Commercial Revenue Opportunities	Respondents urge the council to increase income through commercial activities rather than raising council tax. Ideas include monetising assets (car parks, seafront events, planning fees), improving debt recovery, and expanding leisure services . Several comments highlight the need for creative, invest-to-save strategies and reducing bureaucracy to unlock revenue potential.

Resident quotes on commercial services (Open)

“STOP closing/selling off car parks, we are a tourist/visitors area and this action deters outside people coming here and spending their money!!”

“Commercial services must be challenged to increase revenue, especially via clear invest-to-save opportunities.”

“Parking has become so expensive in BCP - it amazes me you need so much FROM the council tax budget.”

“The town centre is becoming a ghost town. Introduce free parking instead of charging inflated rates to encourage people back.”

“Commercial - increase cost of car parks, gym memberships etc. by a small amount.”

“Your carpark policy is ridiculous and throttling the town”

“Stop being anti car. Stop charging to drive along our seafront !!”

“Car parks are not the only way to make money! I would have said increase commercial activity but you seem single tracked with car parking.”

“Improve the area for local people in the way it will also attract tourism as our income. Tourism tax should be introduced again. High parking charges for non BCP council tax payer, and introduce resident BCP council tax payer card to obtain heavily discounted parking fees (70-90%) and discount to local shops and business. Tax the visitor!”

Commercial Services (22 comments) (Sample)

<p>Parking charges</p>	<p>Several residents feel that the high cost of parking in the town centres discourages locals and visitors from spending time and money there. There are calls to reduce parking fees to attract more people and generate revenue. A few suggested reduced rates for residents.</p>
<p>Investment in seafront</p>	<p>Some residents want investment in the seafront specifically to address the state of infrastructure, like beach paths and steps and the quality of the seawater.</p>
<p>Cultural and Leisure Events</p>	<p>A few residents supported the need for better cultural services and retaining events like the Christmas market and airshow. These types of events are seen as helping to promote a sense of community and attracting people to the area.</p>
<p>Leisure Centres</p>	<p>Some respondents called for increased investment in leisure and sports facilities. People want more investment in these areas to improve physical and mental well-being.</p>

Resident quotes on commercial services (Sample)

“We are a tourist area and rely on our visitors to contribute to our area by using car parks (to raise money for the council). The charges are very high to park here, particularly by the beaches and Riverlands at Tuckton. Residents should have a discount to use our own car parks. Visitors often have nowhere to park, consequently residential roads get gridlocked in the summer and the fines for illegal parking are not enough to deter people.”

“Leisure and sports facilities need money urgently.”

“Car parking charges in town centre are high and do not encourage locals to use what is now a rundown town centre.”

“Please try to improve the cultural services. Bournemouth generally is a cultured desert.”

“I want to see improvements on our beach side and parks. They are already at a great standard but could even be better. Thanks”

“increase needed in spending on sport and leisure specifically in the Christchurch/Highcliffe Area as most sport/leisure facilities are in the Bournemouth/Poole Area.”

“Do feel that generally, Highcliffe is the forgotten end of the conurbation. I don't see much evidence of any money being spent here. The worst dereliction is the state of the beach paths and steps. Many are now in a dangerous condition.”

Development & Investment (25 comments) (Open)

Town Centre Regeneration and Public Spaces	Respondents call for major investment to revitalise town centres , improve safety and public spaces, and restore civic pride.
Business Attraction and Investment	Respondents want to see action to attract businesses with incentives , lower rents and modern strategies. Frustration over empty shops and high costs harming the local economy.
Employment and Skills Initiatives	Strong call for investment in manufacturing, tech and education to create well-paid jobs, tackle youth unemployment and reduce welfare reliance.
Tourism and Economic Growth	Tourism seen as vital for local prosperity. Respondents call for better amenities, events and public spaces to make the area safe, clean and vibrant, boosting visitor numbers and revenue.
Town Centre Safety and Social Considerations	Improving town centre safety is seen as vital for regeneration. Respondents call for balanced solutions to tackle homelessness, addiction and anti-social behaviour while keeping public spaces safe and welcoming.

Resident quotes on development & Investment (Open)

“BCP need to modernise their strategy. Visiting London recently they have managed to strategically increased their attractiveness which BCP has lost in spades. Time to include young ideas into decision making at Cabinet. Time to listen to the local people and stop looking inwards.”

