

Notice of Overview and Scrutiny Board

Date: Monday, 20 September 2021 at 6.00 pm

Venue: Committee Suite, Civic Centre, Poole BH15 2RU



Membership:

Chairman:

Cllr S Bartlett

Vice Chairman:

Cllr V Slade

Cllr L Allison

Cllr M Cox

Cllr L Dedman

Cllr B Dion

Cllr M Earl

Cllr J Edwards

Cllr D Farr

Cllr L Fear

Cllr S Gabriel

Cllr M Howell

Cllr D Kelsey

Cllr T O'Neill

Cllr C Rigby

All Members of the Overview and Scrutiny Board are summoned to attend this meeting to consider the items of business set out on the agenda below.

The press and public are welcome to view the live stream of this meeting at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListDocuments.aspx?MId=4871>

If you would like any further information on the items to be considered at the meeting please contact: Claire Johnston on 01202 118686 or email claire.johnston@bcpCouncil.gov.uk

Press enquiries should be directed to the Press Office: Tel: 01202 118686 or email press.office@bcpCouncil.gov.uk

This notice and all the papers mentioned within it are available at democracy.bcpCouncil.gov.uk

GRAHAM FARRANT
CHIEF EXECUTIVE

10 September 2021



Available online and
on the Mod.gov app



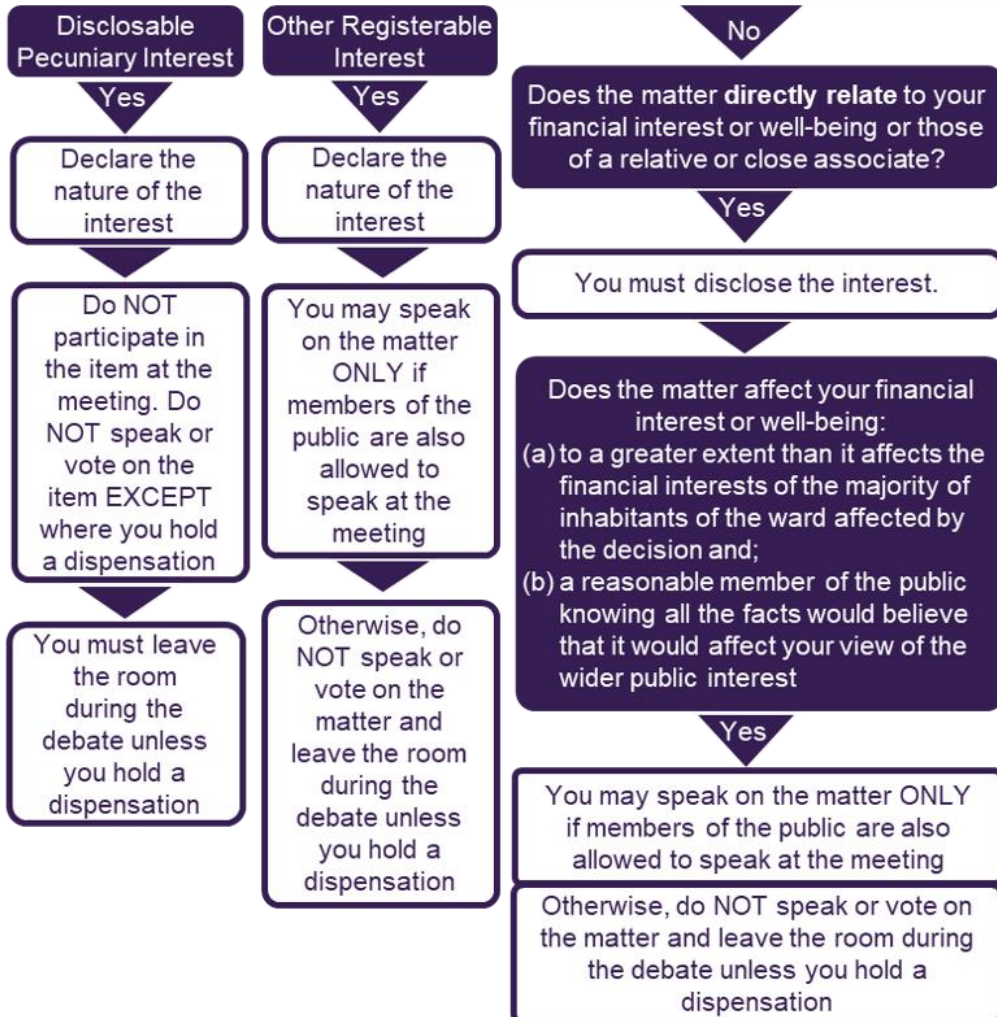
Maintaining and promoting high standards of conduct

Declaring interests at meetings

Familiarise yourself with the Councillor Code of Conduct which can be found in Part 6 of the Council's Constitution.

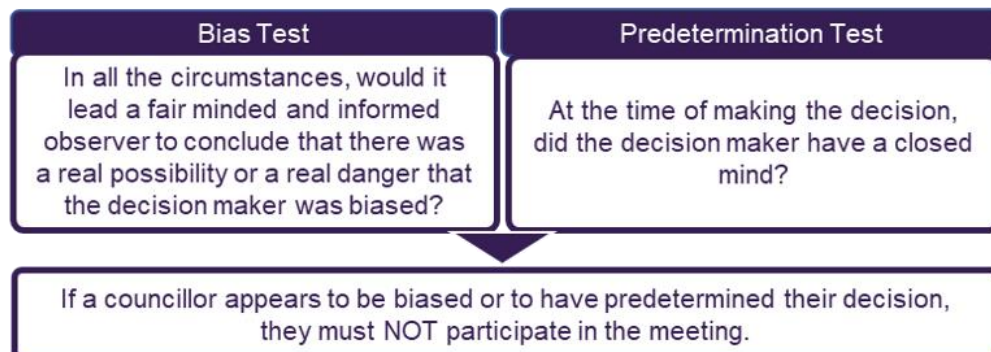
Before the meeting, read the agenda and reports to see if the matters to be discussed at the meeting concern your interests

Do any matters being discussed at the meeting directly relate to your registered interests?



What are the principles of bias and pre-determination and how do they affect my participation in the meeting?

Bias and predetermination are common law concepts. If they affect you, your participation in the meeting may call into question the decision arrived at on the item.



For more information or advice please contact the Monitoring Officer
(susan.zeiss@bcpcouncil.gov.uk)

Selflessness

Councillors should act solely in terms of the public interest

Integrity

Councillors must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships

Objectivity

Councillors must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias

Accountability

Councillors are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this

Openness

Councillors should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing

Honesty & Integrity

Councillors should act with honesty and integrity and should not place themselves in situations where their honesty and integrity may be questioned

Leadership

Councillors should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

AGENDA

Items to be considered while the meeting is open to the public

1. Apologies

To receive any apologies for absence from Members.

2. Substitute Members

To receive information on any changes in the membership of the Committee.

Note – When a member of a Committee is unable to attend a meeting of a Committee or Sub-Committee, the relevant Political Group Leader (or their nominated representative) may, by notice to the Monitoring Officer (or their nominated representative) prior to the meeting, appoint a substitute member from within the same Political Group. The contact details on the front of this agenda should be used for notifications.

3. Declarations of Interests

Councillors are requested to declare any interests on items included in this agenda. Please refer to the workflow on the preceding page for guidance.

Declarations received will be reported at the meeting.

4. Public Speaking

To receive any public questions, statements or petitions submitted in accordance with the Constitution, which is available to view at the following link:

<https://democracy.bcpccouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

The deadline for the submission of a public question is 4 clear working days before the meeting.

The deadline for the submission of a statement is midday the working day before the meeting.

The deadline for the submission of a petition is 10 working days before the meeting.

5. Forward Plan

To consider and amend the Board's Forward Plan as appropriate and to consider the published Cabinet Forward Plan.

7 - 48

6. Scrutiny of the Cleaner, Greener, Safer Cabinet Report

To consider the Cleaner, Greener, Safer reports scheduled for Cabinet consideration on 29 September 2021.

49 - 88

The O&S Board is asked to scrutinise and comment on the report and if required make recommendations or observations as appropriate.

Cabinet members invited to attend for this item: Councillor Drew Mellor, Portfolio Holder for Finance and Transformation; Councillor Mark Anderson, Portfolio Holder for Environment, Cleansing and Waste; and Councillor May Haines, Portfolio Holder for Community Safety

The Cabinet report for this item is included with the agenda for consideration by the Overview and Scrutiny Board.

7. Scrutiny of Community Related Cabinet Reports

89 - 216

To consider the following Community related reports scheduled for Cabinet consideration on 29 September 2021:

- Community Engagement and Consultation Strategy

The O&S Board is asked to scrutinise and comment on the report and if required make recommendations or observations as appropriate.

Cabinet member invited to attend for this item: Councillor Karen Rampton, Portfolio Holder for Adults and Councillor Jane Kelly, Lead Member for Community Engagement

The Cabinet report for this item is included with the agenda for consideration by the Overview and Scrutiny Board.

8. Scrutiny of Complaints and 2020/21 LGSCO annual report

217 - 226

To consider the Complaints and 2020/21 LGSCO annual report scheduled for Cabinet consideration on 29 September 2021.

The O&S Board is asked to scrutinise and comment on the report and if required make recommendations or observations as appropriate.

Cabinet member invited to attend for this item: Councillor Drew Mellor, Leader of the Council

The Cabinet report for this item is included with the agenda for consideration by the Overview and Scrutiny Board.

9. Future Meeting Dates 2021/22

To note the following proposed meeting dates and locations for the 2021/22 municipal year:

- 18 October 2021
- 15 November 2021
- 6 December 2021
- 5 January 2022
- 31 January 2022
- 28 February 2022

- 4 April 2022

No other items of business can be considered unless the Chairman decides the matter is urgent for reasons that must be specified and recorded in the Minutes.

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OVERVIEW AND SCRUTINY BOARD

Report subject	Forward Plan
Meeting date	20 September 2021
Status	Public Report
Executive summary	The Chairman and Vice Chairman of the Overview and Scrutiny (O&S) Board have worked with Officers to identify the priority areas of work for the Board with contributions from the Board members. The work priorities of the Board have been developed on the basis of risk. The proposed Forward Plan is attached at Appendix A. The Board is asked to consider the proposals contained in the Forward Plan and approve or amend the contents. The current published Cabinet Forward Plan is attached at Appendix B to aid the Board in deciding on its priorities for scrutiny.
Recommendations	It is RECOMMENDED that the Overview and Scrutiny Board amend as appropriate and then approve the Forward Plan attached at Appendix A to this report.
Reason for recommendations	The Council's Constitution requires all Overview and Scrutiny bodies to set out proposed work in a Forward Plan which will be published with each agenda.

Portfolio Holder(s):	Not applicable
Corporate Director	Graham Farrant, Chief Executive
Contributors	Lindsay Marshall, Overview and Scrutiny Specialist
Wards	N/A
Classification	For Decision

Background

1. All Overview and Scrutiny (O&S) bodies are required by the Constitution to consider work priorities and set these out in a Forward Plan. When approved, this should be published with each agenda.
2. The Constitution requires that the Forward Plan of O&S bodies shall consist of work aligned to the principles of the function. The BCP Council O&S function is based upon six principles:
 1. Contributes to sound decision making in a timely way by holding decision makers to account as a 'critical friend'.
 2. A member led and owned function – seeks to continuously improve through self-reflection and development. Enables the voice and concerns of the public to be heard and reflected in the Council's decision-making process.
 3. Engages in decision making and policy development at an appropriate time to be able to have influence.
 4. Contributes to and reflects the vision and priorities of the council.
 5. Agile – able to respond to changing and emerging priorities at the right time with flexible working methods.
3. The O&S Board may take suggestions from a variety of sources to form its Forward Plan. This may include suggestions from members of the public, Officers of the Council, Portfolio Holders, the Cabinet and Council, members of the Board, and other Councillors who are not on the Board.
4. The Constitution requires that all suggestions for O&S work will be accompanied by detail outlining the background to the issue suggested, the proposed method of undertaking the work and likely timescale associated, and the anticipated outcome and value to be added by the work proposed. No item of work shall join the Forward Plan of the O&S Board without an assessment of this information.

Summary of financial implications

5. When establishing a Forward Plan, the Constitution requires the Overview and Scrutiny Board to take into account the resources, including Councillor availability, Officer and financial resources, available to support their proposals.
6. To ensure sufficient resource availability across all O&S bodies, Officer advice is that, in addition to agenda items, one additional item of scrutiny inquiry work may be commissioned by an Overview and Scrutiny body at any one time. This may take the form of a working group or task and finish group, for example. Bodies commissioned by the Overview and Scrutiny Board may have conferred upon them the power to act on behalf of the parent body in considering issues within the remit of the parent body and making recommendations directly to Portfolio Holders, Cabinet, Council or other bodies or people within the Council or externally as appropriate.

Summary of legal implications

7. The Council's Constitution requires all Overview and Scrutiny bodies to set out proposed work in a Forward Plan which will be published with each agenda.

Summary of human resources implications

8. N/A to this decision

Summary of environmental impact

9. N/A to this decision

Summary of public health implications

10. N/A to this decision

Summary of equality implications

11. Any member of the public may make suggestions for Overview and Scrutiny work. Further detail on this process is included with Part 4 of the Council's Constitution.

Summary of risk assessment

12. N/A to this decision.

Background papers

None

Appendices

Appendix A – Overview and Scrutiny Board proposed Forward Plan
Appendix B – Published Cabinet Forward Plan

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Forward Plan – BCP Overview and Scrutiny Board

Updated 09.09.21

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
	Meeting Date – 20 September 2021				
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision on 29 September. The Chairman should be notified of any items Board Member's would wish to scrutinise. Items currently scheduled are: <ul style="list-style-type: none"> • Housing Strategy – 2021/28 • BCP: New Approach to Regeneration • Capital New Build and Acquisition Strategy • Community Engagement & Consultation Strategy • Spending priorities for Strategic CIL • Cleaner, Greener, Safer • Complaints and 2020/21 LGSCO annual report • High Streets and District Centres Strategy 	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	Various – See reports	Any queries to be emailed to the Chair and Democratic Services.
	Meeting Date – 18 October 2021				
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision on 27 October. The Chairman should be notified of any items Board Member's wish to scrutinise. Items currently identified: <ul style="list-style-type: none"> • Corporate Strategy Update • Estates and Accommodation Poole • Organisational Design Implementation Progress 	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	Various	Any queries to be emailed to the Chair and Democratic Services.

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
	<ul style="list-style-type: none"> Corporate Asset Management Plan MTFP Update Report Estates and Accommodation BCP Civic Space 				
	Meeting Date – 15 November 2021				
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision on 24 November. The Chairman should be notified of any items Board Member's wish to scrutinise. Items identified: <ul style="list-style-type: none"> BCP Economic Development Strategy BCP Arts Festival and NPO Proposal Acquisition of Queens Park Leisure Centre 	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	TBC	Any queries to be emailed to the Chair and Democratic Services.
2.	Review of the Multi-Partner Summer Response Plan. To review the plan performance following the summer season.	The O&S Board considered the plan prior to the summer	TBC	Sophie Sajic, Head of Seasonal Response	Added to the FP following the Board meeting in June at request of Cllr Rigby – moved from October
3.	Crime and Disorder Scrutiny To include an update on the Community Safety Partnership.	To fulfil the Board's statutory responsibility for Crime and Disorder Scrutiny	Annual report	Cllr May Haines, Community Safety; Andy Williams – Head of Safer Communities	Any queries to be emailed to the Chair and Democratic Services – Moved from August
4.	Update Report on the Future of Planning in Bournemouth, Christchurch and Poole The O&S Board requested an update report on this issue to maintain an overview on progress at its meeting on 1 April.	To enable the Board to maintain an oversight of this issue	TBD	Cllr P Broadhead, Regeneration, Economy and Strategic Planning,	Any queries to be emailed to the Chair and Democratic Services – appropriate date to

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
				Nick Perrins, Head of Planning	be agreed 6 months from April 2021
	Meeting Date – 6 December 2021				
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision on 15 December. The Chairman should be notified of any items Board Member's wish to scrutinise. Items identified: <ul style="list-style-type: none"> Quarter 2 Budget Monitoring and MTFP report Organisational Design - Implementation Progress 	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	TBC	Any queries to be emailed to the Chair and Democratic Services.
	Meeting Date – 5 January 2022				
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision on 12 January. The Chairman should be notified of any items Board Member's wish to scrutinise.	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	TBC	Any queries to be emailed to the Chair and Democratic Services.
2.	Enquiry Session - Climate Change At its meeting on Monday 19 July the O&S agreed to add this item to its Forward Plan. Full scope of the issue and participants in the enquiry session are to be determined. To include the annual report on Green Credentials	To enable the Board to retain oversight of the Council's performance against climate change targets and make regular recommendations as required.	Enquiry Session	Mike Greene, Portfolio Holder for Transport and Sustainability	Any queries to be emailed to the Chair and Democratic Services.
	Meeting Date – 31 January 2022				

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
1.	Scrutiny of Cabinet Items To consider items scheduled for Cabinet decision in February. The Chairman should be notified of any items Board Member's would wish to scrutinise.	To enable the Board to consider proposed Cabinet decisions and to make recommendations to Cabinet as appropriate.	Scrutiny of Cabinet reports and invitations to Cabinet Portfolio Holders to respond to questions.	TBC	Any queries to be emailed to the Chair and Democratic Services.
Commissioned Work Work commissioned by the Board (for example task and finish groups and working groups) is listed below: Note – to provide sufficient resource for effective scrutiny, one item of commissioned work will run at a time. Further commissioned work can commence upon completion of previous work.					
1.	Working Group – Development of the BCP Local Plan At its meeting on 7 December 2020 the Board agreed to establish a working group to assist in the development of the BCP Local Plan. The Group held its initial meeting on 20 January. Regular reports on recommendations and actions of the working group will be reported to the O&S Board.	To fulfil the 'overview' element of the Board's role in assisting with the development of policy	A Working Group. The Chairman was agreed as lead member with authority to determine final membership.	Councillor Philip Broadhead, Portfolio Holder for Regeneration, Economy and Strategic Planning	Any queries to be emailed to the Chair and Democratic Services.
2.	Working Group – Enforcement At its meeting on 17 May the O&S Board agreed that a working group was needed on this issue to resolve a number of issues discussed. The full scope of the working group is to be determined.	TBD – dependent on scope	Working Group	Cllr M Haines, Portfolio Holder for Community Safety	Any queries to be emailed to the Chair and Democratic Services.

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
3.	Working Group – Tree Strategy At its meeting on 14 June the O&S Board agreed that a working group to input into the development of the BCP Council Tree Strategy was required. The full scope of the working group is to be determined.	To ensure that the views of O&S are taken into account when developing the strategy and to ensure wider member engagement	Working Group	Cllr M Anderson, Portfolio Holder for Environment, Cleansing and Waste	Any queries to be emailed to the Chair and Democratic Services.
Items to be programmed The following items have been identified by the Overview and Scrutiny Board as requiring further scrutiny. Dates are TBC.					
Other items previously agreed by the Board					
1.	Acquisition and Compulsory Purchase Order (CPO) Strategy - TBC At its meeting in December 2019 the Board requested to undertake further scrutiny of this strategy, which was referred to as part of the Poole Regeneration report.	To enable the Board to test, challenge and contribute to the development of this strategy prior to its final adoption.	Potentially to be included within an acquisition strategy regeneration paper for September 2021	TBC	Any queries to be emailed to the Chair and Democratic Services – appropriate date to be agreed
2.	Review of Leisure Centre Management At its meeting in December 2019 the Board agreed to receive information from the consultants appointed to undertake the Leisure Services Review prior to its report back to Cabinet.	To enable the Board to have an early opportunity to contribute to the development of the Leisure Centre Review.	TBC	Cllr Mohan Iyengar, Portfolio Holder for Tourism, Leisure and Culture	Any queries to be emailed to the Chair and Democratic Services – appropriate date to be agreed

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
3.	Maintenance of Key Destination Locations Across BCP / Poole Quay Added following a request made by a Board member at the meeting on 1 April. It was noted that there was no specific provision for this issue. Scoping request has been submitted by Cllr Howell. Further scope for this item is to be discussed.	To enable the Board to have overview of this issue.	TBC		Any queries to be emailed to the Chair and Democratic Services – appropriate date to be agreed
4.	Review of the Domestic Abuse Strategy and Delivery Plan Item requested by Board members during initial consideration of this item to review progress.	To enable the O&S Board to maintain an overview of this issue and to review progress on the delivery plan a year on.	Committee Report	Cllr May Haines – Community Safety	Any queries to be emailed to the Chair and Democratic Services – appropriate date to be agreed 12 months from May 2021
5.	Scrutiny of the Council's use of Digital To consider the Council's use of digital in a number of different areas both internal and customer facing and the impact of digital developments. To incorporate feedback from the Lansdowne Digital Pilot - https://emfmonitoring.arcatelecom.com/en/public/bcp-council-emf-monitoring/	TBC	TBC	TBC	Added to the FP following the 14 June Meeting at the request of Cllr Slade
6.	Poole Bay Surface Water Runoff and Sewage Overflows To consider information from Wessex Water on the use of overflows across BCP, level of water quality and plans for the future use.	To enable the Board to understand the issues and what steps are being taken to resolve these	TBC	Cllr Mark Anderson, Environment, Cleansing and Waste	Item requested by Cllr Rigby at the August 2021 meeting – to be heard within 6 months

	Subject and background	Anticipated benefits and value to be added by O&S engagement	How will the scrutiny be done?	Lead Officer / Cabinet Portfolio Holder	Report Information
Recurring Items					
7.	Crime and Disorder Scrutiny To include scrutiny of the Community Safety Partnership annual report	To fulfil the Board's statutory responsibility for Crime and Disorder Scrutiny	Annual report – August	Cllr May Haines – Community Safety	
8.	Green Credentials An annual report on the Council's progress to assess our performance against targets in respect of climate change.	To enable the Board to retain oversight of the Council's performance against climate change targets and make regular recommendations as required.	Annual Report to O&S in December	Mike Greene, Portfolio Holder for Transport and Sustainability	

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CABINET FORWARD PLAN – 1 SEPTEMBER 2021 TO 31 DECEMBER 2021

(PUBLICATION DATE – 31 August 2021)



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What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Older Peoples Care Home Strategy	To seek approval for the strategic approach to shaping and developing the care home market that meets the needs of the Council and NHS Dorset Clinical Commissioning Group.	Yes	Health and Adult Social Care Overview and Scrutiny Committee 26 Jul 2021 Cabinet 1 Sep 2021	All Wards	NHS partners and care home providers	On line and focus groups over a 4 week period.	Phil Hornsby	Open
Extra Care Housing Strategy for Vulnerable Adults and Older People	To seek approval for a strategic approach to the development of housing with care accommodation options that support independence for older people and vulnerable adults.	Yes	Health and Adult Social Care Overview and Scrutiny Committee 26 Jul 2021 Cabinet 1 Sep 2021	All Wards	NHS partners, extra care housing developers and care providers	On line and focus groups over a 4 week period.	Phil Hornsby	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Disabled Facilities Grant Policy	To seek approval of the new BCP Policy for the management and award of Disabled Facilities Grant funding to residents of BCP who require adaptations.	Yes	Health and Adult Social Care Overview and Scrutiny Committee 16 Jul 2021 Cabinet 1 Sep 2021 Council 14 Sep 2021	All Wards	Adult's and Children's Social Care Service User Groups Third Sector organisations Registered Providers	Feedback through e-mail and meetings over a 3 week period.	Tracey Kybert	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Bus Operator Enhanced Partnership (National Bus Strategy)	<p>Cabinet is asked to note that the Service Director for Transport and Engineering has used delegated authority to indicate to the Department for Transport (DfT) that the Council intends to enter into a statutory Enhanced Partnership (EP) with the local bus service operators from 1 April 2022. Local Transport Authorities and bus operators were asked to commit to forming an EP by 30 June 2021 with the EP being operational from 1 April 2022.</p> <p>This report also seeks approval to formally enter into the EP with the BCP local bus service operators under the Bus Services Act 2017 and in line with the National Bus Strategy for England.</p>	Yes	<p>Cabinet 1 Sep 2021</p> <p>Council 14 Sep 2021</p>	All Wards			John McVey	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Christchurch Business Improvement District	Christchurch BID Steering Group is preparing to take its BID Proposal to a postal ballot from 2 September 2021 – 30 September 2021. Result of the Ballot will be announced on 1 October 2021. If successful at ballot the 5-year BID Term will run from November 2021 to 31 October 2026. This report seeks Cabinet approval for the Council to support Christchurch BID for the first term.	No	Cabinet 1 Sep 2021	Christchurch Town			Paula Sales	Fully exempt

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
FCERM Service structure – Smarter Structures alteration	A new Flood and Coastal Erosion Risk Management (FCERM) staffing structure is required after a Dorset Council change of direction with shared partnership line management. Formation of an independent BCP Centre of Excellence is recommended, building on existing reputation and allowing delivery of collaborative working opportunities. The business model changes to FCERM over the last couple of years have demonstrated the ability to deliver more projects, increase income, attract quality staff and reduce reliance on consultancy support. Not only does this direction achieve more on the ground, it will result in longer term savings.	Yes	Cabinet 1 Sep 2021		Julian McLaughlin	This has been through CMB who recommended it be raised to Cabinet for final approval.	Alan Frampton, Matt Hosey	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Carters Quay Build to Rent Opportunity, Poole		No	Cabinet 1 Sep 2021	Hamworthy				
SEND improvement funding	This report is for Cabinet to consider a request for funding to support the written statement of action which is a requirement coming out of the recent SEND Local Area inspection.	Yes	Cabinet 1 Sep 2021	All Wards			Sarah Rempel	Fully exempt
BCP: New Approach to Regeneration	To update Cabinet on the Council's proposed approach to Regeneration including an update on the formation of the Urban Regeneration Company.	Yes	Cabinet Council 29 Sep 2021 9 Nov 2021	All Wards			Dave Anderson	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
High Streets and District Centres Strategy	The strategy looks at our High Streets and District Centres through the lens of economic growth, focusing on creating an environment for economic vibrancy and to enable a high quality, world class visitor experience. It sets the objectives and forms the framework for a series of more detailed project-specific Action Plans that will be produced for each High Street and District Centre.	No	Cabinet 29 Sep 2021	All Wards	None	None	Liz Orme, Paula Sales, Chris Shephard, Adrian Trevett	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Smart Place Strategy and Programme Updates	To set out the Smart Place Strategy and Business Plan To update on the Smart Place Pilot To update on the Smart Place Programme To update on the Smart Place Investment Plan To set out potential procurement route options to support delivery of the Smart Place Strategy	Yes	Cabinet 29 Sep 2021	All Wards	Directors Strategy Group Corporate Management Board	An element of the Smart Place Strategy will be consulted on in June. This will include possible use cases and applications	Ruth Spencer	Fully exempt
BCP Housing Strategy 2021-2026	To share with members the new BCP Housing Strategy which will detail the current and anticipated future housing issues, setting out the priorities and delivery options to address local needs	No	Cabinet 29 Sep 2021	All Wards	All other BCP Services as well as many external stakeholders	Public consultation (12 weeks) with options paper along with a number of stakeholder engagement sessions	Lorraine Mealings	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Council New Build & Acquisition Strategy	To provide an approach for the Council's internal development programme and seek members approval to endorse the proposed strategy.	Yes	Cabinet 29 Sep 2021		Appropriate Service Areas within the Council, all BCP councillors and Key Portfolio holders.	A series of internal workshops/ stress testing including Housing Delivery Steering Group. All member seminars etc.	Nigel Ingram	Open
Quarter One Budget Monitoring Report	To provide budget monitoring information for the end for quarter 1 with explanations for significant variances. The report may also include budget virements for approval by Cabinet or Council.	No	Cabinet 29 Sep 2021	All Wards	CMB	CMB	Nicola Webb	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Community and Voluntary Sector and Volunteering Strategy	Adoption of compact dealing the Council's approach to working with the voluntary sector (harmonisation)	Yes	Cabinet 29 Sep 2021	All Wards	Voluntary sector organisations and internal departments.	Public Consultation April/May 2021 and internal/external stakeholder engagement April-July 2021	Cat McMilan, Amy Gallacher	Open
Community Engagement and Consultation Strategy	Approval of strategy	No	Cabinet 29 Sep 2021		The community and internal departments.	Public consultation Jan to April 2020. Internal consultation April-May 2020.	Cat McMilan	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Cleaner, Greener, Safer	<p>A key building block to a thriving place with satisfied residents and visitors is a streetscene that is clean, green and safe. We want our conurbation to have a clean physical environment; to be somewhere where people feel safe and secure; to be an environment that people treat with respect; and to be a place that people have pride in.</p> <p>The report outlines a set a proposed strategy and the resource investment needed to support the realisation of these key grass roots aims.</p>	No	Cabinet 29 Sep 2021				Kate Langdown	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Complaints and 2020/21 LGSCO annual report	To provide cabinet with an update on complaints received and concluded within the 2020/21 financial year and to report the details of the Local Government and Social Care Ombudsman Annual Report	No	Cabinet 29 Sep 2021	All Wards			Graeme Smith	Open
Spending priorities for Strategic Community Infrastructure Levy	To agree the spending priorities for the use of strategic Community Infrastructure Levy collected from development to support growth through the provision of infrastructure.	Yes	Cabinet 29 Sep 2021	All Wards			Steve Dring	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Covid 'Bounce Back' Transport Proposal	The Covid 'Bounce Back' Transport Proposal seeks to help the local economy to 'Bounce Back' from the negative effects of the Covid Pandemic by providing transport offers to encourage more visitor numbers to, and to the lengthen the duration of visits to town centres and local centres/high streets.	Yes	Cabinet 29 Sep 2021	All Wards			Julian McLaughlin, Richard Pincroft	Open
Corporate Strategy	To update Cabinet on the corporate strategy	No	Cabinet 27 Oct 2021	All Wards	None	None	Bridget West	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Estates and Accommodation - Poole civic space	To propose the design and layout for the Poole civic (vertical slice) and obtain approval for funds to commence remodelling works.	No	Cabinet 27 Oct 2021	All Wards	Coroner, Poole Charter Trustees		Matti Raudsepp	Open
Estates and Accommodation - BCP civic space	To propose the layout and design for the civic space in BCP civic centre and obtain approval for funds to commence remodeling works.	No	Cabinet 27 Oct 2021	All Wards	Bournemouth Charter Trustees		Joelle Price	Open
School Place Planning Strategy	To present the strategy - to CS O and S and Cabinet	No	Children's Services Overview and Scrutiny Committee 21 Sep 2021 Cabinet 27 Oct 2021	All Wards			Jack Cutler, Terry Reynolds	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Children's Services Capital Programme	To advise both CS O and S and then Cabinet	No	Children's Services Overview and Scrutiny Committee 21 Sep 2021 Cabinet 27 Oct 2021	All Wards			Simon Mckenzie	Open
Organisational Design - Implementation Progress	To provide an update on progress of implementation of the organisational design and BCP Council operating model	No	Cabinet 27 Oct 2021	All Wards	None	None	Julian Osgathorpe	Open
BCP Seafront Strategy	Updated strategy	No	Cabinet 27 Oct 2021		Seafront Strategy Board, Ward Councillors, land owners, NGOs, DMB, BIDs, Seafront User Groups, Resident Groups in coastal wards.	Two stage consultation around vision, aims, objectives and high level delivery plan. To take place across June, July & August.	Andrew Emery	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Corporate Asset Management Plan	To approve the Corporate Asset Management Plan	Yes	Cabinet 27 Oct 2021				Chris Shephard	
MTFP Update Report	To provide the latest progress on balancing the 2022/23 budget and the 5 year MTFP position	No	Cabinet 27 Oct 2021 Council 9 Nov 2021	All Wards	Senior Council Leadership	Through CMB	Nicola Webb	Open
Home to School Transport	To present the report for sign off (pre consultation report previously presented to Cabinet and O and S in June 2021)	No	Children's Services Overview and Scrutiny Committee 21 Sep 2021 Cabinet 27 Oct 2021	All Wards			Rachel Gravett	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Housing and Property Compliance Update (Housing Revenue Account)	To provide assurance that Council homes within the Bournemouth and Poole Neighbourhoods are being managed in accordance with health and safety legislation and best practice and that the Council is compliant with current regulations and standards.	No	Cabinet 24 Nov 2021	All Wards			Lorraine Mealings	Open
BCP Economic Development Strategy (EDS)	To seek Cabinet approval for the Economic Development Strategy for BCP Council	No	Cabinet 24 Nov 2021	All Wards	None	None	Matthew Robson	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
BCP Arts Festivals and NPO proposals	To ask for Cabinet's approval of a strategic review of arts festivals in BCP and recommendations for governance, programming, marketing and production aimed at ensuring the festivals ecology meets BCP's objectives and provides maximum reach, value and provision for BCP residents. To also advise Cabinet on Council applications for Arts Council National Portfolio Organisation support in 2022 and advise on the overall picture of applications from the locality.	No	Cabinet 24 Nov 2021	All Wards	Cultural organisations, Arts Council England, BCP Cultural Compact board and consultative group.	Informal engagement May-September 2021	Michael Spender	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Acquisition of Queen Parks Leisure Centre	To consider the proposal to acquire Queens Park Leisure Centre in Bournemouth.	Yes	Cabinet 24 Nov 2021	Queen's Park			Anthony Rogers	Fully exempt
Quarter Two Budget Monitoring and MTFP Report	To provide budget monitoring information for the end for quarter 2 with explanations for significant variances. The report may also include budget virements for approval by Cabinet or Council.	No	Cabinet 15 Dec 2021 Council 4 Jan 2022	All Wards	CMB	CMB	Nicola Webb	Open
Organisational Design - Implementation Progress	To provide an update on progress of implementation of the organisational design and BCP Council operating model.	No	Cabinet 15 Dec 2021	All Wards	None	None	Julian Osgathorpe	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Climate Action Annual Report 2020/21	<p>To update on progress towards achieving BCP Council's targets to:</p> <ul style="list-style-type: none"> • make BCP Council and its operations carbon neutral by 2030 • work with the wider community to make the BCP Council Area carbon neutral before the UK target of 2050 <p>Report will look back over activities and achievements in 2020, and set out planned action up to the target dates of 2030 and 2050.</p>	No	<p>Cabinet 15 Dec 2021</p> <p>Council 4 Jan 2022</p>	All Wards	Portfolio Holder, Executive Officers, Climate Action Steering Group	Input sought from services in the development of the report. Paper to Climate Action Steering Group/CMB/Scrutiny/Cabinet/Council.	Roxanne King, Kate Langdown, Ian Poultney	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Home to School Transport	This comes back to CS O and S and Cabinet post consultation (pre consultation reports to CS O and S and Cabinet in Sept)	No	Children's Services Overview and Scrutiny Committee 25 Jan 2022 Cabinet 9 Feb 2022	All Wards			Rachel Gravett	Open
Housing Revenue Account (HRA) Budget Setting 2022/23	To set the HRA budget for April 2022 to March 2023	Yes	Cabinet 9 Feb 2022 Council 22 Feb 2022	All Wards	CMB, Portfolio Holder for Homes, Director of Finance, Head of Legal Services, Poole Housing Partnership	Internal consultation prior to decision November - December	Lorraine Mealings	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
BCP Council Cemeteries Rules & Regulations adoption	To present to and be adopted by Cabinet a harmonised set of Cemeteries Rules & Regulations for BCP Council, in accordance with the local Government Act 1972 and the Local Authorities Cemeteries Order 1977	Yes	Cabinet 9 Feb 2022	All Wards			Andy McDonald	Open
Bereavement Services Business Plan Update	To update Cabinet on the progress made since the adoption of BCP Council Bereavement Plan 2021 -26 and the future options for investment into Poole Crematorium as a continued site for the bereaved.	Yes	Cabinet 25 May 2022	All Wards	Council, Councillors, Funeral Directors, General Public		Andy McDonald	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Christchurch Bay and Harbour FCERM Strategy	Bournemouth, Christchurch and Poole Council (BCP) and New Forest District Council (NFDC) are working together with the Environment Agency to produce a new strategy to protect coastal communities from tidal flooding and erosion risk. It will guide how the frontage from Hengistbury Head to Hurst Spit, encompassing Christchurch Harbour, will be sustainably managed for the next 100 years.	No	Cabinet 12 Apr 2023	Christchurch Town; East Southbourn e & Tuckton; Highcliffe & Walkford; Mudeford, Stanpit & West Highcliffe	Landowners, BCP residents, businesses, organisations, BCP services	Several levels of public enegagement and consultation throughout the development of the Strategy between 2021 and 2023.	Catherine Corbin, Alan Frampton, Matt Hosey	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
South Part of Beach Road Car Park Poole	Appropriation and disposal for housing (in accordance with its local plan allocation) subject to an approved and adopted Development Brief by the Local Planning Authority, being in place.	Yes	Cabinet Date to be confirmed	Canford Cliffs	Portfolio holders for 1.Regeneration, Economy & Strategic Planning, 2. Tourism,Leisure Culture, 3.Community Safety and 4. Transport & Sustainability.	The disposal approval is sought, subject to an adopted Development brief being in place, and if Cabinet give the Local Planning Authority (LPA) approval to consult the public on the Development brief, then all portfolio holders local residents association and other interested parties from the public will have an opportunity to make representations through the LPA's 6 week public consultation process.	Irene Ferns	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Library Strategy	To produce a library strategy across all BCP libraries and the development of libraries as neighbourhood hubs.	No	Cabinet Date to be confirmed					Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Dorset Flood & Coastal Partnership	To seek approval to evolve from the existing Dorset Coastal Engineering Partnership Agreement (between BCP Council and Dorset Council) to a Shared Service Agreement. This would include working to a single budget for the resourcing and management of the service, including a longer term shift to BCP acting as host employer. It is also proposed for the Shared Service to expand to include surface water management and therefore operate as the Dorset Flood and Coastal Partnership.	No	Cabinet Date to be confirmed	All Wards	Cabinet consideration is required by both BCP Council and Dorset Council.		Catherine Corbin, Matt Hosey, Julian McLaughlin	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Russell Coates Arts Gallery Museum Governance Report	To consider the formation of a separate charitable entity for Russell Cotes Art Gallery & Museum.	No	Cabinet Date to be confirmed		RCAGM Mgt Committee Charity Commission Arts Council	All parties have been involved with initial feasibility and continue to be actively engaged.	Sarah Newman, Chris Saunders	Open
Beach Hut Policy	Harmonisation of policy, pricing, team location and booking system	No	Cabinet Date to be confirmed		Beach Hut Associations, I Beach Hut owners/ tenants, and for some of the work a more general consultation with BCP residents.	Consultation with the Beach Hut Associations will take place over the course of the project. More formal consultation will take place with Beach Hut Owners & Tenants and if required a suitable sample of BCP residents (between April a2020 and April 2021).	Andrew Brown	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Adoption of Ducking Stool Walk, Christchurch	To consider a request from Priory Mews Management Company for BCP Council to adopt the land and structures forming the Public Right of Way known as Ducking Stool Walk	No	Cabinet Date to be confirmed	Christchurch Town	Leader of the Council (Cllr Drew Mellor); Portfolio Holder (Cllr Mark Anderston); Ward Councillors (Cllr Peter Hall and Cllr Mike Cox);	Informal consultation to inform the report	Alan Ottaway	Open
BCP Economic Development Strategy		Yes	Cabinet Date to be confirmed					
Western Gateway Sub-national Transport Body (STB)- Strategic Transport Plan	To advise Cabinet of the STB's intention to adopt its Strategic Transport Plan at its Board meeting in December 2020 subject to agreement of all its constituent members. This is also subject to the outcome of an active consultation period which will close on 31st July 2020.	No	Cabinet Date to be confirmed	All Wards	Portfolio Holders for Transport and Infrastructure and Environment and Climate Change.	A public consultation is active until 31 July 2020 https://westerngatewaystb.org.uk/	Julian McLaughlin, Ewan Wilson	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Bournemouth Learning Centre conversion to a Special School Campus - Capital budget approval		No	Cabinet Date to be confirmed	All Wards				Open
Poole Regeneration Update	To update Cabinet and the public on projects and activities in Poole Town Centre	No	Cabinet Date to be confirmed	Poole Town	relevant stakeholders to the Poole Regeneration Programme		Chris Shephard	Open
Thistle Hotel, Poole Quay - Lease restructure	To seek authorisation to restructure a lease to enable a third party Hotel/Residential development to proceed	No	Cabinet Date to be confirmed	Poole Town			Rebecca Bray	Open

What is the subject?	What is the purpose of the issue?	Is this a Key Decision?	Decision Maker and Due Date	Wards	Who are the key stakeholders to be consulted before the decision is made?	What is the consultation process and period	Officer writing the report	Is the report likely to be considered in private (i.e., it contains confidential or exempt information)?
Crime & Disorder Reduction Strategy	To agree & adopt a BCP Crime & Disorder Reduction Strategy	No	Cabinet Date to be confirmed	All Wards	Community Safety Partnership		Andrew Williams	Open

CABINET



Report subject	Cleaner, Greener, Safer
Meeting date	29 September 2021
Status	Public Report
Executive summary	<p>A key building block to a thriving place with satisfied residents and visitors is a streetscene that is clean, green and safe. We want our conurbation to have a clean & sustainable physical environment; to be somewhere where people feel safe and secure; to be an environment that people treat with respect; and to be a place that people have pride in.</p> <p>Launched in December 2020 the Council's Cleaner, Greener, Safer programme is a commitment to ensuring the place based issues that matter amongst our communities are sustainably addressed and engender a sense of pride amongst communities to come together to achieve a better environment for all.</p> <p>This report seeks to secure investment across key themes that supports Bournemouth Christchurch and Poole Council's Big Plan's vision for a world-class city region and restores a street level sense of pride in our place.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <ul style="list-style-type: none"> (a) Members endorse the Cleaner, Greener, Safer programme ambitions. (b) Cabinet recommends that Council approve £514k of additional revenue resources to support the Cleaner, Greener, Safer programme in 2021/22. (c) Cabinet approves a £674k Cleaner, Greener, Safer capital investment programme funded from prudential borrowing. (d) Cabinet notes the £3.789m of additional revenue resources requested in 2022/23 and £2.438m per annum from 2023/24 onwards. (e) Cabinet notes the £3.789m of additional revenue resources for 2022/23 and £2.438m per annum from 2023/24 onwards will formally be recommended to Council as part of the 2022/23 budget and Medium-Term Financial Plan Update report in February 2022.

