


Have your say  **Budget**
££££££££ **2025/26**

**BCP Council Budget Consultation
2025/26
Report**

1

Methodology – Open Consultation (Open) 

The survey ran from Tuesday 21 October to Friday 29 November 2024

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

Hard copies were available in libraries

2

2

Communication (Open)



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

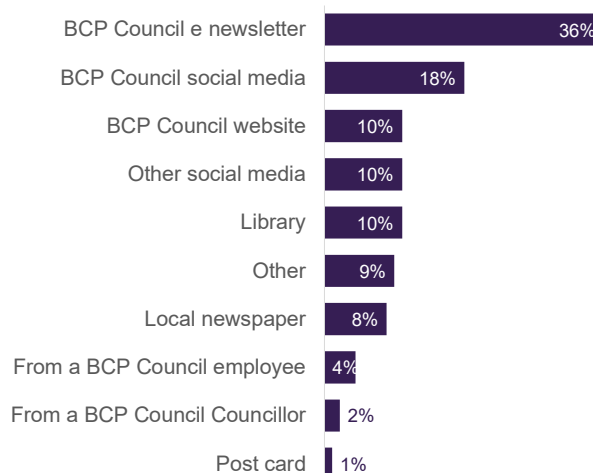
- Local media coverage
- The council's social media channels
- Community and resident group Facebook pages
- The Council's e-newsletters
- Staff newsletters
- Posters and information in all BCP Council libraries
- BCP Councillors
- All council colleagues were encouraged to share with their networks.

3

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



4

Response (Open)



1,226 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	1160
someone who works in the Bournemouth, Christchurch and Poole area	169
an organisation, group or business working within the Bournemouth, Christchurch and Poole area	9
someone who works for BCP Council / a BCP Councillor	88
Other / no reply	26

5

5

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.

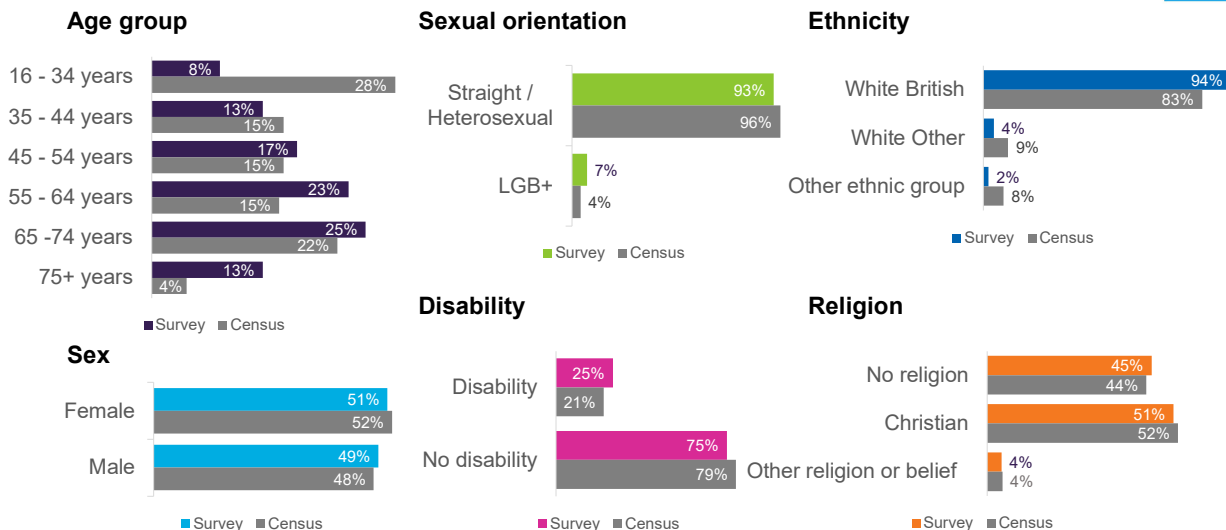
The sample was selected so that it closely resembled the wider BCP Council population in terms of the Bournemouth, Christchurch and Poole area and IMD quintiles 1-5. Interviewers were given quotas of certain numbers of surveys they had to get completed so that the sample was representative by sex, age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

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

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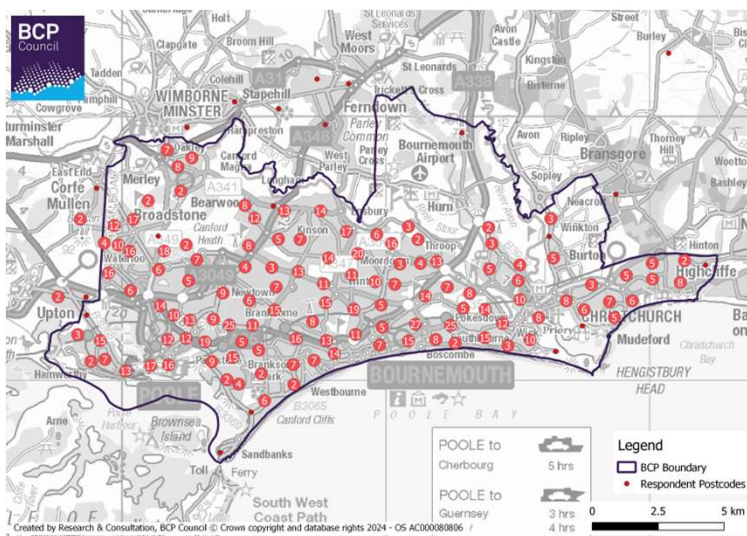
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Respondent profile (Open)



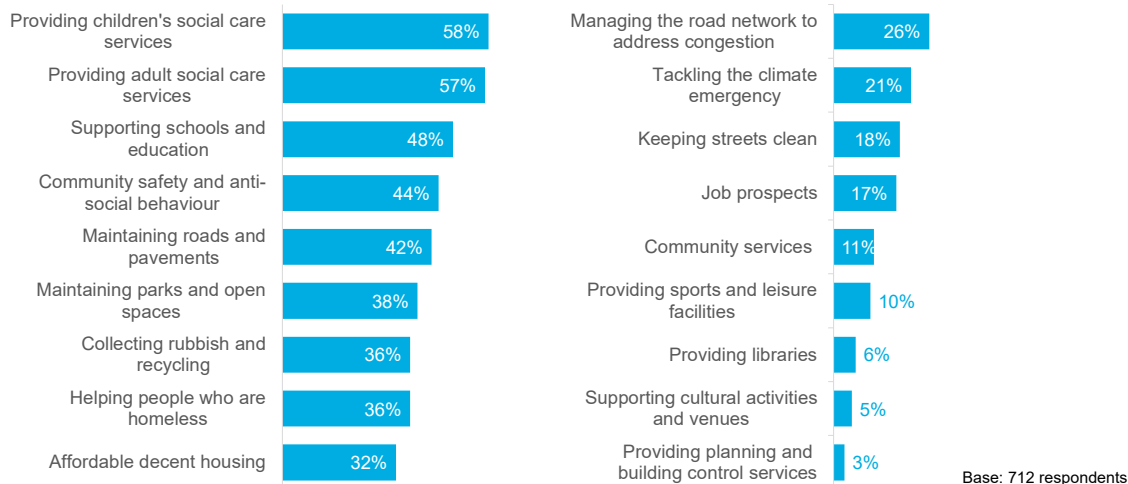
7

Respondent postcodes (Open)



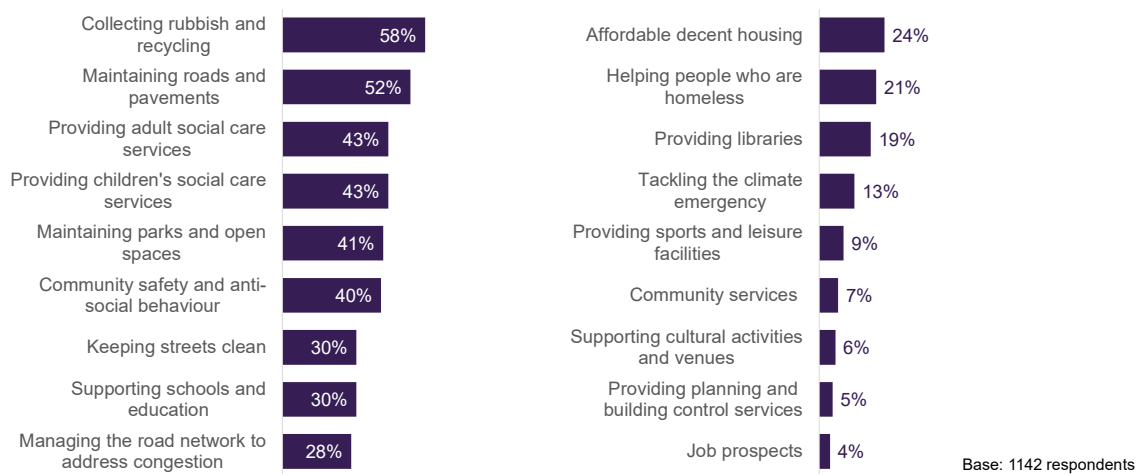
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Most important services (Top 5) (Sample)



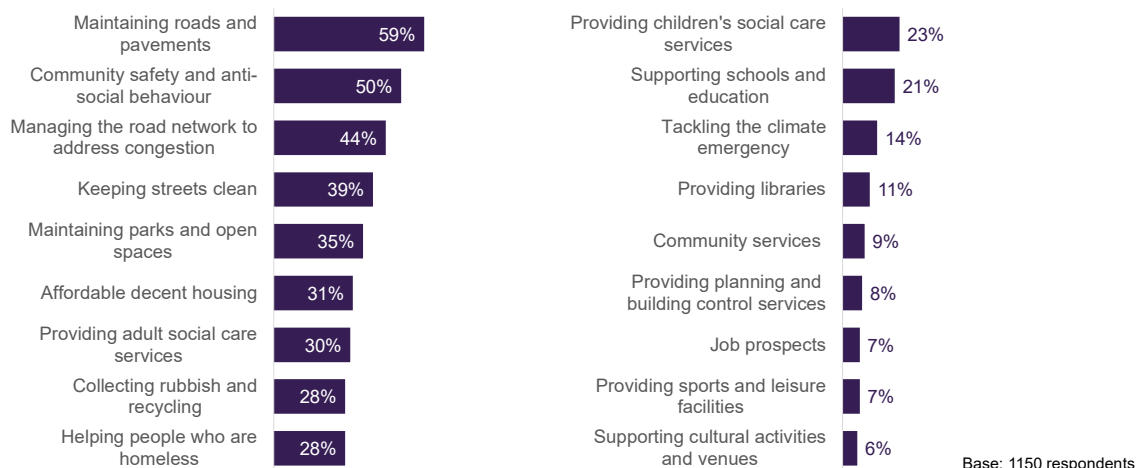
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Most important council services (Open) (Top 5, BCP Residents only)



