

# **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](http://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	<b>20%</b>	<b>43%</b>
Signed a paper or online/e-petition	24%	28%
Commented about local issues on social media	17%	30%
Received BCP Council Email news / alerts	<b>30%</b>	<b>42%</b>
Read the council's magazine - 'BCP News'	<b>41%</b>	<b>38%</b>
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	<b>29%</b>	8%

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

Figure 3: Meetings attended

<b>If you have been to a meeting, was it a:</b>	<b>Postal Survey (Base = 43)</b>	<b>Open Consultation (Base = 118)</b>
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

<b>Influencing decisions in the local area</b>	<b>Postal Survey (Base = 504)</b>	<b>Open Consultation (Base = 801)</b>
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

<b>Influencing decisions in the local area</b>	<b>Postal Survey (Base =549)</b>	<b>Open Consultation (Base = 838)</b>
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

<b>Like to be more involved</b>	<b>Postal Survey (Base =593)</b>	<b>Open Consultation (Base =853)</b>
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	<b>56%</b>	<b>67%</b>
Take part in paper surveys/consultations	<b>45%</b>	<b>46%</b>
Sign a paper or online petition	<b>45%</b>	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%	<b>46%</b>
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	<b>73%</b>	<b>81%</b>
If I get feedback on consultations and how they have made a difference	<b>44%</b>	<b>62%</b>
If the council got in touch with me and asked me	<b>48%</b>	<b>52%</b>
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.bcpCouncil.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 note '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 shown in the Respondent Profile in Appendix A2.

### Influence of characteristics on response

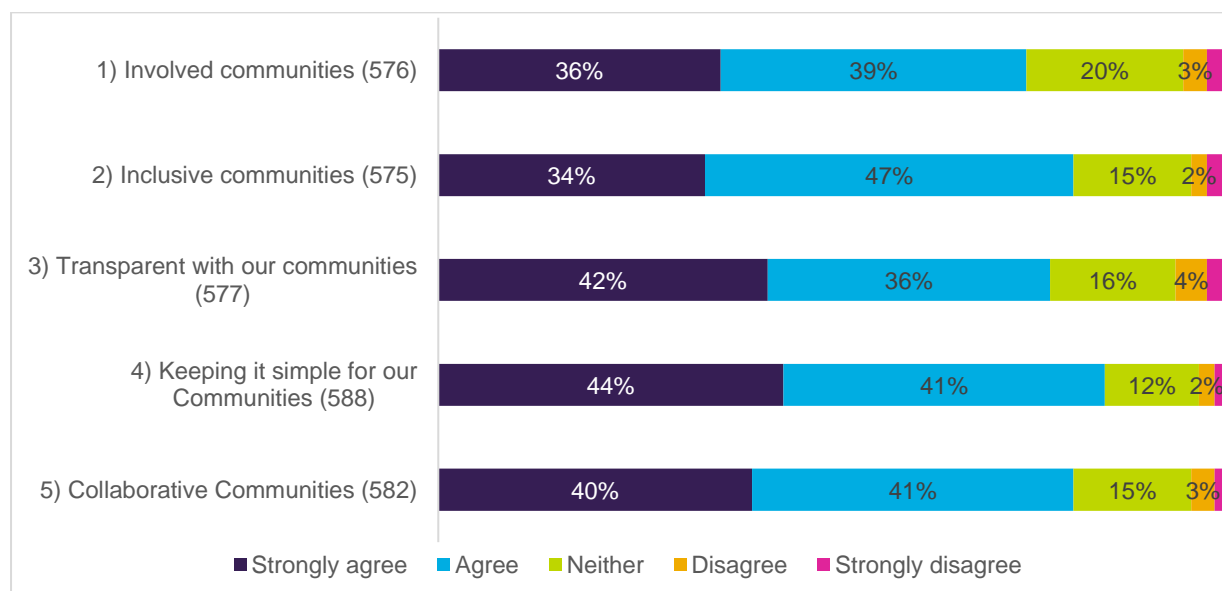
Where appropriate, we have investigated whether response is significantly influenced by protected characteristics (age, gender, limiting illness, ethnicity, religion and sexual orientation) or by the ward they live in, economic activity and whether they have children. Any significant differences are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

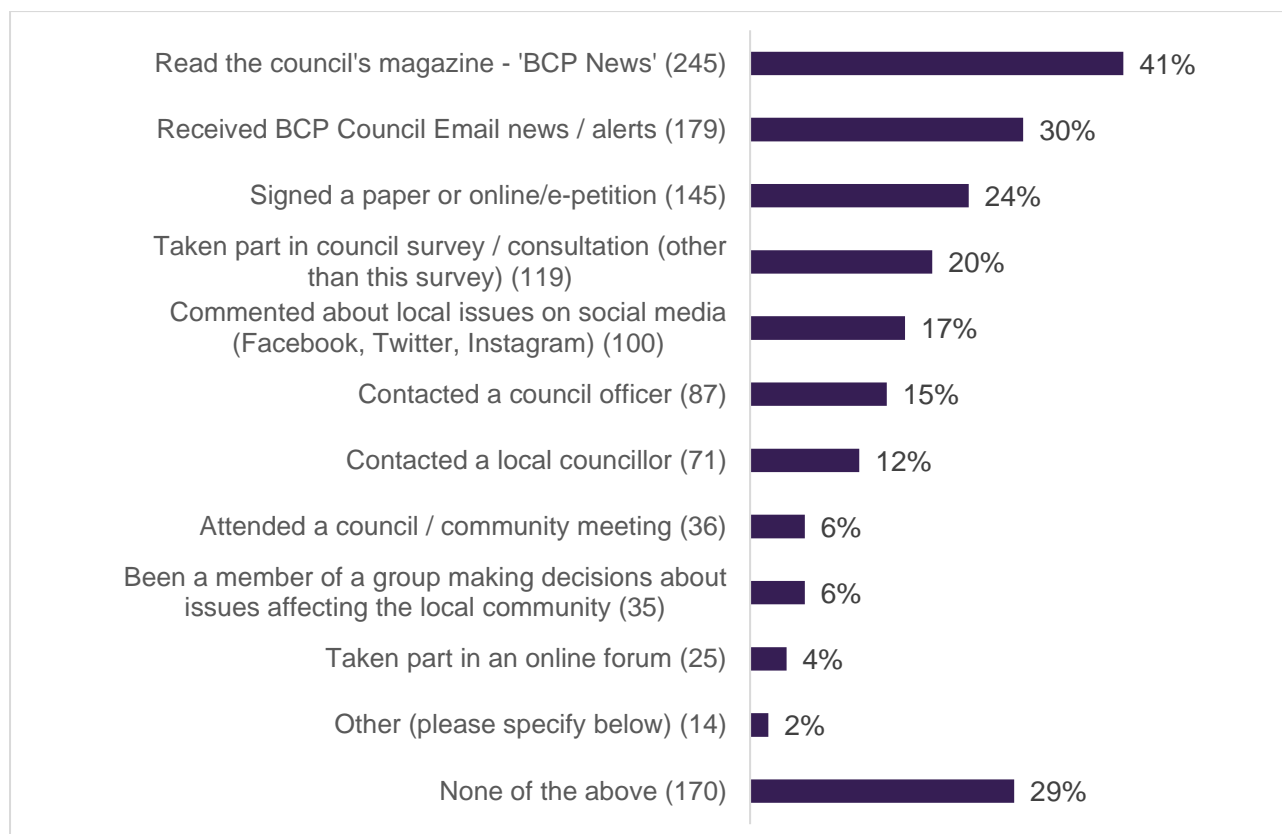
- Those aged **55-64** (88%) have highest levels of agreement, with other groups ranging from 75% (**45-54s**) to 85% (**18-34s**).
- **Males** (47%) are more likely to strongly agree than **females** (36%) (44% of **females** and 38% of **males** agree).
- Those with **other religion** are more likely 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