Reason for recommendations	<p>The recommendations seek to secure investment across key themes to support Bournemouth Christchurch and Poole Council's Big Plan vision for a world-class city region. This ambitious programme will restore a street level visible sense of pride and safety in our place and achieve improved delivery within those highly visible services which are of significant importance for our residents.</p> <p>The programme also includes an investment commitment aligned to the Council's Climate and Ecological Emergency declaration to protect and enhance our precious greenspaces for our communities and wildlife, increase urban greening and promote and increase health and wellbeing via improved access to greenspace and sustainable travel routes.</p>
Portfolio Holder(s):	<p>Councillor Drew Mellor – Council Leader</p> <p>Councillor Mark Anderson – Portfolio Holder Environment, Waste & Cleansing</p> <p>Councillor May Haines – Portfolio Holder Communities</p>
Corporate Director	Kate Ryan – Chief Operating Officer
Report Authors	<p>Kate Ryan – Chief Operating Officer</p> <p>Kate Langdown - Service Director - Environment</p> <p>Kelly Ansell – Service Director - Communities</p> <p>Tina Worthing – Finance Manager</p> <p>Shirley Haider – Finance Manager</p>
Wards	Council-wide
Classification	Recommendation & Decision

Background

1. BCP Council launched its Cleaner, Greener, Safer (CGS) priority commitment in December 2020. Since then, numerous activities have been undertaken to invest and improve our local environment and challenge behaviour including: -
 - a. levelling up of investment in street cleansing across the conurbation
 - b. summer response provision to manage the exceptional demands of the 2021 season
 - c. increased litter bin provision
 - d. tree planting
 - e. ongoing trialling of changes in approach to grass cutting to increase biodiversity
 - f. supporting The Parks Foundation in securing grant funding for Nature Recovery Networks
 - g. increased budget to support the council's Climate Action Plan

- h. partnering with Hubbub & McDonalds to use AI to map litter surveys and public behaviour
- i. funding for additional CCTV to help tackle anti-social behaviour
- j. additional investment in Community Safety Accreditation Scheme (CSAS) Officers
- k. fly tipping enforcement pilot
- l. launched a CGS partnership panel with Christchurch Town Centre & BID representatives from Bournemouth & Poole
- m. continued investment in transport infrastructure/assets and maintenance of to enhance place, improve accessibility and encourage more active travel

2. This expanded Cleaner Greener Safer programme seeks to build on the foundations of this activity and will see significant investment in our place across three themes;

Theme One - Town Centres Refresh Pilots	<ul style="list-style-type: none"> • Enhancing street, car parks and open space cleanliness including weed growth • Addressing street furniture that is broken, or needs repainting or removing to improve flow moving towards a coordinated public realm visual to reinforce place making • Working with businesses to tackle highway obstructions such as A-boards • Enhancing the condition and quality of greenspace such as planters, , pedestals, shrubbery • Removal of graffiti on public land • Removal of fly-tipping on public land • Addressing areas that need deep cleaning • Enhancing the response to street based anti-social behaviour • Promoting community safety and public safety • Improvements that support feeling safe, such as fixing broken street lights and improving visibility / reducing vegetation overhang in pedestrian areas
Theme Two Conurbation Wide Investment	<ul style="list-style-type: none"> • Adopted highway and open space cleansing services review • Public highway weed treatment • Public realm asset management capture

	<ul style="list-style-type: none"> • Public toilet provision review • Cleansing of resilience network highway signage • Water quality engagement • Strategic greenspace employee resource investment • Grass cutting equipment and seasonal resource investment • Urban greening and development of a BCP Council Tree Strategy
Theme Three - Community and Business Clean Green Safe Partnerships and Volunteering	<ul style="list-style-type: none"> • Strengths based approach to community engagement and ownership of public places • Encouraging clean which leads to clean • Building a sense of place within the community • reducing and designing out opportunities for vandalism and anti-social behaviour • enhancing community safety • commitment from all stakeholders to contribute • working collaboratively with internal and external stakeholders • integrating our programmes wherever possible • leading by example • creating a sense of self ownership • fostering community pride • sharing responsibility

3. The following sections outline the programme in detail.

Connection to BCP Council Vision and Corporate Priorities

4. The Cleaner, Greener, Safer programme commitment provides the grass roots foundation for improving public place amenity as a core element in building vibrant, clean, sustainable, and safe communities with an improved sense of ownership and belonging. Directly supporting the Council vision of '*Vibrant Communities with outstanding quality of life where everyone plays an active role*'.
5. The proposed programme supports the recognised need for improvements whilst complementing long term strategic public realm investment and is a key step in

realising the ambition of a world class city region. The programme will also actively contribute to all 5 of the Council's Corporate Priorities:

- Sustainable environment
- Dynamic places
- Connected communities
- Brighter futures
- Fulfilled lives

Why Cleaner, Greener, Safer is so important

6. Rebuilding a Cleaner, Greener and Safer environment across Bournemouth Christchurch and Poole following the pandemic is vital. Public space has been something many have previously taken for granted and through periods of austerity difficult choices there has been restricted investment in both public and private land. The importance of public space has however never been made clearer than when COVID-19 disrupted daily life. The sudden and profound effect of the global pandemic led to a reappraisal of our wider public spaces across the conurbation and in the value placed upon the immediate public space surrounding our homes and within our neighbourhoods.
7. The health of our communities is an ongoing concern. Obesity is now increasingly linked to inactive lifestyles. It is not however just physical health that is at risk, there are concerns too about mental well-being, the stressful lives that many now lead and the recent and prolonged isolation felt by many throughout the pandemic. Access to good-quality, well-maintained public spaces can help to improve our physical and mental health providing a powerful weapon in the fight against ill-health.
8. Public spaces bring many important environmental benefits to urban areas, including the cooling of air and the absorption of atmospheric pollutants – and more can be done with investment. Vegetation via urban greening also provides an opportunity to protect and increase biodiversity and for people to be close to 'nature', with the associated positive impact that this can bring in terms of mental health and the simple pleasure of experiencing trees, insects and wildlife in an urban setting.
9. High-quality public spaces can have a significant impact on the economic life of our town centres. As towns compete to attract investment, the presence of vibrant town centres, parks, and other public spaces becomes vital. Companies are attracted to locations offering well-designed, well-managed public places and these in turn attract customers, employees and services. In town centres, a pleasant and well-maintained environment increases the number of people visiting retail areas. A good public landscape also offers very clear benefits to the local economy in terms of stimulating increased house prices, since house-buyers are willing to pay to be near green space.
10. Perception of crime and anti-social behaviour and, to a much lesser extent crime itself, can deter people, from using public spaces. Physical changes to, and the better management of public space can reduce attraction for anti-social behaviour, help to allay these fears and ensure that experiences are positive.

Options Appraisal

11. Do nothing - Continue to accept gradual deterioration of public realm infrastructure and consequential dissatisfaction amongst our residents, businesses and visitors.
12. Enhanced CGS Programme - To build upon the campaign foundations and improve the quality and visual appearance of our streets, parks and open spaces across the conurbation, enhancing the quality of life for all who live, work and visit the region whilst key longer term transformational investment and regeneration plans are realised.

Investment Proposals

Theme One - Town Centres Refresh Pilots

13. An essential aspect of recovery for the conurbation following the pandemic is the sustained reopening of our town and neighbourhood centres, ensuring that businesses can thrive, and our residents and visitors are able to enjoy a safe and positive experience.
14. The Council has medium and longer-term plans to regenerate our place including public realm master planning and looking at surface infrastructure investment. These large capital schemes that support improved infrastructure and development are important. Cleaner, Greener, Safer however is an opportunity to focus on the issues we all see every day, know need fixing, can be put right in the short term and are sustained into the future.
15. Cleaner, Greener, Safer essentially covers:
 - Enhancing street, car parks and open space cleanliness including weed growth
 - Addressing street furniture that is broken, or needs repainting or removing to improve flow moving towards a coordinated public realm visual to reinforce place making
 - Working with businesses to tackle highway obstructions such as A-boards
 - Enhancing the condition and quality of greenspace such as planters, hanging baskets, pedestals, shrubbery
 - Removal of graffiti on public land
 - Removal of fly-tipping on public land
 - Removal of fly-posting on public land
 - Addressing areas that need deep cleaning
 - Enhancing the response to street based anti-social behaviour
 - Promoting community safety and public safety
 - Improvements that support feeling safe, such as fixing broken street lights and improving visibility / reducing vegetation overhang in pedestrian areas

Issues that we will need to work with others on:

- Run down and derelict shop fronts and buildings
- Fly-tipping on private land
- Overhanging vegetation from private land
- Litter on private land
- Graffiti on private land
- Containment of waste from businesses and householders
- A public health approach to community safety issues and hot spot areas

- Community led self help
16. We know that many issues are complex and cross-cutting, and this programme will be mindful of the scope and work of other partnerships. For example, the Homelessness Reduction Partnership, the Community Safety Partnership and R3 driving economic revitalisation and recovery. We will work with our partners to complement the programmes within their scope, and seek their support in realising our CGS ambitions.
 17. Each of our 3 main town centres have many common needs, but equally different ground level priorities linked to previously secured council investment and activities led by Business Improvement Districts directly. Digital street audits will be undertaken to inform, shape and prioritise whilst providing an auditable delivery of the output achieved from this programme of activities.
 18. A phase one refresh investment programme is proposed which can be flexed to respond to the findings of these audits. Phase one will focus on our 3 town centres, from which learning will be used to shape possible future initiative roll out across the 16 other strategically identified neighbourhood centres so we can continue to support our high streets in collaboration with our partners to reignite pride in our high streets and create spaces that are welcoming to all who visit and enjoy.

Enhanced Management of Town Centre Place Safety

19. Crime, anti-social behaviour, and fear of crime are critical issues for our town centres and in ensuring people feel safe to enjoy our public spaces. It is proposed that an enhanced management approach is applied in order to promote safety and to tackle the issues present within our busy urban centres.
20. It is proposed that the council continues to work with local businesses in the development of local Crime Reduction Partnerships, which will bring together stakeholders in a focused, collaborative effort to manage crime and ASB. Key to this is the need to improve reporting of issues and public engagement with public agencies to support action.
21. We will enhance the response to issues within our town centres through a multi-agency street-based response model, improving the co-ordination of resources, ensuring that engagement with our residents, visitors and businesses is at the heart of the approach.
22. The street audit process will be key to identifying areas where contextual safeguarding measures can be taken in order to improve public safety and the feeling of being safe within our town centres. Examples may include additional lighting, alleygating, and additional CCTV cameras. A capital programme to support these additional safety measures is proposed including £100,000 for CCTV and £100,000 for a Safety Improvement Fund.
23. Across BCP, the Community Safety Accreditation Scheme (CSAS) has been successful for a number of years and has been expanded in 2021 to provide additional officers for key areas. It is proposed that this additional investment is enhanced further, to provide an additional 10 officers who are able to provide enhanced management of public places and public safety across our town centres. This cohort of staff will also support the Council's seasonal response work by providing an on-street traffic management presence (including the deployment of towaway signage and cones) and car park entry/exit management at priority locations during peak summer periods. These roles will be key in engaging with local

businesses on matters of crime and ASB, and will work closely alongside the Police and other agencies in providing effective management of place safety.

24. Key to the expansion and development of the CSAS service, the enhancement of CCTV operations and management of the safer programme within CGS, is investment in lead officer resources in order to realise the ambition and ensure that focused leadership is provided. It is proposed that the Head of Seasonal Response role created to lead the 2021 Summer Resilience Programme becomes a permanent role, managing multi agency street based enforcement programmes, co-ordinating the Safer programme, leading seasonal response and managing CSAS and CCTV services. This new and exciting role will lead the development of the Crime Reduction Partnerships within our BID areas, complete a review of enforcement tools and responses (bylaws and control orders) and will be responsible for business engagement within our town centres on safer aspects of the Cleaner, Greener, Safer programme. The role will also be responsible for developing closer working across front line enforcement based staff, in pursuit of improved efficiency of response.

Theme Two Conurbation Wide Investment

Adopted Highway and Open Space Cleansing Services Review

25. Key investment to uplift cleansing resource and standards in Christchurch to that historically afforded in Bournemouth and Poole has been provided, however since BCP Council formation and the disruptive impacts of the Covid pandemic, cleansing services by in large remain delivered via separate teams and associated skills, varying equipment base and contractual arrangements.
26. To achieve full harmonisation of standards across the conurbation a comprehensive review is required as committed to within the Corporate Plan to inform future resourcing level needs to fulfil the Council's requirements as laid out in the Code of Practice for Litter & Refuse. A review will include re-zoning of the conurbations highways and open spaces in accordance with the Code of Practice, determining the most appropriate equipment and operating practices and necessary variances to support the needs of differing locations, consideration for investing in new cleansing technologies routing software, and how to digitally improve our customer contact interaction to align with both the Council's operating model, design principles and the ambition of a world class city region.
27. A cleansing review will furthermore lead to the development of a litter strategy to determine types, and provision of litter bins and a litter education and enforcement strategy. To support this review, it is proposed to invite the Association of Public Service Excellence (APSE) to provide constructive challenge to see how well BCP Council performs against other local authorities and propose options to improve service delivery. A cross party Member Working Group together with key stakeholders will be established and an annual public satisfaction/service prioritisation survey will be undertaken to inform future service delivery options.

Public Highway Weed Treatment

28. Untreated public highway weeds are generally regarded as untidy and a sign of poor maintenance and of increasing concern amongst our residents.
29. To improve weed treatment throughout the conurbation a £200,000 revenue budgetary investment is proposed to procure services from a specialist company contracted to apply a spot treatment application twice year weed spray usually in Spring and Summer, with the potential option of a third treatment should conditions necessitate it.

30. Weeds are generally controlled for the following reasons:
- Weeds will cause structural damage to the footways, carriageways and cycleways if they are allowed to grow freely. Hence in the long term, the risk to the authority is much greater maintenance costs will result from an inadequate weed control strategy.
 - Weed growth in visibility areas can become a safety issue and trip hazards to pedestrians
 - Weed growth is visually intrusive and heavy growth can give the impression that the highway network is being poorly maintained
 - Weed growth in the carriageway channel will cause a build-up of detritus which will impede the effective drainage of the highway.
 - There is also an expectation from the public that paved areas should be kept in a tidy manner
31. Bournemouth Christchurch & Poole is a diverse conurbation with rich and widespread green-spaces and some unique habitats. BCP Council is committed to striking a balance that ensures the area is at its best for people who live and work here, for visitors and for our plants and wildlife too. This means we have to balance our work to combat weed growth with the need to protect and preserve our rich environment. Herbicides will continue to not be used within parks and open spaces but used to spot treat only on highway and footpath weed growth.
32. Current marketplace knowledge indicates there is no direct effective chemical replacement for glyphosate and alternative treatments such as hot foams, acid, electricity and flame throwers are far less efficient in terms of material cost and labour involved applying them. Glyphosate is by far the most efficient and cost-effective method for the broad-spectrum treatment of common weeds. Some alternative methods do see specific niche use, but none can approach the value and efficacy of total systemic herbicide (specifically glyphosate), particularly when addressing the scale of treatment required for street pavements. Moreover, alternative methods (eg steam) often come at the price of a significantly increased carbon footprint.

Public Realm Asset Management

33. Since the formation of BCP Council it has become evident that infrastructure asset data across the 3 towns has not in some instances ever been captured and where it has the data has not been maintained.
34. In the future to ensure we have public realm infrastructure that is of the right type, right location and of an acceptable condition such as litter bins, benches, roadside gullies and signage, an extensive asset capture and condition survey is required to inform maintenance needs, identify opportunities for service efficiencies, future litter strategies and memorial and sponsorship policies. Wider work to define appropriate design and materials can then be undertaken specific to location.
35. An asset capture programme that will link to the council's digital transformation programme and operating model will help our services to work SMART and enable QR codes or similar technology to be applied to each located asset. Each QR code would have the asset number embedded so when the database is completed, scanning the QR code will bring back the street name automatically in a web form enabling members of the public to report overflowing bins or damaged bins, benches or signs via the councils CRM system with reports in the future digitally pushed out

to teams for actioning and enabling teams to on site update action taken live directly to the reporter.

Public Toilet Provision Review

36. A conurbation-wide evaluation of existing facilities including Changing Places facilities is necessary, to inform the development of a strategy for the future provision of this service. The review would include a gap analysis to highlight any location shortfalls of existing public toilet infrastructure and the opportunities to meet predicted future demand including via the Corporate Landlord Model, the Community Toilet Scheme and privately operated investment.
37. A 12-month fixed term resource investment including consultancy expertise to undertake this important service transformation review is needed to realise this ambition, to be supported and informed by the establishment of a cross party working group.
38. Publicly accessible toilet provision across the conurbation is regularly communicated as a concern amongst our communities and is within the Corporate Plan as a key activity to review. Publicly accessible toilets provide a role in ensuring equitable access to public outdoor spaces. Their provision allows for a space to become a destination for extended periods.
39. The Council, other organisations and businesses have the ability to provide public access to toilets and play a key role going forward in providing public toilets that are safe, accessible and clean to ensure public toilet provision addresses the current and future needs of our communities.

Cleansing of Resilience Network Highway Signage

40. Reductions in historical cleansing of network signage has resulted in many main road signage becoming ever greener and dirtier across the conurbation, not aligned to that of a welcoming destination. Safe cleansing of these roadside signs is expensive and involves the deployment of high-speed traffic management to protect both staff and road users.
41. To cleanse and improve the appearance of strategic network signage (appendix 5) an investment is proposed to undertake cleansing and any necessary replacement of signs in a poor condition that cleansing alone would not achieve an improvement. Dependant on the length of ability to remain clean highway signage cleansing would be extended beyond the strategic network in future years.

Water Quality Engagement

42. Water quality is a growing concern for our local environment and in turn residents, businesses, and tourism. The Council has been meeting regularly with Wessex Water and the Environment Agency as the regulator to raise concerns and to seek to secure the investment needed in the infrastructure both within BCP, and feeding in to our rivers, harbour and sea. This is a growing area of service delivery that is cross cutting as it pulls together regulatory, seafront and engineering specialisms. Although not the Council's statutory responsibility, there is a commitment to engage and influence to deliver improved outcomes for our communities and our environment and to do this dedicated resource is needed.
43. A staff resource investment is proposed to promote the improvement of water quality within the harbours, rivers and sea bathing waters for the benefit of water-based businesses and users; facilitate engagement between public service providers, including Wessex Water and the Environment Agency, businesses, water-user

groups, other stakeholders and the community; develop comms plans and campaigns to inform public understanding; lobby Government and service providers to influence positive change; act as the focal point between service providers, stakeholders, Council services and ward members for the dissemination and interpretation of data and information.

Strategic Greenspace Investment

44. Natural capital accounting creates a framework to link natural assets with the value of services they provide to people. It has been independently calculated that Bournemouth Christchurch & Poole's parks provide approximately 1,900 hectares of public open spaces and receive an estimated 9.7 million recreational visits per year, resulting in £231 million per year in gross benefits to local communities. £209 million per year results from health benefits, including improvements in mental wellbeing (60% of the gross value), and increases in the quantity and quality of life from physical activity (30% of gross value).
45. To fully capitalise on this vital public health and wellbeing value, resource investment is needed to build upon the existing small strategic greenspace team under pressure to deliver extensive programmes, mitigation works, policies and strategies in relation to greenspace and heathland functions. The creation of 8 x additional positions across a variety of roles including a Landscape Architect, Greenspace Project Delivery Officer, Greenspace Volunteer Officer, Geographical Information Officer will drive forward key greenspace and biodiversity projects to ensure our parks and open spaces thrive, meeting the needs of the Corporate Plan, of future generations and the environment.
46. A forthcoming Green Infrastructure Strategy that will set out a proposed strategic vision for our green sites and corridors, and the ways in which they can be created, managed and maintained to provide maximum benefits to the people who live, work or visit BCP realising our net gain responsibilities will shortly be consulted on and once live will require resource to bring the strategy to life in addition other connecting strategic reviews and projects including:
 - Play Strategy
 - Allotment Strategy
 - Tree Strategy
 - Reviewing wildflower and grassland management plans
 - Review of Public Space Protection Orders
 - Bringing forward open space project ambitions some already linked to secured CIL or grant funding including: Hicks Farm Throop Nature Park SANG, Hengistbury Head master planning, BCP natural burial ground, Baiter Park master planning, Stour Valley Partnership as examples.
47. Considered through the perspectives of health, transport, housing and climate change, as well as the more traditional lens of sport, recreation and conservation, the case for investment in green infrastructure is compelling. We can work towards creating better parks and green spaces by ensuring that investment decisions take fuller account of the wider social, economic and environmental value they provide including more connected and active communities; happier, healthier and more productive workforce; and lower costs for health and social care locally.

Grass Cutting Equipment and Seasonal Resource Investment

48. Grass cutting is regularly communicated as being important to our residents. Communication usually falls into three categories: people who are concerned about road safety issues caused by tall grass growth; people who want us to cut more as they see growth as untidy; and people who want us to cut less to allow wildflowers to grow.
49. Balancing these viewpoints can be challenging, but through a range of measures and management techniques depending on the area, we are working to refine our approach to ensure we find the right balance between safety, tidiness and allowing wildflowers to flourish.
50. Wet weather followed by a warm spell creates the perfect condition for prolific plant growth evident this year, possibly affecting our amenity areas and the safety of our highways. There is a balance required to ensure that our highways are managed safely and that areas look well cared for with the need to protect our wild spaces and to encourage wildlife, particularly insects.
51. To support the service an equipment investment to facilitate an increase in 'cut and collect' mowing is required. This is where teams collect the vegetation clippings instead of letting them decompose into the soil. Collecting the grass clippings reduces the soil fertility, resulting in lower growth rates, longer periods between cutting and a far better environment for wildflowers to establish and thrive.
52. For locations whereby routine grass cutting has been determined appropriate a seasonal increase of 10 x Grounds Maintenance Operatives April – October is proposed to place the Council in a stronger position to respond to grass and vegetation growth rates such as those experienced during 2021.

Urban Greening & Development of a BCP Council Tree Strategy

53. The council recognises the importance of trees, the benefits they afford us and the increasingly important role they can play in mitigating the effects of climate change, flood amelioration and pollution control.
54. An increase to the tree maintenance revenue budget is required to support the ongoing safe management of the Council's tree stock and address funding shortfalls from disaggregated local government reorganisation budgets.
55. Furthermore, development of a Tree Strategy for BCP Council via a cross party working group is a priority to support the Council's Climate and Ecological Emergency declaration. Addressing future planting requirements for both public amenity and privately owned trees including planning control and planning policy.
56. To facilitate this strategy a temporary Arboricultural resource for 12 months is required alongside to support the Green Infrastructure Strategy and commencement of an urban greening planting programme.

Theme Three - Community and Business Clean Green Safe Partnerships and Volunteering

57. Community and business belonging, and ownership are central to the CGS campaign which goes beyond the Council providing traditional universal services to public places. If community and business members adopt sustainable practices, engage with, use, and respect public places, the council's role can shift from reactive cleaning and maintenance to a focus on betterment and building stronger communities. The 4 P's principles for Cleaner Greener Safer being:

Place	Protect
<ul style="list-style-type: none"> encouraging clean which leads to clean building a sense of place with the community 	<ul style="list-style-type: none"> reducing and designing out opportunities for vandalism and anti-social behaviour enhancing community safety commitment from all stakeholders to contribute
Partnerships	Pride
<ul style="list-style-type: none"> working collaboratively with internal and external stakeholders integrating our programs wherever possible leading by example 	<ul style="list-style-type: none"> creating a sense of self ownership fostering community pride sharing responsibility

58. National research suggests increasingly widespread view that if a strong sense of community exists then other local environmental factors will naturally improve and individual responsibility will increase, reflecting greater respect for the place and pride in an area. To support this work a Communications Officer resource and communications budget is required to support the Head of Seasonal Response and the Head of Community Engagement to work build lasting partnerships with business and increase community self-led action.

Communications Strategy

59. A vital part of the programme is demonstrating the effectiveness of the council and showing value for money by highlighting the work that is being delivered. A communications strategy focuses on evidencing clearly the work of the programme, showing the organisation is tackling the issues that matter to many people. The communications strategy and action plan in place to support the cleaner, greener, safer programme, has objectives to:
- Instil confidence and pride amongst stakeholders, in particular residents, businesses and frontline staff
 - Act as a call-to-action to communities to report issues, request activity and take part
 - Deliver a creative comms campaign to support on-the-ground operations that clearly show the actions being delivered through the programme

60. A campaign look and feel has been developed and used extensively across platforms since spring 2021 to give a bright, positive feel to the comms activity. 65 content items (approx.. 2.5/week) have been generated, reaching 247,631 people (unique views) across Facebook, Twitter, LinkedIn and Instagram, and have been viewed over 278,500 times. Facebook is by far the most successful online platform for this campaign, with 12,000 people interacting with these posts (liking, commenting or sharing) across the six months.



61. A high level work stream programme mobilisation plan has been produced as item Appendix 4.

Summary of financial implications

62. The report seeks to secure a significant uplift in existing resource, revenue budget and capital investment to achieve sustainable improvements to public realm and associated environmental quality standards.
63. The proposal seeks both one-off and ongoing revenue funding as well as capital investment to deliver the strategy. The table below summarises the expected funding requirement across the Medium-Term Financial Plan:

Figure 1: Summary of the Cleaner, Greener, Safer Financial Implications

Cleaner, Greener, Safer Financial Implications

Theme	2021/22		2022/23		2023/24 Onwards
	Revenue £'000s	Capital £'000s	Revenue £'000s	Capital £'000s	Revenue £'000s
Town Centre Refresh Pilots	262	226	1,234		399
Enhanced Management of Town Centre Place Safety	0		628	200	628
Adopted Highway & Open Space Cleansing Services Review			20		0
Public Highway Weed Treatment	0		200		200
Public Realm Asset Management	18		25		0
Public Toilet Provision Review	52		102		102
Cleansing of Resilience Network Signage			200		200
Water Quality Engagement	0		36		36
Strategic Greenspace Investment	82		290		290
Grass Cutting Equipment & Seasonal Resource Investment	0	248	208		208
Urban Greening & Tree Strategy	100		736		236
Community & Business Partnerships & Volunteering	0		41		41
Revenue implications of capital investment			69		98
	514	474	3,789	200	2,438
MTFP Pressure			3,789		(1,351)

64. Council is asked to formally approve the extra £514k of additional revenue resources being requested for 2021/22. As the request is outside the approved 2021/22 budget framework of the council the resources will need to be allocated from the Councils Financial Resilience Reserves.
65. Based on the June MTFP Update report the Council had £20.870m available in its Financial Resilience Reserves not previously committed to either the 2021/22 or 2022/23 budget of the council. Of this amount £4.2m is committed to this and other 2021/22 resource requests through the September 2021 reports to Cabinet. Further requests are likely to come forward as part of the 27 October 2021 reports to Cabinet.
66. Cabinet is asked to only note the £3.789m of additional revenue resources requested to support the Cleaner, Greener, Safer programme in 2022/23 and £2.438m per annum from 2023/24 onwards. This is on the basis that Council will formally be requested to approve these resources as part of the 2022/23 budget and Medium-Term Financial Plan (MTFP) Update report in February 2022.
67. In considering investing in the Cleaner, Greener, Safer programme members will need to reflect on their responsibility to both current and future taxpayers and its fiduciary duty to be prudent in the administration of its funds. In that regard members should consider the financial sustainability of the Council in the context of the funding gaps in the MTFP and that any drawdown from the Councils Financial Resilience Reserves will reduce the Councils flexibility in managing these future years deficits. It should also be borne in mind that the funding gaps in the MTFP are

after a number of risks including an ambitious £42.4m in annual additional transformation savings in the period before 31 March 2024

68. Capital investment of £674k is proposed as part of the strategy – with £474k in the current 2021/22 financial year and a further £200k in 2022/23. The proposed expenditure includes £248k for grass cutting equipment, £150k for 3 additional tippers, £100k for additional CCTV, £100k additional street lighting, £18k for planters and £58k for a new pressure washer. It is proposed that this investment is funded from prudential borrowing in the first instance although alternative funding sources including the use of Community Infrastructure Levy (CIL), developer contributions and new government grants will continue to be explored.
69. Prudential borrowing for these items is permitted under revised HM Treasury PWLB guidance as the capital investment is for service delivery and infrastructure improvements. Annual borrowing repayments are calculated at 3% (low risk BCP Invest to Save Framework rate) over the estimated useful life of each asset acquired. Annual borrowing repayments (commencing the first full year following year in which borrowing is taken out) is initially estimated to be £69k in 22/23 rising to £98k per annum from 23/24 onwards. It should always be borne in mind that the council is required to repay principal and interest on any loans before it can determine the resources available annually to support service delivery.
70. A detailed financial summary is provided in Appendix 3.

Financial risks

71. In addition to funding risks associated with the strategy, there is risk around cost estimates provided within the strategy. The council is already dealing with significant cost pressures from current Covid & Brexit-related market conditions.
72. The strategy also seeks to increase the council's workforce with new permanent employees. There is therefore risk of new redundancy pressures should the staffing base be reduced in later years.
73. The ongoing revenue implications of the strategy will need to be properly understood. As well as ongoing staff costs there will likely be increased annual maintenance obligations (including tree maintenance) as a result of this strategy.

Value for Money

74. The proposed strategy will address sustained restricted investment in public realm asset management, support our climate emergency declaration response and provide informed future capital and revenue needs to maintain and improve services.
75. High-quality and safe public spaces can have a significant impact on the economic life of town centres. As towns compete to attract investment, the presence of good town centres, parks, and other public spaces become vital. Companies are attracted to locations that offer well-designed, well-managed public places and these in turn attract customers, employees and services. In town centres, a pleasant and well-maintained environment increases the number of people visiting retail areas. A good public landscape also offers very clear benefits to the local economy in terms of stimulating increased house prices, since house-buyers are willing to pay to be near green space.
76. Investing in maintenance activities will both improve the appearance and importantly prolong the life of existing assets

Summary of legal implications

77. BCP Council has a legal duty under the Environmental Protection Act 1990 and Code of practice on litter and refuse as a litter authority must 'have regard to' the [code of practice on litter and refuse](#) which explains how different types of land should be kept clear. This means they must consider the code, and they must follow it unless there are clear, justifiable reasons not to do so in specific circumstances. Under Section 41 of the Highways Act 1980 BCP Council has a statutory duty to maintain a public highway in a safe manner for all users. Neglecting this duty can lead to claims against the Council for damages resulting from a failure to maintain the highway.
78. Clean Neighbourhoods & Environment Act 2005 provides local authorities with more effective powers to tackle poor environmental quality and anti-social behaviour. In particular the Act includes sections on nuisance and abandoned vehicles, litter, graffiti, waste, noise and dogs. Many of the new provisions relate to powers not duties. Councils can decide which powers they will use.
79. The use of chemical herbicides is carefully controlled by the Department for Environment, Food and Rural Affairs (DEFRA). All works and herbicides used are in accordance with the Control of Pesticides Regulations 1986, the current edition of the Control of Substances Hazardous to Health Regulations and Pesticides, Code of Practice for using plant protection products 2006 and take into account the Health and Safety Commission's Approved Code of Practice on 'The safe use of pesticides for non-agricultural purposes'.
80. The forthcoming Environment Bill will place responsibilities on BCP Council it aims to establish a new framework for environmental governance and to meet the ambitions of the Government's 25-year environment plan. The aim of the 25 Year Environment Plan is to set out a comprehensive and long-term approach to protecting and enhancing our natural landscapes and habitats in England for the next generation.

Summary of human resources implications

81. At present the service demand is overstressing available resource. These outcomes are not possible to deliver without additional capacity. If approved a recruitment exercise would be required and due process to secure specialist support.

Summary of sustainability impact

82. A full Decision Impact Assessment has been completed available in Appendix 2.

Summary of public health implications

83. National research shows a clear link between the quality of public realm, access to green spaces and overall public quality of life and wellbeing. The importance of public space is clearer than ever following the Covid 19 pandemic, and plays a crucial part in our recovery.
84. This programme seeks to support the improved health of our communities by providing vibrant places for everyone to enjoy. Access to good-quality, well-maintained public spaces can help to improve our physical and mental health providing a powerful weapon in the fight against ill-health.

85. Public spaces bring many important environmental benefits to urban areas as noted in the report, and this is also of benefit to the health of our communities.
86. As well as physical improvements, this programme aims to also improve public safety and enhance the response to crime and ASB. By taking a public health approach to these matters, which seeks to improve the health and safety of all individuals by addressing underlying risk factors that increase the likelihood that an individual will become a victim or a perpetrator of violence, we can realise significant health and wellbeing benefits.

Summary of equality implications

87. An EIA conversation/screening document has been completed and approved by the EIA panel and available in Appendix 1.
88. The Cleaner, Greener, Safer programme seeks to improve local environment quality and community safety for the benefit of all. The Council has medium and longer-term plans to regenerate our place including public realm master planning and looking at surface infrastructure investment. These large capital schemes that support improved infrastructure and development are important. Cleaner, Greener, Safer however is an opportunity to focus on the issues we all see every day, know need fixing, and can be put right in the short term and are sustained into the future for generations to come creating inclusive environments.

Summary of risk assessment

89. All the proposals within this report aim to improve current standards and safeguard the environment. Failure to invest in public realm improvements will see continued decline in provision and detrimental appearance of our public spaces and public satisfaction.
90. A decision not to support increasing employee resources will impact Environment & Communities Services ability to deliver Corporate Plan priorities, service reviews, the creation of new policies and greenspace projects.
91. Inability to support in year budget growth demands related to the report will delay commencement of activities until April 2022.
92. The Council cannot resolve raising the condition of the street scene alone, it will require engagement and investment from partners, private landowners and the general public to achieve sustainable improvements.
93. Marketplace recruitment is currently challenging amongst frontline service roles. Inability to recruit to any approved funding will adversely impact realisation of ambitions.

Appendices

Appendix 1 Equalities Impact Assessment

Appendix 2 Decision Impact Assessment

Appendix 3 Financial Detail Summary

Appendix 4 Summary CGS Mobilisation Plan

Appendix 5 Map of Resilience Highway Network

Equality Impact Assessment: conversation screening tool

Policy/Service under development/review:	Clean, Green, Safe Initiative
What changes are being made to the policy/service?	<p>A key building block to a thriving place with satisfied residents and visitors is a streetscene that is clean, green and safe. We want our conurbation to have a clean & sustainable physical environment; to be somewhere where people feel safe and secure; to be an environment that people treat with respect; and to be a place that people have pride in.</p> <p>Launched in December 2020 the Council's Cleaner, Greener, Safer campaign is a commitment to ensuring the place based issues that matter amongst our communities are sustainably addressed and engender a sense of pride amongst communities to come together to achieve a better environment for all.</p> <p>The report seeks to secure investment across key themes that supports Bournemouth Christchurch and Poole Council's Big Plan's vision for a world-class city region and restores a street level sense of pride in our place to support our communities, businesses and local environment</p>
Service Unit:	Environment
Persons present in the conversation and their role/experience in the service:	Kate Langdown – Director of Environment Stuart Best – Waste & Cleansing Manager Kelly Ansell – Director of Communities
Conversation dates:	16/07/21 & 29/07/21
Do you know your current or potential client base? Who are the key stakeholders?	Conurbation wide all residents, businesses and visitors. Theme One specific investment will be targeted at the three town centres within the conurbation.
Do different groups have different needs or experiences in relation to the policy/service?	<ul style="list-style-type: none"> • Age – some more elderly residents may be less physically active and able to access public spaces • Disability – some residents with disabilities may be less able to access sites and facilities • Socio-economic status – some residents may have greater access to public realm than others • Race – some may have a heightened perception or experience of community and personal safety concerns within shared public spaces

	<ul style="list-style-type: none"> Gender – some may have a heightened perception or experience of community and personal safety concerns within shared public spaces
Will the policy or service change affect any of these service users?	Yes the proposed resource and physical infrastructure investment should benefit all services users via improvements to both local environmental quality, accessibility and community safety standards.
What are the benefits or positive impacts of the policy/service change on current or potential service users?	<p>Proposed improved local environmental quality – cleansing standards, weed control, maintenance of physical street furniture infrastructure, water quality, tree management and investment in urban greening and connecting our greenspaces via green corridors.</p> <p>Development of longer term strategic plans to inform future place based services inc public toilet provision, Green Infrastructure Strategy, play strategy, Tree strategy, Litter strategy.</p> <p>Proposed investment in CSAS officers to increase community safety and partnership working with agencies.</p>
What are the negative impacts of the policy/service change on current or potential service users?	None
Will the policy or service change affect employees?	No
Will the policy or service change affect the wider community?	Yes – as described above
What mitigating actions are planned or already in place for those negatively affected by the policy/service change?	No negative impacts identified
Summary of Equality Implications:	<p>The Clean, Green, Safe Initiative seeks to improve local environment quality and community safety for the benefit of all. The Council has medium and longer-term plans to regenerate our place including public realm master planning and looking at surface infrastructure investment. These large capital schemes that support improved infrastructure and development are important. Cleaner,</p>

	<p>Greener, Safer however is an opportunity to focus on the issues we all see every day, know need fixing, and can be put right in the short term and are sustained into the future for generations to come to improve enjoyment, accessibility and feeling of safety.</p> <p>This proposal has several individual workstreams within it which if approved would be expected to have subject specific EQIA undertaken. For example Deployment of CSAS Officers, Public toilet review, cleansing standards review, public bench provision.</p>

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Proposal Title: Cleaner, Greener, Safer Programme

Impact Summary

Climate Change & Energy	Green - Only positive impacts identified
Communities & Culture	Green - Only positive impacts identified
Waste & Resource Use	Green - Only positive impacts identified
Economy	Green - Only positive impacts identified
Health & Wellbeing	Green - Only positive impacts identified
Learning & Skills	Green - Only positive impacts identified
Natural Environment	Green - Only positive impacts identified
Sustainable Procurement	Green - Only positive impacts identified
Transport & Accessibility	Green - Only positive impacts identified



Major negative impacts identified



Minor negative impacts identified / unknown impacts



Only positive impacts identified



No positive or negative impacts identified

Answers provided indicate that the score for the carbon footprint of the proposal is:
6.5

The Carbon Footprint is banded as follows:

0-4

4.5-9.5

10-14

Low**Moderate****High**

Proposal ID: **284**

Proposal Title: **Cleaner, Greener, Safer Programme**

Type of Proposal: **Programme**

Brief description:

The Cleaner, Greener, Safer commitment provides the grass roots foundation for improving public place amenity as a core element in building vibrant, clean, sustainable, and safe communities with an improved sense of ownership and belonging

Proposer's Name: **Kate Langdown**

Proposer's Directorate: **Environment & Community**

Proposer's Service Unit: **Environment**

Estimated cost (£):

If know, the cost amount (£):

Ward(s) Affected (if applicable):

All Wards

Sustainable Development Goals (SDGs) supported by the proposal:

3. Good Health and Well Being 6. Clean Water and Sanitation 8. Decent Work and Economic Growth 9. Industry, Innovation and Infrastructure 10. Reduced Inequalities 11. Sustainable Cities and Communities 13. Climate Action 14. Life Below Water 15. Life On Land 16. Peace, Justice and Strong Institutions 17. Partnerships for the Goals

Proposal Title: Cleaner, Greener, Safer Programme

Climate Change & Energy

Is the proposal likely to have any impacts (positive or negative) on addressing the causes and effects of climate change? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Has the proposal accounted for the potential impacts of climate change, e.g. flooding, storms or heatwaves? **Partially**
- 2) Does it assist reducing CO2 and other Green House Gas (GHG) emissions? E.g. reduction in energy or transport use, or waste produced. **No**
- 3) Will it increase energy efficiency (e.g. increased efficiency standards / better design / improved construction technologies / choice of materials) and/or reduce energy consumption? **No**
- 4) Will it increase the amount of energy obtained from renewable and low carbon sources? **No**

How was the overall impact of the proposal on its ability to positively address the cause and effects of climate change rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):
The proposals include increasing the tree management budget to support improved tree maintenance and increasing the Council's tree stock and other urban greening initiatives.

The proposals including resource to work with Wessex Water to advance action on addressing water quality issues.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Proposal Title: Cleaner, Greener, Safer Programme

Communities & Culture

Is the proposal likely to impact (positively or negatively) on the development of safe, vibrant, inclusive and engaged communities? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

1) Will it help maintain and expand vibrant voluntary and community organisations? **Yes**

2) Will it promote a safe community environment? **Yes**

3) Will it promote and develop cultural activities? **Partially**

How would the overall impact of the proposal on the development of safe, vibrant, inclusive and engaged communities be rated?

Green - Only positive impacts identified

Reasoning for the answer (details of impacts including evidence and knowledge gaps):

The Clean, Green & Safe campaign seeks to work towards creating improved public realm s by ensuring that investment decisions take fuller account of the wider social, economic and environmental value they provide including more connected and active communities; happier, healthier and more productive workforce; and lower costs for health and social care locally.

Furthermore 1Crime, anti social behaviour, and fear of crime are critical issues for our town centres and in ensuring people feel safe to enjoy our public spaces. The CGS campaign proposes that an enhanced management approach is applied in order to promote safety and to tackle the issues present within our busy urban centres to best support our communities

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Proposal Title: Cleaner, Greener, Safer Programme**Waste & Resource Use**

Is the proposal likely to have any impacts (positive or negative) on waste resource use or production and consumption? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it prevent waste or promote the reduction, re-use, recycling or recovery of materials? **Yes**
- 2) Will it use sustainable production methods or reduce the need for resources? **Partially**
- 3) Will it manage the extraction and use of raw materials in ways that minimise depletion and cause no serious environmental damage? **No**
- 4) Will it help to reduce the amount of water abstracted and / or used? **Partially**

How would the overall impact of the proposal on the sustainable production and consumption of natural resources be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

The proposals seek to review conurbation wide and improve at phase one locations cleansing standards, street furniture maintenance to extend the life of and reduce need for new materials, litter bin provision and the provision of community clean up stations to promote self-action to work towards the national research which suggests that focus should increasingly be given to achieving 'cleaner, greener, safer and stronger together' places; the 'stronger together' element reflecting the increasingly widespread view that if a strong sense of community exists then other local environmental factors will naturally improve and individual responsibility will increase, reflecting greater respect for the place and pride in an area and sustainable use of natural resources.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Proposal Title: Cleaner, Greener, Safer Programme

Economy

Is the proposal likely to impact (positively or negatively) on the area's ability to support, maintain and grow a sustainable, diverse and thriving economy? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will the proposal encourage local business creation and / or growth?

Partially

- 2) Will the proposal enable local jobs to be created or retained?

Yes

- 3) Will the proposal promote sustainable business practices?

Partially

How would the overall impact of the proposal on it's potential to support and maintain a sustainable, diverse and thriving economy be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps)
High-quality public spaces can have a significant impact on the economic life of town centres. As towns compete to attract investment, the presence of good town centres, parks, and other public spaces become vital. Companies are attracted to locations that offer well-designed, well-managed public places and these in turn attract customers, employees and services. In town centres, a pleasant and well-maintained environment increases the number of people visiting retail areas. A good public landscape also offers very clear benefits to the local economy in terms of stimulating increased house prices, since house-buyers are willing to pay to be near green space.

The campaign will work with partners including BID's to achieve maximum impact on improving the public and privately visible realm

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc)

None

Proposal Title: Cleaner, Greener, Safer Programme**Health & Wellbeing**

Is the proposal likely to impact (positively or negatively) on the creation of a inclusive and healthy social and physical environmental for all?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will the proposal contribute to improving the health and wellbeing of residents?

Yes

- 2) Will the proposal contribute to reducing inequalities in health between different communities or groups?

Yes

- 3) Will the proposal contribute to a healthier and more sustainable physical environment?

Yes

How would the overall impact of the proposal on the creation of a fair and healthy social and physical environmental for all be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

The importance of public space has however never been made clearer when COVID-19 disrupted daily life. The sudden and profound effect of the global pandemic forced many to reappraise the wider public spaces afforded across the conurbation available to all, and value the immediate public space surrounding our homes and within our neighbourhoods.

The health of our communities is an ongoing concern. Obesity is now increasingly linked to inactive lifestyles, there are concerns too about people's mental well-being, the stressful lives that many now lead and the recent and prolonged isolation felt by many throughout the pandemic. Access to good-quality, well-maintained public spaces can help to improve our physical and mental health providing a powerful weapon in the fight against ill-health.

The report seeks investment in the quality of BCP public realm including urban greening to improve air quality and facilities just as public toilets to support public health and wellbeing.

Perception of crime and, to a much lesser extent crime itself, can deter people, from using public spaces and improving their physical and mental wellbeing and general connection with their community. Physical changes to, and the better management of, public space can reduce attraction for anti-social behaviour and help to allay these fears and increase usage.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Proposal Title: Cleaner, Greener, Safer Programme

Learning & Skills

Is the proposal likely to impact (positively or negatively) on a culture of ongoing engagement and excellence in learning and skills? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it provide and/or improve opportunities for formal learning?
Not Relevant
- 2) Will it provide and/or improve community learning and development?
Not Relevant
- 3) Will it provide and/or improve opportunities for apprenticeships and other skill based learning?
Yes

How would the overall impact of the proposal on the encouragement of learning and skills be rated? **Green - Only positive impacts identified**

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

The Clean, green, safe campaign if funding is supported will lead to the creation of apprentice positions to support the delivery of front line public realm improvements.

The campaign will seek to engage with businesses and volunteers to increase knowledge and understanding of environmental issues, (waste, climate, water, trees, greenspace etc)

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Proposal Title: Cleaner, Greener, Safer Programme**Natural Environment**

Is the proposal likely to impact (positively or negatively) on the protection or enhancement of local biodiversity or the access to and quality of natural environments?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it help protect and improve biodiversity i.e. habitats or species (including designated and non-designated)? **Yes**
- 2) Will it improve access to and connectivity of local green spaces whilst protecting and enhancing them? **Yes**
- 3) Will it help protect and enhance the landscape quality and character?
Yes
- 4) Will it help to protect and enhance the quality of the area's air, water and land?
Yes

How would the overall impact of your proposal on the protection and enhancement of natural environments be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

The report seeks resource investment to support implementation of:

Green Infrastructure Strategy that will set out a proposed strategic vision for our green sites and corridors, and the ways in which they can be created, managed and maintained to provide maximum benefits to the people who live, work or visit BCP realising our net gain responsibilities. In addition, resource will be used to develop tree and urban greening strategy and allotment strategy alongside resource to promote the improvement of water quality within the harbours, rivers and sea bathing waters for the benefit of water-based businesses and users; facilitate engagement between public service providers, including Wessex Water and the Environment Agency, businesses, water-user groups, other stakeholders and the community.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Weed treatment

Council is committed to striking a balance that ensures the area is at its best for people who live and work here, for visitors and for our plants and wildlife too. This means we have to balance our work to combat weed growth with the need to protect and preserve our rich environment. The use of glyphosate continues to be the subject of considerable debate and will only be used in accordance with the most up to date guidance.

Proposal Title: Cleaner, Greener, Safer Programme**Sustainable Procurement**

Is the proposal likely to involve the procurement of goods, services or works which risk negative impact on resources (including power, water, raw material extraction), natural environment or labour markets (e.g. welfare standards)?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

Has or is it intended that the Strategic Procurement team be consulted?