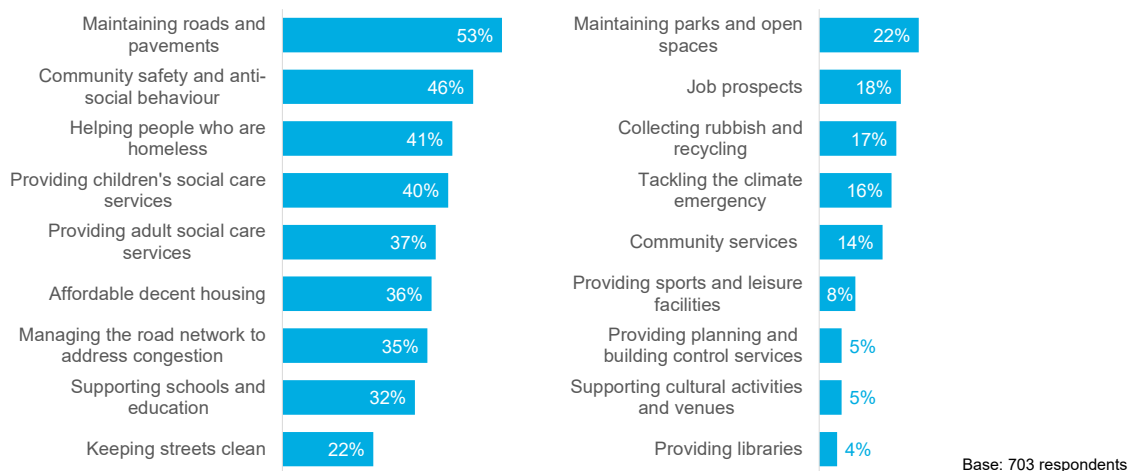
10

Services most need improving (Open) (Top 5, BCP Residents only)



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Services most need improving (Sample) (Top 5)



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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



13



Importance vs. Improvement (Sample)

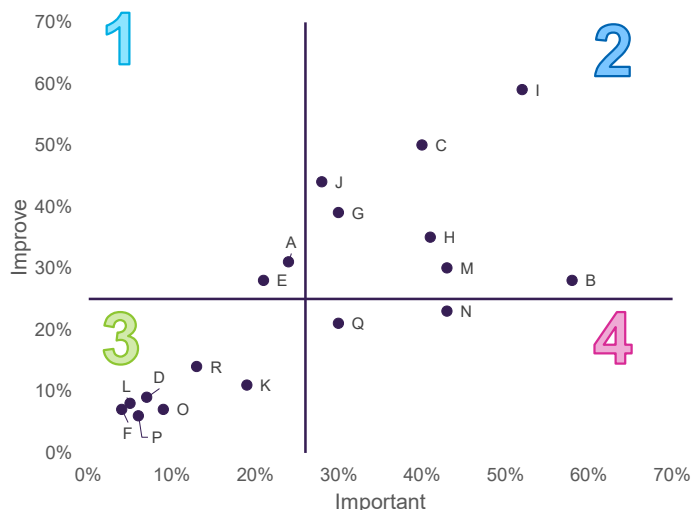
<p>1. ↓ Importance ↑ Improvement</p> <ul style="list-style-type: none"> J - Managing the road network to address congestion 	<p>2. ↑ Importance ↑ Improvement</p> <ul style="list-style-type: none"> A – Affordable decent housing C - Community safety and anti-social behaviour E - Helping people who are homeless I - Maintaining roads and pavements M - Providing adult social care services N - Providing children's social care services Q - Supporting schools and education 	<p>3. ↓ Importance ↓ Improvement</p> <ul style="list-style-type: none"> 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 	<p>4. ↑ Importance ↓ Improvement</p> <ul style="list-style-type: none"> B - Collecting rubbish and recycling H - Maintaining parks and open spaces
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Importance vs. Improvement (Open)

A	Affordable decent housing
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15



Importance vs. Improvement (Open)

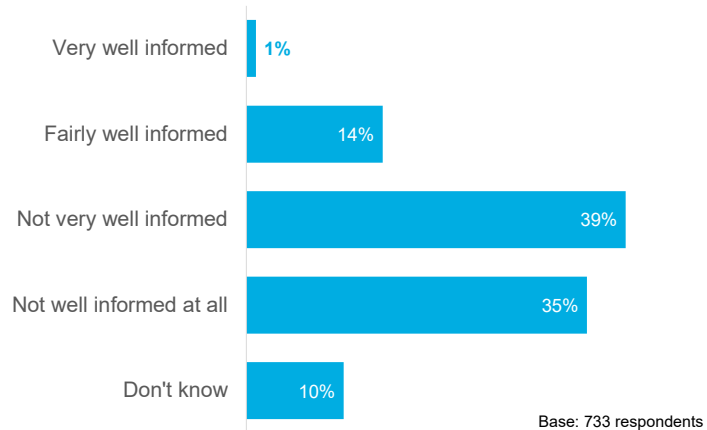
<p>1. ↓ Importance ↑ Improvement</p> <ul style="list-style-type: none"> • A – Affordable decent housing • E - Helping people who are homeless 	<p>2. ↑ Importance ↑ Improvement</p> <ul style="list-style-type: none"> • B - Collecting rubbish and recycling • C - Community safety and anti-social behaviour • 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 	<p>3. ↓ Importance ↓ Improvement</p> <ul style="list-style-type: none"> • 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 	<p>4. ↑ Importance ↓ Improvement</p> <ul style="list-style-type: none"> • N - Providing children's social care services • Q - Supporting schools and education
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16

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



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

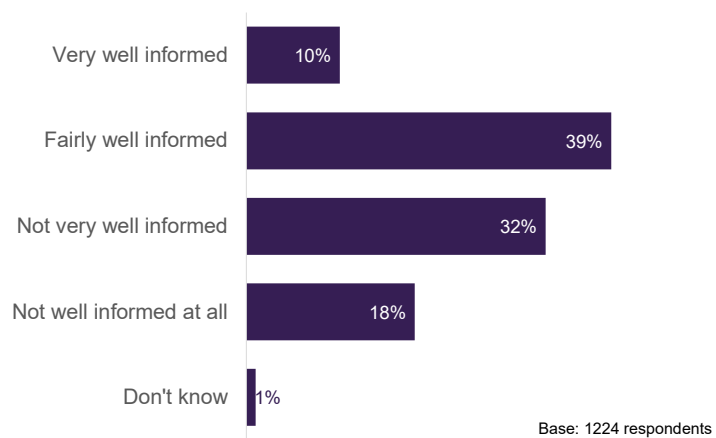


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How well informed do you feel about the council's financial situation? (Open)



The number of respondents feeling well informed is equal to the number feeling not informed about the council's financial situation.

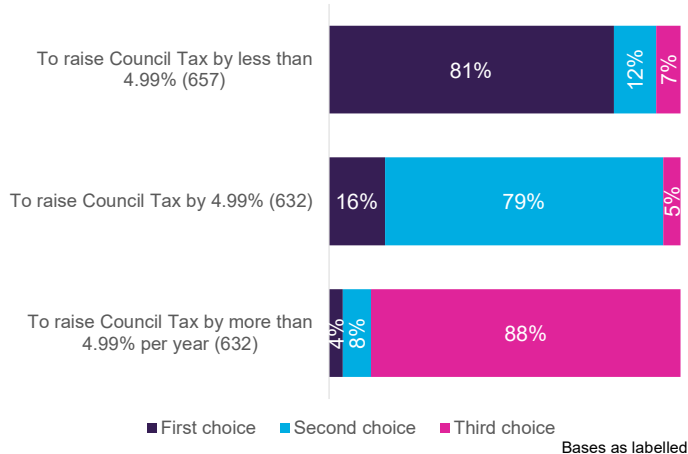


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Setting Council Tax (Sample)



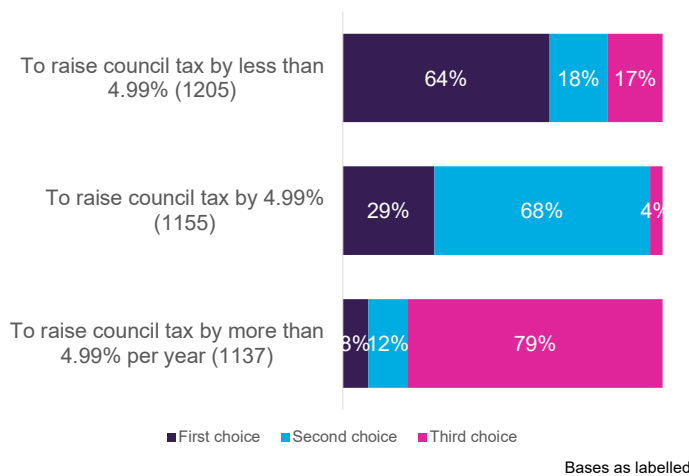
A majority of sample survey respondents chose a lesser increase as their first choice, 4.99% as their second choice and a greater increase as their third choice.



Setting council tax (Open)

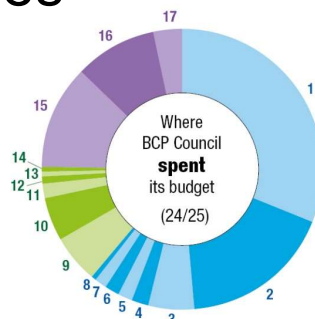


A majority of respondents chose a lesser council tax increase as their first choice with 4.99% as the second choice and a higher level as third choice



Spending on services

Respondents were shown a list of council services with a brief description of what the service included and the associated spending and for each.



	£ 000s	pence in £
People and Communities		
1 Adults and Older People Services	116,054	33.8p
2 Children's Social Care	65,020	19p
3 School Services	20,523	6p
4 Library Services	7,148	2.1p
5 Community Services	6,194	1.8p
6 Other Children's Services	5,466	1.6p
7 Housing Services	5,073	1.5p
8 Customer Service	2,678	0.8p
Place and Environment		
9 Waste and Recycling	21,037	6.1p
10 Transport Services	17,946	5.2p
11 Parks and Open spaces	6,206	1.8p
12 Street Cleaning	3,758	1.1p
13 Highways	1,964	0.6p
14 Planning	1,385	0.4p
Modern council		
15 Support Services	45,365	13.2p
16 Other central Items and accounting entries	34,833	10.2p
17 Cost of running our operational premises	11,494	3.4p
Commercial	-22,233	-6.5p
Regeneration and Development	-6,916	-2p
Total	342,993	

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Spending on services - calculations

For each service 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.