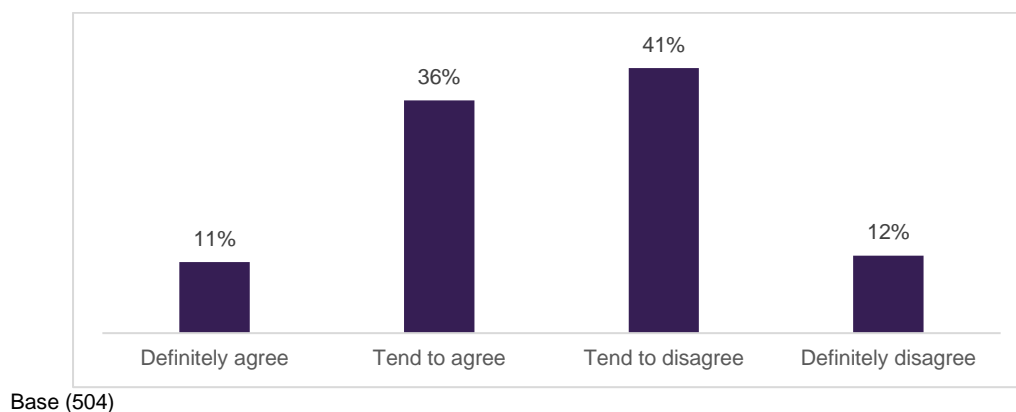
If you have been a member of a group or forum, what is it involved with:	Number
Regenerating the local area	14
Improving the local environment, parks or open spaces	11
Tackling local crime problems	10
Local health services and/or social care	8
Sports, adult learning, cultural or arts facilities/activities 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'.

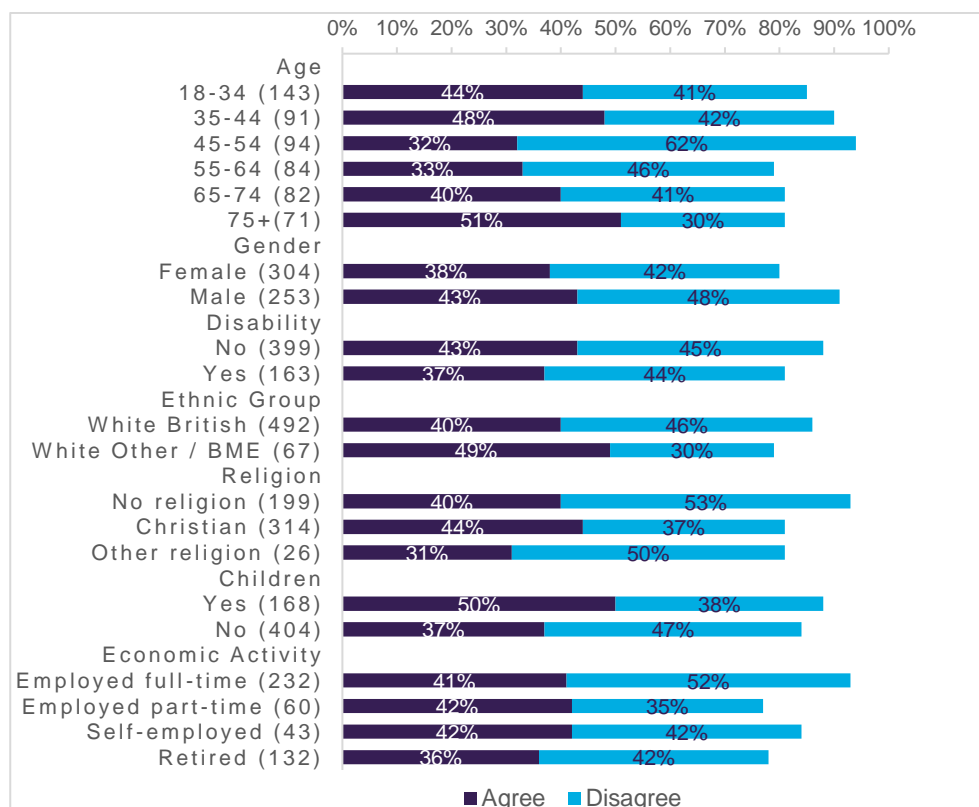
Figure 13: % agree/disagree that they can influence decisions affecting their local area



## Differences by protected characteristics

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

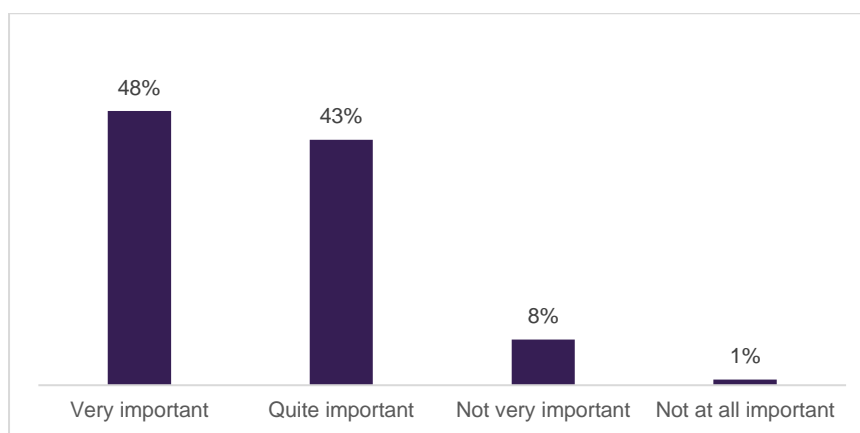
- **Males** are more likely to agree than **females**.
- Those aged **18-44** and **over 75** are more likely to agree than other age groups.
- Those without a **disability** are more likely to agree than **those with a disability**.
- **White Other/BME** are more likely to agree than **White British**.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