Yes – planning to discuss

If the Strategic Procurement team was not consulted, then the explanation for this is:

- 1) Do the Government Buying Standards (GBS) apply to goods, services and/or works that are planned to be bought?

Don't know even though may be relevant

- 2) Has sustainable resource use (e.g. energy & water consumption, waste streams, minerals use) been considered for whole life-cycle of the product/service/work?

Partially

- 3) Has the issue of carbon reduction (e.g. energy sources, transport issues) and adaptation (e.g. resilience against extreme weather events) been considered in the supply chain?

Partially

- 4) Is the product/service/work fairly traded i.e. ensures good working conditions, social benefits e.g. Fairtrade or similar standards?

Yes

- 5) Has the lotting strategy been optimised to improve prospects for local suppliers and SMEs?

Don't know even though may be relevant

- 6) If aspects of the requirement are unsustainable then is continued improvement factored into your contract with KPIs, and will this be monitored?

Not Relevant

How is the overall impact of your proposal on procurement which supports sustainable resource use, environmental protection and progressive labour standards been rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Procurement discussions are largely yet to be undertaken until funding decisions are determined.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

None known as yet

Proposal Title: Cleaner, Greener, Safer Programme

Transport & Accessibility

Is the proposal likely to have any impacts (positive or negative) on the provision of sustainable, accessible, affordable and safe transport services - improving links to jobs, schools, health and other services? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it support and encourage the provision of sustainable and accessible modes of transport (including walking, cycling, bus, trains and low emission vehicles)?

Yes

- 2) Will it reduce the distances needed to travel to access work, leisure and other services?

Partially

- 3) Will it encourage affordable and safe transport options?

Yes

How would the overall impact of your proposal on the provision of sustainable, accessible, affordable and safe transport services be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Proposed resourcing will support the realisation of the forthcoming Green Infrastructure Strategy that will set out a strategic vision for our green sites and corridors, and the ways in which they can be created, managed and maintained to provide maximum benefits to the people who live, work or visit BCP which will include sustainable access and connectivity via improved and increased walking and cycling routes.

Details of proposed mitigation and monitoring (inc. timescales, responsible officers, related business plans etc):

None

Appendix 3 – Financial Details

Theme	Description	2021/22 Revenue £'000s	2022/23 Revenue £'000s	2023/24 Onwards Revenue £'000s
Revenue				
Town Centre Refresh Pilots				
	Staff Resource	102	306	306
	Pressure Washer - maintenance & fuel	2	7	7
	Transit Tippers - maintenance & fuel	8	24	24
	Remove and replace damaged street furniture	100	300	-
	Refresh highway lining	-	250	-
	Repainting street furniture	-	275	-
	Planted floral pedestals - revenue maintenance/replacement	-	62	62
	Uplift the quality of existing fixed planter locations	50	-	-
	Community Clean up stations	-	10	-
		262	1,234	399
Enhanced Management of Town Centre Place Safety				
	Staff Resource	-	68	68
	CSAS Response team	-	500	500
	CCTV Monitoring	-	60	60
		-	628	628
Adopted Highway & Open Space Cleansing Services Review				
		-	20	-
Public Highway Weed Treatment				
		-	200	200
Public Realm Asset Management				
		18	25	-
Public Toilet Provision Review				
	Staff Resource	42	102	102
	Consultancy	10	-	-
		52	102	102
Cleansing of Resilience Network Signage				
		-	200	200
Water Quality Engagement				
		-	36	36
Strategic Greenspace Investment				
		82	290	290
Grass Cutting Equipment & Seasonal Resource Investment				
	Staff Resource	-	146	146
	Repairs & Maintenance	-	20	20
	Waste Disposal	-	42	42
		-	208	208

Theme	Description	2021/22 Revenue £'000s	2022/23 Revenue £'000s	2023/24 Onwards Revenue £'000s
Revenue				
Urban Greening & Tree Strategy				
	Purchase of trees	-	500	-
	Staff Resource	-	36	36
	Annual Maintenance existing tree stock	100	100	100
	Establishment/Maintenance new trees	-	100	100
		100	736	236
Community & Business Partnerships & Volunteering				
	Staff Resource	-	36	36
	CGS campaign	-	5	5
		-	41	41
Prudential Borrowing Repayments				
		-	69	98
Total Revenue				
		514	3,789	2,438
MTFP Adjustments				
			3,789	(1,351)
Capital				
	Pressure Washer	58	-	
	Transit Tippers	150	-	
	Planted floral pedestals	18	-	
	Grass cutting Equipment	248	-	
	Enhanced CCTV	-	100	
	Safety improvement programme	-	100	
	Trees	-	-	
		474	200	

Appendix 4

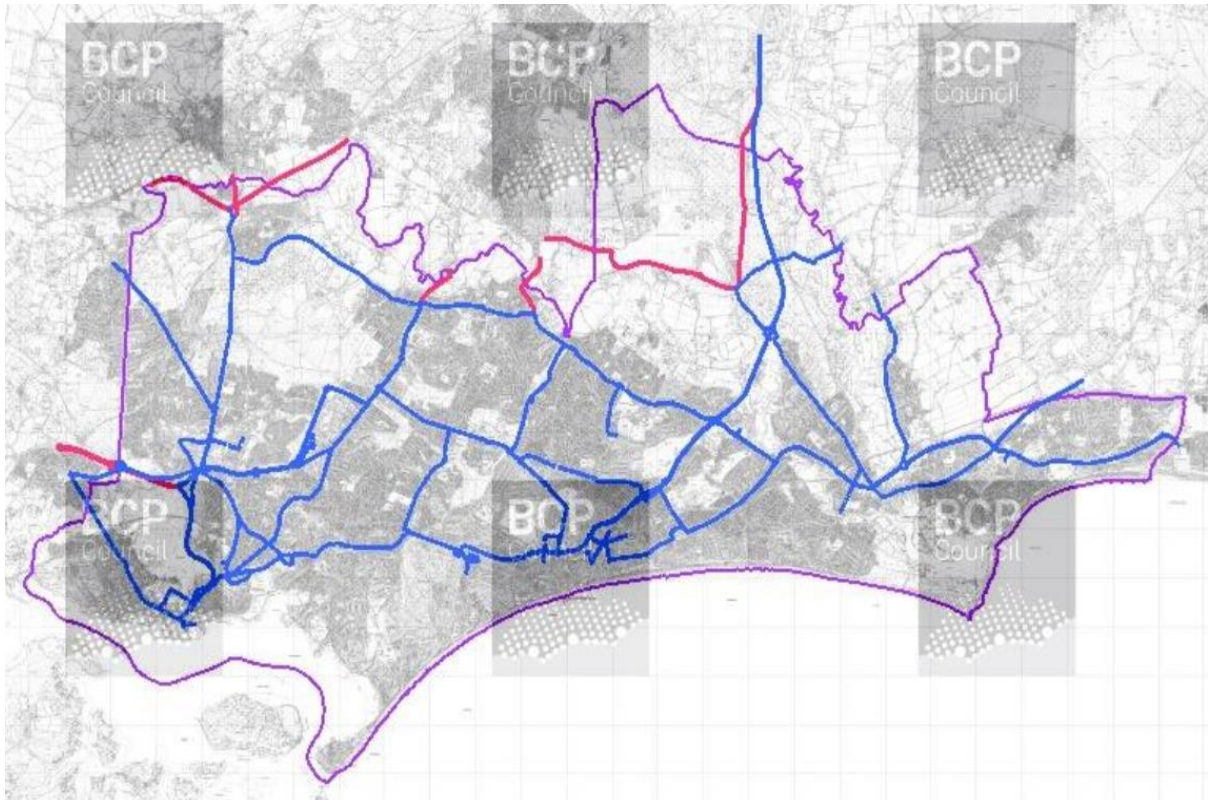
Cleaner, Greener Safer, Summary Mobilisation Plan

Theme Action	Autumn/Winter 2021	Spring/Summer 2022	Autumn/Winter 2022 2023/24 Onwards
Town Centre Refresh Pilots	<ul style="list-style-type: none"> Recruitment processes Completion of Town Centres street audits Development of shared delivery plans with Town Centres Removal of surplus/defunct street furniture Vehicle procurement exercises Infrastructure procurement exercises Development of road lining refreshment programme with contractor 	<ul style="list-style-type: none"> Pressure washing Painting Application of weed treatment Siting replacement street furniture Siting of floral planters & bedding maintenance 	<ul style="list-style-type: none"> Review impact Ongoing provision of 9 x CGS Operatives across Town Centres Planning 2023 planting Options report on possible wider roll out to other strategically identified neighbourhood centres
Enhanced Management of Town Centre Place Safety	<ul style="list-style-type: none"> Work with BID's to develop Crime Reduction Partnerships Development of multi agency street based enforcement model Workforce planning for CSAS expansion and recruitment of staff Review of enforcement powers (bylaws and control orders) begins 	<ul style="list-style-type: none"> Safety Improvement Programme launched based on street audit outcomes and community engagement CCTV enhancement programme begins Review of enforcement powers (bylaws and control orders) concludes and changes implemented 	<ul style="list-style-type: none"> Review impact
Adopted Highway & Open Space Cleansing Review	<ul style="list-style-type: none"> Procure consultant Join APSE LEQA to measure and compare performance Agree with IT data capture software Produce financial analysis of service spend/resource allocations Undertake public satisfaction survey Establishment of working group membership 	<ul style="list-style-type: none"> Grade highway/footpaths in accordance with Code of Practice for Litter & Refuse Programme proactive mechanical cleansing routing Apply seasonal need/service knowledge e.g. leaf fall, tourism footfall 	<ul style="list-style-type: none"> Present to Cabinet review outcomes and recommendations including any identified future funding needs/options Present to Cabinet a Litter Strategy including Education and Enforcement
Highway Weed Treatment	<ul style="list-style-type: none"> Procurement of contractor 	<ul style="list-style-type: none"> Application of weed treatment 2/3 applications dependant on conditions 	<ul style="list-style-type: none"> Review effectiveness
Public Realm Asset Management	<ul style="list-style-type: none"> Agree with IT data capture software Recruitment processes for temporary resource Commence data capture – starting with public litter bins 	<ul style="list-style-type: none"> Complete data capture Apply QR Codes for reporting purposes Identify condition replacement needs Produce draft litter bin provision standardisation policy including evaluation of underground bin systems 	<ul style="list-style-type: none"> Present to Cabinet as part of Litter Strategy including outlining future funding needs to support realisation of condition/standardisation/operational efficiency ambitions

Theme Action	Autumn/Winter 2021	Spring/Summer 2022	Autumn/Winter 2022 2023/24 Onwards
Public Toilet Provision Review	<ul style="list-style-type: none"> Recruitment processes Procurement of consultants Establishment of working group membership 	<ul style="list-style-type: none"> Develop proposed Public Toilet Provision Strategy 	<ul style="list-style-type: none"> Present to Cabinet proposed future strategy.
Cleansing of Resilience Network Signage	<ul style="list-style-type: none"> Pre book road space to undertake works on the highway Diarise highway chapter 8 resources to facilitate safe working 	<ul style="list-style-type: none"> Undertake cleansing early Spring Undertake any necessary associated sign replacement needs on resilience networks 	<ul style="list-style-type: none"> Review progress and options to expand cleansing programme
Water Quality Engagement	<ul style="list-style-type: none"> Recruitment processes 	<ul style="list-style-type: none"> Programme of activity begins 	
Strategic Greenspace Investment	<ul style="list-style-type: none"> Recruitment processes Agree prioritisation of projects and initiatives 	<ul style="list-style-type: none"> Commence development and delivery of projects 	<ul style="list-style-type: none"> Present to Cabinet proposed strategies for: <ul style="list-style-type: none"> Allotments Use of Public Space Protection Orders Play Strategy Rewilding of open spaces
Grass Cutting Equipment & Seasonal Resource Investment	<ul style="list-style-type: none"> Recruitment processes Vehicle and equipment procurement Electronic mapping of grass management approaches to locations 	<ul style="list-style-type: none"> Ensure plans are accessible to the public via web site Commence grass cutting per agreed grass management plans 	<ul style="list-style-type: none"> Review end of season service delivery and resident feedback
Urban Greening & Tree Strategy	<ul style="list-style-type: none"> Recruitment processes Establishment of working group membership 	<ul style="list-style-type: none"> Develop proposed Tree Strategy for BCP Council Linked to GI Strategy identify priority green corridors for new planting investment 	<ul style="list-style-type: none"> Present to Cabinet proposed strategy and any identified future funding needs Commence planting at agreed locations

Appendix 5

Cleaner, Greener, Safer – Resilience Network Highway Signage Cleansing



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CABINET



Report subject	Connected Communities – BCP Council’s Community Engagement & Consultation Strategy 2021-2024
Meeting date	29 September 2021
Status	Public Report
Executive summary	<p>This report details the development of the Connected Communities – BCP Council’s Community Engagement & Consultation Strategy 2021-2024. The purpose of this strategy is to provide clear principles about how the Council engages and consults with the local community. The report outlines the background, strategic context, engagement, and consultation principles, aims and actions to deliver this across the Council and seeks approval from Cabinet to adopt the strategy.</p> <p>The strategy outlines a Council-wide approach to ensuring that our engagement and consultation processes are inclusive and accessible and enable us to engage with everyone including those whose voices are often seldom heard in the decision-making process.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <ul style="list-style-type: none"> (a) Cabinet approves the Connecting Communities-BCP’s Community Engagement & Consultation Strategy 2021-2024 incorporating the BCP Council Engagement Principles and action plan (b) Cabinet notes the £50k of annual additional resources requested to support the delivery of the plans from 2022/23 onwards. (c) Cabinet notes that the £50k of annual additional resources will formally be recommended to Council as part of the 2022/23 budget and Medium- Term Financial Plan Update report in February 2022.

Reason for recommendations	<ul style="list-style-type: none"> a) There is no statutory requirement to develop a Community Engagement and Consultation Strategy for BCP Council, however the development of a set of engagement principles, processes and standards provides clarity to the communities of Bournemouth, Christchurch, and Poole around the standards they can expect when engaging with the Council. b) The development of a Community Engagement and Consultation Strategy enables us to develop the way we engage and consult with our communities, improving our engagement levels and ensuring a consistent approach across all areas of the Council. c) The development of a Community Engagement & Consultation Strategy which details the approaches it will use to engaging and consulting with the community ensures that the Council is delivering its Corporate Plan priority of Connected Communities and its Vibrant Communities priority in Our Big Plan. d) The details within the Strategy propose far reaching methods to ensure that alongside traditional methods of consultation we are reaching out to seek the views of those who would often not engage in mainstream consultation techniques. This will enable BCP Council to understand how to engage and consult with all sectors of society. e) To support the transformation of the council, ensuring communities and partnerships are embedded in the heart of the council as part of its operating model and supporting the development of strength-based approaches to working with our communities. f) This strategy enables us to achieve the outcomes in the BCP Council's Big Plan and the Corporate Strategy regarding our commitment to developing vibrant communities, with an outstanding quality of life, where everyone plays an active role.
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Portfolio Holder(s):	Cllr Karen Rampton, Cabinet Portfolio Holder for Adults Cllr Jane Kelly, Lead Member for Community Engagement
Corporate Director	Kate Ryan, Chief Operations Officer
Contributors	Kelly Ansell, Director of Communities Cat McMillan, Head of Communities Engagement Kathy Boston-Mammah, Community Development & Engagement Manager Lisa Stuchberry, Consultation and Research Manager
Wards	All wards in BCP
Classification	For Decision

Background

1. The purpose of the Connecting Communities - BCP's Community Engagement & Consultation Strategy 2021-2024 is to set out the principles and standards for how the council will engage and consult with its communities in a meaningful, two-way process. It seeks to ensure that our communities are at the heart of everything we do. The strategy also details our commitment to work collaboratively with the community, where resources and timescales allow, to enable the community to:
 - have a greater say and choice in the design and delivery of local services
 - develop new skills and expertise
 - become better informed about the council's work
2. This will ensure that communities understand the rationale behind the decisions that need to be made by the Council, are aware of the different options that are available to try and address this and can be involved in providing their views about which option is the best for both the council and the community. This enables open and transparent conversations to take place over potentially complex decisions in a more meaningful and productive way.
3. In January 2020, the council began a comprehensive consultation across the conurbation, asking for resident's views on a set of underlying principles that would inform the development of the Community Engagement & Consultation Strategy. Views were also sought about the ways in which people currently get involved with BCP Council, how they prefer to be engaged with and what would encourage them to have their say. The overwhelming feedback from the consultation was that there was strong support for the proposed principles, and we have built on those responses to develop for this strategy. The consultation results are detailed further in the section 'We asked, you said, we did' of the full and summary strategies and in the full report (Appendix F, Community Engagement and Consultation Strategy Consultation Report Jan- Apr 2020)

4. The Community Engagement and Consultation Strategy builds upon existing best practice that currently takes place across council services and our partners. The aim is to embed these principles and procedures to maximise the benefits of engagement for all our communities and enable us to provide services which better meet their needs. The strategy details how the council will improve the way in which it involves residents, service users, the community and voluntary sector, local business, and social enterprises and demonstrates the council's commitment to continually involving and consulting to make a real difference to the lives of residents and the type of services provided.
5. The Strategy also considers the requirements under the council's duty to consult as outlined in the Local Government Act 1999, the Equality and Diversity Governance Framework, the Council's Corporate Strategy, and the Big Plan 2021.

Community Engagement

6. Community engagement is about giving people the confidence, skills, and power so they can get involved, shape and influence the planning, development, and delivery of services. Delivering engagement activities can take many different forms and the level of involvement can vary greatly. This can range from providing simple routes for people to report issues such as fly-tipping through to involving communities in co-designing services. Communities, residents, and businesses all have diverse needs and improving stakeholder dialogue will raise the council's reputation and build trust. Communities that are given the opportunity to have greater choice in the design, and delivery of their services will see those services delivered appropriately and more effectively. Removing any physical, language or social barriers for communities to access information or voice their opinions will see local communities better informed and with a clearer understanding of the policies, priorities, and the challenges.

Consultation

7. Consultation is a two-way process in which people are fully informed about the options available and are asked their opinion on an issue the council is considering. Consultation has a defined start and end date and opinions from consultation activity should be used to inform decisions in a clear and transparent way. Feedback from consultation activity is used alongside performance, intelligence, legal, financial and sustainability information to make decisions about how council services are delivered. We want to ensure that our communities can be aware of and be able to take part in consultations that matter to them. We also want to ensure that we have consistent standards for how we consult with our communities and the action plan contains a range of measures which will help us to achieve this.
8. This Community Engagement & Consultation Strategy details the approach to engaging with communities to:
 - proactively seek out community values, concerns, and aspirations.
 - incorporate those values, concerns and aspirations into a decision-making process or processes; and

- establish an ongoing partnership with the community to ensure that the community's priorities and values continue to shape services.
9. It provides a set of principles that the Council can uphold in relation to engaging with and listening to community and sets out what the community can do to get involved and have their say. It also reflects on engagement being a two-way process and includes the role that our communities can play in making a difference.

Strategic Context

10. This strategy aims to bring consistency, quality and innovation to the way engagement and consultation is delivered across council services. It is aligned to our core strategies, our Big Plan, and our transformation programme which places communities at the centre of our operating model.
11. BCP Council has been working towards transforming itself into a modern, efficient, cost-effective organisation. As part of the transformation, one of the key principles is to develop vibrant communities by ensuring that community empowerment and resilience are at the heart of everything we do. This strategy plays a key role in ensuring that we achieve this by creating the environment and opportunity for everyone to play an active role.
12. The Corporate Plan states a priority to deliver *“Connected Communities: empowering our communities so everyone feels safe, engaged and included.”* The Community Engagement & Consultation Strategy will help the council to achieve this by providing a framework which will enable the council to:
- better understand and respond to the needs of local people.
 - be more accountable to local people.
 - plan and deliver better services.
 - make more efficient use of public resources.
 - take transparent decisions based on robust evidence.
 - build strong and positive relationships within and between local communities.
 - test out ideas and explore emerging issues.
 - measure the performance of the Council in delivering services.
13. ‘Our Big Plan’ was launched in 2021 and outlines our vision for the future of BCP, creating ‘A world class city region- one of the best coastal places in the world in which to live, work, invest and play. We want to harness the potential of our coastline of opportunity and make BCP a place where people and businesses want to be because of: -
- of the vibrancy of our communities
 - the strength of our economy
 - the skills of our people
 - the wealth of our culture and the quality of our infrastructure
 - our environment and quality of life.’
14. BCP Council is also investing in developing Vibrant Communities using strength-based approaches and Asset Based Community Development. This is a

commitment and an approach to developing a relationship with residents and giving them the space and support to develop their own solutions. One of the fundamental principles is that everyone and everywhere has assets upon which resilient, healthy communities can be built. Some of these assets may be obvious such as parks and open spaces, community events, community centres and community and voluntary sector organisations. But many assets are hidden within our communities, often within the residents that make up our communities and may need time, trust, and patience to be discovered. Strengths-based community approaches are at the heart of this strategy.

Community Engagement and Consultation Principles

15. The strategy provides a set of principles that the council upholds in relation to engaging with, and listening to, the community and what the community can do to get involved and have their say. It also reflects on engagement being a two-way process and includes the role that our communities can play in making a difference.

16. Principle 1 – Involving Communities

This principle seeks to provide flexible and innovative involvement opportunities for communities to help shape the development and delivery of quality services and the relevant policies that reflect local needs. It also seeks to put residents at the centre of collaborative decision-making processes, sharing skills, and engagement and consultation opportunities.

17. Principle 2 – Inclusive Communities

This principle ensures we will make information accessible to all and consider how best to engage in diverse ways and in a variety of accessible formats. Our engagement with communities will be timely and meaningful and we will work hard to include all communities who have a stake in the matter.

18. Principle 3 – Transparent with our Communities

This principle seeks to ensure that we will deliver engagement and consultation opportunities, where we are clear about the decision-making processes, what can be influenced and what can be delivered. We will work with our communities to produce solutions and we will encourage communities to be actively engaged and help to deliver these solutions.

19. Principle 4 – Keeping it Simple

This principle seeks to ensure we use appropriate and consistent approaches to engagement and use clear and concise language as part of the process and that feedback to our communities will be delivered clearly across all formats, digital and in person.

20. Principle 5 – Collaborative Communities

This principle seeks to ensure we will promote partnership working and the crucial role that it plays in delivering services for all our residents. We will support

local community and voluntary groups to help ensure that they have the capacity to improve the lives of the communities they serve.

Consultation and engagement are the keyways the council interacts with and involves local communities and residents. Through this we provide opportunities for communities to understand what the council does, provide a range of ways for community voices to be heard and for these views to feed into the decision-making process. There are two versions of the strategy and a delivery plan. (Appendix A) is the full version which contains comprehensive details and (Appendix B) a summary document for easy reading. (Appendix C) is the three-year delivery plan which details the actions, timelines and monitoring and evaluation of the outcomes.

21. The delivery plan accompanying the Strategy details the activities the work which will take place in order to achieve the desired outcomes. These include activities such as the establishment of area/neighbourhood forums across BCP as a platform for engagement alongside the roll out of strength-based approaches (Asset Based Community Development) to working with our communities. In order to achieve these outcomes, there is a requirement for an annual Community Engagement budget of £50,000 which is proposed as a growth item within the MTFP for 2022/23. This is detailed further in sections 23-26.

Links to other work

22. The strategy builds on the Council's Statement of Community Involvement which uses the same core principles of involvement, collaboration, and inclusion as the basis of community engagement and consultation activities in planning. The engagement work with the Town and Parish Councils as local democracy partners. It aligns closely with the Voluntary and Community Sector and Volunteering Strategy, our work to support the development of Vibrant Communities in our priority areas using strength-based approaches and the transformation of the Council, which aims to put Communities and Partnerships at the heart of everything we do as a Council.

Summary of financial implications

23. The financial cost to adopt the strategy is allocation of an annual Community Engagement budget of £50,000 to enable the actions within the strategy to take place.
24. Cabinet is asked to only note the £50k of additional resources requested to support the Volunteering Strategy from 2022/23 onwards. This is on the basis that Council will formally be requested to approve these resources as part of the 2022/23 budget and Medium-Term Financial Plan (MTFP) Update report in February 2022.

Summary of legal implications

25. The Council is required to undertake consultation when there is a statutory duty to consult and for other reasons including having previously consulted about similar decisions, made a promise to consult or if someone is going to lose out on a benefit or a service that they have received for some time. As the actions in the Community Engagement and Consultation Strategy set out how BCP Council will consult and engage with people it is appropriate to undertake a range of activities

that will enable communities within BCP to be able to have the opportunity to participate and influence Council services and policy development. There is no legal requirement to develop a Community Engagement Strategy, however it is considered best practice to have a document which details how the Council will engage with its residents.

Summary of human resources implications

26. There are no additional human resources implications.

Summary of environmental impact

27. There will be a requirement to produce some hard copies of consultation and engagement materials to ensure that we meet our requirements under the Public Sector Equalities Act, however these will be kept to a minimum and the preferred method for consultation feedback will be online and through face-to-face interactions. Any un-used consultation materials will be recycled.

28. Through the development of a robust Community Engagement & Consultation Strategy we will be able to develop networks and routes for ensuring that BCP Council can work with and support the community in its work and commitment to become Carbon Neutral.

Summary of public health implications

29. There are positive public health implications for the development of a robust, comprehensive Community Engagement & Consultation Strategy. Residents will have clearly defined routes for engaging with the Council for raising issues or concerns. Wherever possible, residents will be involved in the shaping of services so that they best meet their needs.

Summary of equality implications

30. (Appendix D, E), the Equalities Impact Assessment, has been completed to assess whether a full Equalities Impact Assessment (EQIA) is required. An Equalities Impact Assessment has been completed in line with procedural requirements. This assessment details the negative and positive equality impacts and demonstrates what activities we will deliver to mitigate the negative impacts, as well as demonstrating the positive affects implementing the strategy and delivery plan will deliver.

31. There are considerable positive equality implications which reach beyond ensuring we meet our duty in relation to protected characteristics. The Community Engagement and Consultation Strategy will seek to ensure that equality and diversity is at the heart of everything we do by ensuring there are appropriate methods for communicating and engaging with Communities. Working with key partners e.g., Dorset Race Equality Council and Dots Disability, expanding our community engagement leads and Community Equality Champions Networks will help to ensure that we reach as diverse a community as possible. The expansion of the strengths-based community development work across the 20% most deprived areas of BCP and the continuation of the area/neighbourhood forums will ensure that areas of deprivation will receive investment but that all the areas across the conurbation will have better engagement with the Council services as we work to ensure equality for all.

32. The Corporate Equalities Action Plan details an action under “Understanding and working with your communities” to “Develop a Research and Consultation Governance Framework for BCP that ensures full community engagement.” The implementation of the Community Engagement & Consultation Strategy including Community Engagement Toolkits, accessibility information and access to Council services in built within the actions of the strategy will therefore help the Council to deliver on this action.

Summary of risk assessment

33. The main risk associated with the Community Engagement & Consultation Strategy is that we establish expectations around engagement and consultation standards which apply to the whole Council. Some departments may not have the expertise or experience to undertake these roles effectively. This is mitigated by the establishment of Community engagement and consultation toolkits for staff and providing a central team who can provide training, advice, and guidance to enable service to develop in-house Engagement Champions.
34. Although some of the delivery of the strategy will rely on consultation and engagement activities that will be offered face to face, any details on the risks associated with undertaking public consultations and engagement activities such as local meetings will be covered by individual risk assessments that will required on a case-by-case basis as part of the consultation and engagement planning.

Background papers

Appendices

Appendix A, Connecting Communities - BCP's Community Engagement & Consultation Strategy 2021-2024 Full version

Appendix B, Connecting Communities - BCP's Community Engagement & Consultation Strategy 2021-2024 Summary Version

Appendix C, Connecting Communities – BCP's Community Engagement & Consultation Strategy 2021-2024 Delivery Plan

Appendix D, Equality Impact Assessment Delivery Plan (EQIA)

Appendix E, Equalities Impact Assessment Report (EQIA)

Appendix F, Community Engagement and Consultation Strategy Consultation Report Jan- Apr 2020

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Connected Communities – BCP Council's Community Engagement and Consultation Strategy 2021-2024

Author: Kathy Boston-Mammah
Lisa Stuchberry

Version: V6

Date: June 2021

Foreword

We are passionate about our communities and believe that everyone should be able to play an active role in the things that matter to them most. That is why we are committed to empowering and engaging our diverse communities across Bournemouth, Christchurch, and Poole to help inform and shape council services through the Community Engagement and Consultation Strategy.

Engagement is a term that is frequently referred to by the council and our partners and relates to the entire working relationship the council and its partners has with its residents and communities.

Our Community Engagement and Consultation strategy builds on how we currently involve our communities and outlines what we aim to do to improve the way we consult and involve local people across the area over the next three years.

This strategy has been developed following extensive consultation and engagement with our communities across Bournemouth, Christchurch, and Poole. We have listened carefully to the feedback we have received and produced this strategy which aims to enhance our involvement offer and encourage more people to take part in our engagement opportunities, whether it is by taking part in online consultations, suggesting an idea on our new digital engagement hub, attending a council meeting, or setting up a neighbourhood forum, we hope there is opportunity for everyone to be more involved with BCP Council.



Councillor Drew Mellor
Leader of the Council



Councillor Karen Rampton
Cabinet Member for Adults



Councillor Jane Kelly
Lead Member Community Engagement

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Community Engagement and Consultation Strategy

The residents, businesses and communities across Bournemouth, Christchurch and Poole are our greatest assets and it is our role as the Local Authority to serve them by ensuring they have access to quality services which meet their needs. This strategy seeks to ensure that they are at the heart of everything we do and sets out how we are transforming as a council to ensure more people can be involved in the decision-making process and shape local services.

Community engagement is about giving people the confidence, skills, and power so they can get involved, shape and influence the planning, development, and delivery of services. Delivering engagement activities can take many different forms and the level of involvement can vary greatly. This can range from providing simple routes for people to report issues through to consultation on new or changing services.

The Community Engagement & Consultation Strategy details the approach to engaging with communities in order to:

- proactively seek out community values, concerns, and aspirations.
- incorporate those values, concerns and aspirations into a decision-making process or processes; and
- establish an ongoing partnership with the community to ensure that the community's priorities and values continue to shape services
- Embed strength-based approaches to working with our communities, ensuring they are at the heart of everything we do

It provides a set of principles that the council upholds in relation to engaging with, and listening to, the community and what the community can do to get involved and have their say. It also reflects on engagement being a two-way process and includes the role that our communities can play in making a difference.

Consultation and engagement are the keyways the council interacts with and involves local communities and residents. Through this we provide opportunities for communities to understand what the council does, provide a range of ways for community voices to be heard and for these views to feed into the decision-making process.

BCP Council already has a track record of consulting and engaging with local people through established structures such as a network of partnership boards, user groups and forums, resident's surveys and regular consultation and engagement across the full range of council activities. We have strong links with our partners including Town and Parish Councils, Police, Public Health, Dorset Clinical Commissioning Group, the Community and Voluntary Sector and businesses. Our elected Councillors are also at the centre of consultation and community engagement activity.

Through this strategy we aim to change the ways we involve and consult with our communities. We want to do more, effectively and efficiently, using innovative approaches as well as best practice solutions. This strategy will demonstrate how the council will ensure that people feel well informed about local issues, have opportunities to get involved, influence local decision making, get involved in local democracy and to tell the council what they think about its policies, procedures, service delivery and work with partner organisations. In short, this strategy details how we are putting Vibrant Communities at the heart of everything we do.

Background

The purpose of the Community Engagement and Consultation Strategy is to set out the principles and standards for how the council will engage and consult with its communities in a meaningful, two-way process. It seeks to ensure that our communities are at the heart of everything we do. The strategy also details our commitment to work collaboratively with the community, where resources and timescales allow, to enable the community to:

- have a greater say and choice in the design and delivery of local services
- develop new skills and expertise
- become better informed about the council's work

This will ensure that communities understand the rationale behind the decisions that need to be made by the Council, are aware of the different options that are available to try and address this and can be involved in providing their views about which option is the best for both the council and the community. This enables open and transparent conversations to take place over potentially complex decisions in a more meaningful and productive way.

In January 2020, the council began a comprehensive consultation across the conurbation, asking for resident's views on a set of underlying principles that would inform the development of the Community Engagement & Consultation Strategy. Views were also sought about the ways in which people currently get involved with BCP Council, how they prefer to be engaged with and what would encourage them to have their say. The overwhelming feedback from the consultation was that there was strong support for the proposed principles, and that response is the basis for this strategy. The consultation results are detailed further in section **We asked, you said, we did** of the strategy.

The strategy builds upon existing best practice that currently takes place across council services and our partners. The aim is to embed these principles and procedures to maximise the benefits of engagement for all our communities and enable us to provide services which better meet their needs. The strategy provides a guide on how the council will improve the way in which it involves residents, service users, the community and voluntary sector, local business, and social enterprises and demonstrates the council's commitment to continually involving and consulting to make a real difference to the lives of residents and the type of services provided.

The strategy also builds on the good practice of the Influencing Decisions Strategy 2015-2018 by legacy Bournemouth Borough Council, considering the requirements under the council's duty to consult as outlined in the Local Government Act 1999, the Equality and Diversity Governance Framework, the Council's Corporate Strategy, and the Big Plan 2021.

Strategic Context

This strategy aims to bring consistency, quality and innovation to the way engagement and consultation is delivered across council services. It is aligned to our core strategies, our Big Plan and our transformation programme which is at the heart of the way we want to work and to deliver our services.

Transformation Programme: BCP Council has been working towards transforming itself into a modern, efficient, cost-effective organisation. Our transformation will create:

- a council where customers are better understood and so better served
- modern, efficient ways of working, that give colleagues flexibility to improve work/life balance
- a single BCP Civic Centre in Bournemouth reducing our accommodation costs, supported by several community-based hubs
- financial savings, tackling our medium-term financial pressure and establishing a sustainable operating model for the future
- a reduction in our workforce, over time, consistent with the needs of our operating model and the council's corporate priorities
- a carbon neutral position for BCP Council's operations and activities by 2030.

As part of the transformation of the Council, one of the key principles is to develop Vibrant Communities by ensuring that Community Empowerment and Resilience are at the heart of everything we do. This strategy plays a key role in ensuring that we achieve this by creating the environment and opportunity for everyone to play an active role.



Our Big Plan

'Our Big Plan' was launched in 2021 and outlines our vision for the future of BCP, creating 'A world class city region- one of the best coastal places in the world in which to live, work, invest and play. We want to harness the potential of our coastline of opportunity and make BCP a place where people and businesses want to be because: -

- of the vibrancy of our communities
- the strength of our economy
- the skills of our people
- the wealth of our culture and the quality of our infrastructure
- our environment and quality of life.

The Big Plan involves five big projects that will deliver substantial changes across the conurbation. Underpinning these projects is the work we will do to develop our vibrant communities, with an outstanding quality of life, where everyone plays an active role. The Community Engagement and Consultation Strategy is key to the delivery of this, by ensuring everyone has a way to be involved in shaping and influencing decision-making in a way that works best for them.

Our Corporate Strategy

The Corporate Strategy states a priority to deliver *“Connected Communities: empowering our communities so everyone feels safe, engaged and included.”* The Community Engagement & Consultation Strategy will help the council to achieve this by providing a framework enabling us:

- better understand and respond to the needs of local people.
- be more accountable to local people.
- plan and deliver better services.
- make more efficient use of public resources.
- take transparent decisions based on robust evidence.
- build strong and positive relationships within and between local communities.
- test out ideas and explore emerging issues.
- measure the performance of the Council in delivering services.



The Community Engagement and Consultation Strategy will support the delivery of the Corporate Strategy by ensuring that our communities have opportunities to engage with the council in a variety of ways to ensure that it is accessible to everyone. We are seeking to remove the barriers to engagement, to ensure that the voices of everyone can be heard and listened to, especially those whose voice are seldom heard in the decision-making process.

This strategy sets out BCP Council's vision, mission, ambition and priorities, and the values which underpin the way BCP Council develops and delivers its services. This strategy forms a golden thread throughout the council, ensuring that our communities can expect the same high levels of engagement across all services areas. We want to work with our communities and empower people from diverse backgrounds, cultures, and beliefs to create a place where all local communities can connect and thrive.

The Community Engagement and Consultation Strategy will form part of the overall council transformation programme, providing a link with how we interact internally and externally, how we see and empower our communities, how we work with them to deliver solutions and how we support them to access new ways of service delivery including digital access. As part of the transformation of BCP Council there is a dedicated Community and Partnerships workstream which seeks to ensure that communities and partnerships are at the heart of the council and it's working. The following are further examples of key council strategies, approaches, policies which work in alignment across the council and will help deliver our principles of engagement and consultation.

Community-Led Strengths Based Approach:

As part of the transformation of the council we are embedding strength-based approaches within our service delivery which seeks to build on the assets that already exist within our communities. This approach challenges the traditional problem-based approach of trying to solve issues by focussing on what is not working. Instead, it focusses on “what’s strong, not what’s wrong” within a community, by demonstrating that local assets such as people, buildings and places are key to ensuring sustainable communities and sustainable community development. This is a commitment and an approach to developing a relationship with residents and giving them the space and support to develop their own solutions.

One of the fundamental principles is that everyone and everywhere has assets upon which resilient, healthy communities can be built. Some of these assets may be obvious such as parks and open spaces, community events, community centres and community and voluntary sector organisations. But many assets are hidden within our communities, often within the residents that make up our communities and may need time, trust, and patience to be discovered. These assets may be skills, gifts, talents, or networks - such as a local business letting residents use their office space, a retired teacher looking to get involved in the local community, the parent who volunteers at a youth club, a local pre-school who engages with children and parents or the local café that opens in the evening for a social meet up.

As part of the transformation of the council we are expanding how we use strength-based approaches, not only in terms of how we operate as a council but also in relation to how we support our priority neighbourhoods across Bournemouth, Christchurch, and Poole. Investment into the Community Development function of the council is enabling us to work in all our priority neighbourhoods across Bournemouth, Christchurch, and Poole, working with and enabling the local community rather than using a ‘top down’ approach.

Adult Social Care: Within the council, Adult Social Care are reviewing their delivery services under “what is strong, not what is wrong” strength-based approach, co-producing adult social care services in line with local needs and priorities and engaging care communities in how to access services and the delivery of those services whilst using appropriate information sharing processes and procedures.

Children and Young People’s Participation Strategy: This strategy will identify how to involve children and young people appropriately and effectively in having their say on the delivery of these services across the area.

Communications Strategy: The role of this strategy is to promote awareness, understanding and action through proactive campaigns that inform, engage, and motivate our audiences. It seeks to use clear, honest, and compelling messages, delivered through the channels that people use, at a time when they use them.

Community and Voluntary Sector and Volunteering Strategy: This strategy sets out how the Council will work in partnership with our community and voluntary sector to achieve better outcomes. It also sets out our aspirations for growing opportunities for volunteering throughout Bournemouth, Christchurch, and Poole, ensuring that volunteering is accessible to all. The strategy will work across the Council on how to develop volunteering practices and procedures internally and externally and how to embed them appropriately and effectively. It will demonstrate how we want to engage with our voluntary and community sector partners in supporting the sector and delivering real outcomes.

Dorset Integrated Care System: The Dorset ICS, known as 'Our Dorset,' is a partnership of the two new local councils, NHS services and the community and voluntary sector, all working together to address local health, wellbeing, quality, and financial challenges across the county. Engagement leads across these organisations meet regularly to review engagement activity across the partners.

Equality Impact Assessment (EQIA): The purpose of the Public Sector Equalities Duty is to integrate the consideration of equalities into the day-to-day business of public authorities. It requires the local authority to consider and promote equality, diversity, and inclusion work objectives. EQIA's are used as evidence-based reporting tools that demonstrate how the Council has considered and will mitigate inequalities and remove barriers for its diverse communities

Health and Wellbeing Board: A forum with leaders from the local Councils and health and care sector, working together to improve the health and wellbeing of the local population. The board's current priorities are prevention at scale; the 20% most deprived areas and tackling food insecurity

Smart Places: Creating digital solutions to improve the lives of our residents, the vibrancy of our communities and the prospects of our local businesses. These innovative solutions utilise the benefits of innovative digital technology, interconnected information, and the latest high-speed connectivity. Developing innovative engagement tools for our residents who are digitally enabled. The Community Engagement and Consultation Strategy will align with this work, ensuring we have a range of engagement tools for everyone.

Statement of Community Involvement: Community involvement is essential in creating and delivering inclusive, accessible, and safe sustainable communities. A consistent approach to planning engagement with individuals, local communities, and other stakeholders on a range of planning matters. It sets out how we will: consider and determine planning applications for development and how the community can be involved in the process involve and engage with the community and other stakeholders in the preparation of Local Development Plan and Supplementary Plan Documents, and other planning documents.

Parish and Town Councils: The first tier of local government and the closest to the community they serve. A Town Council is a parish council which has resolved to call itself a Town Council. The chairperson of a Town Council can also be called the Town Mayor. There are some 8,500 Parish and Town Councils in England. As a tier of local government, they are elected bodies, with discretionary powers and rights laid down by Parliament to represent their communities and provide services for them. All local authorities are constituted in the same way with councillors elected by the local government electorate and a Chair, who must be one of them. County and District or Unitary Councils are obliged by law to consult the Local Council on certain matters affecting the parish. The range of services and amenities provided by Local Councils varies enormously. Within BCP Council we currently have the following Parish and Town Councils:

- Burton and Winkton Parish Council
- Christchurch Town Council
- Highcliffe and Walkford Parish Council
- Hurn Parish Council
- Throop and Holdenhurst Village Council

Urban Regeneration Company: The URC represents a step change in the scale, pace, and ambition of regeneration in the BCP city region as appropriate to the council's status as the 10th

largest urban authority in the UK. The URC will bring additional place making expertise to bear ensuring that we make the most of our city region's potential. The URC will build strong relationships with key local stakeholders and delivery partners, including the Bournemouth Development Company and Boscombe Towns Fund Board. The URC will work with the Community Engagement and the Consultation Team to write an Engagement Strategy which follows BCP Council's engagement and consultation principles.

We asked, you said, we did



In January 2020 we launched a comprehensive consultation programme across Bournemouth, Christchurch and Poole seeking residents' views on a set of draft principles to inform the development of the Community Engagement and Consultation Strategy. BCP Council is committed to asking everyone with an interest in the services that the council provides, including residents, community groups, partners, and staff, to consider proposals and share views so that they can be considered when the council makes decisions.

A key challenge for councils is how to engage and consult with members of the community who often avoid mainstream engagement methods. It is for this reason that we included a wide range of communication processes and channels within our consultation plan.

We adopted a 12-week (three months) period for the consultation on the Community Engagement & Consultation Strategy. The consultation period commenced on Monday 13th January 2020 and closed on Sunday 12th April 2020. The consultation provided information on the proposed Community Engagement & Consultation Strategy principles and asked people how much they agreed or disagreed with them.

Through the Consultation we also sought views on:

- levels of engagement with groups, forums, councillors, the council etc over the last 12 months
- views on their ability to influence decisions affecting their local area
- views on being involved in decision-making processes
- How their involvement in the decision-making process could be improved
- views on their local community
- views on local groups and forums
- The way in which people like to engage (face to face, social media, Council publications, email etc)

The full questionnaire was available as an online survey and as hard copies in libraries and other locations as required. Alternative formats (large print etc) were also available upon request. In addition to undertaking consultation in these formats we also committed to spending a minimum of a day in each ward across Bournemouth, Christchurch and Poole carrying out consultation in the locations where people were already going to. This was to ensure that we removed the barriers to people taking part in the consultation rather than relying on people coming to a series of consultation events. Staff took the consultation to parks and open spaces, school gates at drop off and pick up times, local shops, churches and libraries and any other locations where people were already visiting. Unfortunately, the emergence of the Coronavirus pandemic in early 2020 caused us to cease the roadshows at the end of February, however consultation via the more traditional methods continued until the consultation closed.

A total of 871 responses were received to the online survey, over 600 through the paper survey and co-ordinated roadshows in 27 of the 33 wards.

Key findings:

Over 1,400 people gave feedback on how they would like to get involved in council services and the decisions we make. Here are some of the results of the consultation and how we have used them to shape this strategy.

Respondents were asked to rate how strongly they agreed or disagreed with the draft Community Engagement and Consultation Principles. All five principles received over three quarters (75%) agreement



As the majority of respondents agreed with the principles, we have adopted these to form our strategy

56% of respondents said they would prefer to get involved in council decisions affecting the local area by taking part online



We have established a new digital engagement hub online and will continue to explore different ways of digitally engaging with our communities

Just under half of respondents would prefer to take part using paper surveys and consultation material



Whilst it is hoped that more people will start to engage with the council using online engagement methods paper questionnaires and consultation material will always be available upon request and we have established 'have your say' points in our libraries to display any printed material

When asked what type of meetings would work in the local area, neighbourhood /area forums and safer neighbourhood meetings were the most preferred style of meetings.