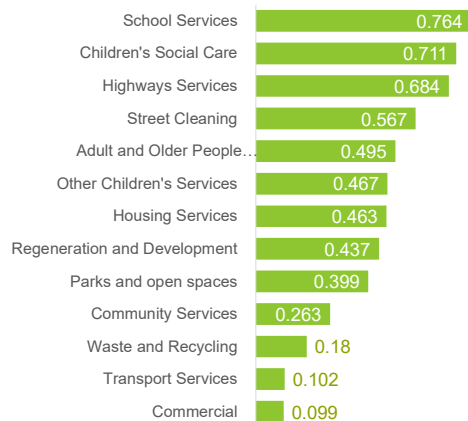
Mean scores were then calculated to indicate which services respondents would like to spend more on, and which they would spend less on.

22

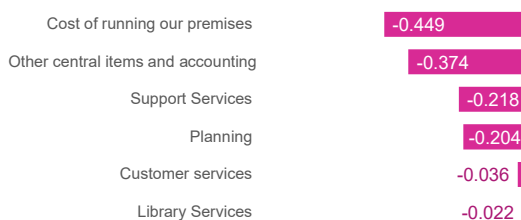


Spending on services (mean score) (Sample)

Increase spending



Reduce spending



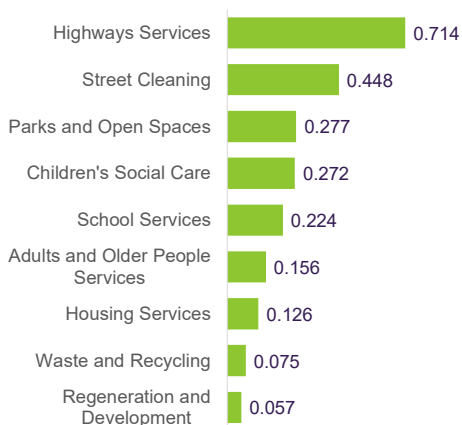
Response	Score
Increase a lot	+2
Increase a little	+1
Retain the same level of funding	0
Decrease a little	-1
Decrease a lot	-2
Don't know	No reply

23

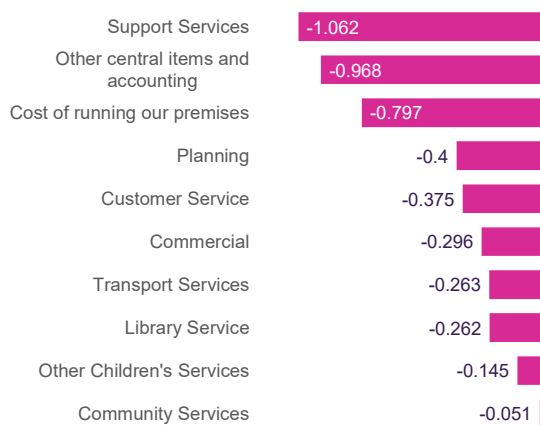


Spending on services (Open)

Increase spending



Reduce spending



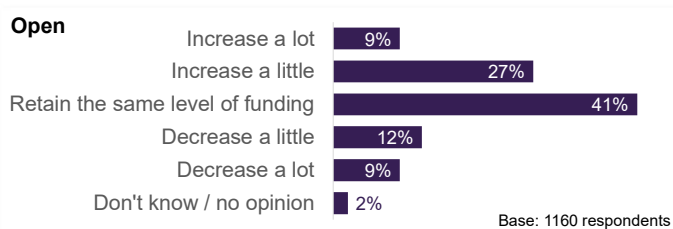
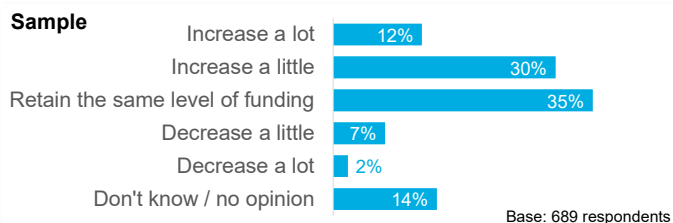
24



Adults and Older People Services

£116.054M (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.



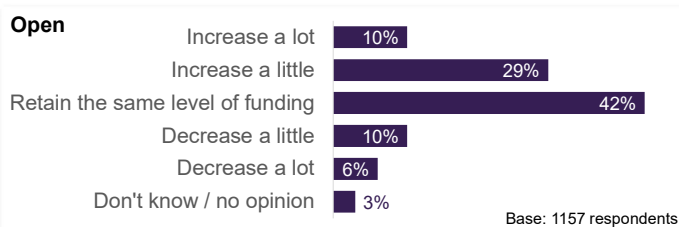
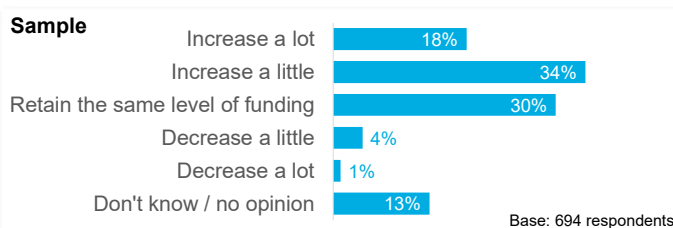
25



Children's Social Care

£65.020M (19p in every £1)

Supporting and safeguarding vulnerable children



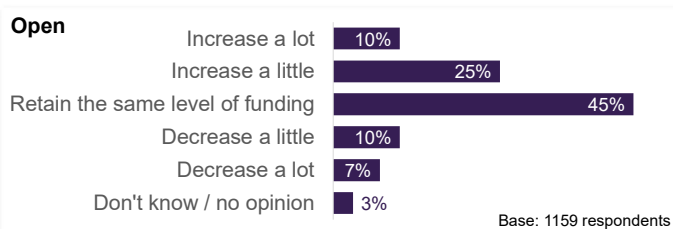
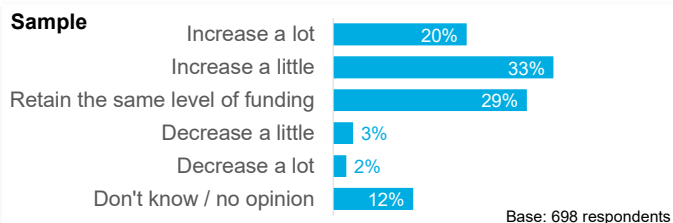
26



School Services

£20.523M (6p in every £1)

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



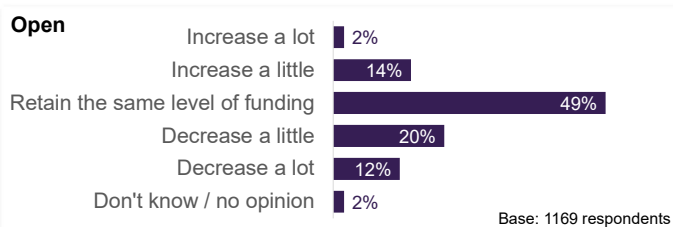
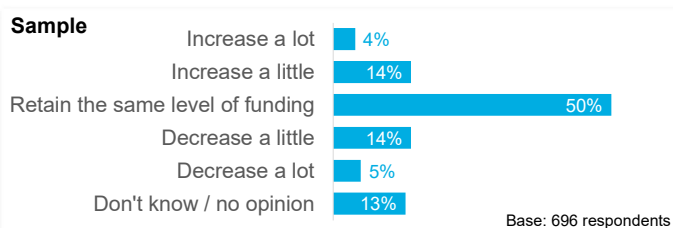
27



Library Services

£7.148M (2.1p in every £1)

Running 24 libraries and a home library service



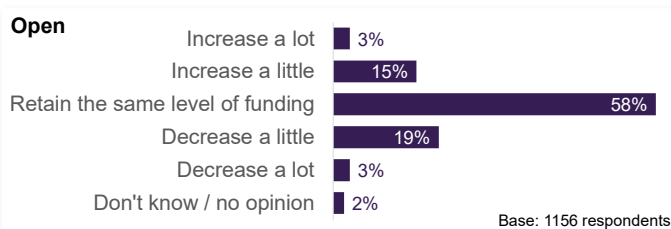
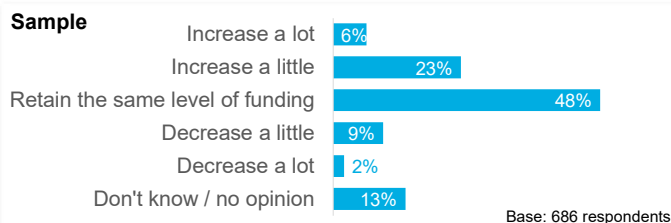
28



Community Services

£6.194M (1.8p in every £1)

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



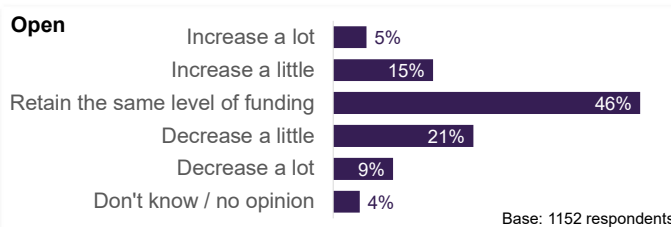
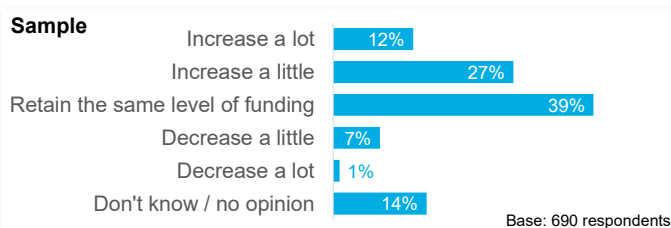
29



Other Children's Services

£5.466M (1.6p in every £1)