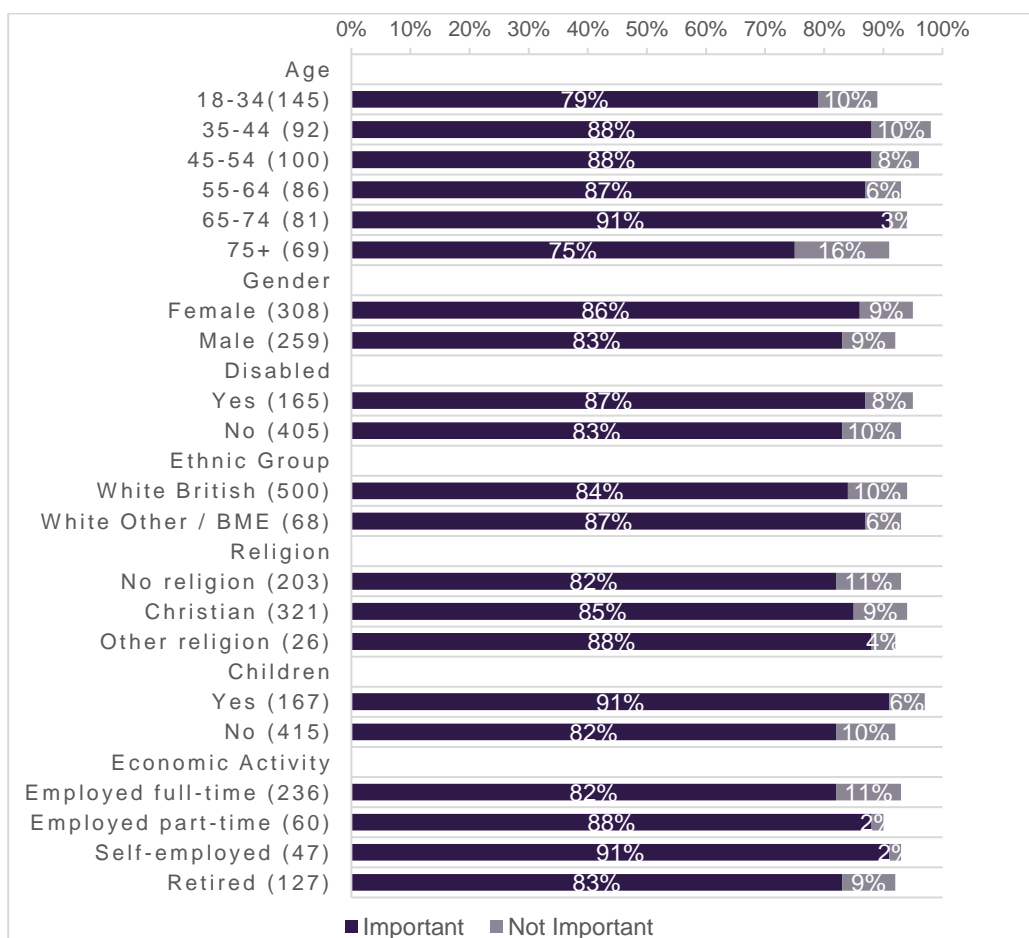


Base (549 respondents)

## 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.

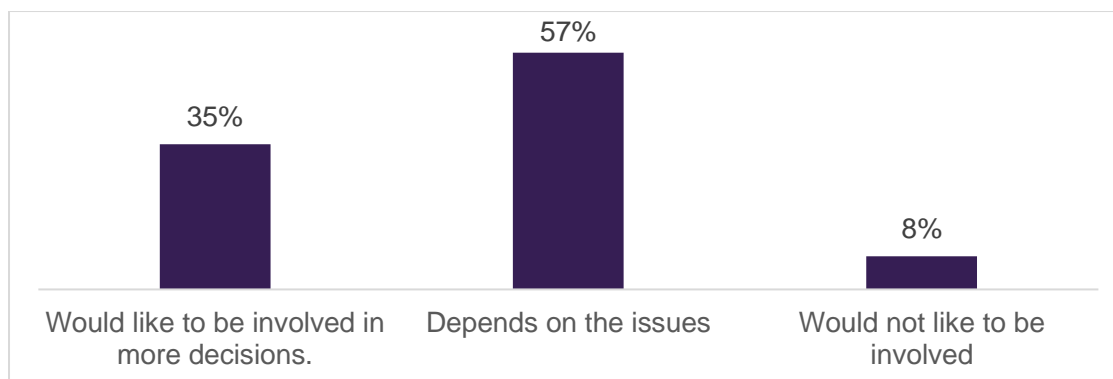
Figure 15: Feel it is important/not important to feel they can influence decisions in their local area by respondent groups (%)



## 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 (%)

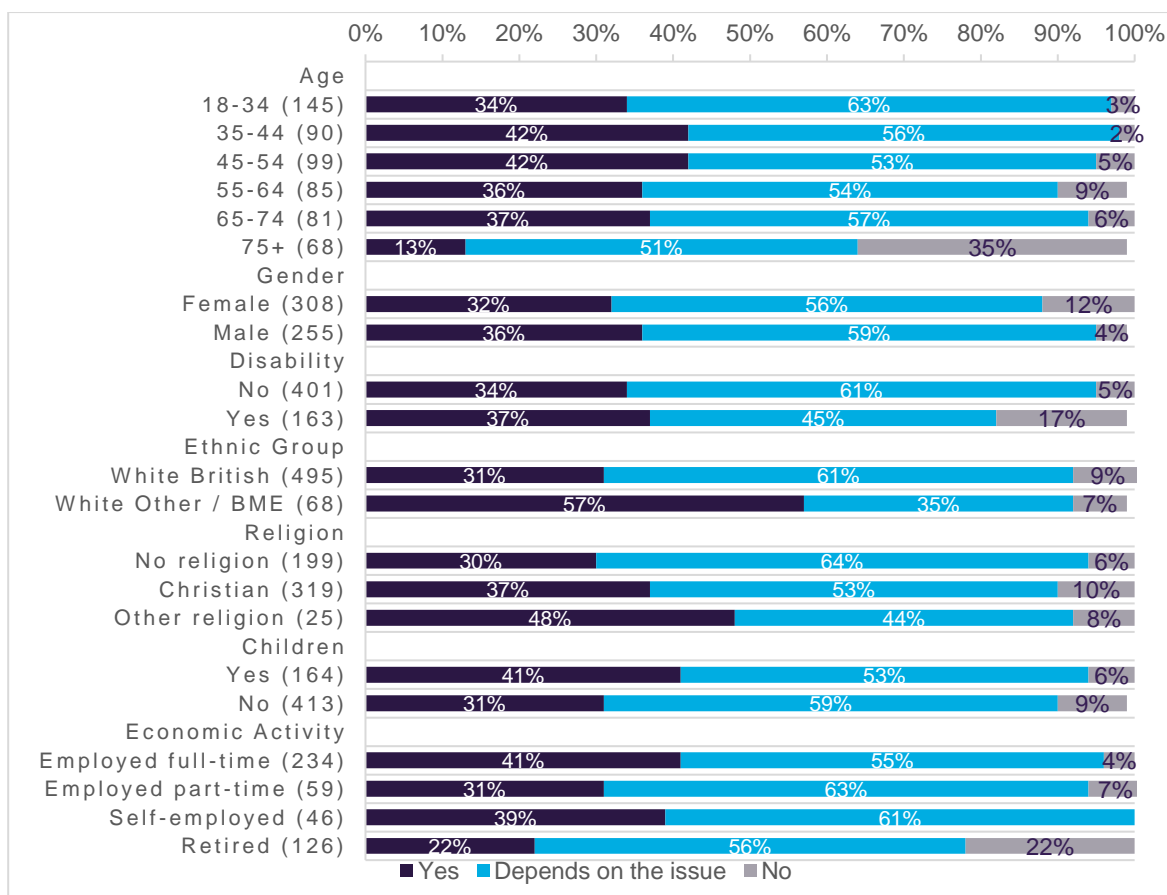


Base (593)

## 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.

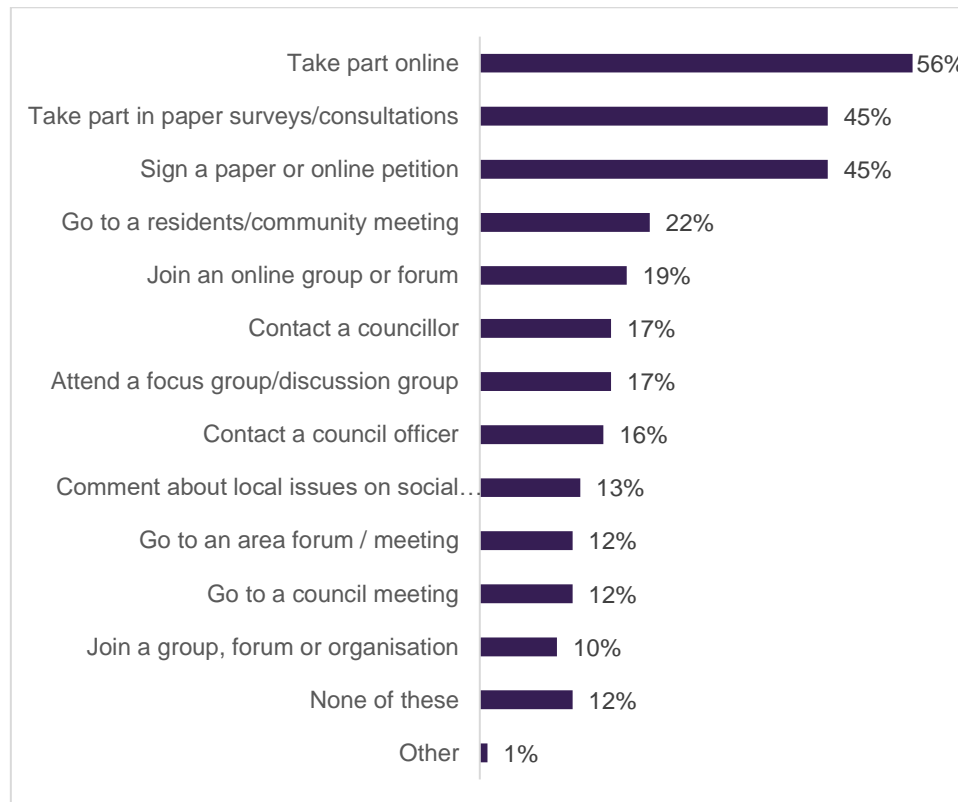
Figure 17: Interested in getting more involved in the decisions the council makes by respondent groups (%)