This will form the basis of a range of diverse ways the council wants to engage and consult with our communities. Area/neighbourhood forums will form a key approach allowing us to build on all the work that has been done in communities by those communities to support each other during the pandemic

On the following pages you can see some key data about our resident population; this provides some insight into who we are trying to engage with through this strategy.

BCP Data Insight – Our Community

Data insight – our community



Population growth

2011 **378,888**
(Census 2011)

2019 **395,331**
(MYE 2019)

2030 **404,838**
(SNPP 2018 based)

Growth is slower than previous projections predicted.

Growth driven by migration to the area and by an increase in the number of over 65s.

Number of births projected to fall to 2030, deaths to increase.



Age profile

(Mid-Year Estimates and HESA)

Children **17%**

Working age **61%**

Pensioners **22%**

Students **21,500**
across 3 universities

Gender

(Census 2011)

Male **49%**

Female **51%**



Life expectancy at birth

higher than national

Men **80.5**

Women **83.7**

Healthy life expectancy

higher than national

Men **64.5**

Women **66.6**



Life limiting illness (BCP)

A little **10%**

A lot **8%**

Not at all **82%**

[more data](#)



LGBTQ+

Sexual orientation

The percentage of the population identifying as **heterosexual** has decreased to **94.6%** in 2018.

The proportion identifying as **LGB** has increased to **2.2%**.

Young people most likely to identify as LGB (16-24).

→ ons.gov.uk

Religion

(Census, full breakdown on Tableau)

Christian **60%**

No religion **29%**

Not stated **8%**

Other **2%**

Muslim **1%**

Ethnicity

White British **88%**

White other **6%**

BME **6%**



Number of households

176,600

1,200 more than in 2013
(+0.7%)

15,115

Number of businesses

(UK Business Counts, 2020)

Most common (2020)

Construction **2,530**

Professional, scientific and technical **2,305**

Business admin and support **1,270**

Retail **1,160**



Median salary

Working in BCP area
£29,200

Living in BCP area
£29,300

Deprivation

16,000 people
in decile 1 (4%)

45,400 people
in deciles 1+2 (12%)



Community

BCP Council recognises that each community will have diverse needs and priorities. Communities can mean different things to different people and there are many diverse groups that make up a community.

- Geographical communities defined by a particular geographical area with physical boundaries e.g., a housing estate. These communities may have similar concerns about issues that affect their local area.
- Communities of interest defined by a shared interest, experience, or situation e.g., loneliness, social isolation, and climate change.
- Community of identity is defined by how people identify themselves or how they are identified by society. This can be by using demography such as young people, older people, faith groups, Lesbian, Gay, Bisexual, Transgender, Queer + (LGBTQ+) and ethnically diverse communities.

Individuals can associate themselves with more than one community and this can relate to where they live, work and their interests. It is essential to let people define their own communities.

Community Engagement

Community engagement can take many different forms. Each type of involvement is important to help the council with its decision-making and service provision. Community engagement is about giving people the confidence, skills, and power so they can get involved, shape and influence the planning, development, and delivery of services.

Delivering engagement activities can take many different forms and the level of involvement can vary greatly. It may not always be possible to reach consensus around issues. However, greater involvement and participation will bring about better understanding of sometimes complex issues. The council uses a variety of community engagement methods, these range from active involvement (empowerment) to passive involvement (receiving information) depending on the activity and circumstances.

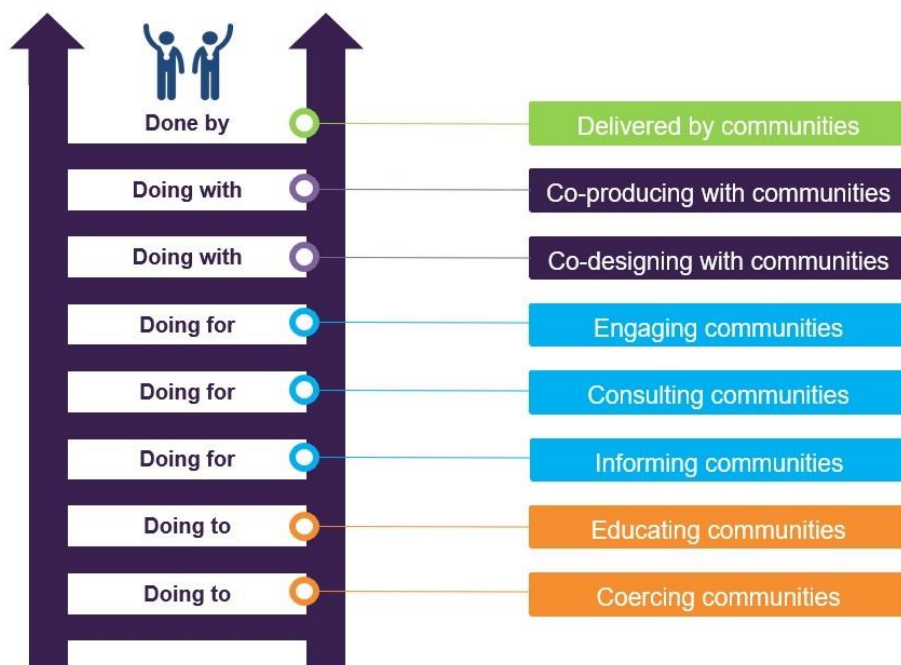
Consultation

Consultation is a two-way process in which people are fully informed about the options available and are asked their opinion on an issue the council is considering. Consultation has a defined start and end date and opinions from consultation activity should be used to inform decisions in a clear and transparent way. Feedback from consultation activity is used alongside performance, intelligence, legal, financial and sustainability information to make decisions about how council services are delivered.

We want to ensure that our communities can be aware of and be able to comment on consultations which matter to them. Within the action plan we outline the ways in which people will be able to be aware of upcoming consultations and improve the ways in which they can get involved and have their say. We also want to ensure that we have consistent standards for how we consult with our communities and the action plan contains a range of measures which will help us to achieve this.

What is good engagement?

Effective engagement and consultation require a variety of approaches. Diverse communities, residents, and businesses all have different needs and prefer to engage using different methods and at different levels. It may be appropriate just to inform about local issues or challenges, whilst at other times this will need to be done in greater depth.



These tools help to build confidence and trust between the council and its communities. With effective engagement and consultation comes improved relationships, an increase in involvement in local decision making and the improvement of a council's democratic legitimacy with its residents and partners. Effective dissemination of information and an improvement of stakeholder dialogue will also raise the council's reputation and build trust. Communities given the opportunity to have greater choice in the design, and delivery of their services will see those services delivered appropriately and more effectively. Removing any physical, language or social barriers for communities to access information or voice their opinions will see local communities better informed and with a clearer understanding of the policies, priorities, and the challenges.

Evidence shows that effective engagement brings increased satisfaction with public services and effective engagement gives participants opportunities to learn new skills, share expertise and ways of working. Engagement activity and regular information about results of what they said and how this has impacted service delivery allows service providers to reach a better understanding of their communities and be more in tune with needs or problems as they arise.

Collaborating with our communities is at the core of what we do. To deliver the right services, in the right way. We are evaluating our ways of working both internally and externally and this strategy is part of a bigger transformational picture. Through the delivery of this strategy, we will encourage communities, where appropriate, to take more control of their own neighbourhoods, create joint planning, development, and delivery of services.

Community Engagement and Consultation Principles

The following five principles are built on council best practice, values, and behaviours. Alongside the feedback from the community engagement consultation held across the area from January to April 2020, the principles form the basis of our delivery plan for our engagement and consultation activities.

	1 Involved communities	We are passionate about our communities	We will strengthen local democracy and decision-making processes to ensure participation is inclusive for all sectors of our community.
	2 Inclusive communities	We treat everyone with respect	We will champion inclusive communities and work with our partners, including the voluntary sector, to make this happen. We will use the best, most appropriate methods to engage with our residents, businesses and visitors.
	3 Transparent with our communities	We have integrity	We will strive to engage and consult with our community in ways that work for them. We will share outcomes of engagement activity and responses will influence our decision making. We will admit when we make mistakes.
	4 Keeping it simple for our Communities	We embrace innovation	We will use plain English in our communication materials. We will strive to make our engagement interesting, relevant and to the point. We will keep up with digital technology to keep you informed.
	5 Collaborative Communities	We take pride in what we do	We will work with our communities to develop plans to address issues such as the climate emergency. We will work to ensure everyone knows what their role is so that we can all take pride in making a difference.

Principle 1 - Involved Communities



We will provide flexible and innovative involvement opportunities for communities to help shape the development and delivery of quality services and the relevant policies that reflect local needs. We will put residents at the centre of collaborative decision-making processes, sharing skills, and engagement and consultation opportunities.

We will	So that
Provide training for staff and partners in community led strength-based community development approaches	Staff, partners, and councillors have the tools they need to engage with communities effectively and efficiently
Follow strength-based community development principles – exploring what is already available in communities through different agencies and organisations and wrapping these around the individual	Staff and councillors have the skills to understand the needs of their communities
Establish an engagement leads network to share best practice, deliver consistency and ensure a reduction in duplication	We can ensure a consistent approach across all services and include all the relevant stakeholders
Establish a consultation hub e.g., Engagement HQ where we can promote opportunities to gather views, ideas, and insights in a single place.	It makes it easier for communities to find opportunities for involvement.
Actively promote registration to our consultation hub through our communication channels	
Present feedback from engagement and consultation activity in a clear ‘you said, we did, you did’ format.	There is feedback when communities have helped to shape our policy.
Strengthen our engagement with our business community by continuing to support and engage with various networks including, the Business Improvement Districts, Local Enterprise Partnership, the Chamber of Commerce and various sector networks including digital and engineering.	We continue to listen and engage with the business community
Continue to stream all public committee meetings post COVID 19 and further promote this amongst our community.	We continue to improve transparency of the decision- making process.
Explore options and associated costs for introducing a 360 immersive experience of council meetings.	People can have the full experience of a committee meeting from locations convenient to them.

Principle 2 - Inclusive Communities



We will make information accessible to all and consider how best to engage in diverse ways and in a variety of accessible formats. Our engagement with communities will be timely and meaningful and we will work hard to include all communities who have a stake in the matter.

We will	So that
Develop our internal and external engagement networks. E.g., Dorset Integrated Care System, Youth Participation, Resident Involvement	We extend our engagement research and target seldom heard groups
Extend Community Equality Champions Network - internal and external community front facing staff and community representatives that support community engagement amongst ethnically diverse communities	We extend our engagement research and target seldom heard groups
We will work with DOTS Disability to provide opportunities for disabled people (with a range of impairment types), unpaid carers and older people to inform council services, decisions, and Equality Impact Assessments. DOTS Disability will monitor the diversity of disabled people involved in DOTS Consultations to ensure the widest representation possible.	We can ensure we consider the views of disabled people (with a range of impairment types), unpaid carers and older people before making decisions about policies and changes to services.
Establish and promote consultation points in libraries	Consultation and engagement opportunities are available to those in the community who would prefer to respond using a paper format.
Conduct annual residents' surveys which will include community engagement questions	We can regularly measure how involved our community feels and whether they think we act on local concerns.
Monitor the profile of respondents to our consultations.	We can look to improve the representativeness of our consultation activity and improve engagement with any communities we seemingly may not be reaching.
Develop and extend area/neighbourhood community forums/celebrations /events across the area	We can create effective dialogue with our communities

Principle 3 - Transparent with our Communities



3

Transparent with our communities

We have integrity

We will strive to engage and consult with our community in ways that work for them. We will share outcomes of engagement activity and responses will influence our decision making. We will admit when we make mistakes.

We will deliver engagement and consultation opportunities, where we are clear about the decision-making processes, what can be influenced and what can be delivered. We will work with our communities to produce solutions and we will encourage communities to be actively engaged and help to deliver these solutions.

We will...	So that
Support communities to access council information through e newsletters, social media, Engagement HQ, Livestreaming, BCP Council website.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference
Create a Community Engagement Toolkit for all staff that provides step by-step practical advice for staff on how to select and use the most appropriate engagement tools.	Staff, partners, and councillors have the tools they need to engage with communities effectively and efficiently
Improve our messages to our residents so that they are more accessible and targeted.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference
Ensure all services carrying out consultation and engagement activity are equipped to prepare and deliver a Community Engagement & Consultation Plan (CECP) effectively	There is consistency in the delivery of consultation and engagement activities across the Council
Establish permanent spaces for involvement (digital and physical)	Local people know what and how they have influenced decision making
Share results of consultation and engagement activity and be open about what we have been able to do because of the feedback we have received.	

Principle 4 - Keeping it simple



4

Keeping it simple for our Communities

We embrace **innovation**

We will use plain English in our communication materials. We will strive to make our engagement interesting, relevant and to the point. We will keep up with digital technology to keep you informed.

We will use appropriate and consistent approaches to engagement and use clear and concise language as part of the process. Feedback to our communities will be delivered clearly across all formats, digital and in person.

We will...	So that
Ensure consultation literature will be in Plain English, we will aim to make documents as clear and concise as possible	Our communities have adequate clear information to base their opinions on when taking part in BCP Council consultations.
Ensure there is a clear call to action on consultation material	
Pilot the use of a range of engagement techniques on Engagement HQ, including ideas walls, location comments, online forums, pulse surveys etc	We can try out new ways of gaining opinions.
Identify initiatives with partners to improve communities' access to digital and improve their skills.	Local people are aware of digital services and are supported to use them.

Principle 5 - Collaborative Communities



5

Collaborative Communities

We take **pride** in what we do

We will work with our communities to develop plans to address issues such as the climate emergency. We will work to ensure everyone knows what their role is so that we can all take pride in making a difference.

We will promote partnership working and the crucial role that it plays in delivering services for all our residents. We will support local community and voluntary groups to help ensure that they have the capacity to improve the lives of the communities they serve.

We will...	So that
Set up a central register of community stakeholder and residents' groups which is updated every quarter	We can make sure we are communicating engagement opportunities to established groups within the community.
Community Development Officers (CDO) to support communities across the top 20% deprivation areas in BCP	Communities are seen in a strengths-based way able to be supported in delivering their own solutions
Work with our partners Community Action Network to deliver shared objectives to support community groups and communities	Communities are supported and empowered to deliver their own solutions
Continue to work with our partner organisations as part of Our Dorset Sustainability and Transformation Plan	We can ensure a joined-up engagement approach for the transformation in health and wellbeing.
Meet with our Town and Parish Council representatives four times a year.	We can have an on-going dialogue of information and engagement.
Work with our community centres so they can thrive as places for people to meet	Communities have local places to meet, learn, and address local needs e.g., loneliness and isolation
Support community and voluntary sector groups through the continued delivery of the BH Coastal Lottery.	Voluntary & Community sector organisations supported
Work with the Urban Regeneration Company (URC) to support the development of their engagement strategy, aligning BCP Council's engagement principles within the regeneration projects.	The URC and BCP Council's engagement principles are aligned.

Implementation

Through our partnerships, we will work with other organisations, groups and individuals from the community, voluntary and business sectors to make sure that engagement activities influence the future direction of the district.

We recognise that the council alone cannot achieve the ambitions in this strategy. Everyone has a part to play in making this strategy work, in particular: -

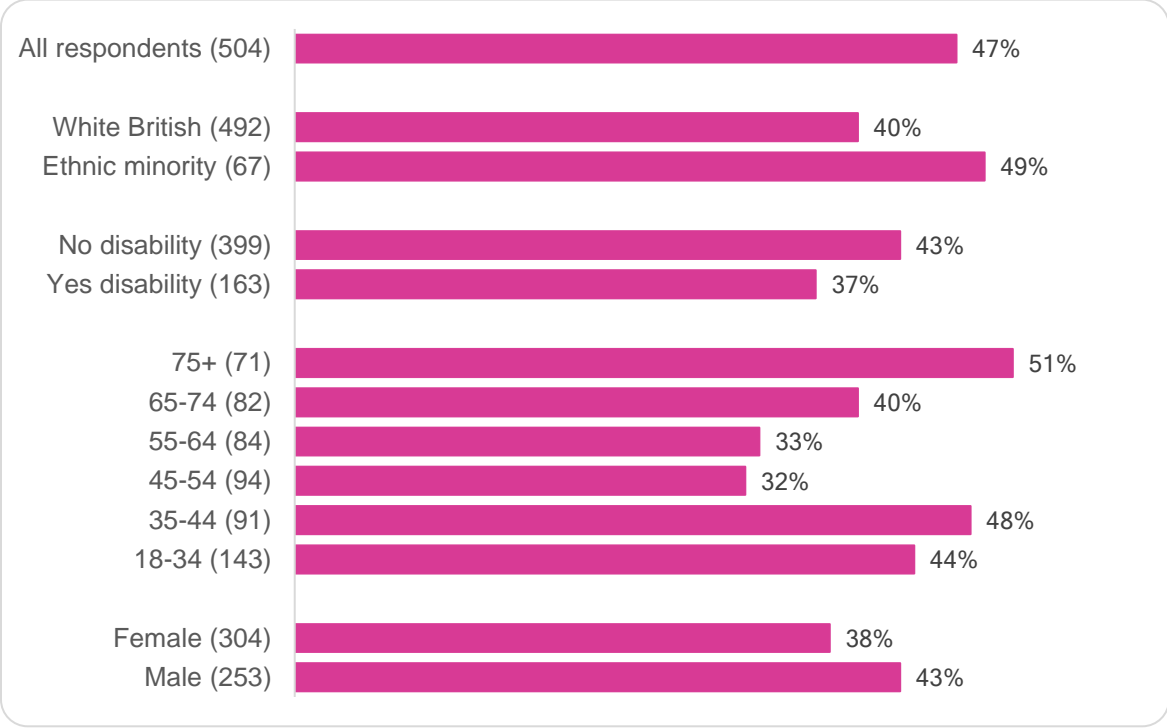
- Residents
- Councillors - play a key role in delivering the aims in this strategy
- Town and Parish Councils
- Council staff – everyone is involved in community engagement activity in various forms
- Staff forums
- Community and voluntary sector organisations - who provide local services, work directly with communities, work with members of usually excluded groups and represent the views of their sectors
- Businesses/local enterprises
- Partners - by working with other organisations and partnerships to make sure that services across the area complement each other
- Neighbourhoods, wards, and communities
- Tenant and resident groups
- People who use the services and those who do not
- Interest/advocacy/pressure groups
- Groups of people defined by a common factor such as age, disability, gender, ethnicity, faith, sexual orientation
- Mobile populations, refugee communities, people for whom English is not the first language
- Public and private sector stakeholders
- People who study or work in Bournemouth, Christchurch, and Poole.

We also know that we need to work closely with communities to encourage effective community engagement and ensure that processes are flexible and can be tailored to diverse groups and individuals in different areas of the district. We understand that sometimes people are reluctant to get involved and we will work with other partners to ensure that community engagement is as straightforward as possible and targeted appropriately.

Measuring our progress

We will review the strategy annually to ensure that the actions and aims are still appropriate and relevant. It is important to know whether this strategy is making a difference and that we are working to our principles. We will measure the overall success of the strategy by aiming to increase the percentage of people agreeing that they can influence decisions affecting their local area. We hope to see an increase in percentage from the people within our communities.

% Of respondents who agree they can influence decisions in local area (random sample survey)



In our delivery plan you can see how we will measure the success of each of the individual actions.

Other ways we can monitor the delivery of the strategy and its impact across council’s service delivery and alongside our partners is to show that: -

- Better understand the needs of our local communities
- Identify and work more closely with our diverse and seldom heard from communities
- Using this to ensure information, consultation, involvement, and empowerment opportunities are provided and that they target the right people and are accessible
- Local communities - people feel that there are sufficient opportunities to get involved and they know how to access them if they want to.
- Our communities recognise that the council’s policies reflect this involvement, and those services are accessible, responsive, and tailored to the different needs of our local communities.

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Connected Communities – BCP Council's Community Engagement and Consultation Strategy 2021-2024

Author: Kathy Boston-Mammah

Lisa Stuchberry

Version: V6

Date: 6th September 2021

Foreword

We are passionate about our communities and believe that everyone should be able to play an active role in the things that matter to them most. That is why we are committed to empowering and engaging our diverse communities across Bournemouth, Christchurch, and Poole to help inform and shape council services through the Community Engagement and Consultation Strategy.

Engagement is a term that is frequently referred to by the council and our partners and relates to the entire working relationship the council and its partners has with its residents and communities.

Our Community Engagement and Consultation strategy builds on how we currently involve our communities and outlines what we aim to do to improve the way we consult and involve local people across the area over the next three years. It is driven by engagement and using strength-based approaches to work with our vibrant communities.

This strategy has been developed following extensive consultation and engagement with our communities across Bournemouth, Christchurch, and Poole. We have listened carefully to the feedback we have received and produced this strategy which aims to enhance our involvement offer and encourage more people to take part in our engagement opportunities, whether it is by taking part in online consultations, suggesting an idea on our new digital engagement hub, attending a council meeting, or setting up a neighbourhood forum, we hope there is opportunity for everyone to be more involved with BCP Council.



Cllr Drew Mellor,
Leader of the Council



Cllr Karen Rampton,
Cabinet Member for Adults



Cllr Jane Kelly,
Lead Member for
Community Engagement

Community Engagement and Consultation Strategy



This Strategy sets out how the Council will engage and consult with its communities in a meaningful way, ensuring that our communities are at the heart of everything we do. The strategy also details our commitment to work collaboratively with the community, enabling them to:

- have a greater say and choice in the design and delivery of local services
- develop new skills and expertise
- become better informed about the council's work

We will work to ensure more people can be involved in the decision-making process and shape local services. The aim is to embed these principles and procedures to maximise the benefits of engagement for all our communities and enable us to supply services which better meet their needs. We aim to improve the way in which we involve residents, students, the community and voluntary sector, local business, and social enterprises and demonstrates the council's commitment to continually involving and consulting to make a real difference to people's lives.

BCP Council already consults and engages with local people through established ways such as partnership boards, user groups, networks, area and neighbourhood forums, resident's surveys and regular consultation and engagement activities across the full range of council services. Our Councillors are at the centre of our community engagement and consultation activities. We also work alongside partners such as: Town and Parish Councils, Dorset Police, Public Health, Health and Wellbeing Board, Dorset Integrated Care System, the voluntary and community sector, and the Together We Can Community Resilience Partnership.

Alongside the Council's Corporate Strategy "Connected Communities: empowering our communities so everyone feels safe, engaged and included.," and the Big Plan developing "Vibrant Communities where everyone can play an active role and feel part of their community." As part of the transformation of the council we are embedding strength-based approaches within our service delivery which seeks to build on the assets that already exist within our communities. This approach challenges the traditional problem-based approach of trying to solve issues by focussing on what is not working. Instead, it focusses on "what's strong, not what's wrong" within a community, by demonstrating that local assets such as people, buildings and places are key to ensuring sustainable communities and sustainable community development. This is a commitment and an approach to developing a relationship with residents and giving them the space and support to develop their own solutions.

One of the fundamental principles is that everyone and everywhere has assets upon which resilient, healthy communities can be built. Some of these assets may be obvious such as parks and open spaces, community events, community centres and community and voluntary sector organisations. But many assets are hidden within our communities, often within the residents that make up our communities and may need time, trust, and patience to be discovered. These assets may be skills, gifts, talents, or networks - such as a local business letting residents use their office space, a retired teacher looking to get involved in the local community, the parent who volunteers at a youth club, a local pre-school who engages with children and parents or the local café that opens in the evening for a social meet up.





As part of the transformation of the council we are expanding how we use strength-based approaches, not only in terms of how we operate as a council but also in relation to how we support our priority neighbourhoods across Bournemouth, Christchurch, and Poole. Investment into the Community Development function of the council is enabling us to work in all our priority neighbourhoods across Bournemouth, Christchurch, and Poole, working with and enabling the local community rather than using a 'top down' approach.

This strategy aligns with other key areas of work such as the Voluntary and Community Sector and Volunteering Strategy, the Communications Strategy, Children and Young People's Participation, Adult Social Care Community Engagement and Smart Places. It builds on already existing best practice such as the Council's Statement of Community Involvement which uses the same principles of inclusivity, appropriate methods of engagement, extending community contacts and providing more opportunities for contact with our communities within planning services. In short, this strategy details how we are putting Vibrant Communities at the heart of everything we do.




We Asked, You Said, We Did

In January 2020 we launched a consultation programme across Bournemouth, Christchurch and Poole seeking residents' views on a set of 5 draft principles to inform the development of the Community Engagement and Consultation Strategy. BCP Council is committed to asking everyone with an interest in the services that the council provides, including residents, community groups, partners, and staff, to consider proposals and share views so that they can be considered when the council makes decisions.

We consulted BCP residents on:

-  The 5 draft Community Engagement and Consultation Principles.
-  How they currently and prefer to get involved.
-  What would encourage them to have their say.
-  Local area meetings.

Not the usual Consultation:

-  Open consultation (online and paper) promoted through communications channels, Have Your Say displays, Roadshow.
-  Attended meetings, including Zoom with young people and People First Forum.
-  Postal Survey of 5,000 households.

Key findings: Over 1,400 people gave feedback on how they would like to get involved in council services and the decisions we make. Here are some of the results of the consultation, which have been used to shape this strategy.

- Over 75% of respondents agreed with all five principles
- 56% of respondents said they would prefer to get involved in council decisions affecting the local area by taking part online.
- Just under half of respondents would prefer to take part using paper surveys and consultation material.
- Neighbourhood /area forums and safer neighbourhood meetings were the most preferred style of meetings.

Our Communities

Data insight – our community



Population growth

2011 **378,888**
(Census 2011)

2019 **395,331**
(MYE 2019)

2030 **404,838**
(SNPP 2018 based)

Growth is slower than previous projections predicted.

Growth driven by migration to the area and by an increase in the number of over 65s.

Number of births projected to fall to 2030, deaths to increase.



Age profile

(Mid-Year Estimates and HESA)

Children **17%**

Working age **61%**

Pensioners **22%**

Students **21,500**
across 3 universities

Gender

(Census 2011)

Male **49%**

Female **51%**



Life expectancy at birth

higher than national

Men **80.5**

Women **83.7**

Healthy life expectancy

higher than national

Men **64.5**

Women **66.6**



Life limiting illness (BCP)

A little **10%**

A lot **8%**

Not at all **82%**

[more data](#)



LGBTQ+

Sexual orientation

The percentage of the population identifying as **heterosexual** has decreased to **94.6%** in 2018.

The proportion identifying as **LGB** has increased to **2.2%**.

Young people most likely to identify as LGB (16-24).

→ ons.gov.uk

Religion

(Census, full breakdown on Tableau)

Christian **60%**

No religion **29%**

Not stated **8%**

Other **2%**

Muslim **1%**

Ethnicity

White British **88%**

White other **6%**

BME **6%**



Number of households

176,600

1,200 more than in 2013
(+0.7%)

15,115

Number of businesses

(UK Business Counts, 2020)

Most common (2020)

Construction **2,530**

Professional, scientific and technical **2,305**

Business admin and support **1,270**

Retail **1,160**



Median salary

Working in BCP area

£29,200

Living in BCP area

£29,300

Deprivation

16,000 people
in decile 1 (4%)

45,400 people
in deciles 1+2 (12%)



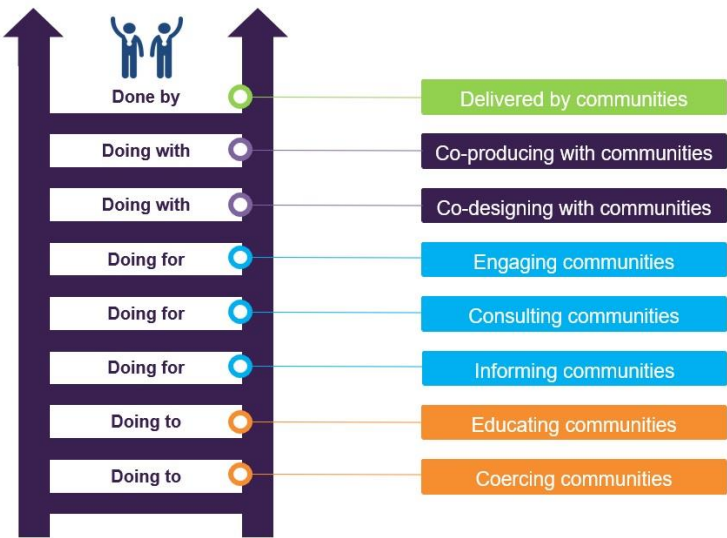
BCP Council recognises that each community will have diverse needs and priorities. Communities can mean different things to different people and there are many diverse groups that make up a community.

- Geographical communities defined by a particular geographical area with physical boundaries e.g., a housing estate. These communities may have similar concerns about issues that affect their local area.
- Communities of interest defined by a shared interest, experience, or situation e.g., loneliness, social isolation, transport, accessibility, and climate change.
- Community of identity is defined by how people identify themselves or how they are identified by society. This can be by using demography such as young people, older people, faith groups, Lesbian, Gay, Bisexual, Transgender, Queer + (LGBTQ+) and ethnically diverse communities.

Individuals can associate themselves with more than one community and this can relate to where they live, work and their interests. It is essential to let people define their own communities.

Community Engagement

Engagement can take many forms and the level of involvement can vary greatly. Each type of involvement is important to help the council with its decision-making and service provision. It may not always be possible to reach consensus around issues. Diverse communities, residents, and businesses all have different needs. Improving stakeholder dialogue will raise the council's reputation and build trust. Communities given the opportunity to have greater choice in the design, and delivery of their services will see those services delivered appropriately and more effectively. Removing any physical, language or social barriers for



communities to access information or voice their opinions will see local communities better informed and with a clearer understanding of the policies, priorities, and the challenges.

Consultation

Consultation is a two-way process in which people are fully informed about the options available and are asked their opinion on an issue the council is considering. Consultation has a defined start and end date and opinions from consultation activity should be used to inform decisions in a clear and transparent way. Feedback from consultation activity is used alongside performance, intelligence, legal, financial and sustainability information to make decisions about how council services are delivered.

We want to ensure that our communities can be aware of and be able to comment on consultations which matter to them. Within the action plan we outline the ways in which people will be able to be aware of upcoming consultations and improve the ways in which they can get involved and have their say. We also want to ensure that we have consistent standards for how we consult with our communities and the action plan contains a range of measures which will help us to achieve this.

Community Engagement and Consultation Principles

The following five principles are built on council best practice, values, and behaviours. Alongside the feedback from the community engagement consultation held across the area. They form the basis of our actions and plans for our engagement and consultation activities.

	1 Involved communities	We are passionate about our communities	We will strengthen local democracy and decision-making processes to ensure participation is inclusive for all sectors of our community.
	2 Inclusive communities	We treat everyone with respect	We will champion inclusive communities and work with our partners, including the voluntary sector, to make this happen. We will use the best, most appropriate methods to engage with our residents, businesses and visitors.
	3 Transparent with our communities	We have integrity	We will strive to engage and consult with our community in ways that work for them. We will share outcomes of engagement activity and responses will influence our decision making. We will admit when we make mistakes.
	4 Keeping it simple for our Communities	We embrace innovation	We will use plain English in our communication materials. We will strive to make our engagement interesting, relevant and to the point. We will keep up with digital technology to keep you informed.
	5 Collaborative Communities	We take pride in what we do	We will work with our communities to develop plans to address issues such as the climate emergency. We will work to ensure everyone knows what their role is so that we can all take pride in making a difference.

Principle 1 - Involved Communities



Provide flexible and innovative involvement opportunities for communities to help shape the development and delivery of quality services and the relevant policies that reflect local needs. To put residents at the centre of collaborative decision-making processes, sharing skills, and engagement and consultation opportunities.

We will...	So that
Follow strength-based community development principles – exploring what is already available in communities through different agencies and wrapping these around the individual	Staff and councillors encourage and help support communities to engage. Have the skills to understand the needs of their communities.
Establish an engagement leads network to share best practice, deliver consistency and ensure a reduction in duplication	We can ensure a consistent approach across all services and include all the relevant stakeholders
Provide training for staff and partners in community led strength-based community development approaches	Staff, partners, and councillors have the tools they need to engage with communities effectively and efficiently
Establish a consultation hub e.g., Engagement HQ where we can promote opportunities to gather views, ideas, and insights in a single place.	It makes it easier for communities to find opportunities for involvement.
Actively promote registration to our consultation hub through our communication channels	
Present feedback from engagement and consultation activity in a clear 'you said, we did, you did' format.	There is feedback when communities have helped to shape our policy.
Strengthen our engagement with our business community by continuing to support and engage with various networks including, the Business Improvement Districts, Local Enterprise Partnership, the Chamber of Commerce and various sector networks including digital and engineering.	We continue to listen and engage with the business community
Continue to stream all public committee meetings post COVID 19 and further promote this amongst our community.	We continue to improve transparency of the decision- making process.
Explore options and associated costs for introducing a 360 immersive experience of council meetings.	People can have the full experience of a committee meeting from locations convenient to them.

Principle 2 - Inclusive Communities



2

Inclusive communities

We treat everyone with **respect**

We will champion inclusive communities and work with our partners, including the voluntary sector, to make this happen. We will use the best, most appropriate methods to engage with our residents, businesses and visitors.

We will make information accessible to all and consider how best to engage in diverse ways and in a variety of accessible formats. Our engagement with communities will be timely and meaningful and we will work hard to include all communities who have a stake in the matter.

We will	So that
Develop our internal and external engagement networks. E.g., Dorset Integrated Care System, Youth Participation, Resident Involvement	We extend our engagement research and target seldom heard groups
Extend Community Equality Champions Network - internal and external community front facing staff and community representatives that support community engagement amongst ethnically diverse communities	We extend our engagement research and target seldom heard groups
Partner with Dorset Race Equality Council (DREC) to deliver our equality and diversity objectives, inform council services, decisions, and Equality Impact Assessments (EQIA's). To ensure representation.	We can ensure we consider the views of our diverse communities before making decisions about policies and changes to services.
Work with DOTS Disability to provide opportunities for disabled people (with a range of impairment types), unpaid carers and older people to inform council services, decisions, and EQIA's. DOTS Disability will monitor the diversity of disabled people involved in DOTS Consultations to ensure the widest representation possible.	We can ensure we consider the views of disabled people (with a range of impairment types), unpaid carers and older people before making decisions about policies and changes to services.
Develop and extend area/neighbourhood community forums/celebrations /events across the area	We can create effective dialogue with our communities and create opportunities for them to be included in all areas from policy to service delivery
Establish and promote consultation points in libraries	Consultation and engagement opportunities are available to those in the community who would prefer to respond using a paper format.
Conduct annual residents' surveys which will include community engagement questions	We can regularly measure how involved our community feels and whether they think we act on local concerns.
Monitor the respondents to our consultations.	We can look to improve the representativeness of our consultation activity and improve engagement with any communities we seemingly may not be reaching

Principle 3 - Transparent with our Communities



3

**Transparent
with our
communities**

We have
integrity

We will strive to engage and consult with our community in ways that work for them. We will share outcomes of engagement activity and responses will influence our decision making. We will admit when we make mistakes.

We will deliver engagement and consultation opportunities, where we are clear about the decision-making processes, what can be influenced and what can be delivered. We will work with our communities to produce solutions and we will encourage communities to be actively engaged and help to deliver these solutions.

We will...	So that
Support communities to access council information through e newsletters, social media, Engagement HQ, Livestreaming, BCP Council website.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference
Create a Community Engagement Toolkit for all staff that provides step by-step practical advice for staff on how to select and use the most appropriate engagement tools.	Staff, partners, and councillors have the appropriate tools they need to engage with communities effectively and efficiently. Communities will understand the standards they can expect
Improve our messages to our residents so that they are more accessible and targeted.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference
Ensure all services carrying out consultation and engagement activity are equipped to prepare and deliver a Community Engagement & Consultation Plan (CECP) effectively	There is consistency in the delivery of consultation and engagement activities across the Council
Establish permanent spaces for involvement (digital and physical)	Local people know what and how they have influenced decision making through digital and physical means
Share results of consultation and engagement activity and be open about what we have been able to do because of the feedback we have received.	

Principle 4 - Keeping it simple



4

Keeping it
simple for our
Communities

We embrace
innovation

We will use plain English in our communication materials. We will strive to make our engagement interesting, relevant and to the point. We will keep up with digital technology to keep you informed.

We will use appropriate and consistent approaches to engagement and use clear and concise language as part of the process. Feedback to our communities will be delivered clearly across all formats, digital and in person.

We will...	So that
Ensure consultation literature will be in Plain English, we will aim to make documents as clear and concise as possible	Our communities have adequate clear information to base their opinions on when taking part in BCP Council consultations.
Ensure there is a clear call to action on consultation material	
Pilot the use of a range of engagement techniques on Engagement HQ, including ideas walls, location comments, online forums, pulse surveys etc	We can try out new ways of gaining opinions.
Identify initiatives with partners to improve communities' access to digital and improve their skills.	Local people are aware of digital services and are supported to use them.

Principle 5 - Collaborative Communities



5

Collaborative Communities

We take **pride** in what we do

We will work with our communities to develop plans to address issues such as the climate emergency. We will work to ensure everyone knows what their role is so that we can all take pride in making a difference.

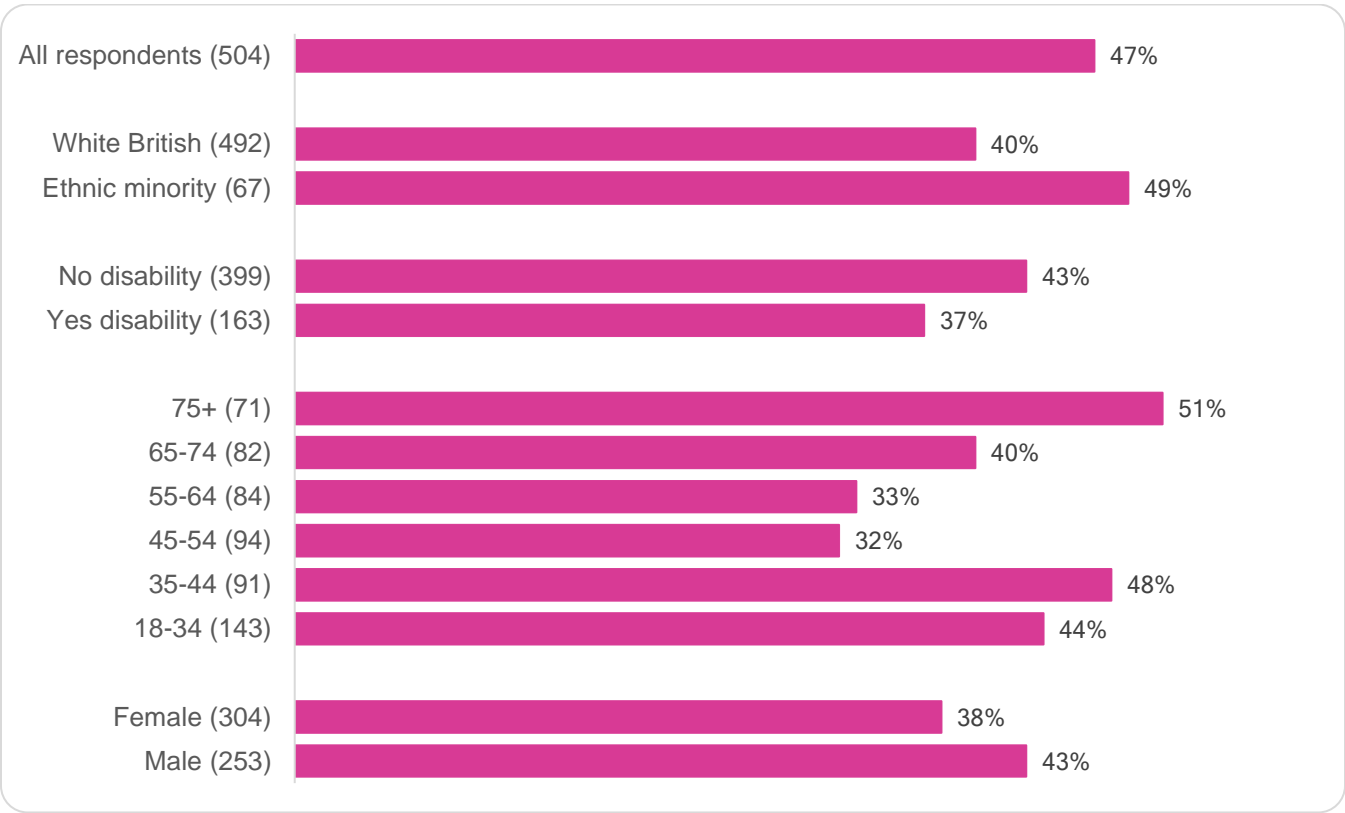
We will promote partnership working and the crucial role that it plays in delivering services for all our residents. We will support local community and voluntary groups to help ensure that they have the capacity to improve the lives of the communities they serve.

We will...	So that
Set up a central register of community stakeholder and residents' groups which is updated every quarter	We can make sure we are communicating engagement opportunities to established groups within the community.
Community Development Officers (CDO) to support communities across the top 20% deprivation areas in BCP	Communities are seen in a strengths-based way able to be supported in delivering their own solutions
Work with our partners Community Action Network to deliver shared objectives to support community groups and communities	Communities are supported and empowered to deliver their own solutions
Continue to work with our partner organisations as part of Our Dorset Sustainability and Transformation Plan	We can ensure a joined-up engagement approach for the transformation in health and wellbeing.
Meet with our Town and Parish Council representatives four times a year.	We can have an on-going dialogue of information and engagement.
Work with our community centres so they can thrive as places for people to meet.	Communities have local places to meet, learn, and address local needs e.g., loneliness and isolation
Support community and voluntary sector groups through the continued delivery of the BH Coastal Lottery.	Voluntary & Community sector organisations supported
Work with the Urban Regeneration Company (URC) to support the development of their engagement strategy, aligning BCP Council's engagement principles within the regeneration projects.	The URC and BCP Council's engagement principles are aligned.

Measuring our progress

We will review the strategy annually to ensure that the actions and aims are still appropriate and relevant. It is important to know whether this strategy is making a difference and that we are working to our principles. We will measure the overall success of the strategy by aiming to increase the percentage of people agreeing that they can influence decisions affecting their local area. We hope to see an increase in percentage from the people within our communities.

% Of respondents who agree they can influence decisions in local area (random sample survey)



In our actions and delivery plan you can see how we will measure the success of each of the individual actions.

- Other ways we can monitor the delivery of the strategy and its impact across council’s service delivery and alongside our partners is to show that: -
- Better understand the needs of our local communities
- Identify and work more closely with our diverse and seldom heard from communities
- Using this to ensure information, consultation, involvement, and empowerment opportunities are provided and that they target the right people and are accessible
- Local communities - people feel that there are sufficient opportunities to get involved and they know how to access them if they want to.
- Our communities recognise that the council’s policies reflect this involvement, and those services are accessible, responsive, and tailored to the different needs of our local communities

Glossary of terms

Community-Led Strengths Based Approach: Challenges the traditional problem-based approach of trying to solve issues by focussing on what is not working. Instead, it focusses on “what’s strong, not what’s wrong” within a community, by demonstrating that local assets such as people, buildings and places are key to ensuring sustainable communities and sustainable community development. This is a commitment and an approach to developing a relationship with residents and giving them the space and support to develop their own solutions.

Adult Social Care: Reviewing their delivery services in a strength-based way, co-producing care services in line with local needs and priorities and engaging care communities in how to access services and the delivery of those services, whilst using appropriate information sharing processes and procedures.

Communications Strategy: This Strategy shows how to promote awareness, understanding and action through proactive campaigns that inform, engage, and motivate our audiences. It seeks to use clear, honest, and compelling messages, delivered through the channels that people use, at a time when they use them.

Community and Voluntary Sector and Volunteering Strategy: This strategy sets out how BCP Council will work in partnership with our community and voluntary sector to achieve better outcomes. It also sets out our aspirations for growing opportunities for volunteering ensuring that volunteering is accessible to all.

Children and Young People’s Participation Strategy: Will identify how to involve children and young people appropriately and effectively in having their say on the delivery of these services across the area.

Dorset Integrated Care System: Is a partnership of the local councils, the NHS and the community and voluntary sector, working together to address local health, wellbeing, quality, and financial challenges across the county. Engagement leads across these organisations meet regularly to review engagement activity.

Health and Wellbeing Board: A forum with leaders from the local Councils and health and care sector, working together to improve the health and wellbeing of the local population. The board’s current priorities are prevention at scale; the 20% most deprived areas and tackling food insecurity.

Equality Impact Assessment (EIA): The purpose of the Public Sector Equalities Duty is to integrate the consideration of equalities into the day-to-day business of public authorities. It requires the local authority to consider and promote equality, diversity, and inclusion work objectives. EQIA’s are used as evidence-based reporting tools that demonstrate how the Council has considered and will mitigate inequalities and remove barriers for its diverse communities.