Family hubs, Youth Justice
Service



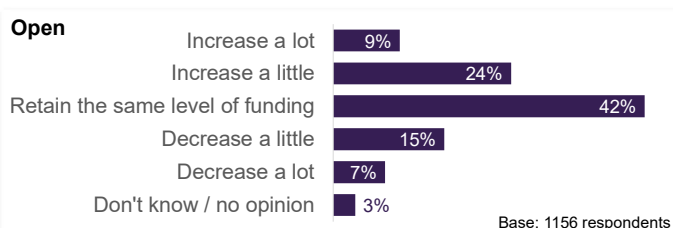
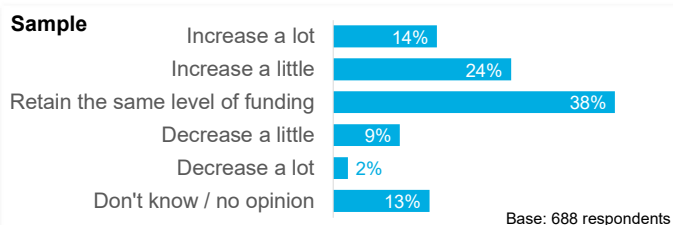
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Housing Service

£5.073M (1.5p in every £1)

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



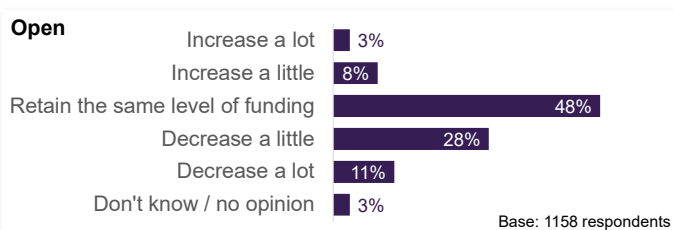
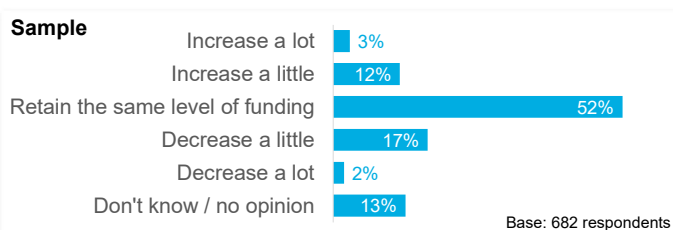
31



Customer Service

£2.678M (0.8p in every £1)

Providing customer support online, by phone, or in person

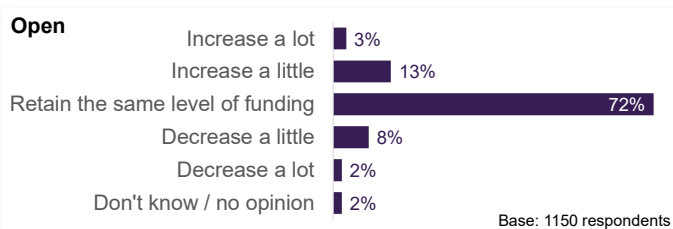
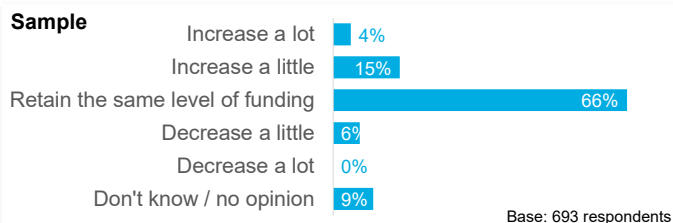


32



Waste and Recycling

£21.037M (6.1p in every £1)



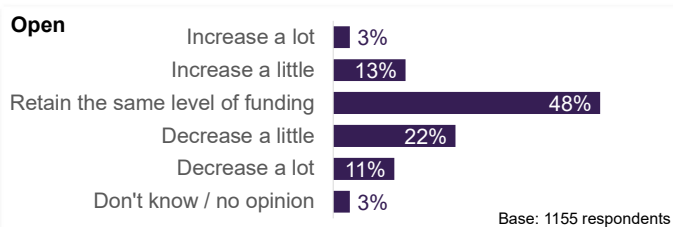
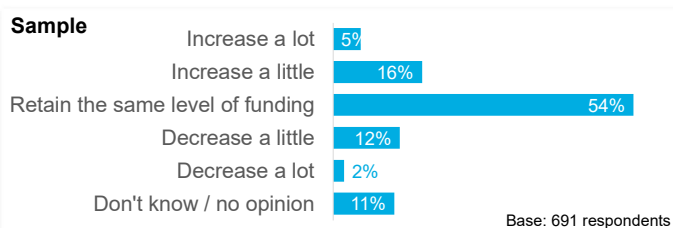
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Transport Services

£17.946M (5.2p in every £1)

School transport, subsidising some bus routes



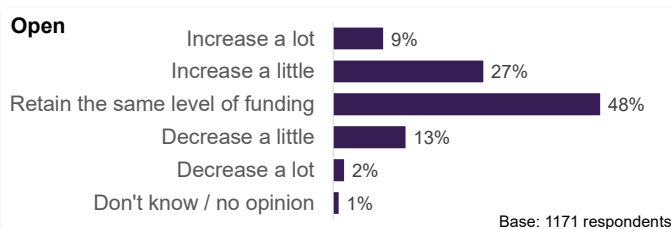
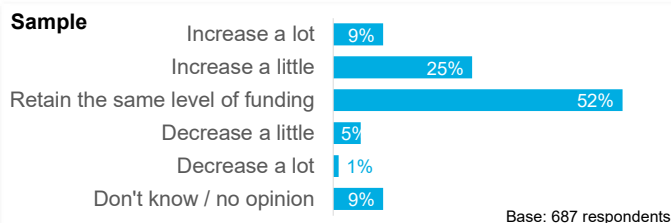
34



Parks and Open Spaces

£6.206M (1.8p in every £1)

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



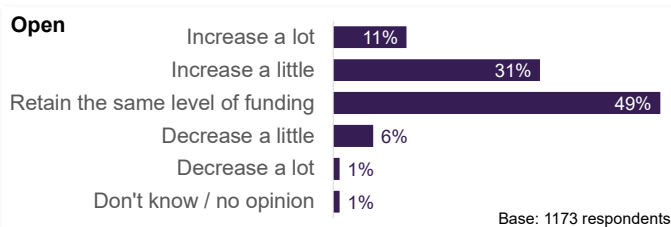
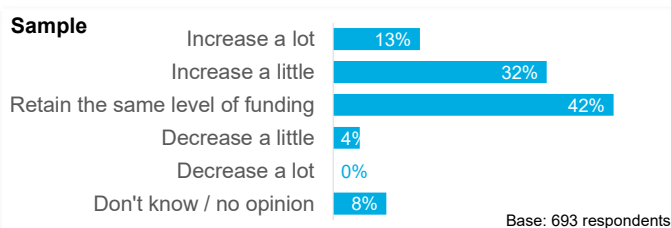
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Street Cleaning

£3.758M (1.1p in every £1)

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



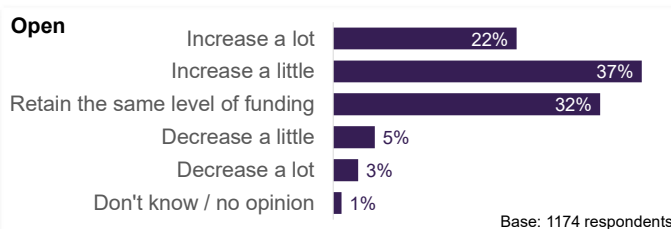
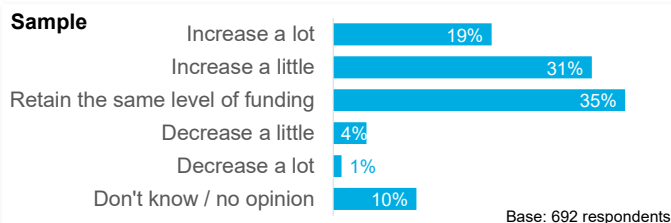
36



Highways Services

£1.964M (0.6p in every £1)

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



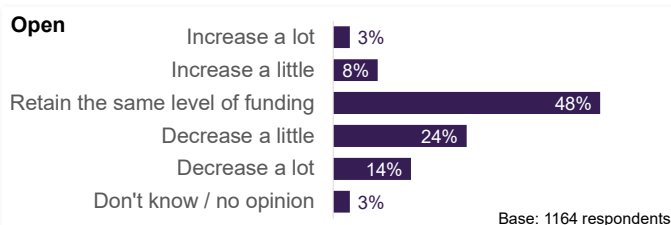
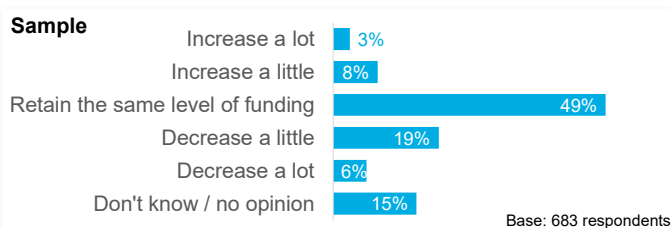
37



Planning

£1.385M (0.4p in every £1)

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



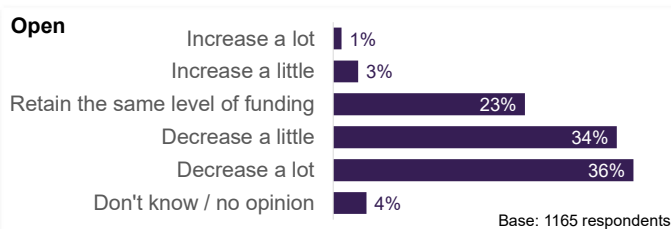
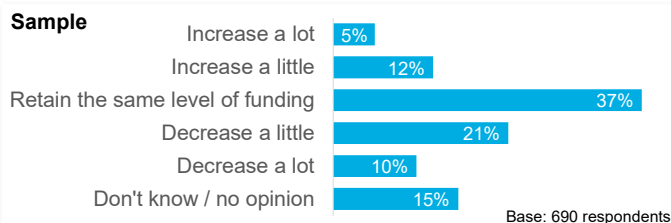
38



Support Services

£45.365M (13.2p in every £1)