## 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 (%)

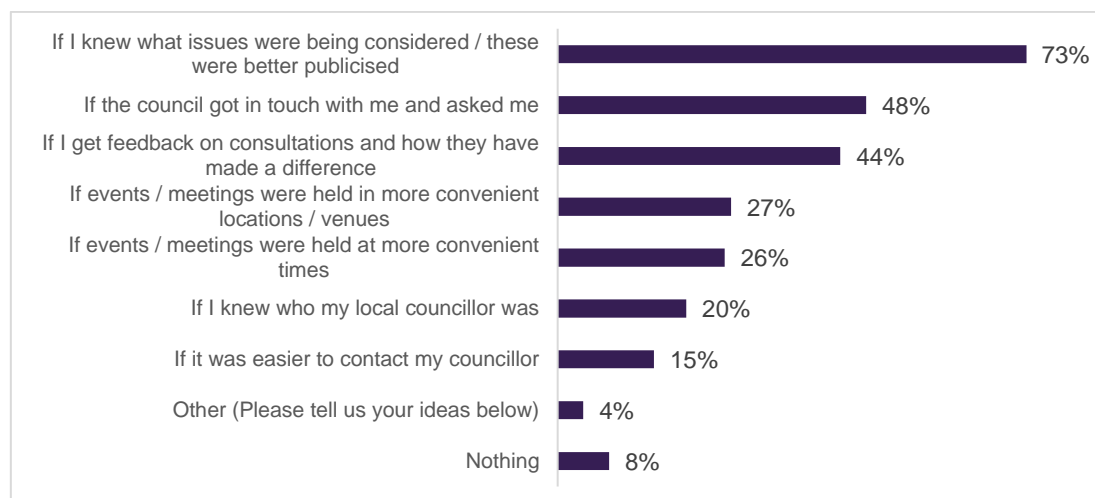
	Age (566)						Gender (560)		Disability (563)		Ethnic Group (560)		Religion (543)			Children (576)		Economic Activity (528)				
	A. 18-34	B. 35 - 44 years	C. 45 - 54 years	D. 55 - 64 years	E. 65 - 74 years	F. 75 years or over	A. Female	B. Male	A. Yes	B. No	A. White/ British	B. White / BME	A. No religion	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 (%)

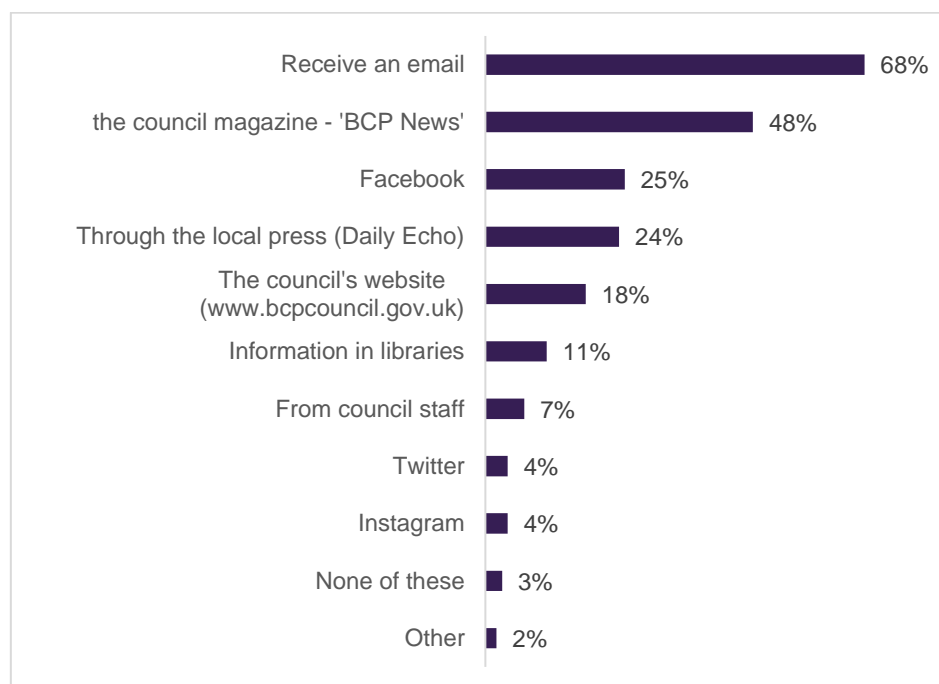
	Age (554)						Gender (557)		BME (559)		Limiting illness (560)			Religion (541)			Children (573)		Economic Activity (527)				
	A. 18-34	B. 35 - 44 years	C. 45 - 54 years	D. 55 - 64 years	E. 65 - 74 years	F. 75 years or over	A. Female	B. Male	A. White British	B. White Other/BME	A. Yes, limited a lot	B. 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.bcpCouncil.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?