Smart Places: Creating digital solutions to improve the lives of our residents, the vibrancy of our communities and the prospects of our local businesses. These innovative solutions utilise the benefits of innovative digital technology, interconnected information, and the latest high-speed connectivity.

Town & Parish Councils: A tier of local government, where elected members have discretionary powers and rights to represent their communities. BCP have 5 local Councils: Burton and Winton Parish Council; Christchurch Town Council; Highcliffe and Walkford Parish Council; Hurn Parish Council and Throop and Holdenhurst Village Council.

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan



1

Involved communities

We are **passionate** about our communities

We will strengthen local democracy and decision-making processes to ensure participation is inclusive for all sectors of our community.

We will...	So that	When	Overall lead	How we will measure if we've been successful
Follow strength-based community development principles – exploring what is already available in communities through different agencies and wrapping these around the individual	Staff and councillors encourage and help support communities to engage. Have the skills to understand the needs of their communities.	Ongoing	Community Development Team	Increase in examples of communities working with the council to deliver services
Establish an engagement leads network to share best practice, deliver consistency and ensure a reduction in duplication	We can ensure a consistent approach across all services and include all the relevant stakeholders	March 2022	Community Engagement Team	Quarterly meetings with appropriate actions agreed and delivered
Provide training for staff and partners in community led strength-based community development approaches	Staff, partners, and councillors have the tools they need to engage with communities effectively and efficiently	March 2022	Community Engagement and Community Development Teams	Long term improvement in engagement with our communities
Establish a consultation hub e.g., Engagement HQ where we can promote opportunities to gather views, ideas, and insights in a single place.	It makes it easier for communities to find opportunities for involvement.	December 2021	Consultation and Research	Increase in number of people using the consultation hub
Actively promote registration to our consultation hub through our communication channels		Ongoing	Consultation and Research	Aim to have 1,000 new members of Engagement HQ a year
Present feedback from engagement and consultation activity in a clear 'we asked, you said, we did' format.	There is feedback when communities have helped to shape our policy.	December 2021	Consultation and Research	An agreed format for 'you said we did' developed by the end of 2021' with all consultations including a feedback section from 2022

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan

Strengthen our engagement with our business community by continuing to support and engage with various networks including, the Business Improvement Districts, Local Enterprise Partnership, the Chamber of Commerce and various sector networks including digital and engineering.	We continue to listen and engage with the business community	Ongoing	Economic Development Team	To engage with at least 250 businesses per year
Continue to stream all public committee meetings post COVID 19 and further promote this amongst our community.	We continue to improve transparency of the decision-making process.	March 2022	Democratic Services	A continual increase of people viewing council committees online.
Explore options and associated costs for introducing a 360 immersive experience of council meetings.	People can have the full experience of a committee meeting from locations convenient to them.	March 2023	Democratic Services	This tool being set up and used

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan



2

Inclusive communities

We treat everyone with **respect**

We will champion inclusive communities and work with our partners, including the voluntary sector, to make this happen. We will use the best, most appropriate methods to engage with our residents, businesses and visitors.

We will	So that	When	Overall lead	How we will measure if we've been successful
Develop our internal and external engagement networks. E.g., Dorset Integrated Care System, Youth Participation, Resident Involvement	We extend our engagement research and target seldom heard groups	Ongoing	Community Engagement and Development Team	Increase in our networks that take part in our consultation and engagement activities
Extend Community Equality Champions Network - internal and external community front facing staff and community representatives that support community engagement amongst ethnically diverse communities	We extend our engagement research and target seldom heard groups	Ongoing	Community Engagement and Development team	Increase in numbers in our networks and that take part in our consultation and engagement activities
Partnership with Dorset Race Equality Council (DREC) to deliver our equality and diversity objectives, inform council services, decisions, and Equality Impact Assessments (EQIA) to ensure representation.	We can ensure we consider the views of our diverse communities before making decisions about policies and changes to services.	Ongoing	Community Engagement Team and Policy and Performance	Quarterly grant agreement monitoring and evaluating
Work with DOTS Disability who provide opportunities for disabled people (with a range of impairment types), unpaid carers and older people to inform council services, decisions, and Equality Impact Assessments. DOTS Disability will monitor the diversity of disabled people involved in DOTS Consultations to ensure the widest representation possible.	We can ensure we consider the views of disabled people (with a range of impairment types), unpaid carers and older people before making decisions about policies and changes to services.	December 2022	Consultation and Research Team	12 consultations are carried out each year.
Develop and extend area/neighbourhood community forums/celebrations /events across the area	We can create effective dialogue with our communities and create opportunities for them to be	Ongoing	Community Development Team	Increase in active forums across BCP

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan

	included in all areas from policy to service delivery			
Establish and promote consultation points in libraries	Consultation and engagement opportunities are available to those in the community who would prefer to respond using a paper format.	Ongoing	Library Service/ Consultation and Research Team/ Community Engagement and development Team	All libraries have a 'have your say' notice board.
Conduct annual residents' surveys which will include community engagement questions	We can regularly measure how involved our community feels and whether they think we act on local concerns.	December 2021	Consultation and Research Team	First BCP residents survey to be completed in 2021
Monitor the profile of respondents to our consultations.	We can look to improve the representativeness of our consultation activity and improve engagement with any communities we seemingly may not be reaching	March 2022	Consultation and Research Team	A monitoring system for consultation profiles is in place by March 2022

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan



3

**Transparent
with our
communities**

**We have
integrity**

We will strive to engage and consult with our community in ways that work for them. We will share outcomes of engagement activity and responses will influence our decision making. We will admit when we make mistakes.

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We will...	So that	When	Overall lead	How we will measure if we've been successful
Support communities to access council information through e newsletters, social media, Engagement HQ, Livestreaming, BCP Council website.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference	Ongoing	Communications, Consultation and Research and Community Engagement Teams	Increase in the % of people who say they feel informed about BCP Council.
Create a Community Engagement Toolkit for all staff that provides step by-step practical advice for staff on how to select and use the most appropriate engagement tools.	Staff, partners, and councillors have the appropriate tools they need to engage with communities effectively and efficiently. Communities will understand the standards they can expect	March 2022	Community Engagement and Consultation Teams	Numbers of staff, partners and Councillors using the toolkit
Improve our messages to our residents so that they are more accessible and targeted.	Local people have clear messaging and therefore find it easier to be involved and feel that they make a difference	Ongoing	Communications and Community Engagement Team	Increase in the % of people who say they feel informed about BCP Council
Ensure all services carrying out consultation and engagement activity are equipped to prepare and deliver a Community Engagement & Consultation Plan (CECP) effectively	There is consistency in the delivery of consultation and engagement activities across the Council	Ongoing	Consultation and Research Team Community Engagement Teams	A Consultation and Research Framework is published on the BCP intranet. A community engagement toolkit is created
Establish permanent spaces for involvement (digital and physical)	Local people know what and how they have influenced decision making through digital and physical means	December 2021	Consultation and Research Team	Increase in use of these spaces
Share results of consultation and engagement activity and be open about what we have been able to do because of the feedback we have received.				Increase in % of people who agree the Council acts on concern of residents.

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan



4

Keeping it simple for our Communities

We embrace innovation

We will use plain English in our communication materials. We will strive to make our engagement interesting, relevant and to the point. We will keep up with digital technology to keep you informed.

We will...	So that	When	Overall lead	How we will measure if we've been successful
Ensure consultation literature will be in Plain English, we will aim to make documents as clear and concise as possible	Our communities have adequate clear information to base their opinions on when taking part in BCP Council consultations.	Ongoing	Consultation and Research Team	Increase in the % of people who say they feel informed about BCP Council.
Ensure there is a clear call to action on consultation material			Communications	Increase in the % of people who say they feel informed about BCP Council.
Pilot the use of a range of engagement techniques on Engagement HQ, including ideas walls, location comments, online forums, pulse surveys etc	We can try out new ways of gaining opinions.	March 2022	Consultation and Research	Five consultation and engagement activities undertaken using new engagement tools.
Identify initiatives with partners to improve communities' access to digital and improve their skills.	Local people are aware of digital services and are supported to use them.	Ongoing	Community Engagement and Development Teams	Number of projects supported in the digital exclusion realm increased

Community Engagement and Consultation Strategy 2021-2024 Delivery Plan



5

**Collaborative
Communities**

We take **pride**
in what we do

We will work with our communities to develop plans to address issues such as the climate emergency. We will work to ensure everyone knows what their role is so that we can all take pride in making a difference.

143

We will...	So that	When	Overall lead	How we will measure if we've been successful
Set up a central register of community stakeholder and residents' groups which is updated every quarter	We can make sure we are communicating engagement opportunities to established groups within the community.	March 2022	Community Engagement	Register set up by the end of 2021
Community Development Officers (CDO) to support communities across the top 20% deprivation areas in BCP	Communities are seen in a strengths-based way able to be supported in delivering their own solutions	March 2022	Community Development	CDO recruited and in place to deliver objectives
Work with our partners Community Action Network to deliver shared objectives to support community groups and communities	Communities are supported and empowered to deliver their own solutions	Ongoing	Community Engagement	Increase in the number of partnership working initiatives across BCP delivered
Continue to work with our partner organisations as part of Our Dorset Sustainability and Transformation Plan	We can ensure a joined-up engagement approach for the transformation in health and wellbeing.	Ongoing	Consultation and Research, Community Engagement	Establishment of Dorset Integrated Care System and monitoring systems
Meet with our Town and Parish Council representatives four times a year.	We can have an on-going dialogue of information and engagement.	Ongoing	Chief Operations Officer	Meetings arranged and attended
Work with our community centres so they can thrive as places for people to meet	Communities have local places to meet, learn, and address local needs e.g., loneliness and isolation	Ongoing	Community Development Team	Community Centre feedback
Support community and voluntary sector groups through the continued delivery of the BH Coastal Lottery.	Voluntary & Community sector organisations supported	Ongoing	Community Engagement Team	Monitoring and evaluation of grant giving after each panel
Work with the Urban Regeneration Company (URC) to support the development of their engagement strategy, aligning BCP Council's engagement principles within the regeneration projects.	The URC and BCP Council's engagement principles are aligned.	October 2021	Urban Regeneration Company	An URC engagement strategy is developed that follows BCP Councils engagement principles.

Community Engagement and Consultation Strategy 2021-2024
Appendix D Equality Impact Assessment – Action/Delivery Plan

Issues Identified	Action required to reduce impact	Timescale	Overall Lead Responsible Officer(s)
AGE			
Limited/no opportunities for offline consultation with communities and between communities; especially those with protected characteristics	Explore and identify offline engagement tools to enable residents who would like to engage offline have a range of options to be connected/supported in a way/manner that suits them	2022	Community Engagement and Development Team along with Democratic Services
Young people (YP) voices, those with disabilities and carers not heard or acknowledged when decisions are made on new policies and/or changes to services directly affecting them.	Work with DREC, DOTS Disability, Up in BCP and similar partners to increase opportunities for YP, minority ethnics and people with a disability to inform council services and decisions through hosting regular consultation events involving those affected communities.	Year one	Consultation and Research Team
45% of people in the BCP council area would prefer to respond to consultations using a paper format and 33% would refuse to engage in formats they are uncomfortable using i.e., online, or other electronic means.	Establish consultation points in all libraries in the BCP area Offer all available formats when designing consultations and ensure consultation methods and messages are appropriate for the target audience	Year one As soon as possible	Library Service/ Consultation and Research Team/Community Engagement and development Team
ETHNICITY			
Limited trust in the voices aired within ethnically diverse communities.	Extend Community Equality Champions Network to engage staff, councillors, and community reps to support and engage our ethnically diverse communities	Ongoing	Community Engagement and Development team
Overall response rates to consultations are relatively low. 30 residents (less than 1%) completed the recent BCP Ideas Board survey/call on its 2021-26 local housing commitment.	Build trust through clear, appropriate and honest messaging for all communications, including community engagement as a component of the annual residents' survey	2022 onwards	Consultation and Research Team
Effective dialogue though evident in few neighbourhood areas, needs scaling up to bring about the step change required to enhance participation across all communities	Provide dedicated support/funding to neighbourhood development fora, especially/starting in most deprived areas. Actively engage children and young people, especially those ethnically under-represented to consider local government, police, and other public services as careers.	Ongoing Current programme	Community Development and Engagement, Communications, Consultation and Research Teams
Some communities do not recognise their own assets, feel not supported/empowered to deliver their own solutions	Work with Community Action Network, DREC, CAB and other partners to jointly identify the support sought by local communities and enable their access to and/or provide it.	2022 onwards	Community Development and Engagement, Communications, Consultation and Research Teams

Community Engagement and Consultation Strategy 2021-2024
Appendix D Equality Impact Assessment – Action/Delivery Plan

Issues Identified	Action required to reduce impact	Timescale	Overall Lead Responsible Officer(s)
PEOPLE LIVING WITH DISABILITIES			
Current engagement process limited, people living with disabilities face many barriers to participate in community development and/or engagement activities.	Widen the range of engagement tools and processes to transform our approach and maximise our reach in the communities through annual reviews of the strategy and action plans to direct future updates of both strategy & plans	Ongoing	Communications, Consultation and Research and Community Engagement Teams
People with mental/learning disabilities often affected by changes to the support they require and ways in which their voices are heard	Track and identify social media platforms used within these communities to engage them in spaces that are familiar and none threatening	Year One	Communications, Consultation and Research and Community Engagement Teams
Response rates from communities with protected characteristics (PC) are low, e.g., people living with disabilities	Engage DREC, Faith & PC communities on response rates and actively pursue trustworthy relationships with PC communities to improve participation and representation in the consultation process.	Ongoing	BCP Council, Councillors, staff and other public, private and community sector partners
GENDER			
Covid-19 has highlighted social distancing and new home-life situations resulting in social isolation and domestic abuse of women	Identify and track socially isolated and domestically abused to develop/increase opportunity for participation in activities that redress social isolation and address domestic abuse	Year One	Community Engagement, Community Safety Partnership, Communications and Housing Teams
BELIEF, CULTURE & RELIGION			
Limited information that is clear/adequate (especially residents with another first language) on which to base their opinions when consulted	Trial new ways of gaining opinions and provide consultation literature in plain English and other languages based on need/demand	Ongoing Year one	Consultation and Research Team Communications and Community Engagement
Attempts at engaging people with different beliefs, religion, and culture without a genuine understanding of their belief, cultural systems and world views is limiting at best	Collaborate with community organisations supporting people of different ethnic groups and religions to improve service delivery and address underrepresentation in communities.	Ongoing Year one	Consultation and Research Team Communications and Community Engagement
SEXUAL ORIENTATION			
Homelessness and abuse of young LGBT people especially in insecure housing	Engage and increase support to CYP services and clubs to increase/improve understanding of sexual orientation and its impact on familial rejection and abuse Identify existing and develop new resources to address this issue.		Community Engagement, Community Safety Partnership, Communications and Housing Teams

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

Policy/Service under development/review:	Community Engagement and Consultation Strategy 2021-2024
Service Lead and Service Unit:	Kelly Ansell, Director of Communities
People involved in EIA process:	Cat McMillan Kathy Boston-Mammah Lisa Stuchberry Sophie Bradfield Wilbert Smith
Date EIA conversation started:	20 December 2019

Background

The primary aim of the BCP Community Engagement and Consultation Strategy 2021-2024 is to enable everyone in our diverse communities to be involved in shaping and influencing the design and delivery of council services in their local area. Initial consultations in the first quarter of 2020 by BCP Council sought views from local communities across the BCP area using the draft Community Engagement and Consultation Principles. The draft principles are directly linked to the Connected Communities objective in the [Corporate Strategy](#); empowering our communities so everyone feels safe, engaged, and included.

Unlike usual consultations, the new Council was deliberate not to draft the Community Engagement and Consultation Strategy upfront and then consult residents on the content. Instead, it chose to go out with a set of underlying principles, seeking people's views, and gathering further information about the ways in which people were involved with the Council, their preference(s) on engagement and what would encourage them to have their say. This shift in approach was aimed to send a clear message; the BCP Council was setting a new way of working with residents and the community. A path rooted in a passion for its local communities and based on respect, integrity, and pride in what we do.

The [pre-consultation](#) focused on the thinking behind the engagement/consultation process and pursued resident's views on how they would like to be engaged and consulted. It sought an understanding of the type, level, frequency, and intentions behind residents' interaction with the Council; mapping contact with councillors and staff, use of social media to comment on local issues, participation in community groups and/or organisations etc. Although the response rate was relatively low it drew attention and underlined high response where/when:

- the issue was/is of interest to them
- they felt the Council was interested in their views/asked them for an opinion
- they received Council feedback on how their response made a difference

When asked whether they can influence decisions in their local area the majority felt they were unable to influence Council decisions. However, when asked "how important it was to be able to influence decisions in the local area?" the majority agreed this was very important/important and wanted to be more involved.

The establishment of the [Equality Action Commission](#) and a matrix of staff networks covering all protected characteristics under the 2010 Equality Act marked another turning point. This has started a process by the Council to transform its relationship with the local community

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

and help drive the conversation with partners and residents in the community as well as within the Council. The [recent community discussions](#) with BCP Chief Executive, Lead Member for Equalities and BCP equality and diversity officers welcomed views from ten different community organisations¹ within the BCP area. The discussion focused on the key issues of concern, including the perception of underrepresented groups with regards to BCP as a Council and identified what is working well and what more could be done to redress the issues of equality and diversity.

In general, the discussion sought to find pragmatic solutions with everyone coming together as communities to help find equity and equal opportunities for all, valuing people for who they are and not the categories they fall into. The importance of open, inclusive debates was emphasised because equality matters to everyone. Much emphasis was placed on the fact that the BCP 'Connected Communities' priority would only be possible if we were a fully inclusive society and community. The possibility of us continuing to have many unconnected communities and not achieving this valued outcome. This has become a major driver across the BCP area especially during Covid-19 pandemic which brought home the importance of living in connected communities.

The work of the [Social Mobility Commission](#) (March 2021) highlights a postcode lottery, with gaps in educational outcomes between the most and least deprived families varying by local authority. It reveals significant socio-economic disparities, even between local authorities close by to one another. In North Dorset, a 37percentile difference between education outcomes compares with 48 percentile differences in Poole and Bournemouth. However, the BCP Together We Can programme with its BCP Bulk Food Donations and BCP Shout Out, local Foodbanks operated by all Faiths and the many community delivery services made a significant difference in the lives of people, especially those living alone, homeless and shut in. This lived experience underlines the pivotal importance of our pursuit of 'connected communities' and the Community Engagement and Consultation Strategy for 2021-2024 is key to [this outcome becoming a way of life](#).

The following is a summary of research and information by BCP providing background to highlight key vulnerable groups by interest, geographical area, and protected characteristics.

[BCP Area Profiles](#), summary statistics on population, diversity, health and care, inequalities, housing, access & connectivity, economy & skills.

[BCP geographical area](#); Identifies 10 – 20% Deprivation areas across BCP

[BCP 2019 Insight to Indices of Multiple Deprivation](#)

[Insight report on key geographical areas and issues relevant to strategy](#)

[BCP Diversity](#) – shows some of the diverse characteristic of the BCP population.

[BCP Mid-Year Population Estimates](#)

[UEL/Leeds Beckett University Institute for Health and Human Development](#) - Barriers to Community Engagement (2015)

[NHS Implementing phase 3 of the NHS response to the COVID-19 pandemic \(2020\)](#) -

Plans, Policies/Strategies and Contact Points

[BCP Council's Big Plan](#);

[Strength Based Engagement Practice](#);

¹ For community organisations in attendance see attached; [Equality Matters: A conversation with BCP and our Communities: 20 May 2021](#)

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

[Community and Voluntary Sector and Volunteering Strategy Consultation](#)

[Adult Social Care Contact Centre?](#)

[BCP Early Help, Family Support and Young People's Strategic Framework 2020-2023](#)

[BCP Mid-Year Population Estimates](#)

[BCP Workforce Diversity](#)

Findings

In the first instance [BCP's Corporate Strategic objectives](#) are designed to benefit everyone who live, work, and visit the BCP area. The following are our findings as presented by protected characteristics and council commitments.

Age

With the advent of the Covid-19 pandemic most of our engagement have increasingly moved online. This movement have uncovered how different groups of people are affected online. [Age UK](#) observed 2 in 5 people (39%) aged 52+ in England say they are using the internet more since the start of the coronavirus. However, usage has increased most among groups already using the internet regularly, and so far, there is little evidence that significant numbers of those previously digitally excluded have been prompted to get online. That apart, while many more people could benefit from digital technology, those who cannot, or do not want to be online should be able to access services and support in a way that suits them. The Community Engagement Strategy consciously retains our offline in person, paper, non-digital approach alongside the digital offer.

Age UK found the factors that most strongly explain the likelihood of older individuals (65+) using the internet or not in order of contribution are income, age, household composition, mobility, and memory/ability to concentrate. These issues when combined with other characteristics of the individual, such as gender, ethnicity, and belief can become barriers to both digital inclusion as well as engagement. It is therefore necessary to enable residents to have a wide range of opportunities to be connected/supported. Hence, 'connected communities' must, of necessity, be more than words and increasingly much more about peoples' lived experiences.

Armed Forces

Dorset is a county with above average military presence, with 6,500 serving personnel across 4 bases: Blandford, Bovington and West Moors in the Dorset Council area and the Royal Marines at Hamworthy in Poole. It is anticipated that serving members and veterans will benefit from the [Armed Forces Covenant programme](#) which provides thirteen family information and advice centres in libraries across the BCP area. As a partner to the Covenant, BCP is committed to treating serving members of the Armed Forces, veterans and their families with fairness and equity and to understanding and meeting their needs.

Young People

The [BCP Community and Voluntary Sector and Volunteering Strategy Consultation](#) report makes the point that the majority of respondents to consultations (84%) are from the 45 – 65+ age group, with less than 20 percent of the respondents in the 16-44 age group. What is interesting about this is the number of **young people** in the 12-18 and 19+ age groups is expected to grow from 27,900 and 36,600 in 2019 to 33,400 and 40,600 respectively by 2028. This is expected to increase the demand for youth engagement activities and facilities across the BCP area and especially in the wards experiencing significant inequalities and

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

where pockets of deprivation exist/emerge. More engagement with young people and YP organisations will be crucial to glean the issues and gain an understanding of appropriate community engagement toolkits to engage YP. It is therefore critical to ensure young voices are heard and the resources ringfenced to secure the consultation, engagement, and participation of YP, especially where they are typically less likely to participate in community engagement activities. We are working with the Youth Participation as part of the Communications and engagement with young people workstream group that meet regularly to share information and best practice and to better enable our engagement with this group.

People with disabilities face a range of barriers to participating in community engagement activities. Apart from the financial and physical barriers of getting to the event they often come up against the fact that organisers often lack an understanding of the issues affecting people with a disability may face. These events may require lots of movement, long periods of standing, or participating in uninteresting activities. Retaining a constant contact/support is therefore critical to their overall wellbeing. As part of the Strategy our work with Dots Disability alongside consultation and our extension of the Community Equality Champions Network which will include extending our engagement with e.g. People First Forum to better understand and work to remove barriers to engagement. People First Forum were part of the original consultation for the strategy as seen in Appendix D Consultation Strategy Report.

Mental/learning Disabilities

People with **mental/learning disabilities** are often affected by changes to the support they require and the ways in which they can have their voices heard. In response to the situation, the Scottish Commission for Learning Disabilities (SCLD) identified an opportunity to connect with their members on Facebook through forming a group, having realised that a large number of members were active on the social media platform. It is important to note that familiarity with online platforms is a key factor in choosing how to engage with disabled people. Unfamiliarity may create stressful situations for groups, such as people on the autism spectrum (Zolyomi et al 2019).

Ethnicity

People from different ethnic groups are often affected by cultural and language barriers which restrict their capacity to engage/participate in communities that are different to that of their ethnic origin. BCP workforce data highlights the total number of employees at BCP Council (excluding casual staff) is 4600, with White employees being 3,041 (65%), Other White employees 56 (1%) and BME employees 241 (5%). 1,358 employees indicated ethnicity unknown/preferred not to say. The latter seem to speak volumes with regards to why did they prefer not to say or be unknown.

National Black Police Association says police forces have been too slow in addressing a lack of diversity in their ranks and has called for more action to attract people from minority backgrounds. Figures from the Home Office reveal Dorset Police recruited 45 new officers in the nine months to the end of 2020, but of the 44 new recruits who declared their ethnicity, just two were from Black and Minority Ethnic (BAME) Groups. It leaves Dorset Police with 22 BAME officers overall, accounting for 1.8 percent of the 1,224 officers whose ethnicity was recorded. BAME officers in Dorset Police at the end of March 2021 account for 18.2 per 1,000 officers whose ethnicity was recorded. But a recent analysis by the Government Statistical Service shows that 31.4 per 1,000 of the local population is BAME. So, organisations across Dorset should at least be aiming for BAME composition of 31 per 1,000 membership.

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

Gender

On gender, women are generally well represented in BCP community engagement activities leading the way in the local online Bulk Food Donations and BCP Shout Out platforms, BCP Together We Can programme, and local Foodbanks operated by all Faiths. Females account for 63% of the 4,600 employees while men are 37%. However, the pandemic has brought with it physical distancing and new home-life situations which increasingly impact on the ability of some women to participate in community engagement activities. More people have reported experiencing isolation and domestic abuse during this time with women being considerably more likely to experience abuse. However the [first BCP Council Domestic Abuse Strategy](#) estimated that 53,000 women and 31,333 men residing across the BCP area will or have experienced domestic abuse. In December 2020, an ambitious vision was set that “no resident living within or visiting Bournemouth, Christchurch and Poole should live in fear of, or experience domestic abuse.”

Sexual Orientation

BCP workforce data indicates 25 (less than 1%) employees identify as bisexual, 89 (2%) as lesbian/gay, 2,285 as heterosexual and 2,297 preferred not to say/unknown. This composition generally follow [ONS national distribution](#) for sexual orientation in the UK. However sexual orientation is often under-reported because of prejudice and the safety of ‘coming out’ in an anonymous questionnaire. Official figures suggest that LGBT people are currently proportionally represented in our work. Physical distancing measures during COVID-19 has resulted in many LGBT people feeling unsafe in their home environments and make it harder for them to engage with/access support services they need. Our recent community discussions also highlight a disproportionate number of LGBT people also experience homelessness. [Research by Albert Kennedy Trust](#) has shown that up to 24% of YP at risk of homelessness in the UK also identify as LGBT, and 77% cite familial rejection and abuse as the primary cause. Young LGBT people especially in insecure housing are therefore more likely to face abuse and need access to community services like the [Be You project](#) which support and signpost YP to resources to help them to work their way through the many difficulties they experience.

Belief, culture, and religion

As in the case of people with a disability, attempts at engaging people with different beliefs, religion, and culture without a genuine understanding of their belief, cultural systems and world views can be limiting at best and very/more destructive than enabling. Community engagement requires consideration of belief, religious and cultural factors that may limit participation. [Prinjha et al. \(2020\)](#) working in British South Asian communities with type 2 diabetes makes the point that it was necessary to take steps to arrange their focus group sessions on days and times that did not clash with Sikh, Hindu or Muslim religious festivities, prayer times, with Ramadan, or with childcare responsibilities. We have had very similar observations made in the recent community discussions highlighting the point that inviting minority ethnic facilitators can contribute cross-cultural skills and knowledge because of their familiarity with someone’s language, culture, religion, and local community organisations. Collaborating with local community organisations supporting people of different ethnic groups and religions is key to addressing underrepresentation in these populations.

BCP Council Community Engagement and Consultation Strategy 2021-2024 Equality Impact Assessment (Appendix E)

Conclusion

Being different has increasingly been seen as a problem, barrier, or a threat for as long as the existence of human life. The BCP Community Engagement and Consultation Strategy 2021-2024 therefore seeks to promote diversity not as a step to tolerance but a path for everyone who live, work, and visit the BCP area to be involved in shaping and influencing the design, operation and delivery of services affecting their daily lives. The action plan emerging from this equality impact assessment is presented using the BCP five engagement and consultation principles in Appendix F.

Central to involved, inclusive and collaborative communities is the provision of clarity on how services can be accessed, entry points identified for the community to share views, ideas and insights and the decision-making process/roles/responsibilities in the council clarified for those who live, work, and visit the area. In response to these limitations the Community Engagement and Consultation Strategy will continue (enhance its engagement of) to engage staff, councillors and partners in 'asset and strength-based approaches' to community engagement and development to aid collective understanding of and joint working in/across the BCP area.

Clear actions are also defined for keeping it simple while being transparent with our local communities. They are particularly focused on the way in which changes to support and services are delivered to enable increased access to services and opportunities created for community voices to be heard, acted upon and services monitored to ensure agreed outcomes are realised.

Community Engagement and Consultation Strategy Consultation

January – April 2020

Produced by the Insight Team



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Background

Ensuring that everybody in our diverse communities has the opportunity to get involved and help shape and influence council services in their local area is a priority for BCP Council.

In January 2020 BCP Council began consultation on its Draft Community Engagement and Consultation Strategy, we asked for views on the draft Community Engagement and Consultation Principles put together to show how we plan to engage and consult with our communities.

Unlike usual consultations, we deliberately did not write the Community Engagement and Consultation Strategy in full and then consulted upon the content. Instead, we chose to go out with a set of underlying principles which we sought people's views on, along with gathering further information about the ways in which people currently get involved with BCP Council, how they prefer to be engaged with and what would encourage them to have their say. The draft principles directly link to the [Corporate Strategy](#).

We also asked about local area identity, what existing local groups people are aware of and what could work better, so we can consider what arrangements may be needed across Bournemouth, Christchurch and Poole.

Methodology

The consultation ran for 13 weeks (from Monday 13 January and closed on Sunday 12 April) to ensure that we engaged as widely as possible with our communities.

The questionnaire sought views on:

- levels of agreement with the five draft Community Engagement and Consultation Principles
- levels of engagement with groups, forums, councillors, the Council etc over the last 12 months;
- ability to influence decisions affecting people's local area;
- being involved in decision-making processes;
- how involvement in the decision-making process could be improved;
- people's local community;
- local groups and forums;
- the way in which people like to engage (face to face, social media, Council publications, email etc);
- other comments/ideas about how BCP Council should engage with and involve communities / community groups

Open Consultation

The questionnaire was available as an online snap survey and as paper copies as required. Alternative formats were available upon request and an Easy Read version was produced.

In addition, the consultation programme included:

Have Your Say displays in BCP libraries

Each library was provided with a pull up banner branded with 'Have Your Say' and the BCP Council logo and displayed a poster promoting the consultation. Paper copies of the questionnaire were also available and replenished as and when needed. A 'Have Your Say Box' was on display for respondents to return questionnaires.

A roadshow of drop in events covering each of the 33 wards

To reach the views of people who are often left out of mainstream activity we adopted a more engaging consultation by taking the consultation out to each ward where people would be. This included 'coffee and conversation' approaches which have been developed by Community Development Officers through their long-standing work with communities. We branded a van to give a visible presence and published a programme of events within all wards within BCP, ensuring we attended as many community meetings, forums and events as possible. There was some flexibility within the programme so that we could go to where people were and also change dates or times depending on the weather. The roadshows were cancelled from 17 March due to the Coronavirus, as the Communities Team began their work to support the elderly and vulnerable groups who were isolating across Bournemouth, Christchurch and Poole.

Email to key stakeholders/groups

The Community Engagement Team emailed over 300 stakeholders including partners, Parish councils, community groups, neighbourhood groups, community centres and umbrella organisations that cascaded information. These organisations already have grant agreements with BCP Council to help the Council deliver their community and equality and diversity objectives: Community Action Network a charity that provides professional and practical support to the voluntary sector in Bournemouth, Christchurch and Poole and Dorset Race Equality Council who supports BCP Council's Equality and Diversity agenda as well as supporting individuals, communities and other institutions in challenging racism, celebrating diversity and promoting equality of opportunity for all.

Attending existing meetings to promote the consultation

The Community Engagement Team attend as many local area forums/residents' meetings and SNT meetings as possible during the consultation to ensure they reached a wide ranging and diverse a range of local meetings across the wards.

Communications

A communications plan was developed to support the consultation and encourage everyone to have their say on the principles ahead of the development of the strategy. This included:

- Information on www.bcpCouncil.gov.uk/engage
- BCP E-newsletter articles
- Social media
- An article in the Spring 2020 edition of BCP News – the council's magazine, delivered in March
- Press releases to local media
- Posters in local venues such as libraries, community centres etc.
- Email to local community groups (including harder to reach groups) via Community Development workers
- Communications via digital screens in council buildings

Postal Survey

Copies of the questionnaire were sent to 5,000 addresses selected at random from the Local Land and Property Gazetteer (LLPG), inviting them to take part in the consultation. They could also complete the form online, if they preferred. The survey was managed by the Market Research Group, Bournemouth University on behalf of the council. Support was available to help people complete or understand the form.

The questionnaire was mailed out to respondents to arrive on Monday 27 January. A reminder postcard was sent to non-respondents to arrive on Monday 17 February to help boost response. This included the web address to complete their form on-line.

The closing date was Friday 6 March, but forms were accepted up until Friday 13 March as they were still arriving in the post whilst the data were still being processed.

A prize draw of three £50 shopping vouchers was also used to help encourage responses. Due to the coronavirus, the draw was postponed until November, when the vouchers could be sent out to respondents.

Young People's online workshop

Ten young people aged 11 to 17 years old took part in an online workshop on Wednesday 8 April. This meeting was rescheduled as it was planned to be a meeting at the Town Hall that could not go ahead due to restrictions from the Coronavirus. The workshop was facilitated using Zoom (an online video communications tool) by the Children and Young People (CYP) Development Worker – Participation, supported by a Senior Researcher from the Insight Team.

The participants were recruited by the CYP Development Worker – Participation. Four were male, five were female and one gender fluid.

Young people were also encouraged to take part in the consultation by the CYP Development Worker, and the consultation was promoted at meetings with young people during the consultation period.

People First Forum Friends Meeting

Ten members of People First Forum took part in an online Friends Meeting on Thursday 12 November. This meeting was arranged for November when it became apparent that we would not be able to carry out any face to face meetings, or other engagement activity, with the group due to Covid-19 restrictions.

The meeting was facilitated using Zoom and lasted 45 minutes. The meeting was attended by People First Forum Outreach and Project Enabler. The discussion was led by a Senior Researcher from the Insight Team, supported by a Community Engagement Officer who took notes. The group was taken through six questions about how they have their say at the moment, and how they feel about that, followed by a discussion about their ideas about how BCP Council can make sure they are involved.

Results

Summary of Key Findings

- 601 respondents took part in the postal survey (a response rate of 12%).
- 871 respondents took part in the open consultation.

Principles

Overall, there are very high levels of support for each of the principles.

Figure 1: Agreement and disagreement with Community Engagement Strategy Principles

Principles	Postal Survey (Base = 588)		Open Consultation (Base = 815)	
	Agree	Disagree	Agree	Disagree
1) Involved communities	75%	7%	86%	6%
2) Inclusive communities	81%	6%	84%	6%
3) Transparent with our communities	78%	7%	86%	7%
4) Keeping it simple for our Communities	85%	4%	89%	5%
5) Collaborative Communities	81%	7%	83%	7%

Getting involved with the Council

In both the postal survey and open consultation, **reading the council's magazine 'BCP News'**, **receiving BCP Council email / news alerts** and **taking part in consultations** are the main ways respondents have previously got involved with the council.

Those taking part in the open consultation have higher rates of contacting council officers and staff, attending meetings or being part of a group than the postal survey.

Figure 2: Methods of getting involved with the council

Method	Postal Survey (Base = 588)	Open Consultation (Base = 849)
Contacted a local councillor	12%	29%
Contacted a council officer	15%	31%
Taken part in a council survey / consultation	20%	43%
Signed a paper or online/e-petition	24%	28%
Commented about local issues on social media	17%	30%
Received BCP Council Email news / alerts	30%	42%
Read the council's magazine - 'BCP News'	41%	38%
Taken part in an online forum	4%	10%
Attended a council / community meeting	6%	19%
Been a member of a group making decisions about issues affecting the local community	6%	14%
Other	2%	7%
None of the above	29%	8%

The table below shows the type of meetings respondents had attended.

Figure 3: Meetings attended

If you have been to a meeting, was it a:	Postal Survey (Base = 43)	Open Consultation (Base = 118)
BCP council meeting	9	36
Town or parish council meeting	5	19
Area forum	3	32
Safer Neighbourhoods Meeting / Forum	10	18
Another residents' meeting	14	60
Other	4	20

Influencing decisions

47% of respondents in both the postal survey and open consultation 'definitely agree' or 'tend to agree' that they can influence decisions in their local area.

Figure 4: Influencing decisions in the local area

Influencing decisions in the local area	Postal Survey (Base = 504)	Open Consultation (Base = 801)
Definitely agree	11%	8%
Tend to agree	36%	39%
Tend to disagree	41%	37%
Definitely disagree	12%	16%

The vast majority of respondents also feel it is important to influence decisions in their local area (91% in the postal survey- with 48% feeling it is very important, and 97% in the open consultation, with 60% feeling it is very important).

Figure 5: Importance of being able to influence decisions in the local area

Influencing decisions in the local area	Postal Survey (Base =549)	Open Consultation (Base = 838)
Very important	48%	60%
Important	43%	37%
Unimportant	8%	3%
Very unimportant	1%	1%

In terms of getting more involved in the decisions the council makes that affect their local area, results vary between the open consultation (49% would like to be more involved - 48% said it 'depends on the issue' and 3% would not like to be involved) and the postal survey, where just over one third (35%) of respondents would like to be more involved in the decisions the council makes that affect their local area, 57% said it 'depends on the issue' and 8% would not like to be involved.

Figure 6: Getting more involved in the decisions the council makes that affect their local area

Like to be more involved	Postal Survey (Base =593)	Open Consultation (Base =853)
Yes	35%	49%
No	8%	3%
Depends on the issues	57%	48%

In what ways would you like to get involved in council decisions affecting your local area?

Take part online, take part in paper surveys/consultations and signing petitions are the ways that residents would most like to get involved.

Figure 7: Ways to get involved

How like to get involved	Postal Survey (Base = 590)	Open Consultation (Base = 840)
Contact a council officer	16%	27%
Contact a councillor	17%	31%
Take part online	56%	67%
Take part in paper surveys/consultations	45%	46%
Sign a paper or online petition	45%	45%
Comment about local issues on social media	13%	24%
Attend a focus group/discussion group	17%	38%
Go to a council meeting	12%	22%
Go to an area forum / meeting	12%	31%
Go to a residents/community meeting	22%	46%
Join a group, forum or organisation	10%	18%
Join an online group or forum	19%	23%
None of these	12%	2%
Other	1%	4%

What might encourage have your say / get involved in issues affecting your local area?

These are the three main things that would encourage people to get more involved:

- If I knew what issues were being considered / these were better publicised
- If I get feedback on consultations and how they have made a difference
- If the council got in touch with me and asked me

'Nothing' was higher for those aged over 75.

Figure 8: What would encourage you to get more involved

Methods	Postal Survey (Base=588)	Open Consultation (Base=846)
If I knew what issues were being considered / these were better publicised	73%	81%
If I get feedback on consultations and how they have made a difference	44%	62%
If the council got in touch with me and asked me	48%	52%
If events / meetings were held in more convenient locations / venues	27%	38%
If events / meetings were held at more convenient times	26%	32%
If I knew who my local councillor was	20%	19%
If it was easier to contact my councillor	15%	18%
Other	4%	6%
Nothing	8%	3%

Preferred ways to find out about issues affecting your area

Receive an email, the council's magazine – 'BCP News' and Facebook are the main ways people would like to find out about how they can get involved.

Figure 9: How would you like to find out about how you can get involved?

Methods	Postal Survey (Base=603)	Open Consultation (Base = 852)
Receive an email	68%	80%
the council magazine - 'BCP News'	48%	55%
The council's website (www.bcpccouncil.gov.uk)	18%	30%
Facebook	25%	31%
Twitter	4%	8%
Instagram	4%	5%
Information in libraries	11%	20%
From council staff	7%	12%
Through the local press (Daily Echo)	24%	23%
None of these	3%	1%
Other	2%	3%

How respondents found out about the consultation

Most respondents to the open consultation heard about it from an email, Facebook and Council Staff.

Young People

The group said the extent to which they can influence decisions in their local area depends on their personal experience. Scores ranged from 1 to 5 (strongly agree to strongly disagree). Being part of the Youth Forum or Youth Parliament means that some are able to make a difference.

The group felt it is important to influence decisions affecting their local area as it will affect their lives and futures, with their answers ranging between very important (4 people) and important (2 people). They feel it is important as it will affect their lives and futures.

The group was shown the draft principles. They were more positive about the last three principles (Transparent with our communities, Keeping it simple for our Communities and Collaborative Communities) and felt that the first two principles felt less clear and they don't know where they're going.

The methods the group would like to use to have their say include; social media (ones that "the youth" have), through schools, with young people, through websites, Survey monkey is good – on their Instagram page, send it to schools and schools could email it out to students. They have tutor time.

Seeing that it makes a difference is the main way to encourage them / other young people to get involved in issues affecting their local area. They also gave ideas such as going to schools and using the Youth Forum. Also making sure the council chooses appropriate topics to engage with young people about. It doesn't have to be the same as older people, unless it's relevant.

People First Forum Friends Meeting

With the exception of one person, the group strongly agreed that they can have their say on their local area. Another person indicated it depended on the issues being considered. The group felt that they wanted to get involved in decisions and agreed it is very important to have their say in the local area

Whilst the group is using Zoom at the moment to meet as a group during lockdown, the best way to engage with people with them is by coming to talk to them. If they go to meetings, they need to have information provided beforehand so that they are clear about what they are being invited to do. They also need to know how to get to the venue and be given notice.

They would like information in Easy Read, and not have to read lots of information. One participant filled in a questionnaire in the first lockdown. Two others said they would prefer paperwork to “be as little as possible”.

Only one person had signed petitions on local issues and another indicated that some of them use 38 Degrees. A few members have used Facebook. None of the group had used Twitter.

No one had contacted a council worker and one participant had written to their councillor but didn't get a reply. One person said they went to a scrutiny meeting; two other people went to a few Poole civic council meetings.

A suggestion was made to have the opportunity for participants to meet with the councillors before meetings to ensure they were relaxed during their interaction/meeting.

Participants noted the following:

- Great to meet on Zoom to talk about consultations.
- Previously, when there were consultations the staff would come out and go through the consultation papers and answer any questions answered.
- Consultations can be organised through the group as it is a known space – People First. It is better to come to the group and share what consultation/other event was planned so that members can promote it and participate

Postal Survey Results

601 respondents took part in the postal survey, making a response rate of 12%. The profile of respondents is shown in Appendix A1.

The responses for the survey are shown in this section. Please not ‘Not applicable’ and ‘Don’t know’ responses have been excluded from questions, unless stated otherwise.

Weighting

The survey responses have been weighted by a combination of age, gender, ward and ethnic group to make them representative of the BCP area. The weighted and unweighted demographic totals are show in the Respondent Profile in Appendix A2.

Influence of characteristics on response

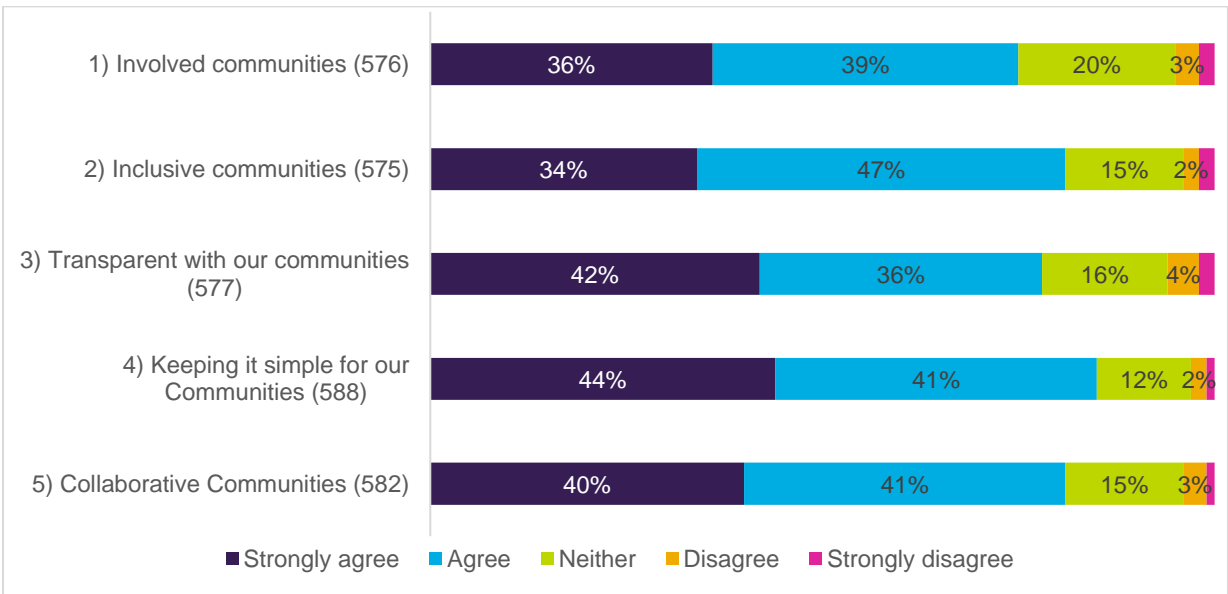
Where appropriate, we have investigated whether response is significantly influenced by protected characteristics (age, gender, limiting illness, ethnicity, religion and sexual orientation) or by the ward they live in, economic activity and whether they have children. Any significant differences are noted for each question.