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



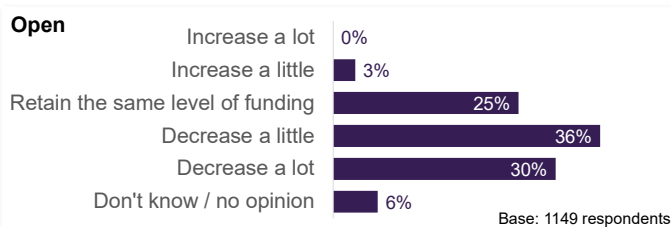
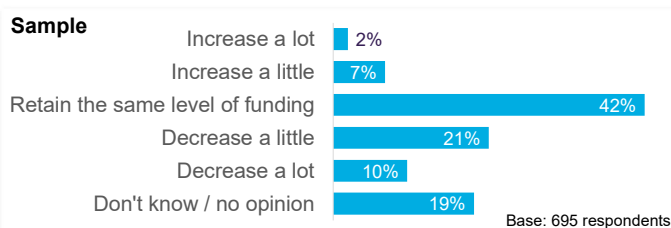
39



Other central items and accounting

£34.833M (10.2p in every £1)

Short term loans, national pay award, contingency funding



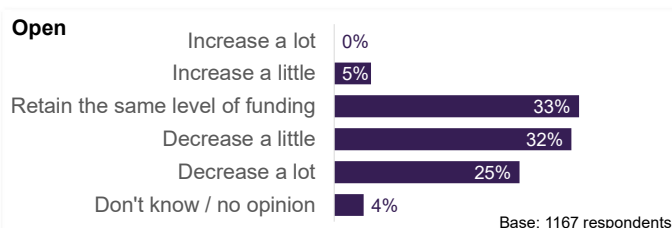
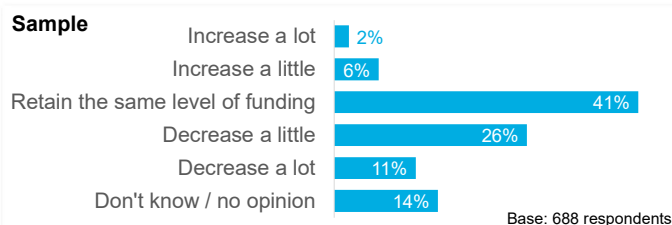
40



Cost of running our operational premises

£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



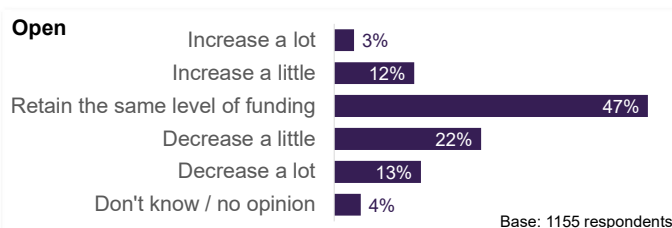
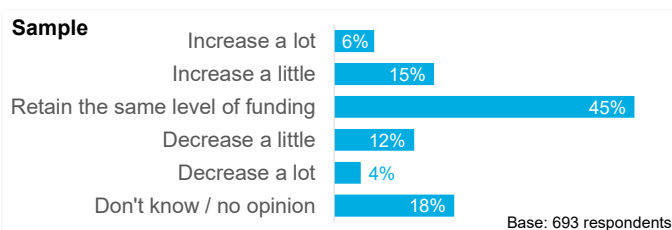
41



Commercial

-£22.233M (-6.5p in every £1)

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



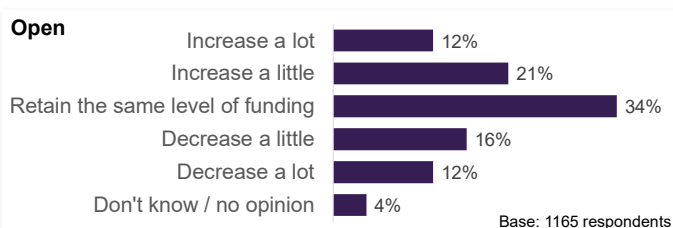
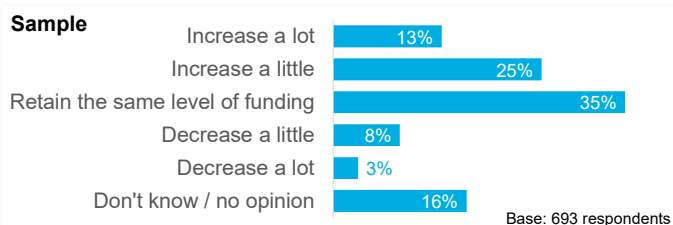
42



Regeneration and Development

-£6.916M (-2p in every £1)

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



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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. 380 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	40	18	Childrens social care	25	18
Schools services	24	14	Libraries	21	Under 10
Community services	46	33	Other children's services	Under 10	Under 10
Housing	33	23	Customer	Under 10	Under 10
Waste and recycling	14	18	Transport	30	Under 10
Parks and open spaces	35	27	Street cleaning	53	29
Highways	129	63	Planning	17	Under 10
Support services	38	Under 10	Other services	Under 10	Under 10
Premises	12	Under 10	Commercial services	60	22
Regeneration & development	49	23	General	146	42

44



Adult Social Care (40 comments) (Open)

Alternative service provision	Some residents suggest more cost-effective ways of providing support e.g. usings support groups and charities.
Funding sources	A few debated whether care should be funded by the councils/government or individual contributions , especially for those with financial means.
Role of Government and charities	Some suggest shifting service responsibility and funding to central government and charities, rather than local councils.
High costs and family responsibility	Some expressed concerns about high social care costs, with a few suggesting that families should take more responsibility for relatives care to reduce taxpayer burden.
Budget prioritisation	A few respondents called for better budget management , and prioritisation, reflecting the significant portion spent on social care.
Quality and efficiency	Concerns about quality of care, the number of managers and the need for more frontline staff .

45



Resident quotes on Adult Social Care (Open)

“Should be funded by Government, as each area has differing levels of need which, as is suffered at present, ... Population has no control over their own numbers.”

“It is vital to support the most vulnerable in our society.”

“I have seen a massive decline in adult social funding and an active, real-time link between hospitals, social services and support services.”

“We cannot sustain two thirds of the budget on adult and child social care!”

“It is not fair on council peoples to cover these costs, effectively paying to care for other peoples' relatives?”

“More support to community services, voluntary sector, community groups, people, spaces and clubs can support people with social needs, combatting isolation and other elements that can then save costs on more statutory services such as adult social care and children's social care services.”

“As an employee in ASC the pressures of saving money is meaning the services we provide to vulnerable people and the time they wait to get them needs to be improved.”

46



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 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

47



Resident quotes on Adult Social Care (Sample)

"I would like to see the individuals benefiting 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."

48

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



Government funding	Amongst those who commented there is some support for central government funding of children's social care to address varying needs nationally and free up local budgets for other essential services.
High-cost concerns	Some residents express concern over the high costs and large budget allocation to children's social care. A few questioned the fairness of council tax covering these expenses.
Efficiency	A few called for a detailed review of spending to identify inefficiencies, reduce costs , and ensure better financial management.
Transparency and sustainability	A few respondents want greater transparency in spending , long-term planning, and sustainable funding models to meet future demands while ensuring accountability.
Service quality and delivery	There is some concern about the quality and efficiency of services amongst respondents, with suggestions including a system overhaul and better staffing including the reduction of agency staff.

49

Resident quotes on Children's Social Care (Open)



"Invest now in children and young peoples services and you will see the benefit later when you have to spend less on housing and support etc."

"Options for change could include the government setting up services similar to the NHS."

"The burden of supporting those services should be shifted to the central government and charities."

"Stop wasting money on agency staff."

"Mental health issues are now fashionable and too many people misdiagnosed...there are too many people expecting too much and we have allowed it to happen."

"Social care costs are way too high.....what about people or parents taking social responsibility rather than relying on taxpayers to fund their needs."

"I'd very much like to see adult and Childrens services reduced. Vikki Slade had mentioned some children costing a million pounds? How can this be?"

"I strongly believe that more investment needs to be made into the funding allocated to foster carers. Foster carers in BCP are underpaid by over £100 a week compared to neighbouring counties."

50

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	Childrens safety was raise 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.

51

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."

52

Schools Services (24 comments) (Open)



Centrally funded	There is a significant shortfall in funding for SEND, which cannot be addressed by council tax alone. Some residents feel that central government should play a greater role in funding SEND.
Transparency and accountability	There are a few concerns exist about how funds are being spent within school services, with calls for better management and transparency.
Need for more investment	Some residents commenting feel more investment is required in specialist education and support services to prevent future crises in adult social care.
Lack of placements and schools	A few express concerns that there are not enough school placements for children with SEND , leading to increased parental burden and the need for more specialist schools.
Impact on families	Some respondents think the lack of support and resources is affecting the mental health of families , with parents feeling isolated and overwhelmed.

53

Resident quotes on Schools Services (Open)



"These issues cannot be solved by council tax alone, a review is needed of what falls under local authority responsibility (e.g. funding of SEND)."

"Support for SEN children is essential as proper support could reduce treating serious mental conditions."

"No one objects to supporting the most vulnerable in society but perhaps a step back to understand who this is."

"I know so many families who are struggling to manage because they have children either with a SEN diagnosis or have been waiting a long time for a diagnosis. There are children missing out on education and experiencing school life because mainstream school is not equipped to support them."

"Hundreds of parents are still having to home educate, many can't go back to work due to this. Nearly every school they apply to are full. This situation really needs sorting out and more funding is needed at specialist schools to understand PDA. many children who have an ASD diagnosis with PDA are not offered school places as staff don't have the training or facilities available."

"Consider developing a BCP facility for children with complex educational needs staffed by skilled individuals to save money on external placements and future social problems leading to positive impact on need for future involvement of Children's Services where needs are not met promptly."

54



Schools Services (14 comments) (Sample)

Budget prioritisation	Over half the residents 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.

55



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."

56



Libraries (21 comments) (Open)

Financial concerns	Some residents believe there are too many libraries and suggest reducing their number to save money, while others argue for increased investment to maintain and improve services .
Staffing and volunteers	Opinions are mixed on staffing, with some suggesting more use of volunteers to cut costs, while others appreciate the knowledgeable and helpful staff.
Essential community hubs	Several residents see libraries as vital for socialising , reducing isolation, and providing safe, warm spaces, especially in winter.
Educational importance	Libraries are valued for their role in providing educational resources and lifelong learning opportunities, especially for those who cannot attend college.
Digital access and support	There is a debate on the relevance of libraries in the digital age. Some suggesting services could be chargeable with more information offered online. Others emphasise their importance for those not digitally literate .