“The council should focus on genuine town-centre regeneration, attracting essential retail, reviewing commercial rent expectations, and improving safety, street cleaning and public spaces so people can live, shop and spend time here again. Concentrating too many complex needs services in one small area is not fair on residents or on those using the services.”

“Proper sustained, Investment into our town centres, such as improved street appearances, high end landscaping and features of interest and creating growth of the town centre, such as space for events, space for chain stores in the winter gardens scheme and expanded public realm into the carparks, particularly in Bournemouth could solve many issues. Increasing tourism, attracting investments, attracting business, increasing jobs and increasing revenue for the council as well as making residents happier again.”

“We need to attract investment in the town, encourage new businesses, events that attract people to spend money. Community safety go hand in hand.”

“Good employment in well paid Jobs through investment in manufacturing and high-tech jobs with investment in education is the only way to get out of constant increasing costs on individuals. No one wants to reduce direct support for the most vulnerable but by reducing its and investing for the majority we pay off and increase tax receipts”

Development and Investment (24 comments) (Sample)

Town Centres	Two thirds of those who responded are concerned about the decline of town centres like Bournemouth and Poole, which are described as derelict and unsafe.
Invest in small business	A few residents call for more investment to attract small, independent businesses to the town centres and maybe a reduction in business rates. They believe this would help revitalise the area reduce the number of empty shops.
Improve public infrastructure and spaces	Some residents desire for better maintenance and improvement of public spaces , including parks, beaches, and pedestrian areas.

Resident quotes on development and investment (Sample)

“Regeneration of town centres - all 3 Bournemouth, Poole and Christchurch looking sad and neglected.”

“Lower business rates/fees so more people might want to open shops Bournemouth, Winton Boscombe, Poole etc.”

“Poole town centre could be a lot more attractive if there were not so many broken bricks as trip hazards.”

“Explore any “investment” to save options.”

“Generally, I would like to see Bournemouth centre return to the healthy commercial centre it once was. At present it appears sad and derelict, an opinion which people from other areas seem to agree with.”

“Increase spend to attract business back into the town centre. Reduce cost of town centre parking to attract people back in.”

“Shopping areas are a disgrace! The town centre especially looks rundown and dilapidated. More investment to bring in small businesses-independent- all I see is betting shops, charities and Vaping.”

“The high streets of Poole and Bournemouth are dying. I think if the local authority invested in making the area clean and pleasant the community are more likely to respect it. Presently they don’t.”

General (120 comments) (Open)

Opposition to Parish and Town Councils (16 comments)	Many respondents strongly oppose the creation of new parish or town councils , viewing them as an unnecessary extra tier of bureaucracy that adds cost without improving services. Comments highlight that the consultation overwhelmingly rejected this idea.
Council Tax and Service Delivery (24 Comments)	Respondents are frustrated by rising council tax without visible service improvements , calling for transparency, cost-cutting options and fairer fund distribution.
Staffing Costs and Productivity (30 comments)	Concerns over high staff costs and inefficiency . Respondents suggest cutting management layers and executive pay, boosting productivity and accountability, ending remote work for office roles, and reviewing senior pensions and bonuses.
Administration Cost and Resource Use (62 comments)	Respondents criticise council bureaucracy and duplication , calling for streamlined processes, cutting unnecessary projects, and using technology like AI to boost efficiency.
Councillor Costs and Accountability (7 Comments)	Strong sentiment for cutting councillor allowances and perks . Respondents call for published expense reports, fewer councillors, no expense accounts, and treating the role as part-time public service.
Engagement and Transparency (15 comments)	Respondents express distrust in council decision-making and consultations , calling for genuine engagement, clear communication on spending priorities, and proof of savings since the merger.
Debt Management and Financial Planning (5 comments)	Respondents urge the council to cut debt and manage finances responsibly by reviewing spending, monetising assets, boosting income and outsourcing non-core services where cost-effective.

Resident general quotes (Open)

“Stop spending/wasting taxpayers money on your vanity projects and phony consultations.....Town and Parish councils, Cycle lanes...the list is endless, yet you DO NOT LISTEN”

“...the proposals to create town councils is a poor use of local tax payers money...”

“Don't waste money on 3 Town Councils that the public have already voted against.”

“I'm not sure why I'm even completing this survey as BCP do not listen to their residents it seems. We don't want parish councils, we want services that work and we want to see where our money is going.”