Community Engagement Principles

Respondents were asked to rate how strongly they agreed or disagreed with the draft Community Engagement and Consultation Principles.

All five principles received over three quarters agreement (>75%). The principles which respondents agreed with most were ‘Keeping it simple for our Communities’ (85% strongly agree/agree), ‘Inclusive communities’ (81%) and ‘Collaborative Communities’ (81%).

Figure 10: Agreement with Community Engagement Principles



Base: varied as labelled

Comments on the principles

Respondents were asked why they disagreed with the proposed principles. Ninety respondents commented about the principles, with some explaining why they disagreed with the principles and others commenting on them more generally.

Main themes

Twelve people commented on 'keeping it simple' - that the principles should be kept simple and easy to understand and that it is important that digital technology isn't the only way to engage with residents.

Thirteen people commented about the council not listening when decisions are made and four people commented that they did not think that the council is transparent.

A few people also questioned how the principles would be delivered.

Differences by groups

Principle 1: Involved Communities

- Those **aged 75 or over** have higher levels of agreement (82%) than younger age groups (between 66% for **18-34s** and 80% for **55-64s**).
- More **males** (79%) strongly agree/ agree than females (74%). Males (43%) are more likely to strongly agree than **females** (33%).
- Those **self-employed** (82%) and **retired** (82%) have higher levels of agreement than those **employed full time** (71%).
- Those from **White Other** and **BME groups** (10%) are more likely to strongly disagree/disagree than **White British** (3%). Those from **White Other and BME groups** (5%) are more likely to strongly disagree than **White British** (1%).
- Those with **no religion** (75%) or **Christian** (77%) are more likely to agree than those from **other religions** (68%).

Principle 2: Inclusive Communities

- Those aged **45-54** are more likely to disagree (10%) than other age groups.
- **Males** (85%) are more likely to agree than females (81%), with more males strongly agreeing (40%) than **females** (31%).
- Those with **no limiting illness** are more likely to agree (85%) than those **with a limiting illness** (75%).
- Those with **other religion** are more likely to strongly disagree (12%) than those with **no religious affiliation** (2%) or **Christian** (1%).
- Those from **White Other and BME groups** (5%) are more likely to strongly disagree than **White British** (1%).

Principle 3: Transparent with our communities

- Those aged **45-54** (12%) are more likely to disagree than other groups (all under 6%). Those age **55-64** (84%) and **75+** (82%) have highest level of agreement.
- **Males** (48%) are more likely to strongly agree than **females** (38%) (41% of **females** and 32% of **males** agree).
- Those with **no limiting illness** are more likely to agree (80%) than those **with a limiting illness** that limits their activities a little (73%) and those limited a lot (75%).

- Those from **White Other and BME groups** (9%) are more likely to strongly disagree/disagree than **White British** (5%).
- Those with **other religion** are more likely to strongly disagree (16%) than those with **no religious affiliation** (0%) or **Christian** (3%).
- Those **self-employed** (89%) have higher levels of agreement than those **employed full-time** (75%). 61% of **self-employed** strongly agree with this principle, compared to 42% **full-time employed**, 33% **part-time** and 40% **retired**. Levels of disagreement are similar.

Principle 4: Keeping it simple for our communities

- **Males** (54%) are more likely to strongly agree than **females** (37%) (49% of females and 32% of males agree).
- Those with **no religious affiliation** (88%) and **Christians** (83%) have higher levels of agreement than **other religions** (72%).
- Those with **children** (87%) are more likely to strongly agree/agree than those **without children** (83%).
- 61% of **self-employed** strongly agree with this principle, compared to 47% **employed full-time**, 36% **part-time** and 35% **retired**. Levels of disagreement are similar.

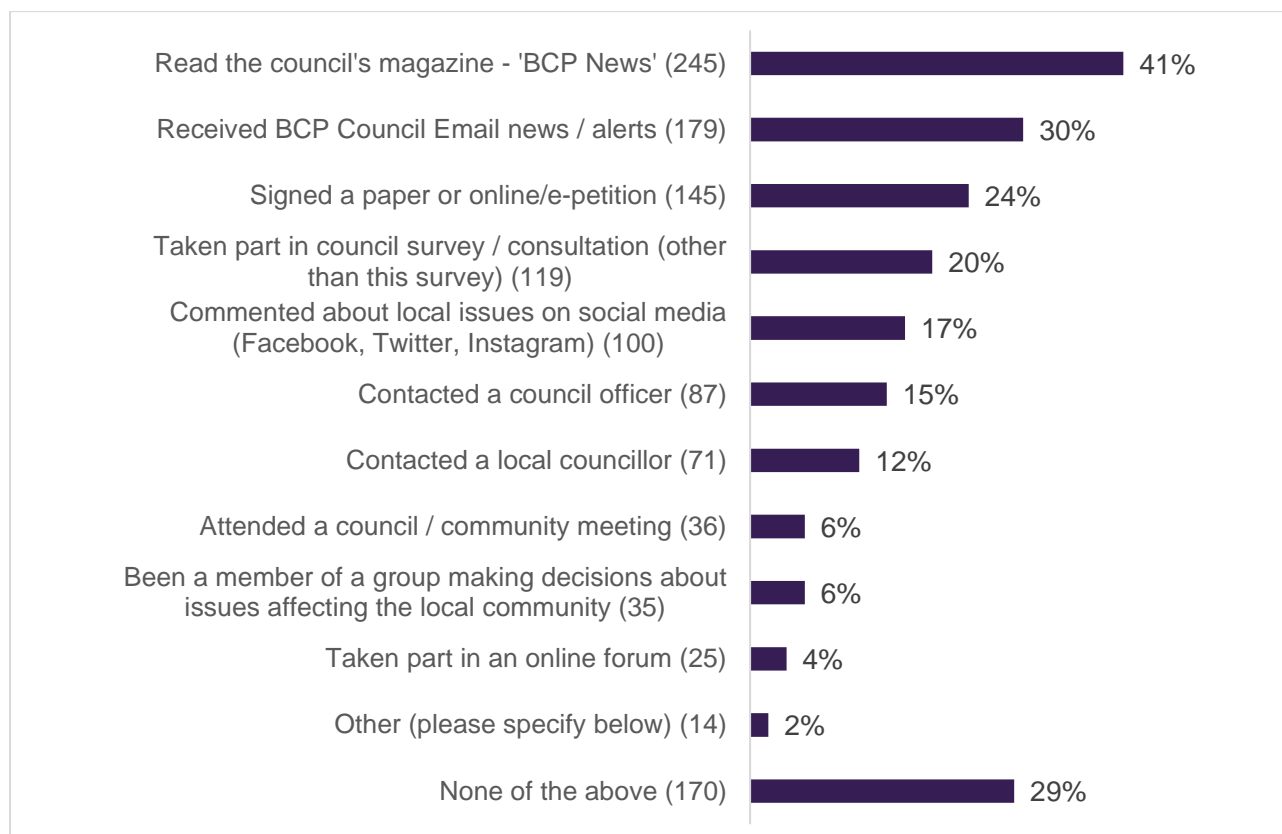
Principle 5: Collaborative communities

- Those aged **55-64** (88%) have highest levels of agreement, with other groups ranging from 75% (**45-54s**) to 85% (**18-34s**).
- **Males** (47%) are more likely to strongly agree than **females** (36%) (44% of **females** and 38% of **males** agree).
- Those with **other religion** are more likely to strongly disagree (12%) than those with **no religious affiliation** (3%) or **Christian** (5%). 86% of those with **no religion**, 80% of **Christians** and 68% of those with **other religions** agree.
- Those **without children** (83%) are more likely to strongly agree/agree than those **with children** (77%).
- 53% of **self-employed** strongly agree with this principle (91% agree/strongly agree), compared to 38% **full-time employed** (80% agree/strongly agree), 35% **part-time** (79% strongly agree/agree) and 37% **retired** (80% strongly agree/agree). Levels of disagreement are similar.
- Those from **White Other and BME groups** (10%) are more likely to strongly disagree/disagree than **White British** (3%).

Getting involved with the council

Respondents were asked how they have got involved with the council over the last 12 months. The most popular way respondents have got involved is by reading the council's magazine 'BCP News' (41%), followed by receiving BCP Council email news / alerts (30%) and signing petitions (24%).

Figure 11: % how got involved with the council over the last 12 months



Differences in responses

Age – More people aged 18-34 had **taken part in a survey / consultation** (37%) than other age groups (11% to 20%).
 More of those aged 65-74 (19%) and 75 or over (16%) had **contacted a councillor**.
 More of those aged 55-74 (20%) had **contacted a council officer** compared to other groups (8%-15%).
 25% of those aged 45-54 had **commented on Facebook**, higher than other groups (ranging from 4% for 75+ to 21% aged 55-64).
 BCP News magazine **readership** is highest amongst those aged 55 and over (54%-56%), with fewer 35-44s (20%) and 75 and overs (23%) **receiving BCP Council emails** than those aged 65-74 (43%), 55-64 (37%) and 18-34 (29%).
 Those aged 45-54 (8%) were the highest taking part in **online forums**, and also more likely to be a member of a group (13%) and attend a council meeting (14%) than other age groups.
 40% of those aged 18-34, 35% of 35-44s, 20% of 45-54s, 22% of 55-64, 16% of 65-74 and 30% of those 75 or over do '**none of the above**'.

Gender – More females (47%) had **read BCP News** than males (35%).
 More males (17%) had **contacted a council officer** than females (12%).
 More males had been a **member of a group** (9%) than females (3%).

Limiting illness – 55% of those with a limiting illness **read BCP News (Magazine)**, more than those with no illness (35%).

Those with no limiting illness (34%) are more likely to do **none of the above** than those with an illness (17%).

Ethnic Group – White British are more likely to **contact a councillor** (13%), **read BCP News (magazine)** (43%), **attend a meeting** (7%) or **be a member of a group** (7%) than those who are White Other/BME.

More BME respondents **sign petitions** (39%).

Religion – ‘other religions’ are more likely to **sign a petition** (39%), **comment on social media** (39%) and **contact a councillor** (35%), **attend a meeting** (17%) or **be a member of a group** (17%). Christians are less likely to **sign a petition** (17%) **comment on social media** (12%) and take part in an online forum (4%).

Children - Higher numbers of those with children (39%) had done ‘**none of the above**’ than those without children (25%).

31% of parents had read **BCP News Magazine** compared to those without (45%), but more parents (36%) had **signed a petition** than those with no children (20%).

Economic activity – Full time employees are more likely to do ‘**none of the above**’ (32%) than other groups, but higher number of employees **sign petitions** (31%) and **take part in council survey/consultations** (29%) than other groups.

Fewer full time employees **read BCP News (Magazine)** (30%) than those retired (56%), self-employed (50%) or part-time (45%).

Meetings

Of those respondents who had been to a meeting (n=31), this included a BCP council meeting (9 respondents), Town or parish council meeting (5 respondents), Area forum (3 respondents) and Safer Neighbourhood meeting / forum (10 respondents) and ‘Another residents meeting’ (14).

Groups and forums

The table below shows the groups and forums that respondents have been involved with.

Figure 12: number of people involved with groups/forums

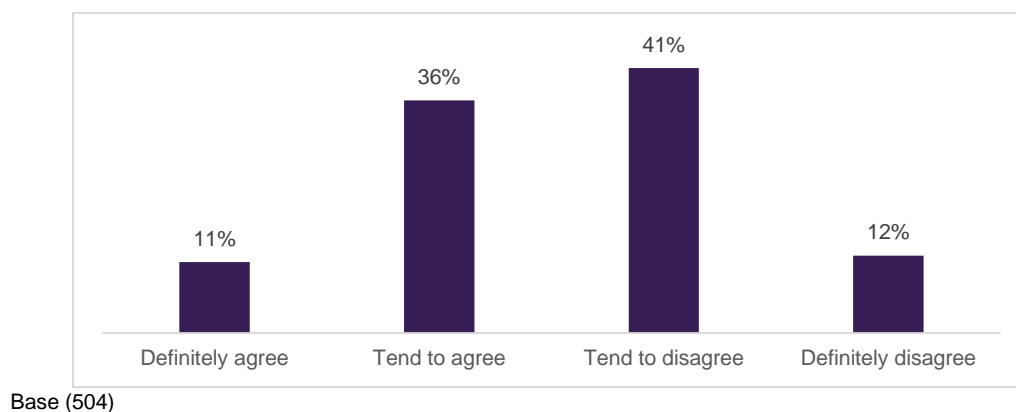
If you have been a member of a group or forum, what is it involved with:	Number
Regenerating the local area	14
Improving the local environment, parks or open spaces	11
Tackling local crime problems	10
Local health services and/or social care	8
Sports, adult learning, cultural or arts facilities/activities in the local area	7
Local education services	3
Services for young people	3
Tenants group decision making committee	3
Other	8

Influencing decisions in your local area

Respondents were asked questions about influencing decisions in their local area.

Overall, 47% of respondents 'Tend to agree' or 'Definitely agree' that they could influence decisions affecting their local area, 53% 'Disagree' or 'Definitely disagree'.

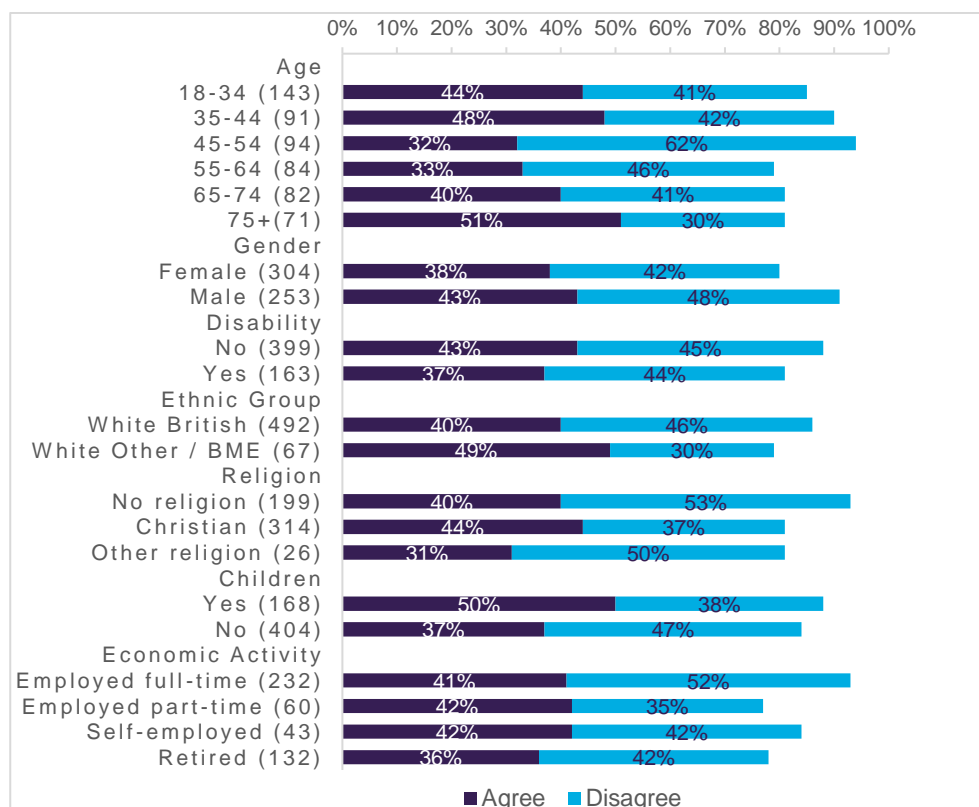
Figure 13: % agree/disagree that they can influence decisions affecting their local area



Differences by protected characteristics

There are differences by age, gender, ethnicity, disability, religion, children and economic activity as shown in the chart below:

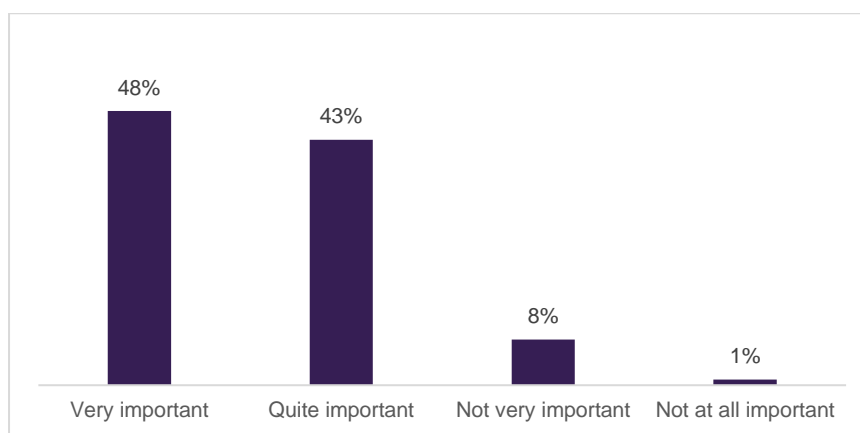
- **Males** are more likely to agree than **females**.
- Those aged **18-44** and **over 75** are more likely to agree than other age groups.
- Those without a **disability** are more likely to agree than **those with a disability**.
- **White Other/BME** are more likely to agree than **White British**.
- **Retired people** are less likely to agree than **those employed**.



Importance of influencing decisions

The vast majority of respondents (91%) feel it is important to influence decisions in their local area, with 48% feeling it is very important.

Figure 14: % feel it is important/not important to feel they can influence decisions in their local area

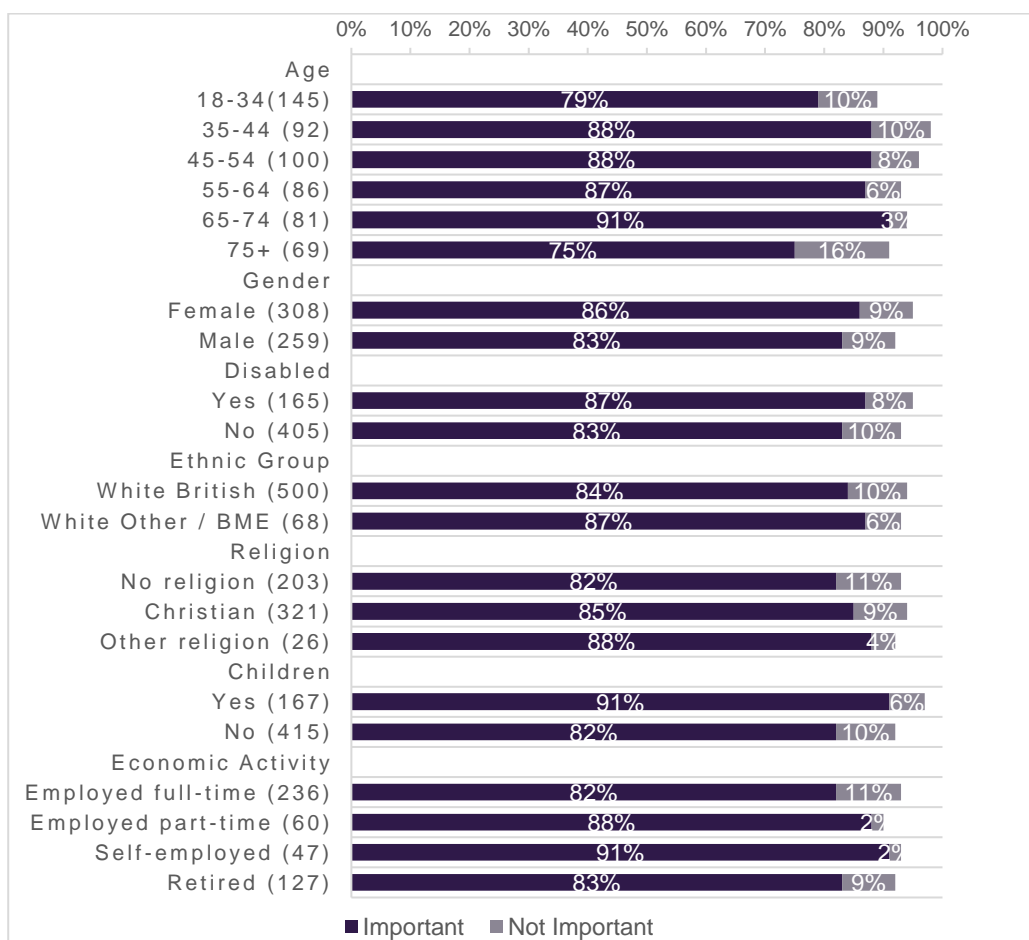


Base (549 respondents)

Differences by protected characteristics

Age is the main factor influencing whether people feel it is important to influence decisions, with a lower percentage of those aged **18-34** (79%) and **over 75** (75%) feeling it is important.

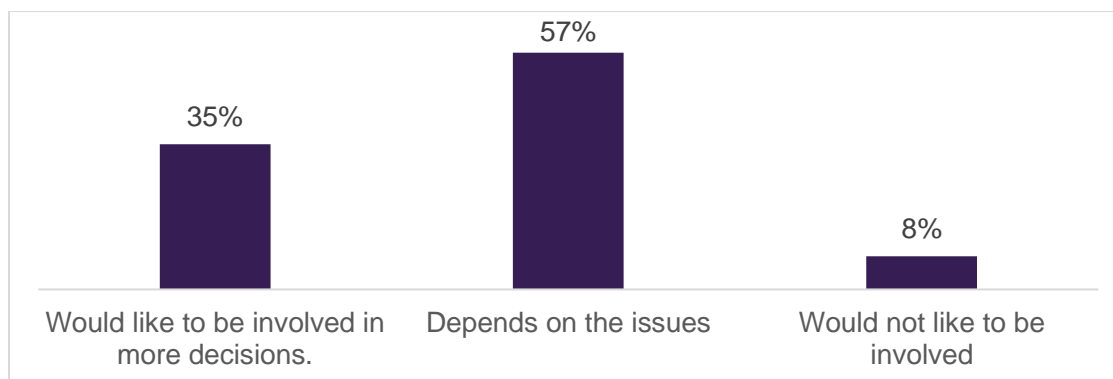
Figure 15: Feel it is important/not important to feel they can influence decisions in their local area by respondent groups (%)



Interest in getting more involved in the decisions the council makes

Just over one third (35%) of respondents would like to be more involved in the decisions the council makes that affect their local area, 57% said it 'depends on the issue' and 8% would not like to be involved.

Figure 16: Interested in getting more involved in the decisions the council makes (%)

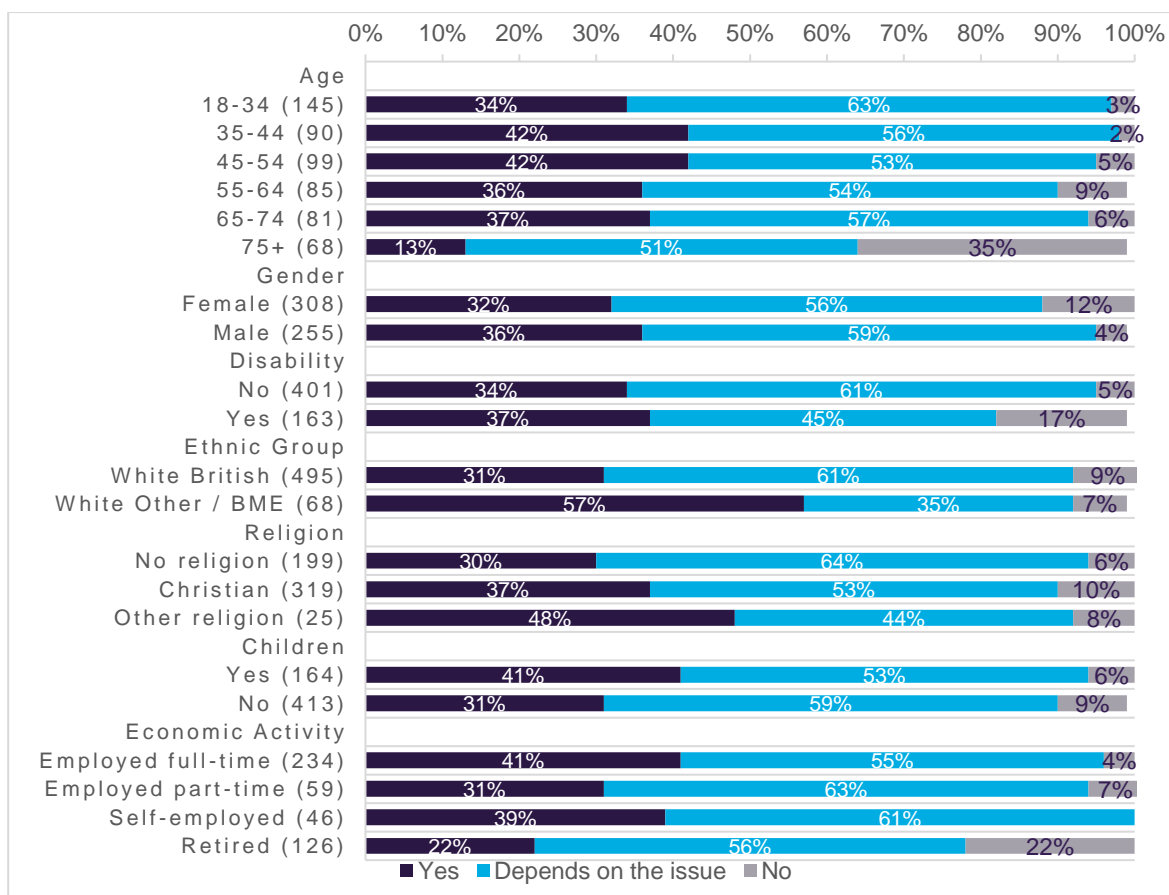


Base (593)

Differences by protected characteristics

The response varies by respondent groups, most particularly by age, with 35% of those aged **75 or over** not wanting to get involved and 22% of those **who are retired**. 17% of those **with a limiting illness** have no interest in getting involved.

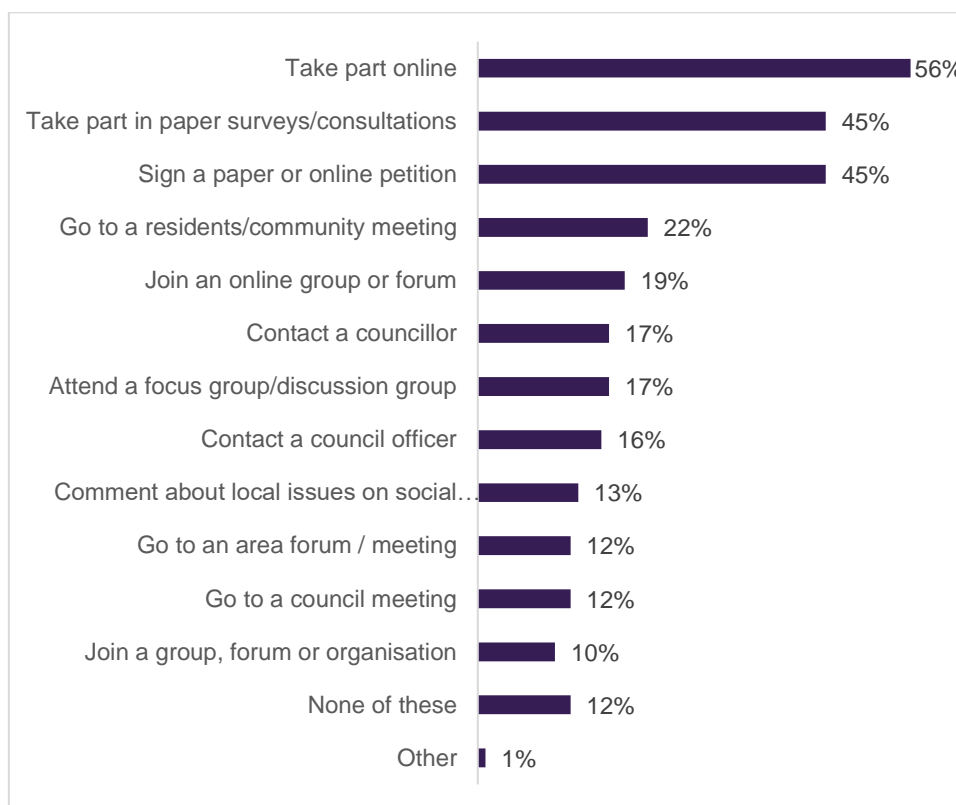
Figure 17: Interested in getting more involved in the decisions the council makes by respondent groups (%)



In what ways would you like to get involved in council decisions affecting your local area?

The most popular way that respondents would like to get involved is by taking part online (56%), followed by taking part in surveys/consultations (45%) and signing a petition (paper or online) (45%). Going to a residents/community meeting (22%) and joining an online group or forum (19%) were the next popular ways.

Figure 18: How respondents would like to get involved in council decisions affecting the local area (%)



Base (590 respondents).

Differences in responses

This section highlights the key differences between groups, to show where different engagement methods may be helpful to target specific groups.

The most popular ways to get involved across all groups (with the exception of those aged 75 or over) are **take part online**, **take part in paper surveys/consultations** and **sign a paper or online petition**. **Going to a residents/community meeting** is the third most popular way that those **aged 75 or over** would like to get involved.

The table on the next page shows differences by respondent groups. Those percentages highlighted in bold and underlined are the top three for that particular group, with the colours used to show significant differences in response (yellow = significantly higher and orange significantly lower).

Figure 19: How respondents would like to get involved in council decisions affecting the local area by respondent groups (%)

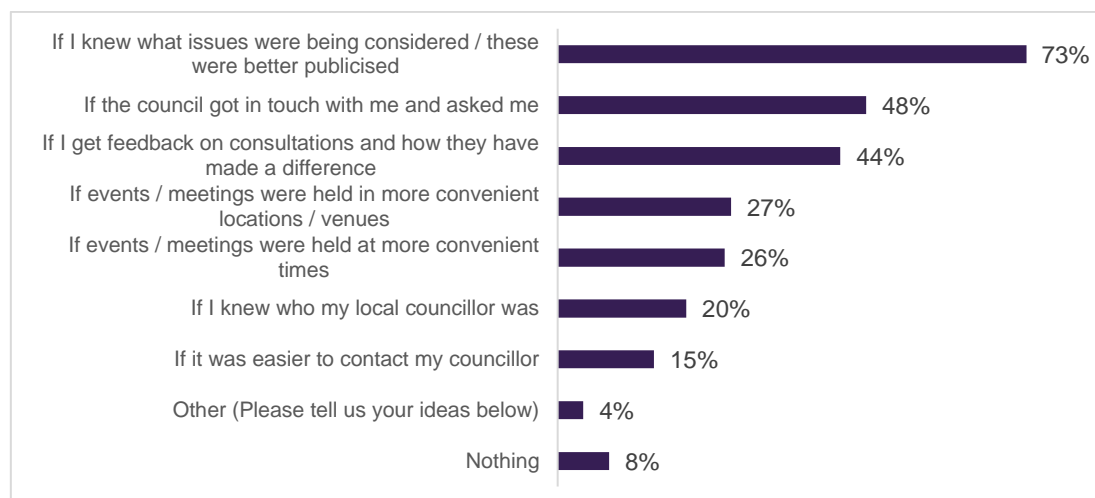
	Age (566)						Gender (560)		Disability (563)		Ethnic Group (560)		Religion (543)			Children (576)		Economic Activity (528)				
	A. 18-34	B. 35 - 44 years	C. 45 - 54 years	D. 55 - 64 years	E. 65 - 74 years	F. 75 years or over	A. Female	B. Male	A. Yes	B. No	A. White/ British	B. White / BME	A. No religion	B. Christian	C. Other religion	A. Yes	B. No	A. Employed full-time	B. Employed part-time	C. Self employed	D. Retired	E. Other
Weighted base	149	93	99	80	79	66	298	262	161	402	492	68	203	314	26	169	407	240	55	46	123	64
Contact a council officer	7%	19%	19%	20%	22%	11%	10%	20%	19%	15%	15%	18%	13%	17%	23%	16%	16%	15%	15%	22%	16%	25%
Contact a councillor	6%	15%	18%	28%	27%	14%	11%	22%	22%	15%	17%	16%	16%	18%	23%	15%	18%	15%	24%	22%	17%	20%
Take part online	86%	70%	52%	46%	42%	11%	52%	63%	42%	63%	58%	47%	73%	46%	50%	67%	52%	75%	53%	48%	28%	55%
Take part in paper surveys/consultations	44%	51%	47%	49%	53%	23%	46%	45%	41%	48%	48%	29%	40%	47%	62%	47%	44%	48%	49%	35%	38%	56%
Sign a paper or online petition	64%	44%	48%	34%	42%	26%	39%	55%	39%	49%	46%	40%	54%	38%	62%	45%	47%	56%	44%	46%	28%	52%
Comment about local issues on social media	9%	13%	24%	13%	18%	2%	17%	9%	17%	12%	13%	13%	14%	12%	19%	13%	14%	13%	16%	20%	9%	17%
Attend a focus group/discussion group	13%	14%	25%	16%	22%	9%	16%	16%	17%	17%	16%	13%	17%	13%	42%	22%	14%	13%	16%	30%	13%	20%
Go to a council meeting	12%	6%	15%	14%	15%	6%	8%	15%	11%	12%	12%	4%	14%	9%	19%	16%	9%	11%	7%	15%	12%	6%
Go to an area forum / meeting	3%	5%	16%	19%	16%	14%	11%	11%	16%	10%	11%	10%	10%	11%	23%	11%	11%	10%	13%	15%	15%	8%
Go to a residents/community meeting	11%	18%	25%	23%	41%	20%	22%	19%	23%	22%	21%	24%	19%	22%	42%	24%	20%	21%	22%	26%	27%	17%
Join a group, forum or organisation	5%	18%	7%	13%	13%	8%	10%	9%	17%	7%	8%	19%	8%	9%	31%	11%	9%	7%	9%	13%	11%	23%
Join an online group or forum	19%	33%	23%	15%	14%	-	20%	18%	17%	20%	17%	29%	20%	16%	27%	28%	15%	22%	25%	17%	9%	20%
None of these	5%	5%	9%	18%	5%	33%	13%	8%	18%	8%	11%	16%	8%	13%	12%	8%	13%	6%	13%	7%	20%	11%
Other	-	1%	1%	3%	-	-	1%	0%	1%	1%	1%	1%	-	1%	4%	1%	1%	-	-	2%	-	2%

What might encourage have your say / get involved in issues affecting your local area?

The main thing that would encourage respondents to have their say is 'if I knew what issues were being considered / these were better publicised' (73%), with 'if the council got in touch with me and asked me' (48%) and 'if I got feedback on consultations and how they made a difference' (44%) coming next. These top three are consistent across all groups/protected characteristics.

Nothing would encourage 8% of respondents to get more involved, however this is higher in respondents aged 75 or over with one quarter (25%) saying that nothing would encourage them to get involved.

Figure 20: Which of the following might encourage you to have your say / get involved in issues affecting your local area?



Base (588 respondents)

Differences in responses

The table on the next page shows differences by respondent groups. Those percentages highlighted in bold and underlined> are the top three for that particular group, with the colours used to show significant differences in response (yellow = significantly higher and orange significantly lower).

- **Convenient times** - would encourage more of those **aged 18-54** (29% to 33%) to take part than other age groups. This would also appeal more to **males** (29%) than **females** (23%), those from **other religions** (40%), those **with children** (32%) and **employed full-time** (36%).
- **Convenient locations for events** would be more beneficial for those **aged 65-74** (35%), **35-44** (34%), **males** (31%), **White Other/BME** (38%) and from **other religions** (44%).
- **If the council got in touch and asked me** was thought more encouraging by those **aged 35-44** (58%), **males** (58%), **White British** respondents (50%), those with **no limiting illness** (50%), **with no religion** (51%) and those **employed full time** (55%) and **part-time** (51%).
- **Feedback on consultations** was considered more helpful by those **aged 45-54** (53%), **males** (46%), those with **no religion** (47%), with **no children** (47%), **employed full-time** (50%) and **part-time** (53%).
- **If I knew who my councillor was** would be encourage for those **aged 35-44** (27%), **males** (28%), with **no religion** (25%) and **employed full-time** (23%).

The table below shows the key differences that would encourage different groups to get involved.

Figure 21: Which of the following might encourage you to have your say / get involved in issues affecting your local area BY respondent groups (%)

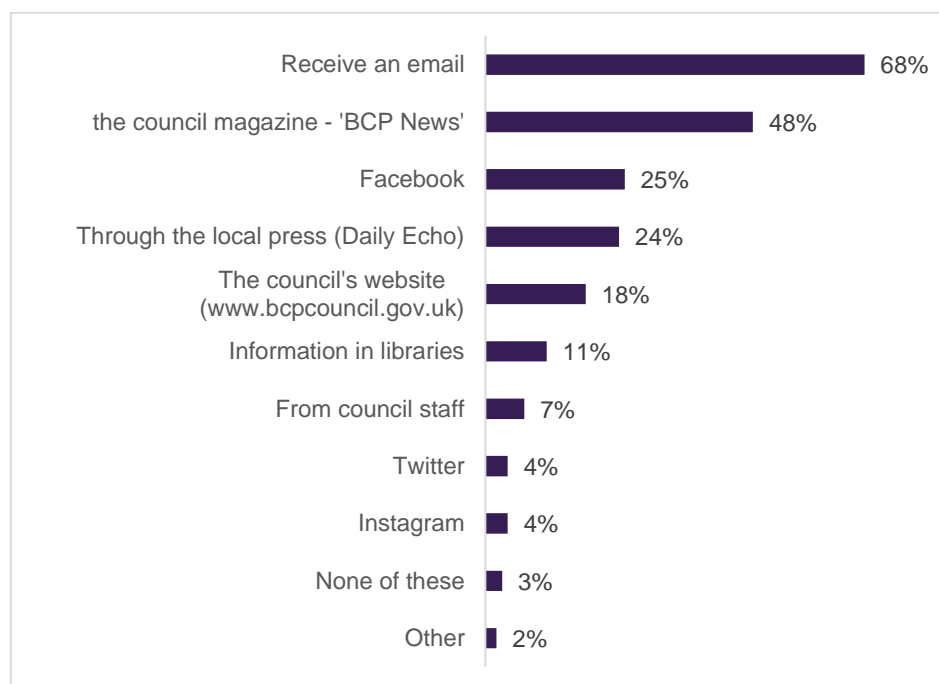
	Age (554)						Gender (557)		BME (559)		Limiting illness (560)			Religion (541)			Children (573)		Economic Activity (527)				
	A. 18-34	B. 35 - 44 years	C. 45 - 54 years	D. 55 - 64 years	E. 65 - 74 years	F. 75 years or over	A. Female	B. Male	A. White British	B. White Other/BME	A. Yes, limited a lot	B. Yes, limited a little	C. No	A. No religion	B. Christian	C. Other religion	Children	No children	A. Employed full-time	B. Employed part-time	C. Self employed	D. Retired	E. Other
Weighted Bases	149	90	97	82	79	67	299	258	491	68	46	113	401	203	313	25	169	404	236	57	46	125	63
If events / meetings were held at more convenient times	30%	33%	29%	24%	22%	10%	23%	29%	26%	28%	13%	27%	28%	30%	22%	40%	32%	24%	36%	23%	20%	17%	17%
If events / meetings were held in more convenient locations / venues	25%	34%	24%	24%	35%	18%	22%	31%	25%	38%	26%	35%	25%	29%	23%	44%	28%	25%	30%	25%	24%	24%	29%
If the council got in touch with me and asked me	58%	51%	44%	48%	48%	28%	41%	58%	50%	31%	28%	51%	50%	51%	46%	32%	50%	48%	55%	51%	41%	34%	51%
If I knew what issues were being considered / these were better publicised	75%	79%	79%	71%	78%	48%	71%	76%	76%	62%	59%	69%	77%	79%	71%	72%	76%	72%	81%	68%	87%	62%	78%
If I get feedback on consultations and how they have made a difference	41%	43%	53%	44%	52%	27%	42%	46%	43%	47%	35%	41%	45%	47%	42%	24%	36%	47%	50%	53%	39%	38%	43%
If I knew who my local councillor was	23%	27%	20%	7%	22%	13%	12%	28%	19%	25%	17%	23%	20%	25%	17%	20%	23%	19%	23%	14%	11%	14%	22%
If it was easier to contact my councillor	15%	16%	15%	9%	22%	6%	10%	18%	13%	19%	17%	19%	13%	16%	14%	12%	11%	16%	17%	18%	9%	13%	19%
Other	5%	7%	7%	2%	3%	1%	4%	6%	5%	3%	11%	2%	4%	4%	4%	4%	7%	4%	8%	-	-	2%	5%
Nothing	5%	6%	4%	9%	6%	25%	10%	5%	7%	16%	20%	7%	7%	5%	10%	4%	7%	8%	5%	7%	4%	17%	6%

Preferred ways to find out about issues affecting your area

Around two thirds of respondents (68%) would like to receive an email to find out about issues affecting their local area, followed by the council magazine 'BCP News'. **Receive an email** and **the council magazine 'BCP News'** are the two main ways that respondents would like to receive information across all groups.

Facebook is a source chosen by one quarter of respondents, with the Daily Echo (24%) close behind. The Council's website is a preferred method of 18% of respondents and libraries 11%. Other included 'letters' (12 respondents) and a few people commented that they did not have a computer.

Figure 22: How would you prefer to find out about issues affecting your local area?



Base (603 respondents)

Differences in responses

The table on the next page shows differences by respondent groups. Those percentages highlighted in bold and underlined are the top three for that particular group, with the colours used to show significant differences in response (yellow = significantly higher and orange significantly lower).

- **Receive an email** and **the council magazine 'BCP News'** are the two main ways that respondents would like to receive information across all groups.
- **Facebook** is among the top three for those **aged 18-24** (41%), **aged 45-54** (32%), **females** (26%), those with **no limiting illness** (26%), **White British** (25%), **no religion** (25%) and **employed full time** (38%).
- **The local press / Daily Echo** is in the top three for those **aged 35-44** (38%), **55-64** (20%), **65-74** (26%) and **75 and over** (23%). It is also in the top three for **males** (27%), those with a **limiting illness** (26%), **Christians** (28%), those with **no children** (25%) and those **employed part-time** (22%), **self-employed** (23%) and **retired** (22%).
- **Information in libraries** is in the top three for those from **'other religion'** (46%).

Figure 23: How would you prefer to find out about issues affecting your local area BY respondent groups (%)

	Age (580)						Gender (574)		LTLI (575)		Ethnic Group (574)		Religion (555)			Children (587)		Economic Activity (544)				
	A. 18-34	B. 35 - 44 years	C. 45 - 54 years	D. 55 - 64 years	E. 65 - 74 years	F. 75 years or over	A. Female	B. Male	A. Yes	B. No	A. White British	B. White Other/BME	A. No religion	B. Christian	C. Other religion	A. Yes	B. No	A. Employee full-time	B. Employed part-time	C. Self employed	D. Retired	E. Other
Weighted Bases	150	93	99	84	81	73	308	266	167	408	506	68	207	324	24	171	416	240	58	47	132	67
Receive an email	83%	84%	70%	61%	70%	18%	64%	74%	49%	76%	69%	60%	77%	61%	63%	88%	61%	82%	74%	74%	48%	52%
the council magazine - 'BCP News'	27%	45%	53%	50%	62%	63%	50%	43%	65%	41%	50%	37%	34%	57%	58%	42%	50%	36%	45%	40%	64%	58%
The council's website (www.bpcouncil.gov.uk)	11%	20%	28%	14%	22%	11%	17%	20%	19%	18%	17%	26%	14%	20%	13%	19%	19%	20%	14%	13%	17%	16%
Facebook	41%	32%	32%	14%	12%	4%	26%	25%	23%	26%	25%	26%	35%	17%	38%	25%	25%	38%	19%	21%	7%	25%
Twitter	1%	12%	12%	-	1%	-	3%	6%	7%	3%	4%	10%	5%	3%	13%	9%	2%	7%	3%	9%	-	3%
Instagram	4%	9%	8%	2%	1%	1%	5%	4%	2%	6%	4%	7%	5%	4%	-	6%	4%	6%	3%	9%	2%	6%
Information in libraries	1%	15%	9%	11%	17%	23%	13%	8%	19%	8%	10%	18%	5%	13%	46%	9%	12%	4%	16%	6%	17%	24%
From council staff	4%	9%	3%	6%	15%	11%	7%	7%	12%	5%	6%	16%	5%	9%	8%	6%	7%	3%	7%	9%	11%	15%
Through the local press (Daily Echo)	19%	38%	25%	20%	26%	23%	22%	27%	26%	25%	23%	35%	21%	28%	33%	22%	25%	23%	22%	23%	22%	27%
None of these	2%	1%	-	6%	4%	11%	5%	2%	5%	3%	3%	7%	2%	4%	4%	1%	4%	1%	5%	2%	8%	-
Other	2%	1%	2%	4%	1%	3%	3%	1%	3%	2%	2%	1%	2%	1%	4%	1%	3%	2%	-	2%	2%	4%

Your Local Area

Naming the local area

Respondents were asked how they would describe their local area. 569 respondents gave an answer.