57



Resident quotes on Libraries (Open)

“Libraries which provide lots of different services and activities for all ages and are a good community provision close to where people live.”

“Libraries can be scaled back to one on each main town. The subsidiaries are a waste of money.”

“Libraries are rarely used, nearly everything is online in modern society.”

“Libraries also have replaced council offices in where to go for information and community hubs and a lifeline for those who are bereaved and lonely or just unable to afford to heat their homes. It is also a great place to get educated if you are unable to attend a college.”

“Provision of new non-fiction books would enhance the use of libraries.”

“More money should be invested in the library service in the area, rather than reducing the service.”

“We think that the libraries in the Poole and Bournemouth area are a real asset to our town, providing a much needed service for all ages. The budget certainly shouldn't be reduced at all, in fact more should be spent on the smaller libraries in the area.”

58

Community Services (46 comments) (Open)



Anti-social behaviour and crime	Concerns about rising anti-social behaviour , including aggressive begging, bike theft, and drug use, which some residents feel is damaging the local economy and community wellbeing.
Homelessness and public spaces	Issues with rough sleepers and public drinking making spaces unwelcoming and unsafe, contributing to the decline of town centres
Cleanliness	Concerns about cleanliness, including graffiti and rubbish . Some residents want more investment to restore the attractiveness and safety of their towns
Community involvement and support	There is a desire for more community involvement and support for local services. A few residents suggest that community groups, volunteers, and local initiatives can help address social needs and reduce reliance on statutory services
Licensing and regulation	Calls for stricter regulation of licensed premises to prevent excessive drinking and related problems, with a desire for more transparency and public scrutiny.

59

Resident quotes on Community Services (Open)



"We need more effort and money put into making BCP Safe again..... Bike theft has risen.... ASB is daily and crime is a completely different level now." \

"BCP need to support residents to do more for themselves and support each other in their community."

"Crime and anti social behaviour including drug users are a blight on our towns. get more policing out there."

"Licensing is key to most of the services as bars serve people till they become very drunk and troublesome, licensing strip clubs dehumanises customers and performers, alcohol easy to shoplift reaches children and alcoholics and other vulnerable people.... We need a public register that is accessible at all times in full to the public, with all documents available as on the planning file."

"I strongly believe that the Council's funded CSAS team should be disbanded, with the financial savings redirected to the local police force to support the recruitment of additional officers equipped with full policing powers."

"More support to community services, voluntary sector, community groups, people, spaces and clubs can support people with social needs, combatting isolation and other elements that can then save costs on more statutory services such as adult social care and children's social care services."

60

Community Services (33 Comments) (Sample)



Safety and Crime	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.
Homelessness and Public Spaces	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 .
Environmental Health and Cleanliness	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 .
Community Support and Anti-Social Behaviour	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 .

61

Resident quotes on Community Services (Sample)



"students are anti-social, make mess, noisy, attracts rats with overflowing bins and garbage left in gardens and drives. council should never have allowed all the HMO student lets in our road."

"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 PCOSs 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."

62



Housing (33 comments) (Open)

Improve housing services	A few respondents feel that BCP housing services are currently inadequate and need significant improvement.
Repurpose empty buildings	There is a strong call to convert abandoned housing and unused office spaces into accommodation for the homeless . Suggestions include using empty council-owned buildings, like Poole Civic Centre, to provide housing and reduce homelessness
Homelessness	Homelessness, rough sleeping, and public drinking are major concerns, with some residents urging more resources to tackle these issues.
Affordable housing	Some residents emphasise the need for more affordable housing options, particularly for young adults and those on the housing list.
Impact on families	A few residents feel the housing crisis is affecting families, with issues like social housing waiting lists, overcrowding, damp, and mould impacting health and well-being .

63



Resident quotes on housing (Open)

“Social housing and homelessness are the two most important things to improve.”

“I have hardly seen any new council homes going up. We have soooooo soooo many empty buildings that could be revamped and made into flats or bedsits especially for those that are homeless. “

“There is a need for affordable housing rental and for sale, particularly for young adults wishing to leave the family home.”

“Maybe something should be done with any abandoned housing (if we have any) or office space to make more accommodation? unused office space could be used to create homeless shelters which would reduce the use of B/B. This could be created via PPP (public - private partnerships).”

“We need more social housing built, which would reduce the housing benefit bill, so a net saving eventually.”

“Get BCP housing sorted, the service is disgraceful.”

“I have been waiting years to try and be rehomed due to overcrowding and damp and mould issues that are affecting mine and my children’s health.”

64



Housing (23 Comments) (Sample)

Address Homelessness Crisis	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.
Homelessness and ASB	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.
Affordable Housing	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.
Preventative investment	Some call for more preventative support services to address issues before they escalate and prevent bigger problems in the future.

65



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.”

66

Waste and recycling (14 comments) (Open)



Sustainability	Some residents suggested greener waste management solutions like recycling and composting over incineration to reduce pollution and carbon emissions.
Personal responsibility	A suggestion of taxing food outlets that generate significant waste and reducing green garden waste bin charges for pensioners and those on benefits to encourage better waste practices.
Efficiency	A few residents expressed appreciation for improved waste collection efficiency, however others made suggestions for better scheduling and more consistent bin emptying, as well as reducing restrictions and charges at recycling centres.
Public cleanliness and tourism	Several respondents voiced concern about the impact of public cleanliness on tourism , emphasising the need to maintain high standards to enhance the area's appeal to visitors and residents.
Investment in recycling infrastructure	There is support for continued investment in recycling infrastructure and education on reducing consumption, with suggestions for community recycling schemes similar to successful models in other countries.

67

Resident quotes on waste and recycling (Open)



"Keep up the good work with refuse collection and recycling."

"Take steps to drastically reduce the number of takeaway cups and other one-time use containers."

"The price of the garden waste bins are too high for pensioners to afford nowadays."

"Better thought-out use of services ie road and pavement sweeper to come after bin collection days not before. More control of having rubbish bins outside local shops."

"...urge the implementation of a moratorium on the construction of new waste incinerators in favour of greener and more sustainable waste management solutions. Incineration contributes to air pollution and carbon emissions, undermining efforts to combat climate change and improve public health. Instead, we should prioritise investment in recycling, composting, and other circular economy practices that reduce waste at its source and promote resource recovery. By embracing these methods, we can move towards a cleaner, more sustainable future that aligns with environmental goals and benefits both local communities and ecosystems."

"In the summer, walking around Bournemouth and along the main road by Hilton hotel down to the beach, smelt of bins full of rubbish. I frequently feel sorry for the tourists and concern for how the state of the area will affect UK and overseas visitors from returning."

68

Waste and recycling (18 comments) (Sample)



Bins and Waste Collection	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.
Public Cleanliness	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.
Recycling	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.

69

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!"

70



Transport (30 comments) (Open)

Declining bus services	Some residents are concerned about the worsening bus services making it difficult to rely on public transport . They emphasise the need for a more reliable and frequent bus network to support daily commutes and appointments.
School transport costs	There is criticism of the high costs associated with transporting children to school, particularly through private taxis. A few residents suggest that parents should contribute more or make their own arrangements , and that school buses should be free, means tested or heavily subsidised to reduce these expenses
Active transport	Support for initiatives like 'bike buses' to encourage walking and cycling to school is strong. Some residents believe that promoting active transport can help reduce congestion, improve health, and create safer streets .
Public transport	Affordable and accessible public transport is seen as vital for reducing congestion and supporting climate targets . Several residents call for better infrastructure to support public transport, including park and ride facilities.
E-bike safety	Concerns about the safety of e-bikes and e-scooters are with calls for stricter regulations.

71



Resident quotes on transport (Open)

"Means tested free public transport as well."

"Buses are not the answer if they don't stop nearby and cycle lanes are a waste of space."

"Public Transport is vital in supporting climate targets."

"...the bus service is getting worse and to many routes are being cancelled and making it hard to depend on them for transport."

"Better access to wheelchair friendly social outing transport to reduce isolation of elderly people being stuck at home."

"I feel that the rules and laws need to be more stringent on e-bikes and scooters."

"The subsidised bus services near me are poorly used and might be better contracting to DCT rather than Morebus as they use lower cost smaller vehicles."

"Park and ride facilities for the 3 main areas also should have been a priority."

"I think a great deal of reduction needs to be spent on children's taxis to school and back home again. More parents should either contribute to the service, or make their own arrangements for their child to attend school."

72

Parks and Open Spaces (35 comments) (Open)



Maintenance and cleanliness	There were some comments about better maintenance of parks and pathways , which covered regular rubbish clean-up and upkeep of playgrounds and public areas.
Environmental initiatives	There was some support for allowing areas of parks to grow wild to promote biodiversity and reduce maintenance costs. Community involvement in food growing projects and maintaining parks was also suggested by a few respondents.
Social and mental health benefits	Generally, well-maintained parks are seen as essential for socialising, reducing isolation, and improving mental health .
Resource management	Concerns were raised about wasteful spending on unnecessary projects, such as dog exercise areas, and a few residents want better management of existing resources including more frontline staff .
Tourism	A few respondents feel the state of public areas is vital for attracting tourists and supporting the local economy and that neglecting these areas can harm the town's image and deter visitors

73

Resident quotes on parks & open spaces (Open)



"You are just building a Dog Exercise Area on the field at Mudeford Wood.....why...dogs run happily round the field now....just another waste of money....."

"We need more dog specific enclosures especially around Kinson west howe Bear Cross and the dog areas current need vast improvement and development."

"The council does an amazing job with seafront, parks and gardens, thank you for your service."

"BCP has lost its sense of pride in its appearance with poorly maintained roads, pavements, gardens and other public areas."

"Concentrate on green tourism - make BCP a model for others to follow."

"Allow more areas of parks to grow wild. Much less cutting = less labour, less use of mowers, less fuel, more proliferation of insect food sources and insect life."

"The once beautiful gardens are strangled by weeds and plants have died. Why don't you ask for volunteers if you can't spend more money."

"If there are no outside spaces for kids to spend their time in, it will have negative impact on their wellbeing and lead to them needing more support via Social Care. We must think more long term."

74

Parks and Open Spaces (27 comments) (Sample)



Maintenance and Cleanliness	Some residents who commented 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.
Safety and Accessibility	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.
Social and Mental Health Benefits	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.
Resource Allocation:	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.

75

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."