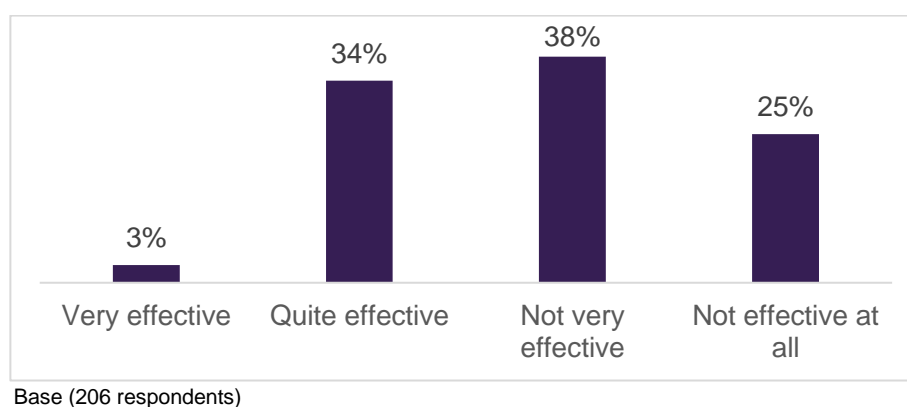


Base = 220 respondents

## 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.

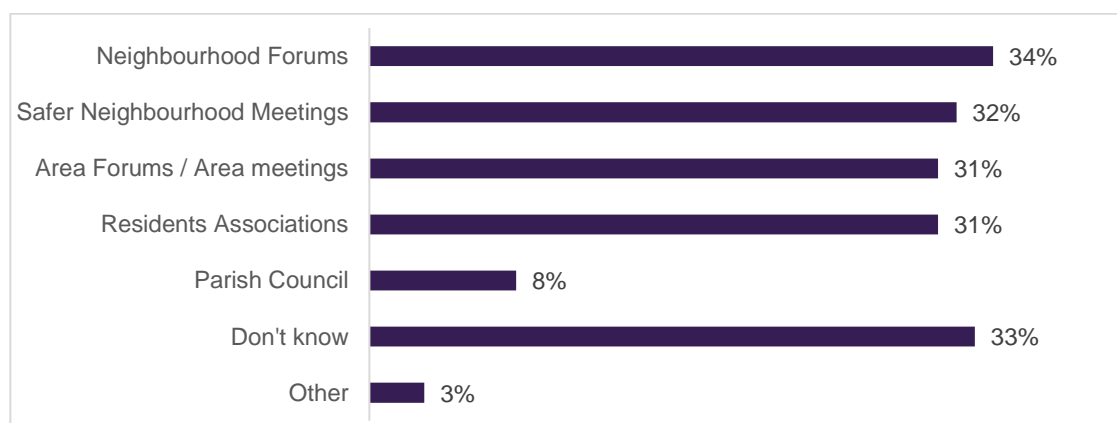
108 respondents who said they thought local groups are 'not very effective' or 'not effective at all' explained why. The main reasons are because they haven't heard of any groups (so how could they be), they do not engage, you don't get feedback / know of the outcomes/successes. Some felt that the council 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
<b>Total</b>	<b>581</b>	<b>31%</b>	<b>8%</b>	<b>34%</b>	<b>31%</b>	<b>32%</b>	<b>33%</b>	<b>3%</b>
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%

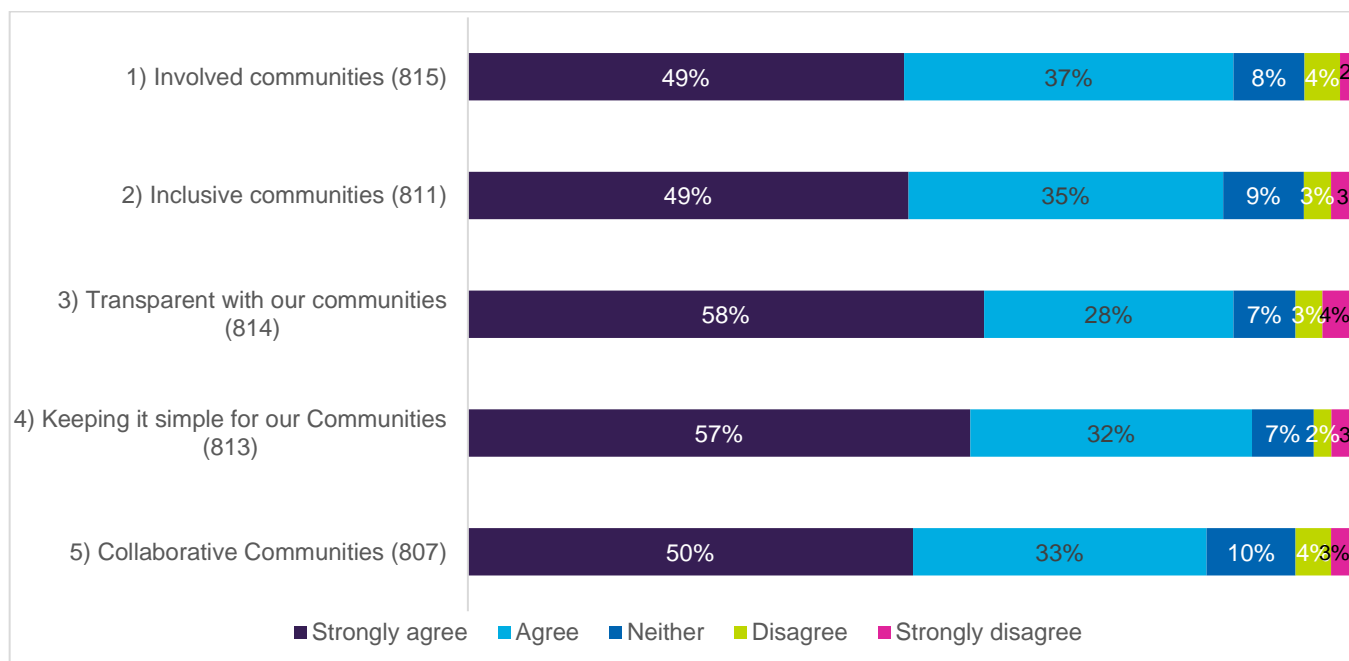
Base = 705 respondents

## 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.

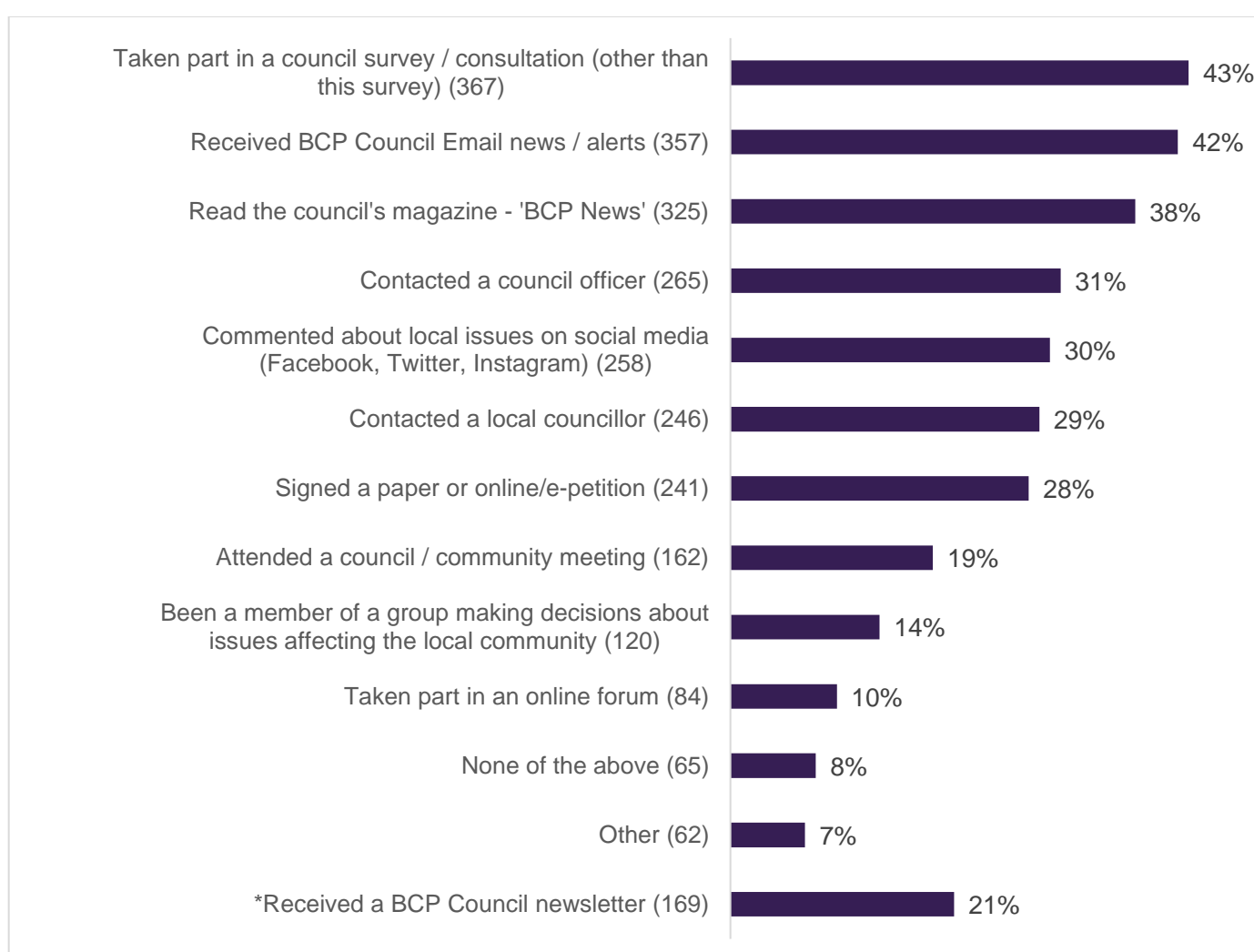
## Getting involved with the council

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)