The figure below shows the names people used to describe their local area, with the numbers in brackets showing the number of people who used this description. The larger the name, the more people who used this. This visualisation shows those descriptions used by at least 3 respondents.

Figure 24: What would you describe as your local area?



Community Groups

Respondents were asked about the community they were aware of that represent the local area. 220 respondents wrote at least one group.

The figure below shows the groups people identified. This visualisation shows those descriptions used by at least 2 respondents. The numbers in brackets show the number of people who used this description. The larger the name, the more people who identified it. Neighbourhood Watch was mentioned by 30 respondents, with Residents Associations mainly being mentioned.

Figure 25: Thinking about your local area, what community groups are you aware of that represent the local area?

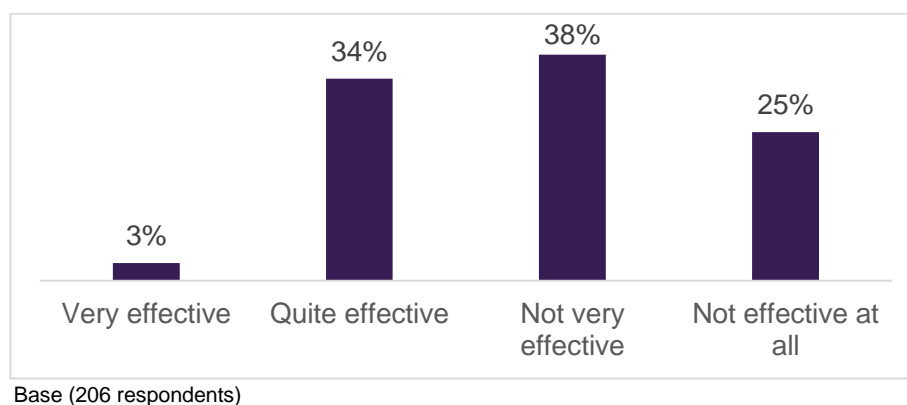


Base = 220 respondents

Effectiveness of groups

Respondents were asked how effective they thought the groups they were aware of were at influencing decisions affecting the local area. 63% felt they were 'not very effective' or 'not effective at all' and 37% felt they were 'very' or 'quite effective'.

Figure 26: Effectiveness of groups (%)



Comments

Respondents were asked to explain why they felt the groups were effective or not effective.

61 respondents who felt community groups were 'very effective' or quite effective' explained why. Getting feedback and keeping people informed were among the main reasons, with a few people commenting on the results the group had helped to achieve/resolve.

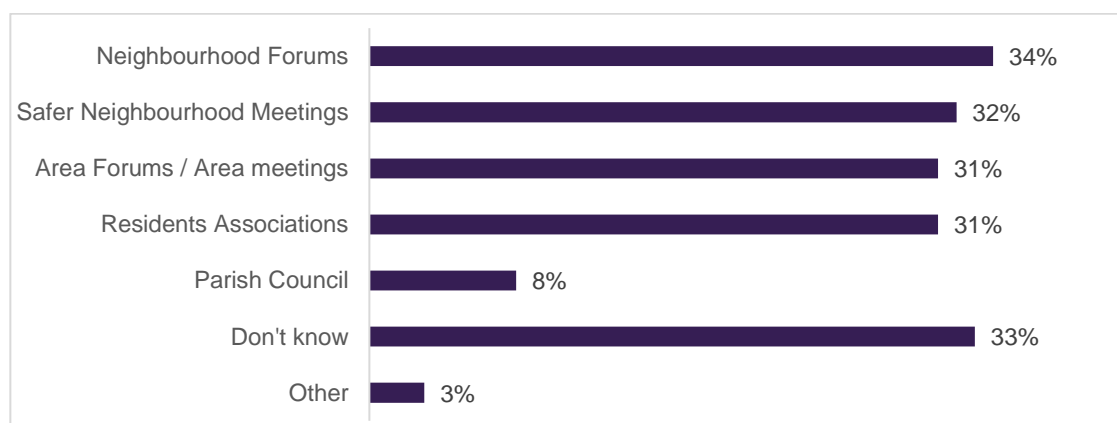
108 respondents who said they thought local groups are 'not very effective' or 'not effective at all' explained why. The main reasons are because they haven't heard of any groups (so how could they be), they do not engage, you don't get feedback / know of the outcomes/successes. Some felt that the council does not listen to residents or that decisions have already been made.

The majority of respondents (n=64) who answered 'don't know' said because they were not aware of any groups, a few respondents had just moved to the area.

What would work in your local area?

Neighbourhood Forums, Safer Neighbourhood meetings, Area Forums / Area Meetings and Residents Associations were each selected by around one third of respondents. Parish Councils were selected by 8% of respondents.

Figure 27: What would work on your local area (%)



Base (581 respondents)

Many respondents ticked more than one answer, for example:

- 57% of those who said Neighbourhood Forums (n=195) also said Neighbourhood Meetings and 53% also said Residents Associations.
- 57% of those who said Residents associations (n=180) said neighbourhood forums and 52% said neighbourhood meetings.
- 60% of those who said Safer Neighbourhood Meetings (n=185) said Neighbourhood Forums and 50% said Residents Associations.

The figure below highlights where there are variations by Ward, with yellow used to highlight the most popular options.

Figure 28: What would work in your local area by Ward (%)

	Weighted base	Area Forums / Area meetings	Parish Council	Neighbourhood Forums	Residents Associations	Safer Neighbourhood Meetings	Don't know	Other
Total	581	31%	8%	34%	31%	32%	33%	3%
A. Alderney & Bourne Valley	26	19%	8%	50%	23%	46%	19%	4%
B. Bearwood & Merley	21	48%	5%	24%	38%	14%	29%	-
C. Boscombe East & Pokesdown	18	78%	-	17%	11%	28%	6%	-
D. Boscombe West	17	35%	18%	29%	18%	29%	41%	-
E. Bournemouth Central	23	17%	-	13%	13%	13%	70%	4%
F. Broadstone	21	24%	10%	38%	29%	19%	33%	10%
G. Burton & Grange	15	60%	-	-	13%	-	27%	7%
H. Canford Cliffs	9	44%	11%	67%	44%	56%	-	-
I. Canford Heath	19	21%	-	42%	47%	26%	37%	-
J. Christchurch Town	14	36%	14%	43%	36%	36%	14%	-
K. Commons	10	40%	-	20%	20%	10%	40%	-
L. Creekmoor	15	7%	20%	33%	20%	7%	53%	-
M. East Cliff & Springbourne	24	38%	4%	42%	46%	75%	21%	-
N. East Southbourne & Tuckton	10	20%	-	20%	20%	10%	40%	-
O. Hamworthy	21	24%	19%	19%	43%	33%	38%	10%
P. Highcliffe & Walkford	7	43%	29%	43%	71%	29%	29%	-
Q. Kinson	30	20%	7%	40%	30%	37%	33%	7%
R. Littledown & Iford	14	7%	29%	14%	21%	29%	36%	7%
S. Moordown	17	29%	-	12%	29%	-	41%	-
T. Mudeford, Stanpit & West Highcliffe	18	6%	11%	61%	61%	33%	17%	-
U. Muscliff & Strouden Park	31	16%	-	32%	26%	23%	45%	10%
V. Newtown & Heatherlands	24	21%	-	29%	29%	33%	50%	4%
W. Oakdale	19	26%	-	16%	32%	42%	47%	-
X. Parkstone	17	18%	-	35%	29%	29%	41%	-
Y. Penn Hill	18	33%	6%	56%	50%	28%	22%	-
Z. Poole Town	21	38%	-	24%	29%	33%	38%	10%
A. Queen's Park	11	27%	-	55%	18%	55%	45%	-
B. Redhill & Northbourne	8	13%	-	63%	25%	13%	38%	-
C. Talbot & Branksome Woods	18	39%	28%	33%	22%	22%	22%	11%
D. Wallisdown & Winton West	17	65%	41%	53%	12%	35%	-	6%
E. West Southbourne	15	60%	13%	33%	13%	40%	60%	-
F. Westbourne & West Cliff	15	33%	7%	53%	53%	80%	20%	-
G. Winton East	17	41%	-	29%	65%	71%	24%	-

Being kept informed

Over two thirds (68%) would like to be kept informed about the work on the Community Engagement Strategy. Just under one third (32%) would not like to be kept informed (Base = 568).

Differences by respondent type

- 82% of those **18-24**, 66% of **33-44s**, 72% of **45-54s**, 63% of **55-64s**, 78% of **65-74s** and 63% of **75 and overs** would like to be kept informed.
- 77% of **males** and 68% of **females** would like to hear more.
- 78% of those **with children** would like information, compared to 70% of those **without children**.
- 77% of those **employed full-time**, 62% of those **part-time**, 73% **self-employed** and 69% **retired** would like to be kept informed.

Updates about consultations

Just under two thirds (65%) would like to be kept informed about future consultations and over one third (35%) would not like information.

Differences by respondent type

- 70% of those **18-24**, 71% of **33-44s**, 80% of **45-54s**, 65% of **55-64s**, 76% of **65-74s** and 43% of **75 and overs** would like to be kept informed.
- 74% of **males** and 66% of **females** would like to be kept informed.
- 64% of those with a **limiting illness** would like to hear about consultations compared to 72% with **no illness**.
- 74% of those **with children** would like to be kept informed, compared to 67% of those **without children**.
- 75% of those **employed full-time**, 70% of those **part-time**, 73% **self-employed** and 61% **retired** would like to hear about future consultations.

Other Comments

175 respondents give their comments/ideas about how BCP Council should engage with and involve communities / community groups.

96 people gave ideas. Many of these (40 people) suggested the ways the council should engage including methods (online, newsletters, face to face, questionnaires, libraries, using local media and councillors) as well as how the council could improve engagement.

Make it simple and easy for busy working families. Developing an app would be really good as a one point area to get information and consult.

Early notification of important projects and changes so early reaction can be properly registered.

I think the BCP Magazine is the best way to get information to the whole community.

Getting the BCP Magazine sent to houses on time. Getting the magazine half-way through the month means you have already missed some events.

I feel that if there are issues that the council require reflection of views from the community they should make us aware of this via BCP News.

The magazine works really well for me and I can always go online for queries.

I like to be aware of what is going on locally by reading in the local paper or through regular updates that area easily accessible through BCP e.g. email or newsletter.

More information is needed through post as many elderly people or young parents are unable to attend meetings to find out what is happening.

An online forum would be useful to me, where I could participate at my leisure, give considered responses and would not require me to dedicate any portion of my time to actually being present. Meetings where people must be present greatly favour the...retired and out of work.

App-based consultation.

More online surveys like the present one for each decision.

Questionnaires like this are useful.

Engagement through the 'councillor' structure.

They should provide opportunities to meet with children/ youths during school hours (to ensure every child has a chance to share their ideas if they have any)

Community groups and meetings were another common theme, with 40 people suggesting how groups could be used, improved and meetings could be promoted and become more inclusive.

Email meeting details to residents with details of issues to be discussed.

Maybe a survey of what groups are running and where they are based.

I would like to see more volunteering made available and obtainable to young and not so young. A partnership that brings communities together.

Meeting at local community centre or library to inform residents of issues. Twice a year?

They used to have area meetings to cover Creekmoor, Oakdale, Canford Health which were advertised in the press. These have now stopped and you only know about meetings if you are in the loop.

Rather than set up something new or simply respond to negative situations, maybe have 'get to know you' (and your needs and ideas) with existing clubs, associations and societies.

Difficult because such groups tend to be taken over politically motivated people.

Mae it interesting and varied. I have spoken at forums and every time I go to one it seems to be discussing the same issues.

Need to engage younger residents and few have time to attend meetings. My family are interested residents but they would only get involved if there were online options.

Publishing their existence might be a good way to get people involved. Then, communicating with community groups in their own area. Many can't travel far at specific times for council meetings.

33 people commented on the way the council should engage, including being open and transparent about decisions/decision making, communicating what is happening and how people can get involved as well as listening to residents.

Be more open and transparent in planning stages before decisions are made.

Communicate with us and give us all the information we need to get us involved. Their lack of information therefore we just exist and not sure where or what's happening around us.

I think if people genuinely felt they were being listened to and represented then they would join in. There is lots of 'what's the point, they do their own thing anyway.'

The council needs to demonstrate that it listens to the output from discussion/focus groups/consultations and that its decisions take account of these outputs. In the past, so much disappears into thin air.

Listen and address local concerns.

It's difficult for BCP, where I work people always say they want better communication and/or more involvement in decision making but when push comes to shove they don't bother getting involved or don't read anything. What may be important for one person may be of no interest to the rest. Not sure how BCP manages this. In all probability it would be the same people getting involved with BCP that do already.

28 mentioned other council-related issues.

Open Consultation Results

The responses for the survey are shown in this section. Please not 'Not applicable' and 'Don't know' responses have been excluded from questions, unless stated otherwise.

Respondent Profile

871 respondents took part in the open consultation. 96% were residents and 4% (n=35) responded on behalf of an organisation. 32 respondents gave their organisation. These are listed in Appendix B3.

The profile of respondents is show in Appendix B1.

715 respondents provided their postcode. 42% of respondents come from Bournemouth, 14% from Christchurch and 37% from Poole. 2% come from Dorset Council areas. 40 were incomplete or unable to be matched. The Ward profile is shows in Appendix B2.

Figure 29: Area profile of respondents

Area	Number	Percent
Bournemouth	302	42%
Christchurch	98	14%
Poole	263	37%
Dorset	12	2%
Incomplete / unmatchable	40	6%

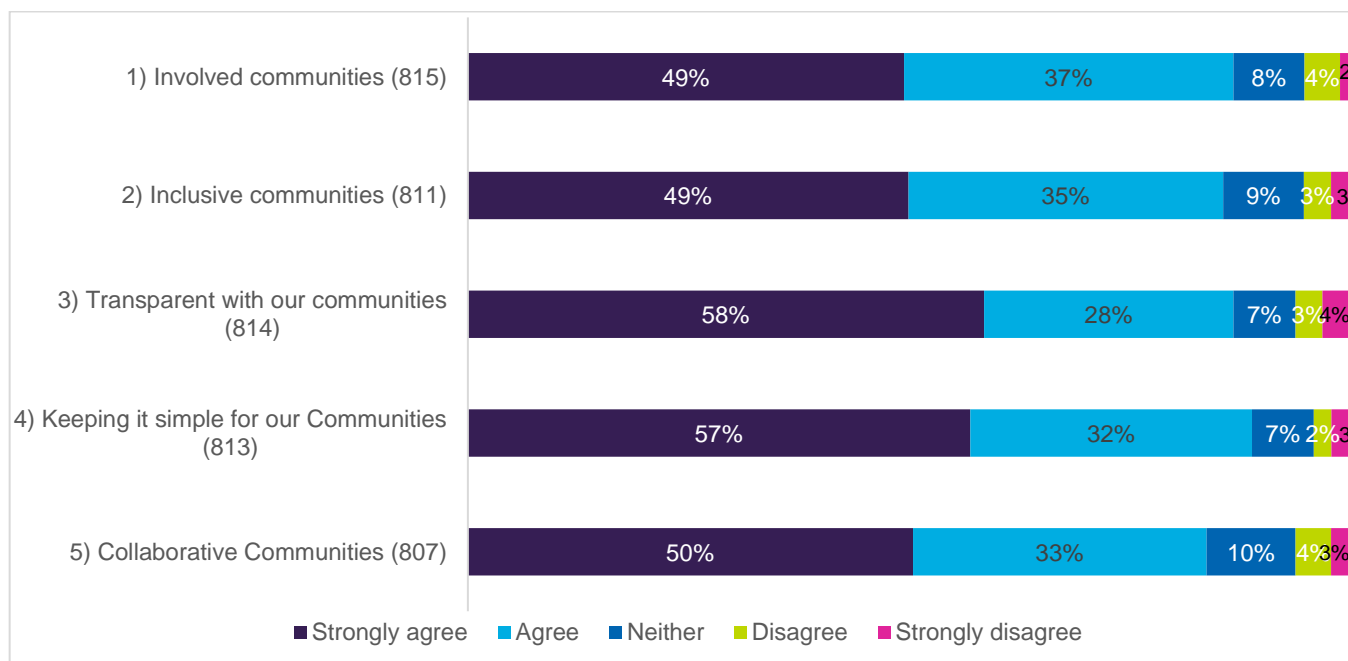
Base = 705 respondents

Community Engagement Principles

Respondents were asked to rate how strongly they agreed or disagreed with the draft Community Engagement and Consultation Principles.

All five principles received high levels of agreement, with each reporting 83% or above. 'Keeping it simple for our Communities' had the highest level of agreement (89% strongly agree/agree).

Figure 30: Agreement with Community Engagement Principles



Base = 840 respondents

Figure 31: % agreement and disagreement with the proposed principles

Principles	Agree	Disagree
1) Involved communities (815)	86%	6%
2) Inclusive communities (811)	84%	6%
3) Transparent with our communities (814)	86%	7%
4) Keeping it simple for our Communities (813)	89%	5%
5) Collaborative Communities (807)	83%	7%

Respondents were asked why they disagreed with the proposed principles. 150 respondents who disagreed with at least one of the principles explained why. 32 comments related to engagement more generally, covering the importance of engaging with the community about issues – and reaching different groups, examples of where the previous councils didn't listen or consult, communicating clearly and giving feedback on outcomes. A few people emphasised that not everyone will have access to digital technology, so a range of engagement methods are needed. A couple of people mentioned that the Strategy needs actions.

Quite a few comments (24) were about specific council-related issues rather than Community Engagement and Consultation.

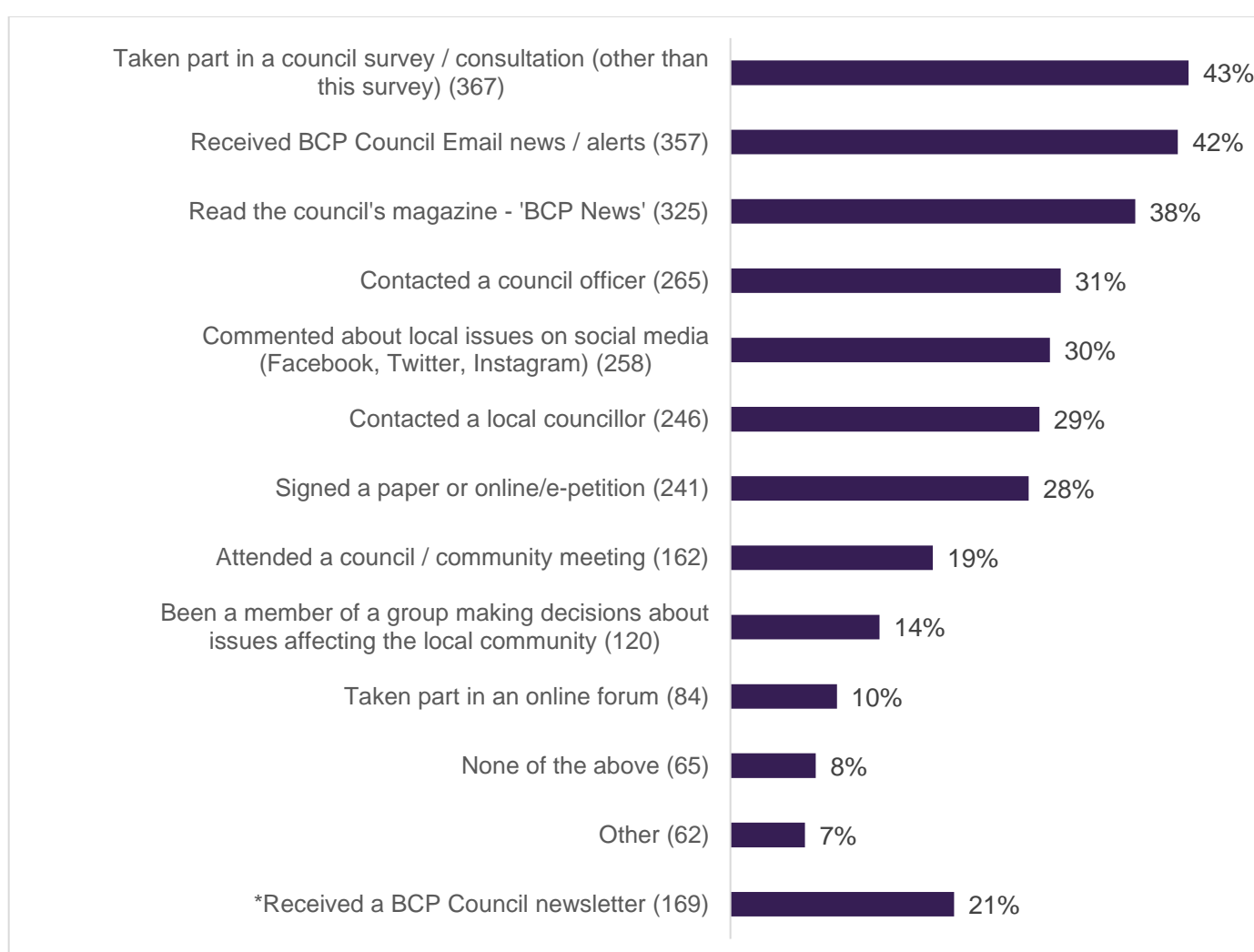
Getting involved with the council

Respondents were asked how they have got involved with the council over the last 12 months.

The most popular way respondents have got involved is by taking part in a council survey / consultation (other than this survey) (43%), receiving BCP Council email news / alerts (42%)* and reading the council's magazine 'BCP News' (38%).

In addition, 169 respondents answered that they had 'received a BCP newsletter'. This option was altered after the consultation had started on the online questionnaire to say 'receive BCP Council email news/alerts' and 'reading the council's magazine – BCP News'. These respondents are most likely referring to the email newsletter as they responded just after the email newsletter was sent out, but they could also mean the council's magazine BCP news, so the figures could go up to 62% for BCP Council Email news and 60% for 'BCP news'.

Figure 32: % how got involved with the council over the last 12 months



Base = 849 respondents

Meetings

Of those who respondents who had been to a meeting, this included a BCP council meeting (36 respondents), Town or parish council meeting (19 respondents), Area forum (32 respondents) and Safer Neighbourhood meeting / forum (18 respondents). 60 respondents had attended another meeting.

Figure 33: meetings attended (number)

If you have been to a meeting, was it a:	Number
BCP council meeting	36
Town or parish council meeting	19
Area forum	32
Safer Neighbourhoods Meeting / Forum	18
Another residents meeting	60
Other	22

Groups and forums

The table below shows the groups and forums that respondents have been involved with.

Figure 34: number of people involved with groups/forums

If you have been a member of a group or forum, what is it involved with:	Number
Regenerating the local area	16
Improving the local environment, parks or open spaces	19
Tackling local crime problems	22
Local health services and/or social care	6
Sports, adult learning, cultural or arts facilities/activities in the local area	11
Local education services	36
Services for young people	16
Tenants group decision making committee	8
Other	16

Base = 74 respondents

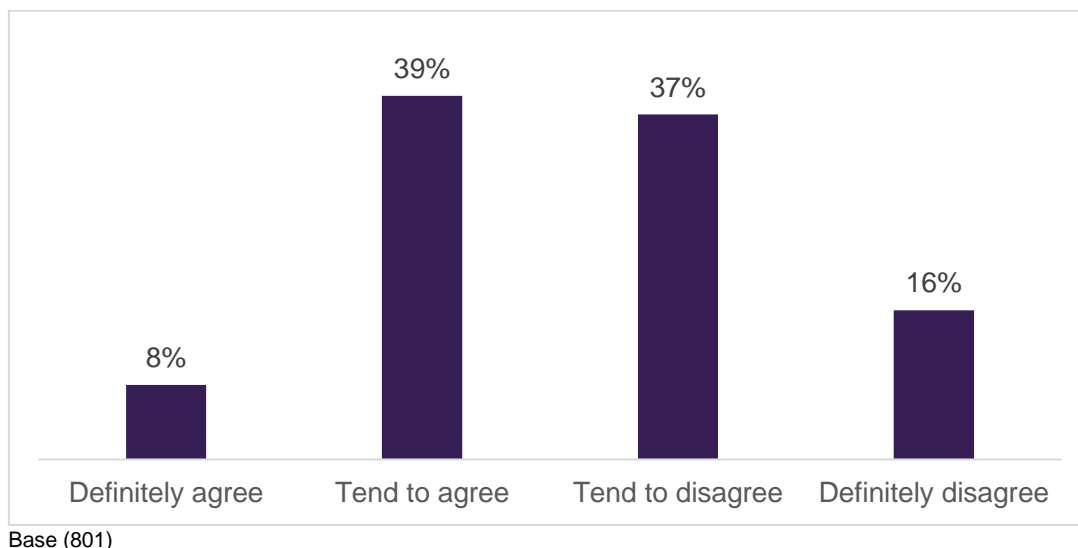
Respondents were asked to list the groups that they have been involved with. 71 people gave the name of at least one group. 5 groups were listed by 2 respondents each. The list of groups is available in Appendix B4.

Influencing decisions in your local area

Respondents were asked questions about influencing decisions in their local area.

Overall, 47% of respondents 'Tend to agree' or 'Definitely agree' that they could influence decisions affecting their local area, 53% 'Disagree' or 'Definitely disagree'.

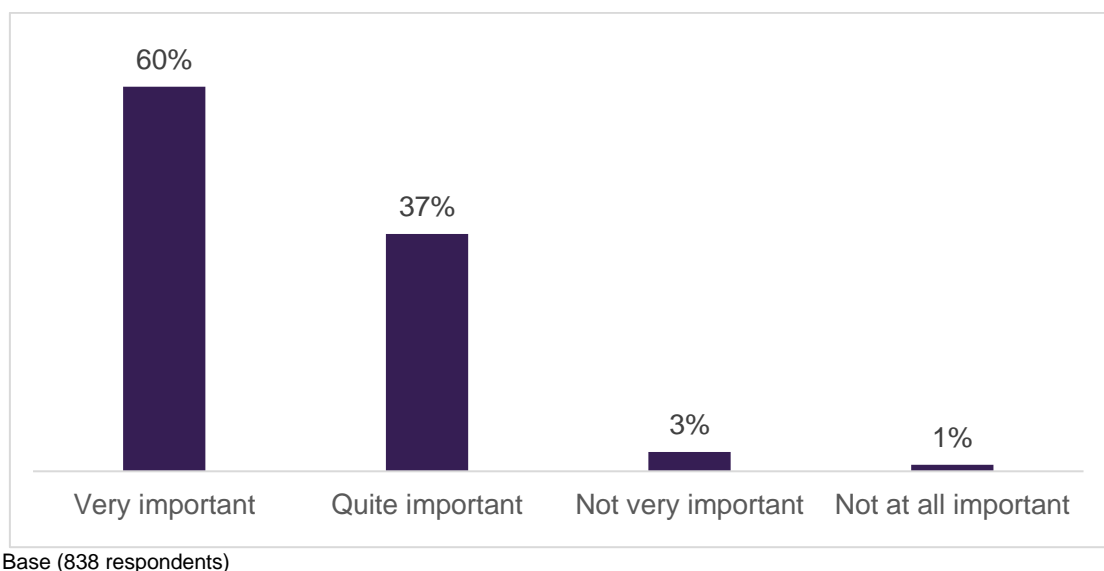
Figure 35: % agree/disagree that they can influence decisions affecting their local area



Importance of influencing decisions

The vast majority of respondents (97%) feel it is important to influence decisions in their local area, with 60% feeling it is very important.

Figure 36: % feel it is important/not important to feel they can influence decisions in their local area



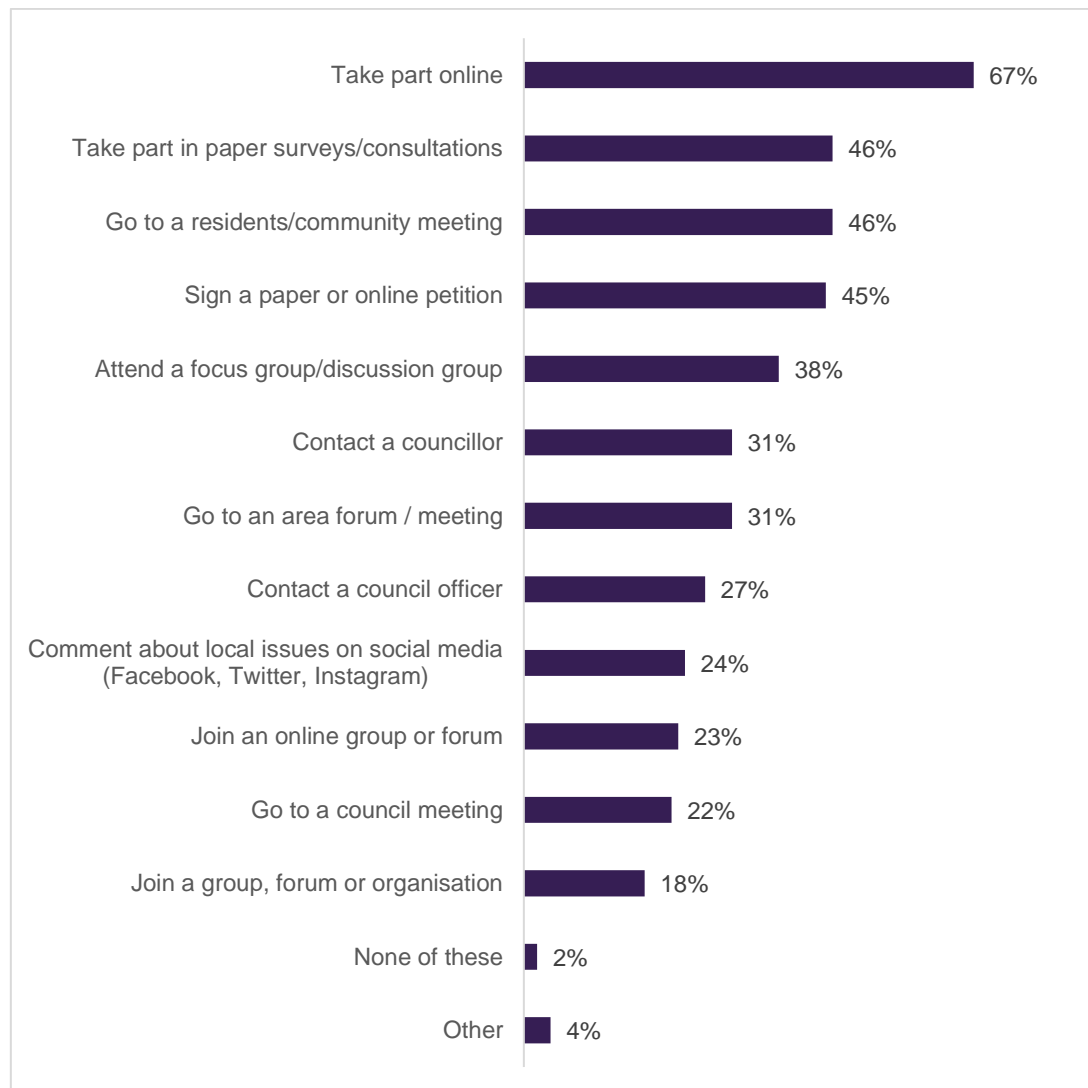
Interest in getting more involved in the decisions the council makes

Just under one half (48%) of respondents would like to be more involved in the decisions the council makes that affect their local area, 49% said it 'depends on the issue' and 3% would not like to be involved (Base =853 respondents).

In what ways would you like to get involved in council decisions affecting your local area?

The most popular way that respondents would like to get involved is by taking part online (67%), followed by taking part in surveys/consultations (46%), going to a residents/community meeting (46%) and signing a petition (paper or online) (45%).

Figure 37: How respondents would like to get involved in council decisions affecting the local area (%)



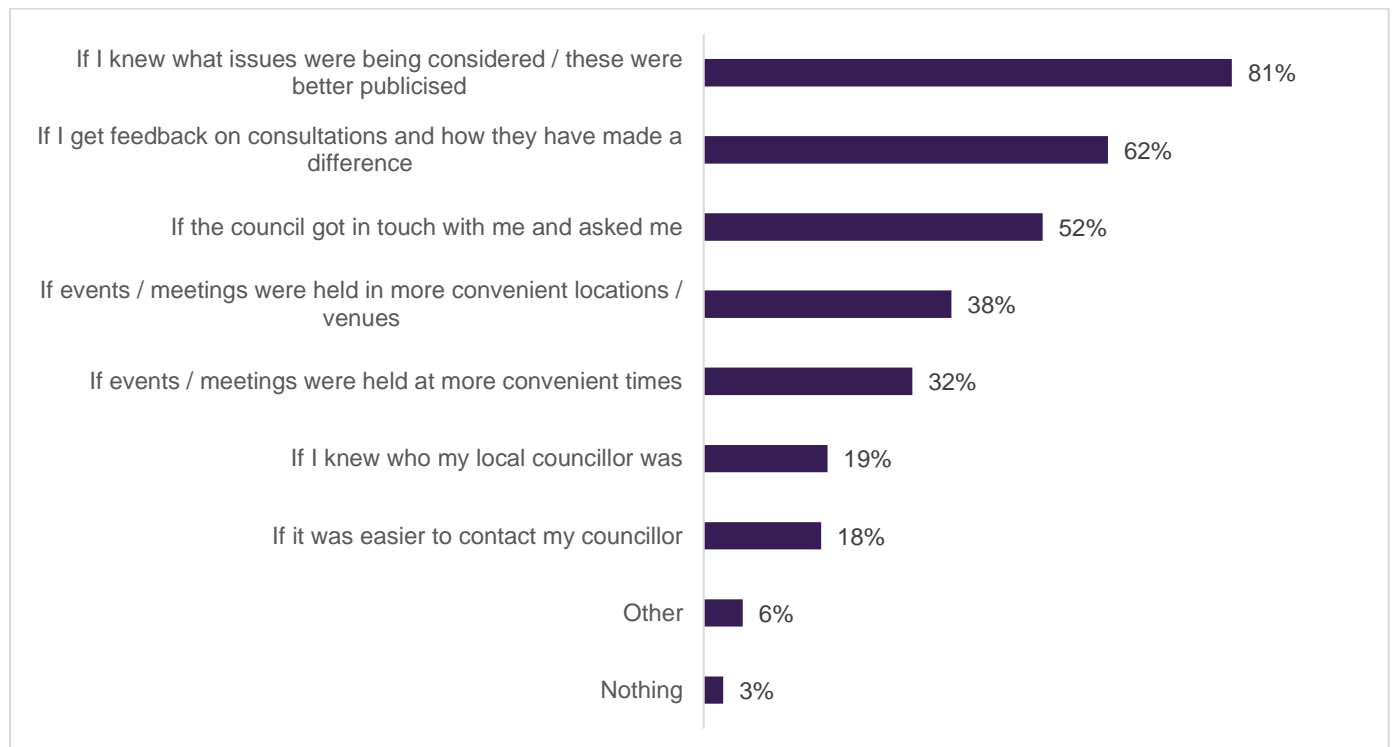
Base (840 respondents).

What might encourage have your say / get involved in issues affecting your local area?

The main thing that would encourage respondents to have their say is 'if I knew what issues were being considered / these were better publicised' (81%), with 'If I got feedback on consultations and how they made a difference' (62%) 'if the council got in touch with me and asked me' (52%) coming next.

Nothing would encourage 3% of respondents to get more involved.

Figure 38: Which of the following might encourage you to have your say / get involved in issues affecting your local area?



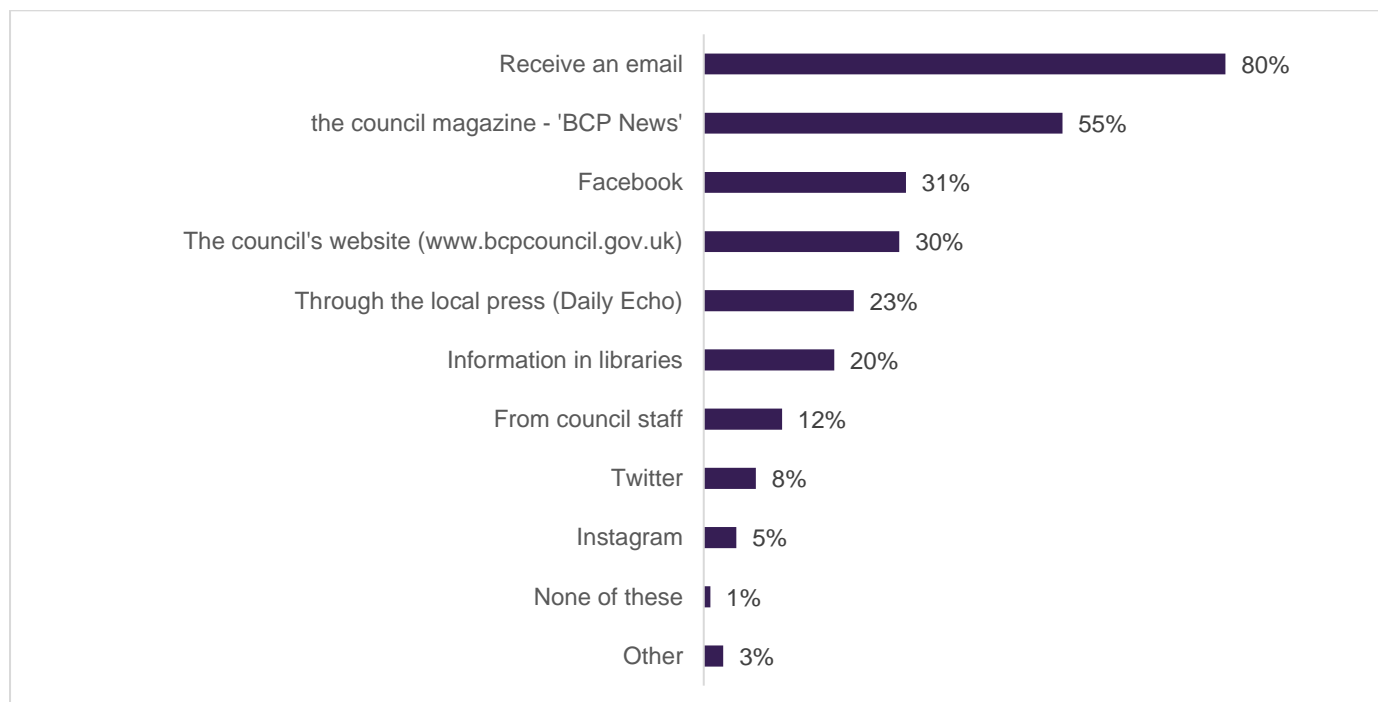
Base (846 respondents)

Preferred way to find out about issues affecting your area

The vast majority of respondents (80%) would like to receive an email to find out about issues affecting their local area, followed by the council magazine 'BCP News' (55%).

Facebook is a source chosen by approximately one third of respondents (31%), with the council's website (30%) close behind.

Figure 39: How would you prefer to find out about issues affecting your local area?



Base (852 respondents)

Your Local Area

Naming the local area

Respondents were asked how they would describe their local area. 846 respondents gave an answer.

The figure below shows the names people used to describe their local area, with the numbers in brackets showing the number of people who used this name. The larger the name, the more people who used this. This visualisation shows those descriptions used by at least 3 respondents.

Figure 40: What would you describe as your local area?

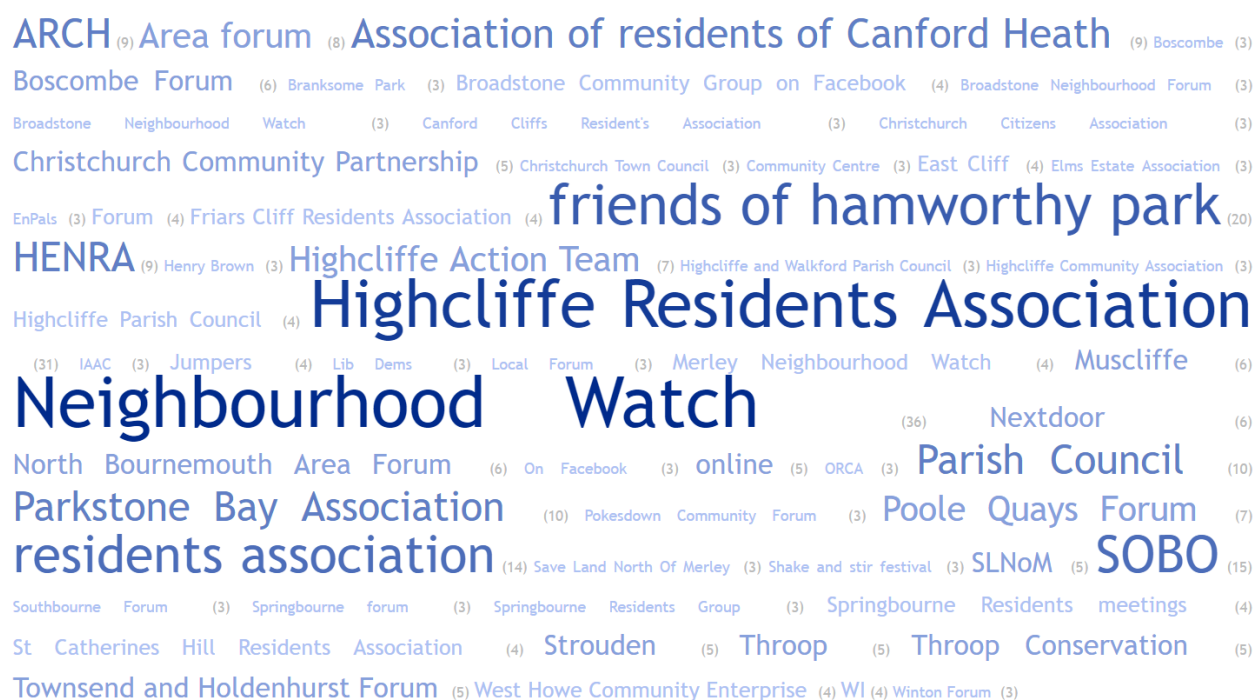


Community Groups

Respondents were asked about the community they were aware of that represent the local area. 594 respondents wrote in an answer, with 125 of these (21%) putting 'none' or 'not aware'.

The figure below shows the groups people identified. This visualisation shows those descriptions used by at least 2 respondents. The numbers in brackets show the number of people who used this description. The larger the name, the more people who identified it. Neighbourhood Watch was mentioned by 36 respondents.

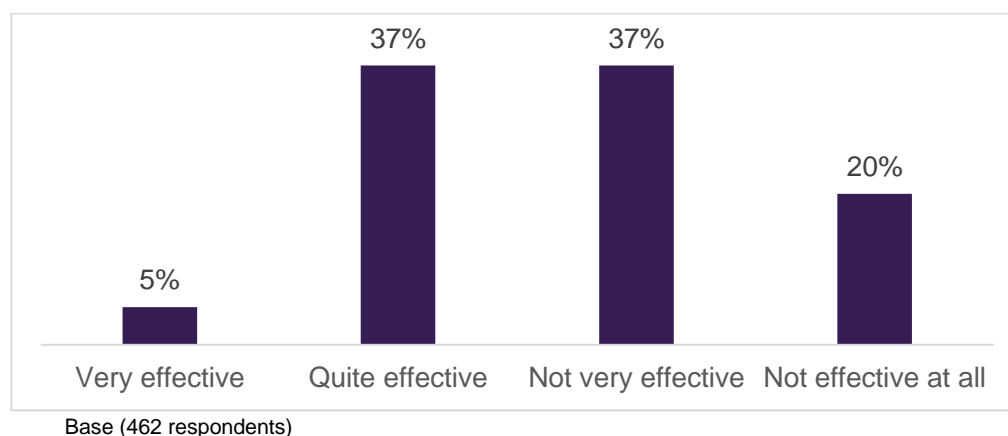
Figure 41: Thinking about your local area, what community groups are you aware of that represent the local area?



Effectiveness of groups

Respondents were asked how effective they thought the groups they were aware of were at influencing decisions affecting the local area. 57% felt they were 'not very effective' or 'not effective at all' and 42% felt they were 'very' or 'quite effective'.

Figure 42: Effectiveness of groups (%)



Comments

Respondents were asked to explain why they felt the groups were effective or not effective. 517 respondents answered this question.

149 respondents explained why they felt community groups were 'very effective' (n=20) or quite effective' (n=129). The word 'active' was used by many of those who felt the group was very effective or they cited examples of successes or outcomes that had been achieved through the groups efforts. A couple of people named the chairperson, or a particular person.