76



Street Cleaning (53 comments) (Open)

Community involvement	Some residents believe that tidying up streets should involve community efforts , encouraging locals to take ownership of their immediate areas.
Maintenance and cleanliness	Some residents are concerned about the poor maintenance of streets, parks, and pathways . They highlight issues like rubbish accumulation, overgrown vegetation, and neglected public areas, which detract from the community's appearance and usability
Infrastructure and road conditions	The poor state of roads and pavements, including potholes , faded road markings, and blocked drains, is a concern. Several residents believe that better maintenance and regular cleaning are essential to prevent flooding and improve safety
Tourism	The appearance of public areas is vital for attracting tourists and supporting the local economy. Some residents emphasise that neglecting these areas can harm the town's image and deter visitors , which in turn affects local businesses
Environmental impact	A few residents advocate for more environmentally friendly practices and better management of natural resources.

77



Resident quotes on street cleaning (Open)

"Overgrowth of hedges onto footpaths, cars parked on footpaths, all hazards especially to those who may be blind or disabled in anyway."

"Litter everywhere along the road verges is never picked up, potholes are a disgrace and flytipping is at record levels."

"Streets need urgent cleaning, especially removal of leaves."

"Support litter picking, work with local schools to educate and support community events etc."

"Street cleaning needs a huge boost."

"The rain gullies on roads are in a shocking state of neglect. Not only does it cause flooding on the roads it also has an impact on people's properties as the rain has nowhere else to go!"

"The streets need tidying up but this should be pushed to residents to take ownership of their immediate area."

"I honestly thought street cleaning had been discontinued until by chance I saw the guy just a few days ago who used to weekly walk our street, although rarely actually swept anything."

78



Street Cleaning (29 comments) (Sample)

Maintenance and Cleanliness	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.
Blocked Drains and Flooding	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.
Inconsistent cleaning	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.
Increased funding	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.

79



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."

80



Highways (129 comments) (Open)

Cycle lanes	Over 50 residents feel that funds spent on cycle lanes are wasted as they are underused and inconvenient for drivers. They believe this money could be better spent on more critical infrastructure needs.
Road and pavement maintenance	Several residents prioritise fixing potholes and improving road surfaces . Better maintenance is seen as essential for safety and preventing further deterioration
Street lighting and energy efficiency	A few residents suggest reducing street lighting at night to save on electricity costs and reduce light pollution, without significantly impacting safety.
Concerns about traffic congestion	There is a view that recent highway changes have worsened congestion . Effective traffic management and infrastructure improvements are needed to support the local economy

81



Resident quotes on highways (Open)

"Please stop the horrendous waste of public funds squandered on cycle lanes which are being placed on roads with least need."

"Roads and pavements are appalling and need re-surfacing."

"The potholes need addressing as they are a danger to all road users especially in the rain or at night."

"Congestion and alternative transport need much more work."

"Stop tinkering with the road network and making it worse. Ditch vanity projects like 20mph limits and cycle lanes nobody asked for."

"Bring about a massive reduction in street lighting, eg, all off between 12:00am and 6am."

"The council needs to invest in its assets. Attracting investment in tourism, improvement in transport infrastructure and the look of our surroundings."

"More investment needed here, but please reduce the number of consecutive projects and keep road closures to a minimum."

"Unless you can move easily around BCP then there is no hope of economic expansion in the area and the town centres will continue to decline. Traffic congestion is to me the number one priority for BCP to sort out."

82



Highways (63 comments) (Sample)

Wasteful Spending on Cycle Lanes	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.
Better Road and Pavement Maintenance	Some respondent 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.
Poor Road Conditions and Potholes	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.
Poor Street Lighting	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.
Concerns About Street Parking	A few residents express concern over the issue of pavement parking and the safety implications for pavement users.

83



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."

84



Planning (17 comments) (Open)

Criticism	There are calls for better management, transparency, and efficiency in handling planning applications.
Green belt	Some residents strongly oppose developing housing on green belt land , preferring the redevelopment of brownfield sites to protect rural communities and the environment
Better infrastructure	A few residents feel new housing developments should be accompanied by adequate infrastructure and services to support new communities sustainably.
Reform	Suggestions include reducing outdated regulations , improving the efficiency of planning processes, and ensuring thorough and reliable building inspections. There was also a suggestion for quicker re-banding (Council Tax) of properties after extensions to reflect their increased value and generate more revenue for essential services

85



Resident quotes on planning (Open)

“The pre-planning advice should be abolished in favour of straightforward guidelines accessible online which applicants can refer to for a small fee.”

“Planning not fit for purpose.”

“Managing applications / renewal etc should be handled far more efficiently. Too often a slight change and it goes through the process again. Must be clearer.”

“My experience with planning is not positive. The service seems slow, unreliable and somewhat shambolic.”

“Stop building on the green belt. Only redevelop brown sites!”

“I also feel that the environment as in green belt is being overtaken by housing and shipping your housing quote required by government to Dorset is impacting on our more rural communities as the infrastructure is not there to support the new communities.”

“Reduce planning costs by scrapping outmoded blanket TPO's. protecting non native, invasive trees. Allowing these to be easily removed to pruned will reduce the amount of dangerous footpaths due to fallen leaves that are never or infrequently removed”.

86



Support Services (38 comments) (Open)

Transparency and accountability	A suggestion from one resident is that there should be an independent review to ensure transparency and accountability in how the council allocates its budget, particularly for support services.
High administrative costs	Residents feel that too much money is spent on support services and administrative roles, rather than on frontline services that directly benefit the community.
Lack of genuine public consultation	There is a strong sentiment that the council does not genuinely listen to public feedback during consultations, leading to decisions that do not reflect the residents' preferences.
Climate emergency	Views differ over the climate emergency. Some residents emphasise the urgent need for action to address the climate emergency , suggesting that delaying action is not an option. Others say spending money on the climate emergency is a waste of money .

87



Resident quotes on support services (Open)

“Stop wasting money on schemes you have no idea about. When the public speak listen. If you hold a consultation, again listen to the public, don't just go ahead and decide what you think is best. Case in point, the closure of Keyhole Bridge in Poole Park.”

“stop wasting money on net zero targets stop wasting money on DEI roles.”

“A lot seems to be spent on support services and this seems the obvious area to save money.”

“Where is the budget line for tackling climate change and the ecological emergency ? The planet has to be the no. 1 priority.”

“massive increases in productivity and efficiency needed from all staff across all departments.”

“Future proofing services as much as possible using technology (whilst not isolating those who are not digitally literate or who don't have access to ITC) and looking at low cost natural solutions to mitigating climate change issues, such as planting trees, creating green walls and using native plants and the ecosystems they support.”

“As an ex-council worker, the amount of money spent looking after Council meetings (democratic services) is surely worth a review: there is so much paperwork that feels ripe for review.”

88



Premises (12 comments) (Open)

Sell or lease underused buildings	Some respondents suggest selling or leasing out council buildings , especially since many staff are working from home. This could reduce expenses and potentially lower council tax bills.
Reduce office space costs	There is a call to cut down on central office space in Bournemouth and other areas, as many council employees work from home. Implementing desk sharing and mothballing underused areas are proposed to save money
Utilise vacant properties:	There is frustration over empty council buildings , such as those in Poole, costing significant amounts each month. One resident suggests the council should sell these properties to save money and avoid unnecessary expenses or use them for housing.

89



Resident quotes on premises (Open)

“if your staff, the majority are working from home, sell the buildings or lease them out or make them into homes and lease them out. reduce the council tax bill for households.”

“should be lower as you see off property.”

“Why so many council buildings kept when so many work from home.”

“sell off the Bournemouth council buildings and move to grey site out of town which would be far cheaper.”

“Hurry up and sell the empty council buildings £19k a month for Poole is ridiculous. You don't need consultants to tell you what to do with it... sell it.”

“Surely an area for savings even though the real estate is ageing. Having closed Council premises in Christchurch and Poole there must surely be savings to made here.”

90

Commercial Services (60 comments) (Open)



Parking	Some residents express concerns about pavement parking and the need for better regulation. There are mixed feelings about parking charges . While some residents find them too high and a deterrent to visiting town centres, others suggest better management and enforcement to generate revenue and improve accessibility.
Public amenities	A few residents emphasise the need to improve public amenities , such as public toilets and seafront maintenance, to enhance the quality of life and attract tourists.
Events	There is mixed support for cultural events like the Bournemouth Air Festival and Wheels Festival. Some advocate bringing them back, others say they should be stopped.
Leisure centres	Some comments emphasised the importance of investing in leisure centres and other recreational facilities to enhance community engagement. However, one did question the council's decision to bring leisure centres under its control, suggesting they should be sold off.
Local businesses and tourism	Some residents believe that investing in local businesses and tourism infrastructure is crucial . They suggest making the town centre more attractive and accessible to boost economic activity

91

Resident quotes on commercial services (Open)



"More investment in the seafront and other open spaces is needed to improve their quality which has dwindled over recent years. "

"Get rid of all unnecessary spend like the free wifi, and other gimmicks. Concentrate on supporting residents, and tax visitors and day trippers heavily."

"100% cuts should be applied to the Air Show, fireworks and any carnival event ."

"hugely expensive parking (when you are lucky enough to find a space). Not a welcoming experience for visitors/holiday makers."

"Put charges onto cliff top parking the whole way along the bay."

"open clean public toilets."

"Maintain support for Heritage issues."

"Removing parking charges from shopping/town centre car parks, but keep charges for Beach car parks in Summer months, would aid increased use and regeneration. Would also reduce admin/collection cost due to fewer venues."

"It is hugely important to maintain BCP as a premier resort for holidaymakers. Tourists bring in money energy and character to the region."

92

Commercial Services (22 comments) (Sample)



Parking charges	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 .
Investment in seafront	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.
Cultural and Leisure Events	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.
Leisure Centres	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.

93

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."

94

Regeneration and development (49 comments) (Open)



Town Centres	Some residents are concerned about the decline of town centres like Bournemouth and Poole, which are described as derelict and unsafe. They call for more decent retail shops, reduced rates and rents for retailers, and better maintenance to restore these areas.
Economic development	There is a small demand for prioritising economic development and attracting investment to the area . This includes encouraging new businesses, supporting local shops, and creating a more vibrant economy to attract visitors and residents.
Improve public infrastructure	Some residents stress the need for better maintenance and improvement of public infrastructure , such as roads, pavements, and public spaces. They criticise wasteful spending on projects and call for more practical investments.
Support housing development	While recognising the need for new housing , some residents stress the importance of supporting infrastructure like schools, GP surgeries, and local shops.
Ensure transparency and accountability	A few residents express frustration over perceived wasteful spending on consultants and projects that do not deliver results .