“If you're looking at savings, why have you opted to have individual councils?! Also why do you need so many people in huge salaries and more importantly gold-plated pensions. Reduce your bureaucracy.”

“If you don't want to make rate tax rises on house holds ...The best thing you can do, scrap your ideas for unwanted "town councils" then you can think about raising our rates.”

“Council tax is too high. Council should be looking at ways to reduce the budget significantly and to reduce bills not increase them.”

“Defer Poole and Broadstone town councils until after 2026 local election. BCP council was formed supposedly to save money. The consultation was overwhelmingly against an additional tier of government, yet this council decided to go ahead, costing millions!”

Resident general quotes (Open)

“The council needs to be more efficient to reduce bureaucratic spending that is needed for services to residents”

“People can’t afford to pay increased council tax it needs to be better managed.”

“There is too much bureaucracy in the council and money wasted on higher management staff.”

“No specific number exists for freezing or reducing Councillors’ allowances but this should be done.”

“...We need to see more accountability for how you are spending our money...”

“With the council in such serious debt get rid of the mayors, halve the number of councillors & do not give them any expense accounts, and cut all departments not directly involved with vital front-line care in the community.”

“Reduce staff overheads and costs for councillors. Councillors should have real jobs and be part time on council work. No one should earn more than £80k in a council org”

“Councillors should not be able to claim so much money for doing next to nothing. Claiming £14000 per years whilst also on a full-time job is absurd. Reports should be published to what the money is spent on as has come from the public purse”

Resident general quotes (Open)

“You need to reduce your debt and focus on core services and do away with nice to haves.”

“You need to focus on the main responsibilities of a local council and not waste any funds on nonessential items.”

“We must spend more on getting rid of council debt.”

“Why have you not included reducing your internal overheads. Why do I have to pay for your inability to manage your funds.”

“How is the debt the council is in being managed?”

“I also feel that this ‘have you say’ is just an exercise to prove you have consulted. It has long been known that BCP is in a mess and it is clear from the information given that the thrust is towards increased council tax (with no benefit to some people and a lot to others). Increased council tax is a quick fix and I feel all the areas need more thought and intelligent thinking.”

“Reduce staff costs (overdue) by improving productivity and bring in accountability for management. Stop people skiving at home bring them all into the office.”

“Spending in all areas could be reduced if efficiency were increased.”

“I feel a deep dive into costs of running BCP, and other departments with a view to cutting Waste, Duplication, Overpaid Employees, and Incentives for doing a very poor job should be looked into.”

General (42 comments) (Sample)

<p>Efficiency and Waste</p>	<p>Some residents feel that the council is inefficient, with complaints about blocked drains, inadequate waste collection, and poor maintenance of public spaces. They believe the council should optimise resources and improve service delivery. There is a feeling that money is wasted on ineffective schemes and unnecessary projects.</p>
<p>Council Tax</p>	<p>Some of those who responded are unhappy with the high council tax rates, feeling that they do not see corresponding improvements in services. A few express a willingness to pay more if they saw tangible benefits, especially for vulnerable groups.</p>
<p>Salaries and Allowances</p>	<p>A few residents commented on the high wages paid to officers and the allowances paid to Councillors suggesting this was an area where money could be saved.</p>
<p>Listening and Transparency</p>	<p>A few residents feel that the Council does not listen to the views of their residents and that the council is not transparent enough.</p>

Resident general quotes (Sample)

“I would like the council to be more efficient and tell local residents exactly how they have delivered efficiencies without impacting service levels.”

“Stop paying extortionate salaries help residents for a change.”

“Expenses and benefits received by council members - should be decreased or abolished.”

“My concern is that you will hide behind the answers in this survey and use them as an excuse not to do something!”

“This survey: (1) is a waste of money, (2) the council does not take any notice.”

“Services are decreasing already it seems. Staff shortages impacting bin collection etc. Council tax has already gone up significantly, services should not be cut. I am not confident that excess/waste services have been reviewed adequately.”

“Not sure how efficiently money is used. Some areas need more investment, others could be streamline/reduced.”

“I feel BCP needs to be far open and transparent making communities aware of important news and events.”

“I think I pay a lot of council tax for things that I do not use, so see a lot less in return for what I pay. However, I would happily pay more if I saw direct improvement/changes.”