The group being active and being able to get things done was also the main reason people gave for groups being 'quite effective'. A few people said councillors or council officers were involved, that helped. The group challenging the council and being able to influence decisions were positives. Having newsletters, giving feedback and keeping people informed were other reasons. However, some felt that this was not effective (but would depend on the group/people/issue).

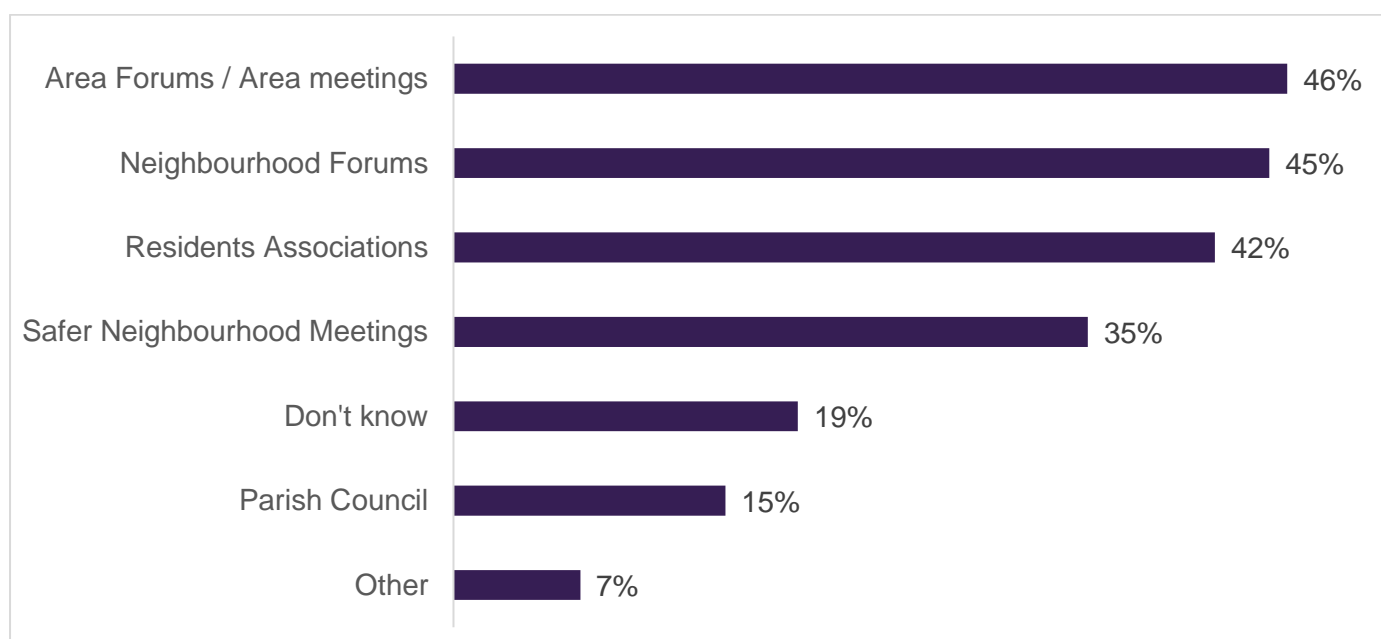
218 respondents who said they thought local groups are 'not very effective' or 'not effective at all' explained why. The main reason given was because they hadn't heard of any groups. There's no change, they are not well structured/chaired, they are overtaken by certain people, politics gets in the way, they do not engage, you don't get feedback / know of the outcomes/successes and not listened to were other reasons given.

The majority of respondents (n=145) who answered 'don't know' said because they were not aware of any groups, a few respondents had just moved to the area.

What would work in your local area?

Area Forums / Area Meetings (46%), Neighbourhood Forums (45%) and Residents Associations (42%) were the three main groups selected, followed by Safer Neighbourhood Meetings (35%). Parish Councils was selected by 15% of respondents, with 19% answering 'don't know'.

Figure 43: What would work on your local area (%)

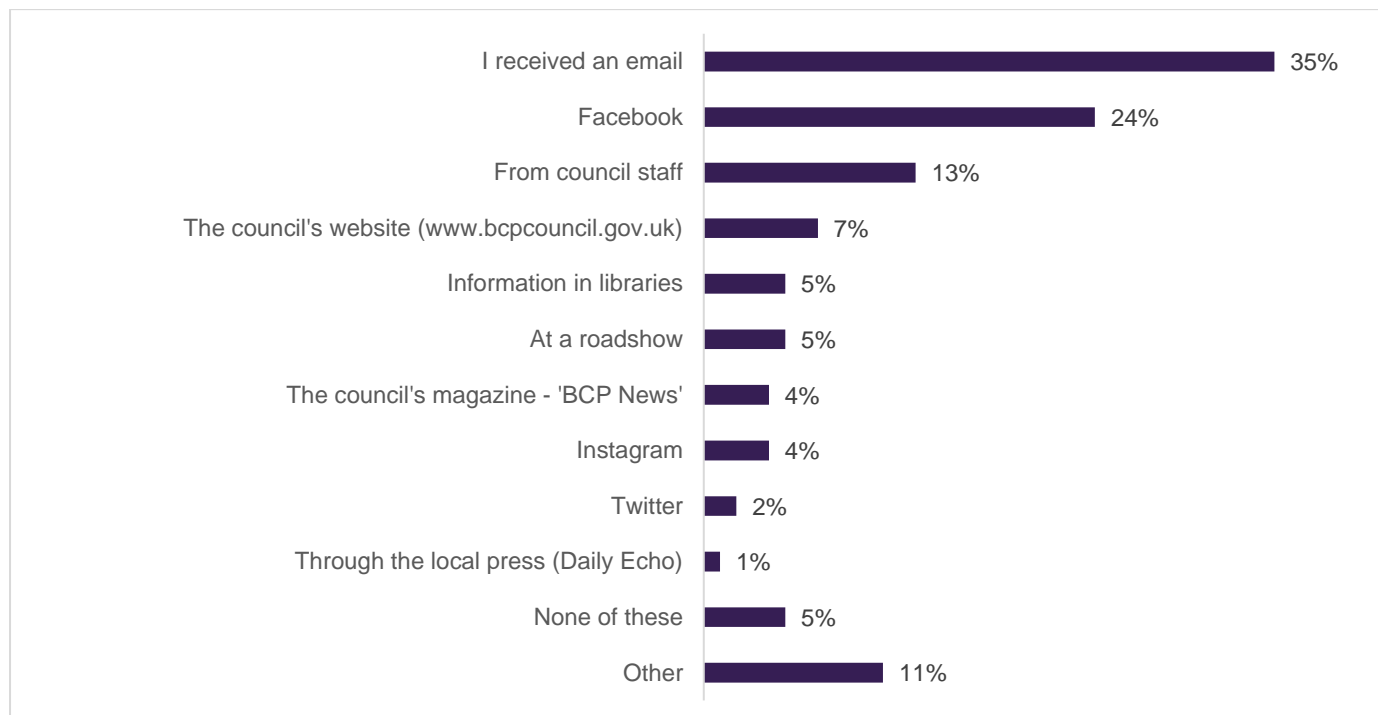


Base (806 respondents)

How did you find out about the consultation?

The main way that respondents heard about the consultation was by receiving an email (35%), through Facebook (24%), and from council staff (13%).

Figure 44:How did you find out about the consultation?



Base=828

At a Roadshow was 5%, but people selecting 'from council staff' is also likely to mean that they found out from staff at one of the Roadshow events that ran in Bournemouth and part of Poole until they were suspended because of the Coronavirus.

4% heard from BCP News – the Council Magazine. An article was included in the Spring edition of BCP News, towards the end of the consultation exercise which could explain why this source is low.

'Other' includes from groups/forums (meeting and information sent out) and from friends/neighbours.

Being kept informed

83% would like to be kept informed about the work on the Community Engagement Strategy. 17% would not like to be kept informed (Base = 829).

Updates about consultations

83% would like to be kept informed about future consultations. 17% would not like information (Base = 809 respondents).

Other Comments

399 respondents give their comments/ideas about how BCP Council should engage with and involve communities / community groups.

237 people suggested ways that the council could engage and 93 made a comment. 39 commented about other council-related issues and 4 said they had no ideas.

Suggestions

Community groups / meetings (101)

101 people commented about groups/ meetings. Some suggested going to groups that people already attend, but others commented that the council should also reach out to those do not take part in any groups and go to where the people go.

Actively attending existing community groups, invite yourself. Even groups that aren't campaigning. Do a pop up in the high street, cafe or a pub. That way you reach more people, the majority of people not just those who already campaign.

More engagement with the local residents associations and more promotion of residents groups by the council as well as more public meets when major issues are under debate at an easily accessible venue.

Find groups that already meet in the community and visit them to talk/consult on local issues. It has to be a two way process. Ensure that any events take place at different times of the day; particularly to enable those who work full time to have their say.

Stalls at local events, ie fetes, local fairs, fun days. Where local people gather.

I don't think many people will turn out for specific meetings unless it is absolutely going to impact on them and if they feel they can make a difference. What links are there with schools and parents who are there on a daily basis?

Going into colleges to encourage 16-18 yr olds to be passionate about their local area, starting to get a younger generation involved will mean longer 'service' as such - seen as an older generational involvement

Local councillors could be more active in promoting community groups by having more meetings in local venues such as libraries, community centres, housing association properties etc..

The importance of having a forum or group for each area given the size of BCP was also raised by a few people.

each area needs a forum that meets regularly. With the council becoming bigger and covering a whole conurbation the neighborhood level becomes more important to avoid the Council/ democracy feeling more remote. Currently the coverage of neighborhood forums is patchy and some areas have more residents with the time and inclination to get involved. I think the Council should take the lead to get the groups running where they are lacking - especially in run down areas with a transient population and the focus should be not just on the negatives but what communities can do - eg litter picking, freecycle days, street parties....

Extend the area forum approach to those areas that are not represented by other groups.

Other suggestions included providing training to help local groups:

A volunteer training programme so local groups can gain the skills they need to do what they do better.

Support the residents to run these groups.

There were also offers from groups to connect with the council and to link up with existing organisations.

We would be willing to work with the council to interact with our members if that meant they felt they could make a difference

We would ask BCP to take note of the development of services offered by churches in the BCP area (being compiled by Faithworks Wessex). It is not yet complete but will indicate the added value church groups put into the community and possibly opportunities for join up thinking and action.

Technology

Ideas relating to technology (47) include; having an area on the council's website and using social media to inform people about what's going on. Online polls were also suggested. Putting council meetings on YouTube and webinars were other ideas for making easier for people to take part in meetings, rather than having to travel.

Online is important for those of us that work full time and have families. I don't have time to go out in the evening to attend residents meetings.

Live cast on social media all council meetings to signed up area tax payees for transparency Plus similar for local councillor meetings or interaction.

Needs to be more online that also links in with offline meetings. I can't usually attend meetings in person but could comment online, e.g live tweets, facebook live, live broadcast events.

Use technology which makes consulting more interesting (not just long surveys)

If local participation is an aspect of the BCP website, it needs to be more obvious/easier to access. Even my local library was unable to help me with information on upcoming local meetings/forums.

Keep disabled residents informed by e-mails.

I really liked the use of video in the recent consultation about Wessex Fields. I would have gone to the public meeting but was at work, so being able to catch up in this way was great. Even though I don't usually watch videos on my PC at home, I did watch that one because I felt it was important. Having spent the 25 mins watching it, (a lot less time than attending the meeting would have taken

Putting council meetings on u-tube so we don't need to travel to observe them would be good, but this is non substitute for holding meetings in the different areas of BCP...

Councillors (37)

Councillors were mentioned by 37 respondents. Some suggested that councillors should attend local meetings to understand the views of their local residents and having information about how to contact councillors.

It is for councillors to chose how they like to engage with their voters, however it would be good to have some consistency and clear performance indicators on councillor community activity

May be the local elected councillor should be more visible/active in their community. Previous councillor was visible, wrote newsletters about issues concerning us locally. The councillor in Muscliffe I would not know who they are.

More visibility of local councillors - never seen mine!

Principles (27)

27 comments were made about the principles and the strategy in general. Some people suggested that the council just needs to listen, others said be more visible and others though accessibility was key.

From previous observation it appears that BCP Council pays lip service to the residents and go ahead with their decisions regardless of any opposing views.

Being open and transparent and being seen to be so would encourage people to have confidence in the BCP. Being active in regularly updating people on current issues/consultations via social media, email etc. Reassuring people that their views are taken into consideration in consultations would encourage people to get involved. Therefore publishing outcomes of consultations against decision taken and the reasons for that decision would exhibit transparency and encourage confidence in BCP...

Allowing for local people to have a say and for it to actually have an impact. There is no point engaging local people and then not using their views to make decisions.

Don't just listen to the loudest voices. Take notice of petitions

Engagement is a two-way process! If we talk to you, a reply is necessary...let's hope this happens as it doesn't appear to now!

Other suggestions

Newsletters (11), Parish Councils (7) and Roadshows (4) were also suggested.

Comments

93 people made a comment. Many commented that the council needs to listen. Others commented about issues not directly related to the Strategy.

The council engages at great length and expense. It does not however, change it's previously decided cause of action.

The Council needs to be very wary that it isn't overly influenced only by those that have the time, inclination, ability etc to speak up on issues. The majority may be nearly silent, but that doesn't mean they aren't valid.

People need to be more aware of where they have the power to influence decisions, and better information about constraints and relevant factors influencing decisions so expectations are not raised. There is no point asking people and then making a decision they didn't want so they feel ignored. You also need to properly explain why you have made decisions - particularly if finances are involved and make it clear when it is a choice about where money is spent. People may not have the power to influence what is decided, but they could still be involved in how it is implemented.

Young People's Community Engagement Meeting

This section summarises the online Zoom workshop that took place with 10 young people aged 11 to 17 on Wednesday 8 April.

The participants were recruited by the CYP Development Worker – Participation. 4 were male, 5 were female and one gender fluid.

Where are you from?

The first question asked where the young people felt they are from, similar to the question in the survey to find out what area they associate with. The type of area they associate varies, from Bournemouth to a specific area of BCP, as shown below:

BH
Bournemouth
Bearcross
Canford Heath, Poole
Bournemouth
Oakdale
Poole, Branksome
Redhill, Ensbury Park, Bournemouth
corfe mullen but also i'd say bournemouth to a non local

Influencing decisions in your local area

The group was how strongly they agree or disagree that they can influence decisions in their local area. This ranged from 2 (agree) to 5 (strongly disagree). This depends on their personal experience, as their comments show:

if I wanted to make an impact/difference I think I could: 2 but haven't had a reason to
2
2 but only when I became deputy nyp before then would be 4
2; We can influence some decisions whilst attending meetings like this, but other decisions we can't influence.
2 because everyone technically has a say but it depends on if people actually do something about it
3
4
4 because apart from youth parliament I haven't seen an opportunity to given input
5 I emailed my local councillor 2 months ago and have had no reply.

Comments:

The group made the following comments:

Feel they could if they wanted to, but happy with as it is

Not sure how to contact councillor

Got a reply from the Chief Exec within 24 hours

How important is it for you to feel that you can influence decisions in your **local area**?

Responses to this question ranged between very important (4 people) and important (2 people). They feel it is important as it will affect their lives and futures.

1 [very important] because the decisions will impact our future

2/3 [important/neither important nor unimportant] i'm happy with the status quo at the moment but if i didn't then 1

2 [important]- Because some things have quite an effect on young people in the local area.

2 [important] So that we can make the changes needed that we feel are important.

2 [important] because we live in it but sometimes some people don't know enough about something to influence an important decision

1 [very important] Our futures matter, so we should have a say in what the council are going to change.

Principles

The group was shown the postcard with the 5 principles summarised. The group was more positive about the last three principles and felt that the first two principles don't know where they're going. Initial comments included:

Like the colours

I think it sets a precedent of being the first one – of being involved

What do they mean by community? A bit vague as it doesn't give a description of how involved.

Where is the connection between the values and the principles

1. Involved communities

*Ambiguous term, what do they mean by involved communities? Open to interpretation.
Where is the connection between involved communities and them being passionate about the communities?*

What do they mean about passionate?

Description sounds completely different to what we expect - doesn't sound like they're passionate.

Understand the local democracy bit, but still a bit vague.

*Should provide examples of how they will strengthen local democracy
Passionate about what?*

It's just a heading, so it needs to be broad otherwise you cant go into more detail later.

Doesn't sound like involved or passionate about communities

Doesn't give examples

Used inclusive in the first one and use it in the second principle. Repetition.

Is the first one engaged communities?

2. Inclusive communities

What are the methods they will use to engage with residents, businesses and visitors?

3. Transparent with our communities

The group liked 'Transparent with our communities'.

We will admit when we make mistakes sounds good.

4.Keeping it simple for our communities.

Like that, Simplicity is definitely something that's needed. As people have no brain cells.

5.Collaborative Communities

Like that

Sounds good.

Communications one - easy access

Accessibility to all

How would you like to have your say / get involved in issues affecting your local area?

The methods include; social media (ones that "the youth" have), through schools, with young people, through websites, Survey monkey is good – on their Instagram page, send it to schools and schools could email it out to students. They have tutor time.

What might encourage you / and other young people to have your say / get involved in issues affecting your local area?

When you can prove to someone what they have done makes a difference it makes others want to get involved

Seeing the results make a difference

- Knowing that you'll actually do stuff

Get people to do it during school (i.e. tutor period)

It's not necessary to ask us everything we asked older people. If we're bombarded they're less likely to get involved, if its something they're passionate about then they will be more likely to take part

Do you think you could make Poole youth forum a chat?

A mixture of separate events and something that concern everybody that are important that they need to have a say on.

A version for everyone, but lots of questions may not apply.

Making videos

On YouTube

and other social media sites

Not necessary for us to be involved in every decision

Questionnaires should be for everyone, not just targeted to young people/adults

People First Forum Friends Meeting

10 members of People First Forum took part in an online Friends Meeting on Thursday 12 November. The meeting was facilitated using Zoom and lasted 45 minutes. The meeting was attended by People First Forum Outreach and Project Enabler. The discussion was led by a Senior Researcher from the Insight Team, supported a Community Engagement Officer who took notes.

The group was taken through six questions (that were put into Easy Read), about how they have their say at the moment and how they feel about that, followed by a discussion about their ideas about how BCP Council can make sure they are involved.

The meeting used a series of questions presented below to engage the participants and open up their views on six issues relating to how BCP Council engages people living with a disability

Do you think you can have your say on your local area?

With the exception of one person, participants strongly agreed that they can have their say on their local area.

The person who did not agree referred to the recent consultations around the Boscombe Sovereign Centre where he felt the decision was out of the hands of local people. Another person indicated it depended on the issues being considered.

How important is it for you to have your say on your local area?

Participants agreed it is very important to have their say in the local area.

Would you like to get involved in making decisions about your local area?

All participants agreed they would like to be involved in making decisions about their local area.

One participant articulated this in saying *"It is important to keep the shops going although there is covid19"*. Another participant indicated they would like to get involved generally, *"but if it involved lots of paperwork"*, especially if it was not in Easy Read, since it then gets confusing, difficult to understand.

Everyone agreed consultations on planning new developments was complicated. One participant said *"keep it simple"*. *"Don't give us lots to read"*.

Another suggested the use of a *"thumbs up meaning yes; thumbs down no"*

How would you like to be involved in making decisions?

Each person was asked whether they had done any of the following:

Contact a councillor worker.

No one had done this.

Contact a councillor.

One participant said they wrote a councillor but didn't get a reply.

Take part online.

The group now takes part in its meetings online. One participant said they participated in a partnership board meeting prior to joining the Friends Forum.

Take part in paper questionnaires.

One participant filled in a questionnaire in the first lockdown. Two other participants said they would prefer the paperwork to “be as little as possible” and “not too much paperwork. Another three on further questioning agreed yes they would take part in paper questionnaires.

Sign an online petitions.

One person said they signed a few DCC petitions on local issues; another indicated that “some of us did with 32 Degrees.

Make comments on social media.

Some participants have used Facebook. None of the group had used Twitter. They all use Zoom now.

Focus group.

One participant asked; “What is a focus group”. No-one had taken part in one.

Go to Council meetings.

One person said they went to scrutiny meeting; 2 other people went to a few Poole civic council meetings; two recalled going to council meetings on the Bill of Rights. One participant asked “whether the Learning Partnership board can it be considered as council meeting”.

Local /Residents meeting

None of the group had taken part in any local meetings or residents meetings.

Join a group or forum

The participants are members of People First Forum.

Join an online group.

Participants noted the zoom meeting was an online group and the experience was new since lockdown.

What would help you to be able to have your say?

Knowing the time?

Participants said “providing information on when, where, what is happening would help them to have their say. Everyone agreed having this information would help.

Knowing the place?

One participant said “knowing the name of the place of the meeting was one thing, but it was a totally different thing to knowing how to get there”. Both was necessary for many people. Another said knowing the time and place were essential to participating and should be a given (a must) for enabling participation.

The council asking me?

Another participant said “getting an invite to the meeting would be useful.

Knowing what will be talked about?

One participant stressed it was necessary to be clear about what the meeting was about and that providing an agenda was not sufficient.

Knowing who my councillor is?

One participant indicated there should be opportunity for residents/participants to meet with the councillors before the meeting to ensure they (residents) were relaxed. This view of having opportunity to interact with the councillors to get a feel of the councillor(s) and their like’s/dislikes, hobbies, standpoint on issue(s) etc. was affirmed by everyone. They also agreed it would be useful to help participants to relax during the interaction with the councillor(s).

Do you know who your ward councillor is? Can you contact them?

With the exception of one participant who indicated Cllr Conor Burns was their ward councillor, no one was able to mention who was their councillor.

A few participants said that councillors were not going about meeting the local residents to find out what/which local issues affected them.

One participant asked “Is there still a learning disability group/councillor”. The Senior Researcher agreed to enquire and report back to the Friends Forum.

Do you have any ideas about how BCP Council can make sure different groups are involved?

Participants noted the following:

- Great to meet on Zoom to talk about consultations.
- Previously, when there were consultations the staff would come out and go through the consultation papers and answer any questions answered.
- Consultations can be organised through the group as it is a known space – People First

Other ideas

Better to come to the group and share what consultation/other event was planned so that members can promote it and participate

Appendix A1 - Respondent profile (Postal Survey)

Group	Breakdown	Unweighted	Weighted	
		Number	Number	%
Gender	Male	320	315	54%
	Female	248	267	46%
Age	18 – 24 years	5	13	2%
	25 - 34 years	46	137	23%
	35 - 44 years	65	94	16%
	45 - 54 years	76	100	17%
	55 – 64 years	112	87	15%
	65 - 74 years	141	83	14%
	75 - 84 years	86	49	8%
	85+ years	43	26	4%
Disability	Yes, limited a lot	66	53	9%
	Yes, limited a little	142	118	20%
	No	357	414	71%
Ethnicity	White British	520	515	88%
	White Other	30	35	6%
	BME	18	34	6%
Religion	No religion	162	208	37%
	Christian	360	331	59%
	Other religion	24	26	5%
Sexual Orientation	Heterosexual	506	507	95%
	All other sexual orientations	17	29	5%
Transgender	Transgender	<10	10	2%
	Not transgender	485	511	98%
Children under 17	Yes	123	172	29%
	No	450	424	71%
Economic Activity	Employee in full-time job	138	241	44%
	Employee in part-time job	67	60	11%
	Self-employed full or part-time	54	47	9%
	On a government supported training programme	0	0	0%
	Full-time education at school/college/university	<10	<10	<3%
	Unemployed and available for work	10	12	<3%
	Permanently sick/disabled	24	26	5%
	Wholly retired from work	222	136	25%
	Looking after the home	18	17	<3%
	Doing something else	9	<10	<3%

Appendix A2 - Ward Profile (Postal Survey)

Ward	Unweighted	Weighted	
	Number	Number	%
Alderney & Bourne Valley	29	28	4.5%
Bearwood & Merley	23	25	4.0%
Boscombe East & Pokesdown	12	19	3.1%
Boscombe West	12	17	2.7%
Bournemouth Central	12	24	3.9%
Broadstone	20	21	3.4%
Burton & Grange	8	16	2.6%
Canford Cliffs	21	10	1.6%
Canford Heath	22	20	3.2%
Christchurch Town	16	17	2.7%
Commons	18	10	1.6%
Creekmoor	13	15	2.4%
East Cliff & Springbourne	21	27	4.4%
East Southbourne & Tuckton	19	10	1.6%
Hamworthy	14	21	3.4%
Highcliffe & Walkford	29	7	1.1%
Kinson	31	31	5.0%
Littledown & Iford	16	15	2.4%
Moordown	13	18	2.9%
Mudeford, Stanpit & West Highcliffe	14	18	2.9%
Muscliff & Strouden Park	29	32	5.2%
Newtown & Heatherlands	27	29	4.7%
Oakdale	15	19	3.1%
Parkstone	21	18	2.9%
Penn Hill	18	20	3.2%
Poole Town	16	21	3.4%
Queen's Park	25	11	1.8%
Redhill & Northbourne	11	14	2.3%
Talbot & Branksome Woods	25	18	2.9%
Wallisdown & Winton West	11	17	2.7%
West Southbourne	18	15	2.4%
Westbourne & West Cliff	14	18	2.9%
Winton East	7	17	2.7%

Appendix B1 - Respondent profile (Open Consultation)

Group	Breakdown	Number	%
Gender	Male	272	63%
	Female	469	37%
Age	Under 18	<10	1%
	18 – 24 years	<10	1%
	25 - 34 years	39	5%
	35 - 44 years	83	11%
	45 - 54 years	139	19%
	55 – 64 years	160	21%
	65 - 74 years	221	29%
	75 - 84 years	89	12%
	85+ years	<10	1%
Disability	Yes, limited a lot	55	7%
	Yes, limited a little	147	20%
	No	534	73%
Ethnicity	White British	657	92%
	White Other	35	5%
	BME	19	3%
Religion	No religion	274	40%
	Christian	376	55%
	Other religion	31	4%
Sexual Orientation	Heterosexual	635	95%
	All other sexual orientations	33	5%
Transgender	Transgender	694	100%
	Not transgender	<10	0%
Children under 17	Yes	151	20%
	No	613	80%
Economic Activity	Employee in full-time job	181	25%
	Employee in part-time job	112	15%
	Self-employed full or part-time	58	8%
	On a government supported training programme	-	-
	Full-time education at school/college/university	7	1%
	Unemployed and available for work	9	1%
	Permanently sick/disabled	20	3%
	Wholly retired from work	291	40%
	Looking after the home	21	3%
	Doing something else	34	5%

Appendix B2- Ward Profile (Open Consultation)

Ward	Number
Alderney & Bourne Valley Ward	26
Bearwood & Merley Ward	27
Boscombe East & Pokesdown Ward	23
Boscombe West Ward	19
Bournemouth Central Ward	16
Broadstone Ward	17
Burton & Grange Ward	14
Canford Cliffs Ward	17
Canford Heath Ward	24
Christchurch Town Ward	20
Commons Ward	9
Creekmoor Ward	11
East Cliff & Springbourne Ward	23
East Southbourne & Tuckton Ward	20
Hamworthy Ward	42
Highcliffe & Walkford Ward	30
Kinson Ward	18
Littledown & Iford Ward	12
Moordown Ward	12
Mudeford, Stanpit & West Highcliffe Ward	24
Muscliff & Strouden Park Ward	28
Newtown & Heatherlands Ward	11
Oakdale Ward	16
Parkstone Ward	29
Penn Hill Ward	12
Poole Town Ward	33
Queens Park Ward	15
Redhill & Northbourne Ward	16
Talbot & Branksome Woods Ward	20
Wallisdown & Winton West Ward	20
West Southbourne Ward	19
Westbourne & West Cliff Ward	16
Winton East Ward	14

Appendix B3 – Organisations responding to the consultation (Open Consultation)

3rd Poole Sea Scouts
Barber Lounge Pokesdown
Boscombe Community Fridge
Bournemouth Community Church
British Rowing
Castle Wheelers cycle club, Highcliffe
Cherry Tree Nursery
Christchurch & District Sports Council
Churches together in Poole
Citizens Advice Bournemouth Christchurch & Poole
Community Action Network
Friends of Harbour Reach
Hamworthy Morning Townswomens Guild
HENRA (hengistbury residents association)
Highcliffe & Walkford Parish Council
Kushti Bok
LGB&T Dorset Equality Network
Moore Avenue Park Community Group - Supporting The Community Coach Tours -
Bournemouth Area Transport Action Group
Mudford Wood Community Centre
North Bournemouth Area Forum
Organisation:
Parkstone Bay Association
St Clements & Knole Road residents group
Strouden Park Community Centre
The Society for Poole
The Wave Project
Twynham Church
Viewpoint Residents' Association and Neighbourhood Watch
Water Lily Project
Winton Community Shed

Appendix B4- The name/s of the group/s that participants have been involved with (Open Consultation)

3ts

Adult Asperger's Group within the local community.

AFCB Community Sports Trust

Age Concern + U3A

and please tell us the name/s of the group/s that you hav...

BCP MYP

Becky McDade

BH11 Loneliness Group

Bop's Community Working Group

Borne Free, DREC, Citizens Advice

Boscombe Forum

Bournemouth Conversation

Branksome Park & Canford Cliffs Residents' Association

Broadstone Neighbourhood Forum

CAN board member and BU PIER member

CAN Forums

CCG, Dorset race equality, Its All About Culture.

Chair of PHP Home Panel. Member of PHP TiE, Tenancy and Neighbourhood and Community Panel

Chair of residents Assoc.; School governor/related meetings; HENRA

Christchurch Arts Guild

Community Centre

Cpre (Poole Group)

Elms Estate

Evangelisation Group at St Bernadette's Church, Draycott Road, Ensbury Park

Friends of Hamworthy park

Friends of Highcliffe Beaches and Cliffs

Friends of Twynham, fundraising and social group

Future Parks Accelerator programme, BCP Cultural Enquiry; Walking for Health, Active

Dorset - Cycling Forum,

Heathwatch. Moore Avenue Community and support group

Highcliffe & Walkford Parish Council

Highcliffe and Walkford in Bloom, Highcliffe Residents Association

Highcliffe Friends in Need

Highcliffe High Street Traffic Improvements

Highcliffe Residents Association

Involvement with churches in Poole

Jumpers and at Catherine's hill residents association

Kinson Business Forum

Labour party. Spartans swimming. Beyond the Blue swimming.

Library Services

Loneliness Working Group

Meetings at Westbourne library, planning meetings

Metropolitan Residents Association

Monday lunch club Hamworthy

Moore Avenue Park Community Group - Supporting The Community (Mental Health Issues) -

Bournemouth Area Transport Action Group

Moore Avenue Park Community Group & Supporting The Community Coach Tours Meeting & A.G.M.

NHS - CCG consultation group

North Bournemouth Crime Prevention Panel
 Parkstone Bay Association
 Parkstone Bay Association.
 Playmoor Skatemoor
 Pokesdown Forum & the B & P Neighbourhood Plan Springbourne Forum. Transition
 Bournemouth, Greenpeace, Friends of the Earth, PA21, Make Votes Matter, Dorset Equality
 Group and Sustainable Dorset
 Poole Bay Rotary Club; Poole Heritage Forum
 Poole heritage forum
 Poole Housing Partnership panel member
 Poole Park Forum : Parkstone & Lower Parkstone Neighbourhood Watch : Poole Locals
 (Baiter Skateboard Park) : Whitecliff Harbourside Park Volunteers
 Poole park railway
 Poole Quays Forum
 Queen's Park Neighbourhood Forum and Charminster/Queen's Park Speedwatch Campaign
 REMAP Bournemouth and District Panel
 Residents regarding Planning Application
 School governors
 Signed petition against demolition of local houses to build block of flats
 Slades Farm Conservation Group
 SOSBA and Southbourne In Bloom
 Sport Poole
 St Andrews Church Kinson. Food bank and other church groups
 Strouden Park Forum & Bournemouth Civic Society
 Tall Trees Home Owners Association.
 Tenant Involvement and Empowerment Panel at Poole Housing Partnership
 Third Sector Networking meetings
 Throop & Holdenhurst Local Forum
 Throop conservation
 Transition Bournemouth
 Umoja Arts Network
 Unison BCP branch meetings
 West Howe / Boscombe Partnerships
 West Howe Community Enterprises
 West Howe Schools Project
 Wisdom Foundation
 Xch Sports Council is involved with Town and Parishes, local sports clubs and with Active
 Dorset County Sports Partnership

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CABINET



Report subject	Complaints and 2020/21 LGSCO annual report
Meeting date	29 September 2021
Status	Public Report
Executive summary	<p>The Ombudsman's national report has highlighted that there is an increased strain upon Council complaints processes nationally with the Ombudsman upholding 67% of the complaints it investigates nationally.</p> <p>BCP Council's figures reflect the national picture, with the uphold rate slightly above the national average at 69%. The cost of upheld complaints is increasing with Ombudsman financial remedies costing BCP Council £5,877 in the last financial year, 2020/21.</p> <p>The trends highlighted by the Ombudsman have continued so far in 2021/22 for BCP Council. The current uphold rate for investigated complaints up to end of July 2021 is at 73%, with financial remedies so far costing more than £12,750.</p> <p>Work is underway to centralise complaint handling which is expected to ease pressure on frontline services and enhance the quality and speed of complaint resolution.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>Cabinet note the Local Government and Social Care Ombudsman's Annual Report</p> <p>Cabinet note the plans for future complaint handling</p>
Reason for recommendations	<p>Good public administration is more important than ever and managing complaints effectively is not simply a transactional process. The public experience of local services provides unique insight that can be harnessed as a key driver for learning and improvement.</p> <p>Cabinet members should be kept informed regarding the Council's performance in relation to the Local Government and Social Care Ombudsman and of the steps it is taking to improve the way the council manages complaints.</p>

Portfolio Holder(s):	Councillor Drew Mellor – Leader of the Council
Corporate Director	Graham Farrant
Report Authors	Graeme Smith, Policy Officer
Wards	Council-wide
Classification	For Information

Background

1. BCP Council operates a two-stage complaint investigation process for all complaints that sit outside of a statutory complaints process. These are referred to as corporate complaints.
2. There are separate statutory processes for handling complaints relating to Adult Social Care, Children Social Care and for Bournemouth held council housing stock.
3. All stages of the council's complaint investigation processes are currently managed within service units.
4. Local Government & Social Care Ombudsman (LGSCO) enquiries and investigations, complaints policy, process and corporate reporting is managed by the Policy and Research Team.
5. The Head of Policy and Research is the LGSCO Link Officer for BCP Council.
6. If a complainant remains unhappy after corporate and statutory complaints processes have been completed, they are advised to refer their complaint to the LGSCO.
7. The role of the LGSCO is to provide an independent and impartial service to investigate complaints about Councils, or actions taken by another body on behalf of the Council.
8. The remit of LGSCO is limited to complaints of maladministration which have led to injustice, a failure in a service, or failure to provide a service.
9. When aiming to settle complaints, the LGSCO may suggest a financial payment and/or changes in the councils' policy or practices.
10. The Ombudsman provides an annual review in July of each year detailing the numbers of complaints they have received, determined and upheld across the UK. They also provide a breakdown report for each local authority providing the same information at authority level.
11. The last financial year began with the Ombudsman having paused all casework and closed to new complaints. This was a decision the Ombudsman took to ease pressure on Local Authorities at the height of the first Covid-19 lockdown. The Ombudsman resumed activities in late June 2021, representing a complete closure of almost three months. The Ombudsman then took a phased approach to the resumption of activities. Consequently, this year's figures are not entirely comparable to the previous year's.

Headlines from the Ombudsman's National Report

12. The Ombudsman has highlighted the 'widening cracks' in local government complaint handling. Over the past year, the Ombudsman has upheld a greater proportion of investigations – 67% – than ever before. The previous year this rate was 61%. This continues an upward trend since the Ombudsman started publishing its uphold rate.
13. Despite being closed to new complaints at the height of the first COVID-19 lockdown, and so registering fewer complaints than recent years, the Ombudsman still received 11,830 complaints and enquiries from members of the public. The investigations undertaken over the past year have led to 3,104 recommendations to put things right for individuals.
14. There has been an increase in the frequency of recommendations where the Ombudsman has recommended actions such as changing and revising procedures and training staff. This suggests that the Ombudsman is increasingly finding systemic issues rather than one off mistakes.
15. The Ombudsman is still seeing high levels of compliance with its recommendations, with councils carrying out those recommendations in 99.5% of cases.
16. Michael King, Local Government and Social Care Ombudsman, said:

"We've been issuing our annual reviews for the past seven years now and, while every year has seen its challenges, this year seems to have been the most difficult for local authorities.

While the way local authorities dealt with the pressures of COVID-19 is still being played out in our casework, early indications suggest it is only widening the cracks that were already there and has deepened our concerns about the status of complaints services within councils. These concerns are not new and cannot be wholly attributed to the trials of the pandemic.

I am concerned about the general erosion to the visibility, capacity, and status of complaint functions within councils.

Listening to public complaints is an essential part of a well-run and properly accountable local authority, committed to public engagement, learning, and improvement. I know the best councils still understand this and put local democracy and good complaints handling at the forefront of their services."
17. Over the past 12 months, the Ombudsman has found fault in more than three quarters of complaints investigated about Education and Children's Services (77%), the previous year was 72%, across all councils.
18. There was an increase in the uphold rate of all categories of complaint, other than Environmental Services and Protection, which typically include complaints about refuse and recycling, noise, pollution and licensing.

Ombudsman report for BCP Council 2020/21

19. Much of the Ombudsman's national report is reflected in the report for BCP Council. Despite the three-month closure to new complaints the Ombudsman still received 98 complaints in 2020/21 relating to BCP Council, compared to 105 in 2019/20.

20. The Ombudsman determined 82 complaints compared to 112 the previous year. The Ombudsman will not determine the same number of complaints as they received in any one year as the time taken to review complaints means they will not determine all of them by end of year. Of the 98 complaints received last year 30 remained undetermined at end of year.
21. The number of cases determined by the Ombudsman are limited by Ombudsman capacity so it is likely that this number will remain fairly consistent over time. A number of our current open complaints are awaiting allocation to investigator, suggesting that capacity is an issue for the Ombudsman. Therefore, the number of complaints determined may not be a strong indicator of complaint performance. Indeed, it may be arguable that a fall in the number of complaints determined without a fall in complaints received would be indicative of more investigations and therefore greater concern about the quality of investigations. This is because the Ombudsman is selective about those complaints that it investigates in detail and will only investigate complaints where they believe there is the possibility that they may find fault.
22. The table below shows the number of complaints the Ombudsman received, determined and investigated for BCP Council last year:

	Received	Determined	Investigated	Upheld	Uphold Rate
Adult Care Services	14	16	5	4	80%
Benefits & Tax	3	2	-	-	-
Corporate & Other	9	6	1	1	100%
Education & Childrens Services	18	12	3	2	66%
Environmental Services & Public Protection & Regulation	16	14	1	1	100%
Highways & Transport	9	6	-	-	-
Planning & Development	18	17	3	1	33%
Housing	10	8	-	-	-
Other	1	1	-	-	-
Total 2020/21	98	82	13	9	69%
Total 2019/20	105	112	28	14	50%

23. Because there is a low number of investigated complaints in each category the uphold rate is fairly meaningless at a category level. However, as a total, it is clear that the uphold rate is on the rise and we are now above the national average for complaints upheld (67%).
24. Of the 9 complaints upheld this year the Ombudsman recommended a financial remedy in 5 cases for a total value of £5,877. This represents an increase in value of awards over the previous year where a financial remedy was recommended in 7 cases for a total value of £3,250.

Ombudsman Cases Determined Between 1 April 2021 and 30 July 2021

25. The trends that the Ombudsman report has identified have continued for the first four months of this year. To date we have been made aware of the Ombudsman determining 23 complaints, of which 11 were investigations. Eight of these have been upheld giving an uphold rate of 73%. Financial remedies have been proposed for five of these, totalling more than £12,750.

Internal Monitoring of Complaints

26. Data collection and quality of reporting is inconsistent across the council as we don't have a single system or IT solution for collecting and monitoring progress with complaint investigation.
27. Legacy practice and processes for identifying as well as recording and managing corporate complaints have yet to be harmonised. This has meant that there is often a different interpretation of what constitutes a complaint across the authority and within service units.
28. Because of the inconsistency in approach to complaint identification and recording, we are unable to provide a meaningful indication of the service level performance.
29. Anecdotally we are aware that some services are struggling to cope with the demands of complaints, leading to delays in responses. This would suggest that there is a capacity issue in some units, driven by an increase in complaints or a reduction in resource, or a combination of the two.

Planned Complaint Management Actions

30. Corporate Management Board have agreed to proceed work to develop a centralised unit which will handle all complaints. This was shared with and endorsed by the Directors Strategy Group at its July meeting.
31. This should ease pressure on services, enhance the quality and speed of complaint resolution and reduce the Ombudsman upheld rate.
32. It is worth noting that Dorset Council has a central complaint unit and in the financial year 2020/21 had higher numbers of complaints investigated (30) and upheld (17) but a lower uphold rate (57%). Additionally, in 18% of the complaints upheld by the Ombudsman Dorset Council had already provided a satisfactory remedy in contrast to BCP where no upheld complaints already had a satisfactory remedy. Nationally the average is 10%.
33. The centralisation of complaints will provide independent complaint review, reduce the number of times complaints are handled as the corporate two stage process can be reduced to one, and provide a much clearer picture of complaints received and responded to by the authority, enabling the identification of cross-service trends and the dissemination of learning across the organisation.

34. As the LGSCO are finding more fault with policy, process and procedure rather than individual mistakes, it is timely and appropriate to learn from these through the Transformation programme.
35. The development of a central service will closely link to the Customer Services work package of the wider Transformation programme. One of the desired outputs would be integrating complaints handling into a single customer relationship management system.

Summary of financial implications

36. In 2020/21 the Ombudsman recommended five instances of financial remedies costing BCP Council £5,877. Whilst the financial remedies from last year have been met, this amount has already been exceeded in 2021/22 and there may be further in year financial risks to the council.

Summary of legal implications

37. There are no legal implications from this report.

Summary of human resources implications

38. There are no human resources implications from this report.

Summary of sustainability impact

39. There are no sustainability impacts of this report.

Summary of public health implications

40. There are no public health implications of this report.

Summary of equality implications

41. None of the upheld complaints indicated any equalities-based implications.

Summary of risk assessment

42. The absence of a single complaints management system makes it difficult to understand the full impact of complaint investigation on service units operational activity. We are seeing increasing delays in responses to complainants and to enquiries from the LGSCO.

Background papers

[Complaint process](#)

[Complaint handling guidance](#)

Appendices

- 1 LGSCO 2020/21 Annual Report

Local Government & Social Care OMBUDSMAN

21 July 2021

By email

Mr Farrant
Chief Executive
Bournemouth, Christchurch and Poole Council

Dear Mr Farrant

Annual Review letter 2021

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

Complaint statistics

This year, we continue to focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have focused statistics on three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the resource with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

Supporting complaint and service improvement

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

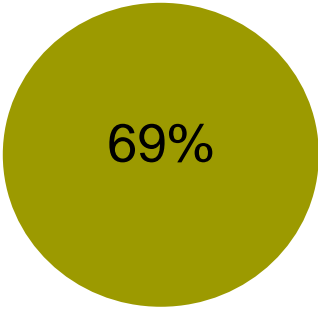
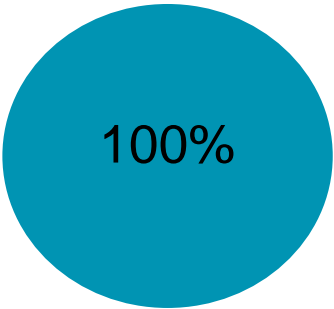
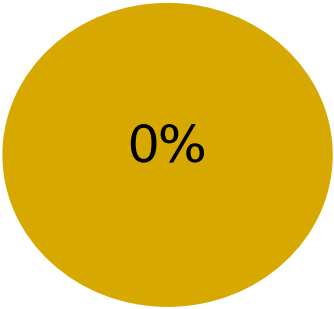
An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver an online complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MK', with a long horizontal stroke extending to the right.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld		
	<p>69% of complaints we investigated were upheld.</p> <p>This compares to an average of 63% in similar authorities.</p>	<p>9 upheld decisions</p> <p>Statistics are based on a total of 13 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
	<p>In 100% of cases we were satisfied the authority had successfully implemented our recommendations.</p> <p>This compares to an average of 99% in similar authorities.</p>	<p>Statistics are based on a total of 5 compliance outcomes for the period between 1 April 2020 to 31 March 2021</p>
<ul style="list-style-type: none"> Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning. 		
Satisfactory remedy provided by the authority		
	<p>In 0% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 10% in similar authorities.</p>	<p>0 satisfactory remedy decisions</p> <p>Statistics are based on a total of 13 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>

NOTE: To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.