95

Resident quotes on regeneration & development (Open)



“ensure a thriving economy for higher paid jobs so residents can afford to live in the more expensive BCP housing.”

“delivery of new housing and economic development needs prioritising to attract investment into the area.”

“Stop wasting our money on consultants, who have have nothing to show for the millions spent.”

“Cut down rates and rents to retailers to encourage them to open new stores.”

“I feel that by supporting economic and housing development and attracting investment that there would be considerable long-term financial benefits to the area, in improved employment prospects, higher business and household rates. This would enable more money to be given to other areas. If the area is prospering, its population would feel better about living here.”

“There is potential here as universities attract great amount of students who could contribute to the areas economy if offered better opportunities or incentives to stay.”

“The service should be fit to enable/encourage small independent business investment into Bournemouth and Christchurch town centres and offer financial assistance to divide the unoccupied premises into smaller units to enable regeneration of our dying centres.”

96

Regeneration and development (24 comments) (Sample)



Town Centres	Some respondents 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.

97

Resident quotes on regeneration & development (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.”

98



General (146 comments) (Open)

Working practices	Overall residents want the council to eliminate wasteful bureaucratic practices, work smarter, be more efficient and ensure that all spending is necessary and cost-effective and provides value for money and quality services.
Accountability	Generally, residents want the council to be more transparent and accountable
Funding sources	Some residents feel the council should work more with central government to review who is responsible for service provision e.g. Adult social care, SEND, Childrens social care
Staffing structures	There is a view that the council still has too many managers and that there should be a review of staffing structures to reduce management and provide more frontline staff
Listen	Some residents feel that the council doesn't listen to what residents want and that consultation outcomes are ignored.
The area	Several residents want to make the area a safer better place to live in and to be proud of. The council is seen as key in making this happen but suggested that the council could encourage more community and business involvement.

99



Resident general quotes (Open)

"The Council is inefficient because it is bureaucratic. It should focus on what it does well, and just do that. Everything else should be outsourced..."

"You don't listen to us and we're sick of the disrespectful way you treat us."

"The council is extremely inefficient."

"While I understand the need to increase Council tax, I am furious that this is a tax rise on everyone by the back door."

"Stop wasting money!"

"In addressing funding issues, I think the first part of the process should be to ask "why are we doing this?". If there is no good reason, stop doing it. If it has to be done, the second part should be "how can we be more cost efficient in delivering it". My concern is that attempts to solve difficult issues result in money being thrown at the issue."

"Before you raise the council tax, make sure that the council's first priority is to cut out wasteful bureaucratic practices from its daily operations."

"Look for funding from other places, stop using consultants, stop paying Council leaders more money than the Prime Minister gets."

100



General (42 comments) (Sample)

Efficiency and Waste	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.
Council Tax	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.
Salaries and Allowances	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.
Listening and Transparency	A few residents feel that the Council does not listen to the views of their residents and that the council is not transparent enough.

101



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."

102



Additional analysis from open survey

The following questions were not included in the sample survey but were included in the open survey.

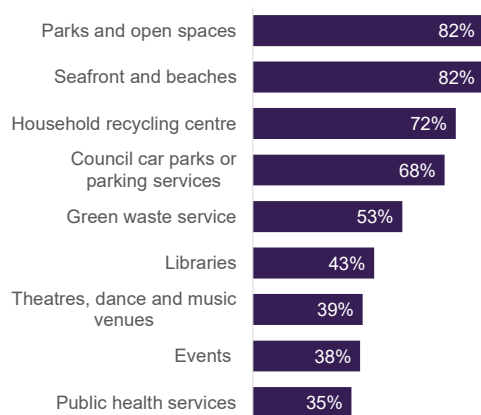
103



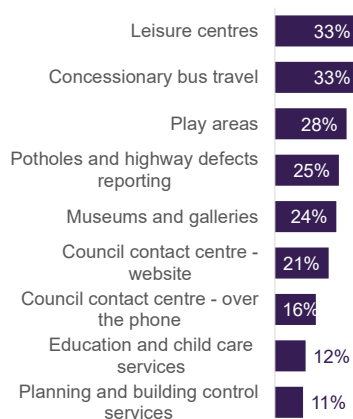
Most used council services (Open)

(Used in past 12 months, BCP Residents only)

Services used 1-9



Services used 10-18



Base: 1152 respondents

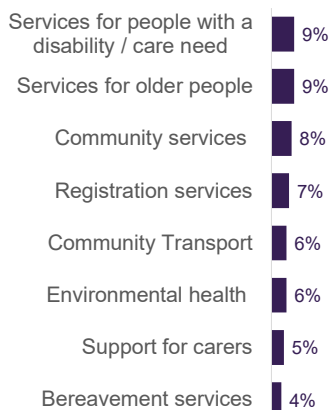
104

Most used council services (Open)

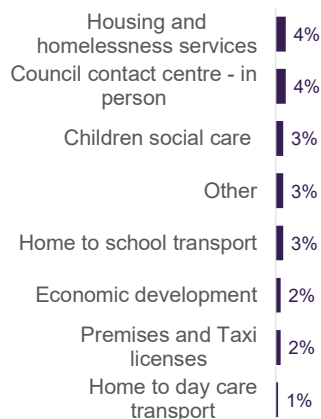
(Used in past 12 months, BCP Residents only)



Services used 19-26



Services used 27-34



Base: 1152 respondents

105

Other services used (Open)



3% of respondents selected 'other' and were asked to specify which services they had used. Most respondent used this space to give more detail about the answers they had given (e.g. which events they had attended) or to complain about the council or public services in general.

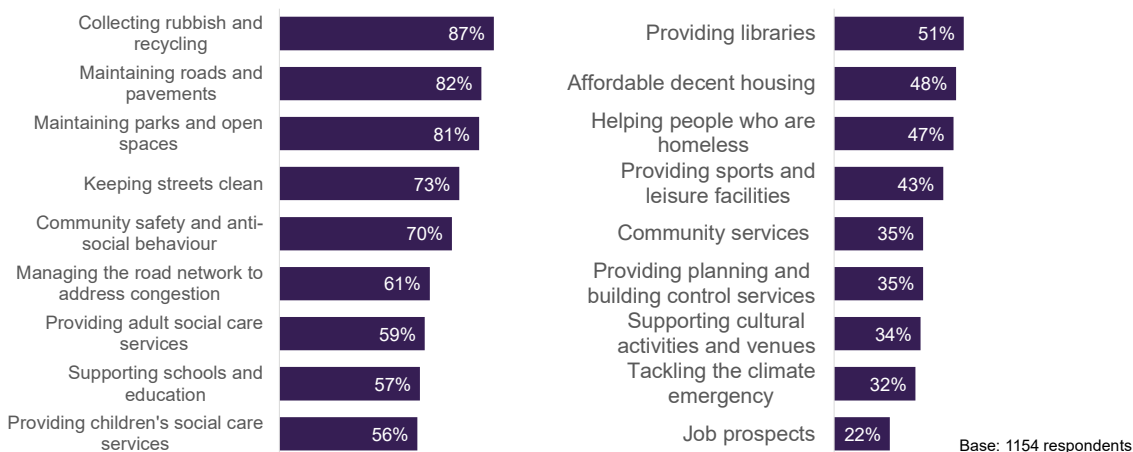
Some of the council services listed included:

- Road safety
- Cycle lanes
- Blue Badge applications / renewals
- Reporting fly tipping / overflowing bins
- Domestic Abuse support
- Public toilets

106

Important council services (Open)

(BCP Residents only) (Tick all that apply)



107

Important services - Other



4% of respondents selected 'other' services and were asked to specify. Some of the other council services listed included:

- Events (particularly Air Festival)
- Heritage
- Community safety
- Play equipment
- Cycling / active travel facilities
- Blue Badge
- Street / road cleaning
- SEND / EHCP support
- Maintaining trees / shrubs / verges
- Mental health / addiction support
- Domestic Abuse support
- Bereavement services

108



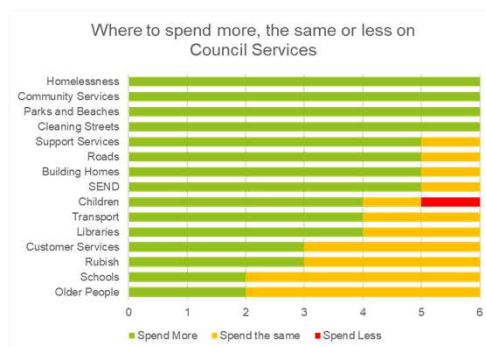
People First Forum Feedback – November 2024

The six members of the people first forum identified four key service areas where they advocated for increased funding:

- **Street Cleaning**
- **Community Services**
- **Support for Homeless People**
- **Parks and Beaches**

Additionally, the majority of forum members expressed a preference for maintaining current funding levels for:

- **Schools**
- **Services for Older People**



A potential reduction in expenditure was identified for **Children's Social Care**, dependent upon the condition that any reduced funding would have to be compensated by central government allocations.



People First Forum Feedback

Free Events	Forum members stressed the significance of the free events run by BCP Council, highlighting their value to them and the community. Notable events mentioned included the Air Festival, Arts by the Sea Festival, and the Christmas Tree Wonderland. Despite recognising the council's financial constraints, members expressed a strong desire for the continuation of these events .
Leaves	Forum members generally felt that the streets were maintained in good condition . However, they suggested that additional money could be spent during the winter months to remove fallen leaves, thereby improving pedestrian safety .
Childrens Home	Forum members were surprised to learn that children requiring social care services are sometimes placed outside the local area. They suggested that the Council consider constructing additional children's homes to accommodate these children locally. Members believed that this approach would be more cost-effective in the long run.
Day Centre Locations	Forum members revisited their previous consultation on the provision of Day Centres in the area. They expressed frustration over past budget cuts , noting that the current locations of day centres are now too distant for some users . Members strongly advocated against any further reductions in this service .
Treatment of SEND Children	Forum members expressed concern over a recent press report involving the physical restraint of a child with special educational needs at Whitefield school in Walthamstow. They were distressed by this incident and emphasised the need for increased funding to support these children. Members stressed the importance of ensuring that children receive appropriate care and are treated with respect and dignity .
Street lighting	Forum members voiced their concerns regarding the insufficient street lighting in their area , noting that the existing levels had already been reduced. They strongly opposed any further reductions , emphasising the importance of adequate lighting for community safety and security.