<b>If you have been to a meeting, was it a:</b>	<b>Number</b>
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

<b>If you have been a member of a group or forum, what is it involved with:</b>	<b>Number</b>
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

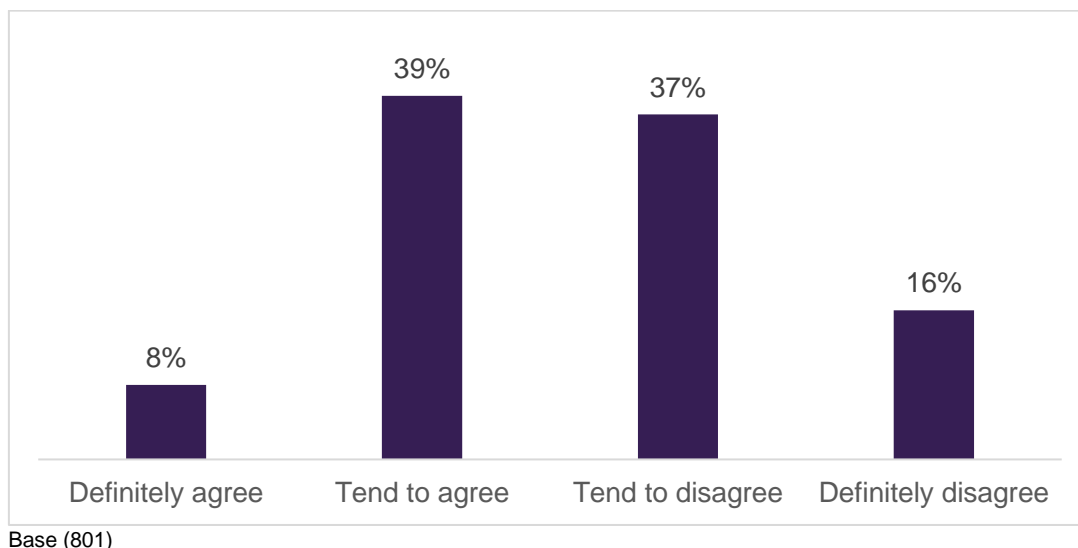
Respondents were asked to list the groups that they have been involved with. 71 people gave the name of at least one group. 5 groups were listed by 2 respondents each. The list of groups is available in Appendix B4.

## 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'.

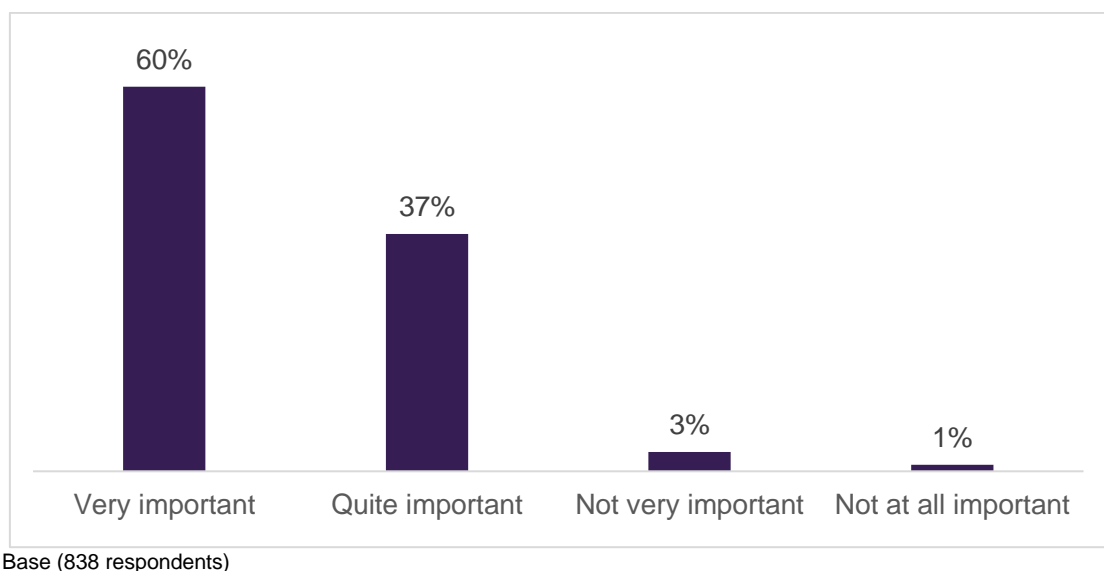
Figure 35: % agree/disagree that they can influence decisions affecting their local area



## 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



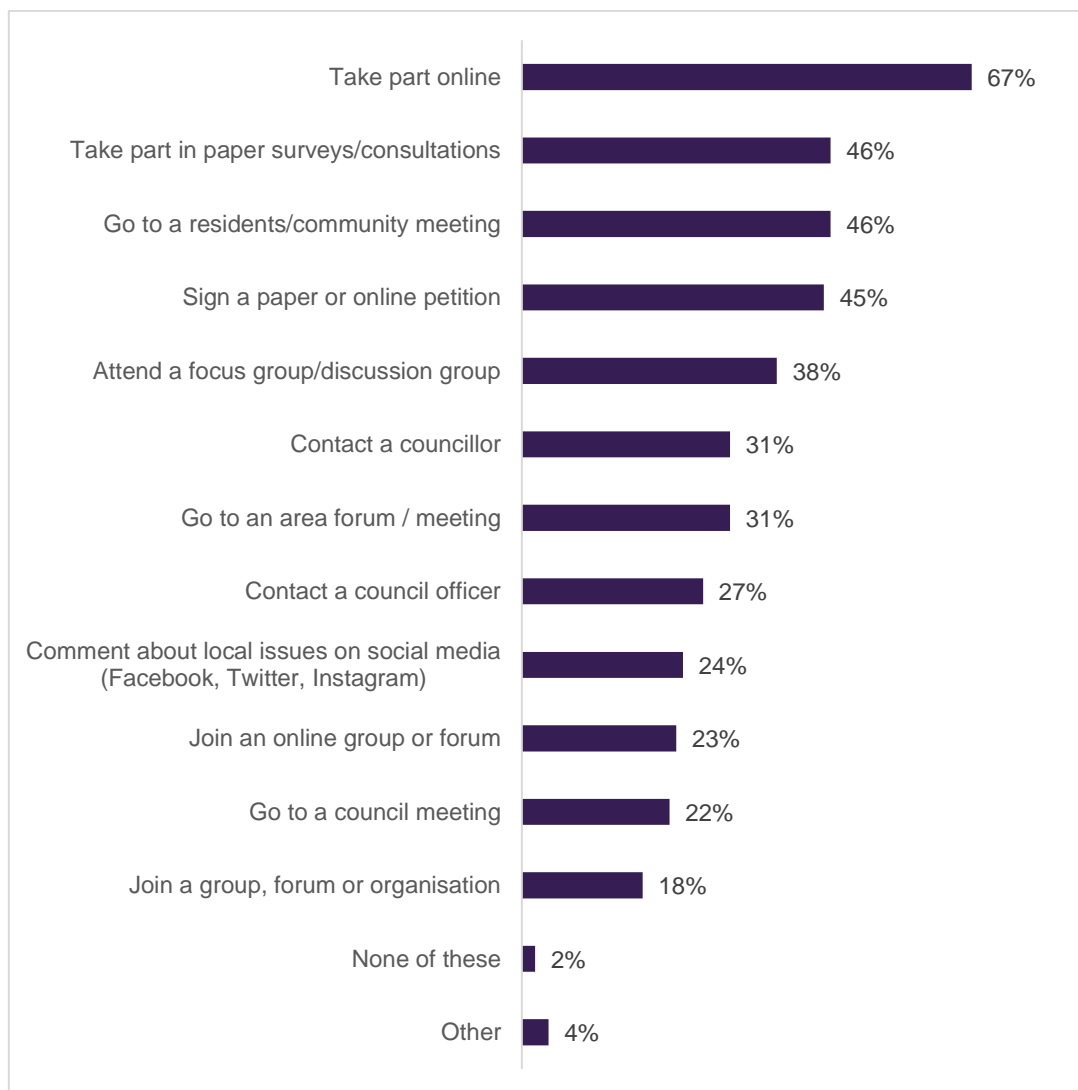
## Interest in getting more involved in the decisions the council makes

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).

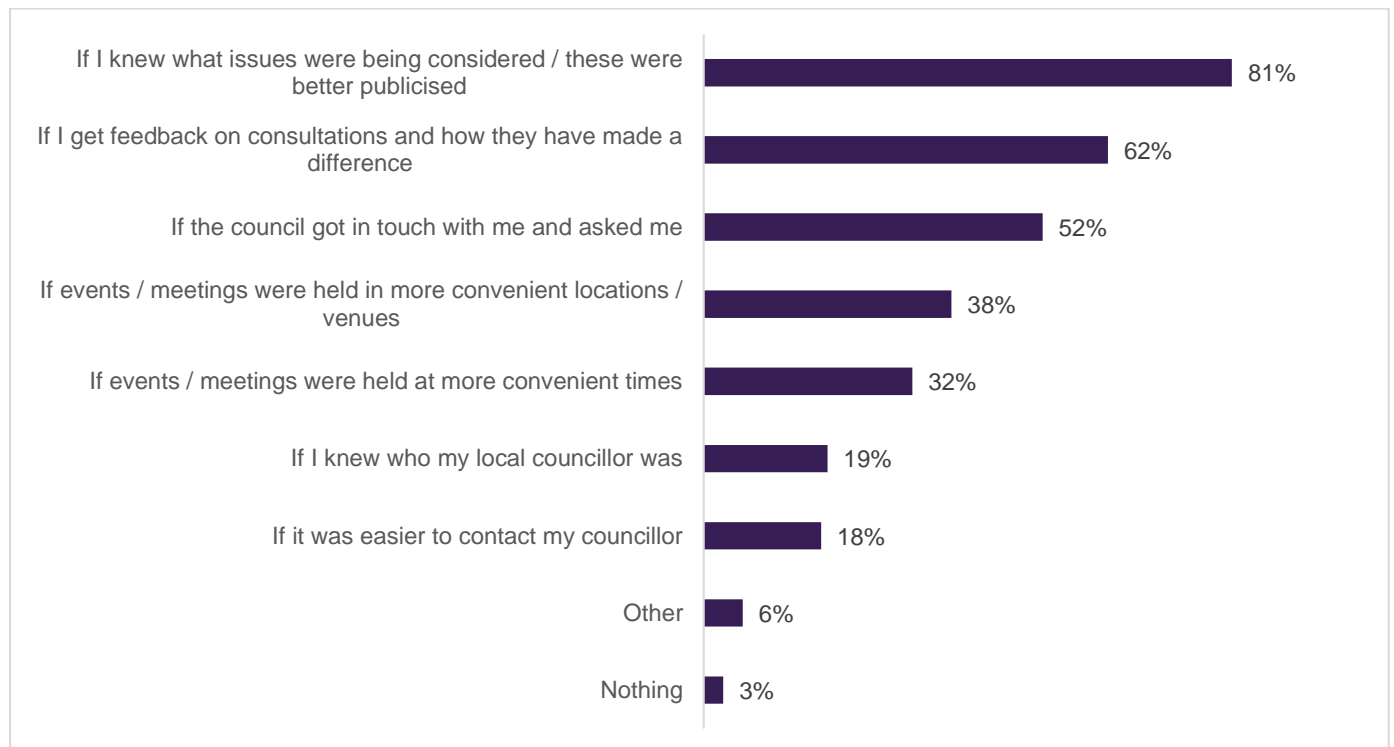


## What might encourage have your say / get involved in issues affecting your local area?

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?



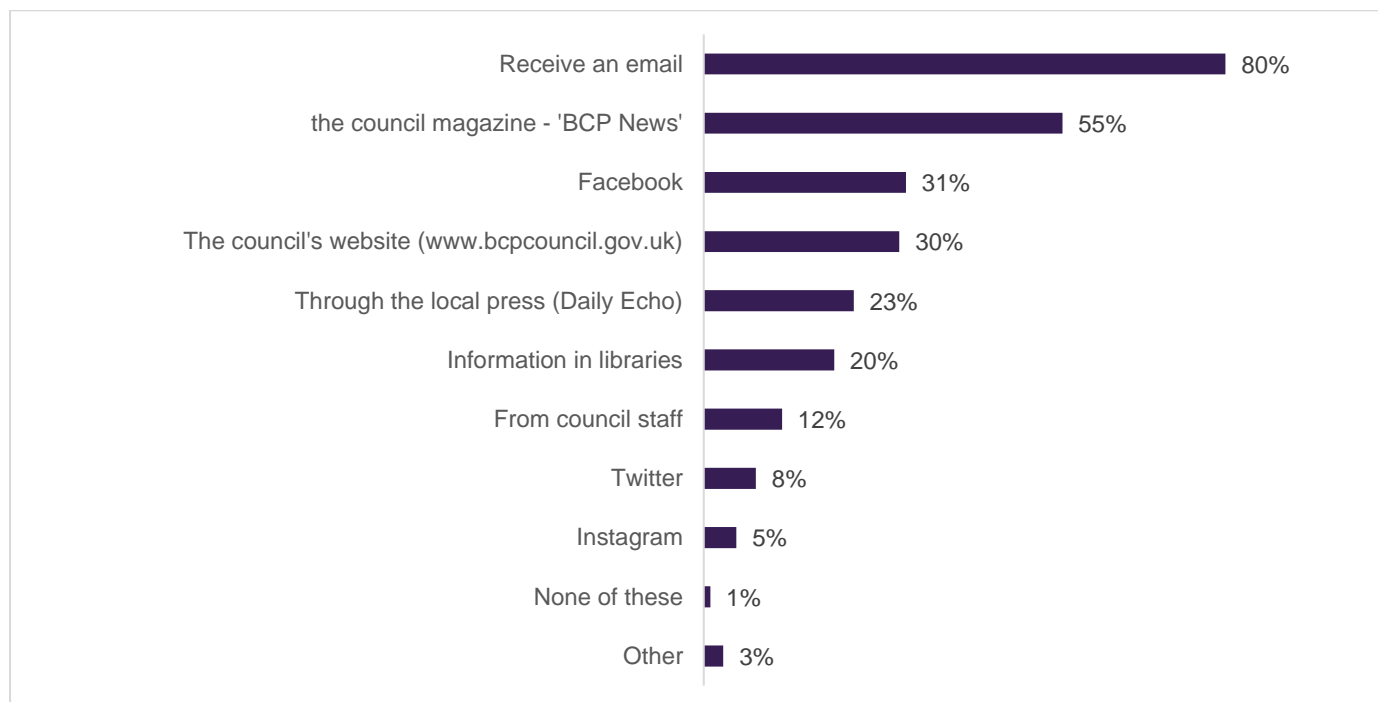
Base (846 respondents)

## 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?

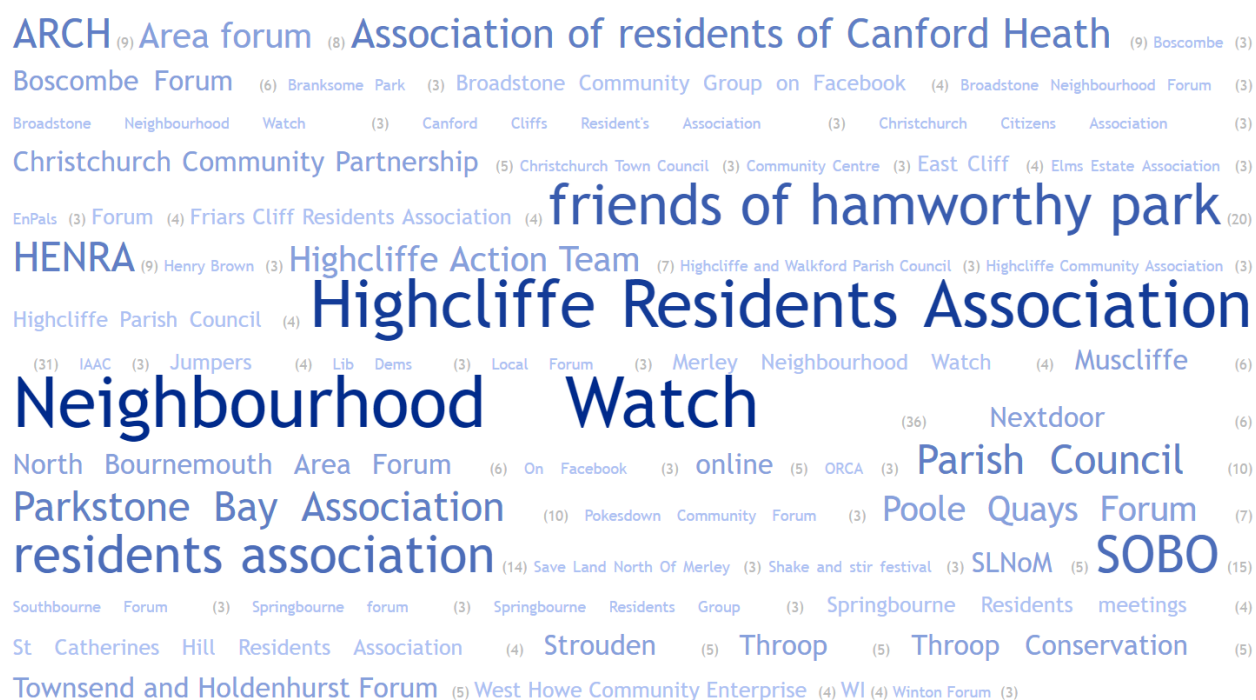


## Community Groups

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.

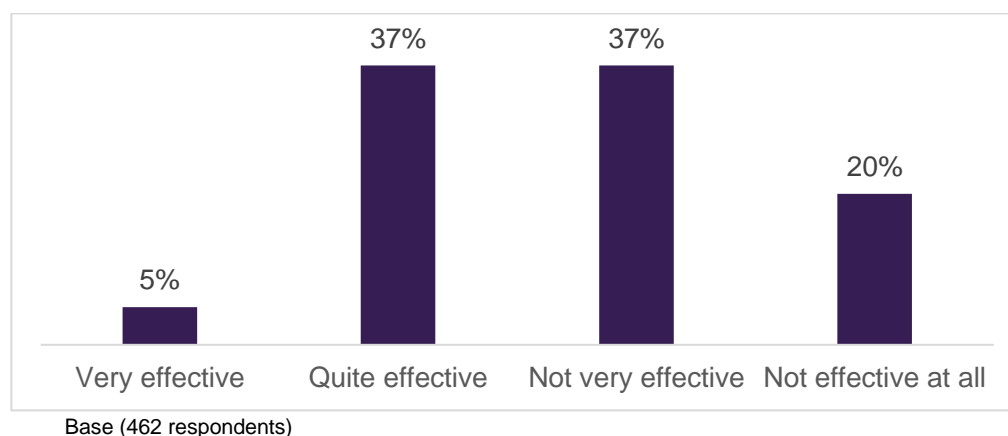
Figure 41: Thinking about your local area, what community groups are you aware of that represent the local area?



## 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).

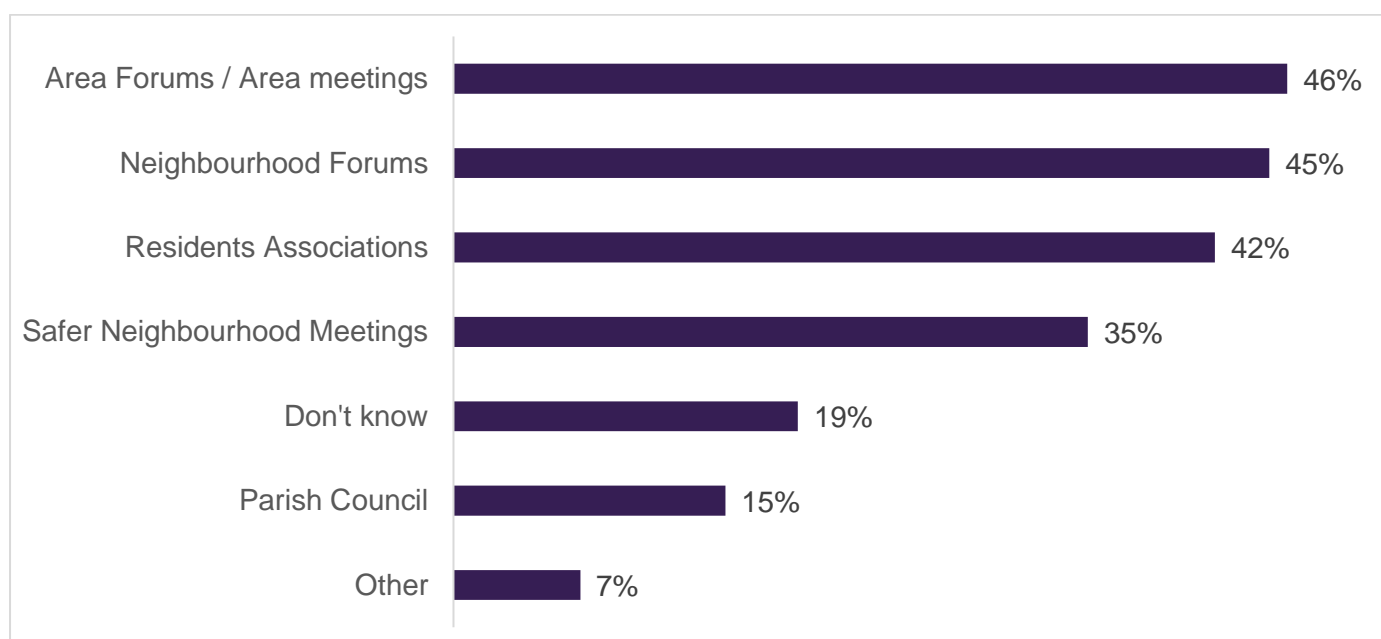
218 respondents who said they thought local groups are 'not very effective' or 'not effective at all' explained why. The main reason given was because they hadn't heard of any groups. There's no change, they are not well structured/chaired, they are overtaken by certain people, politics gets in the way, 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 (%)

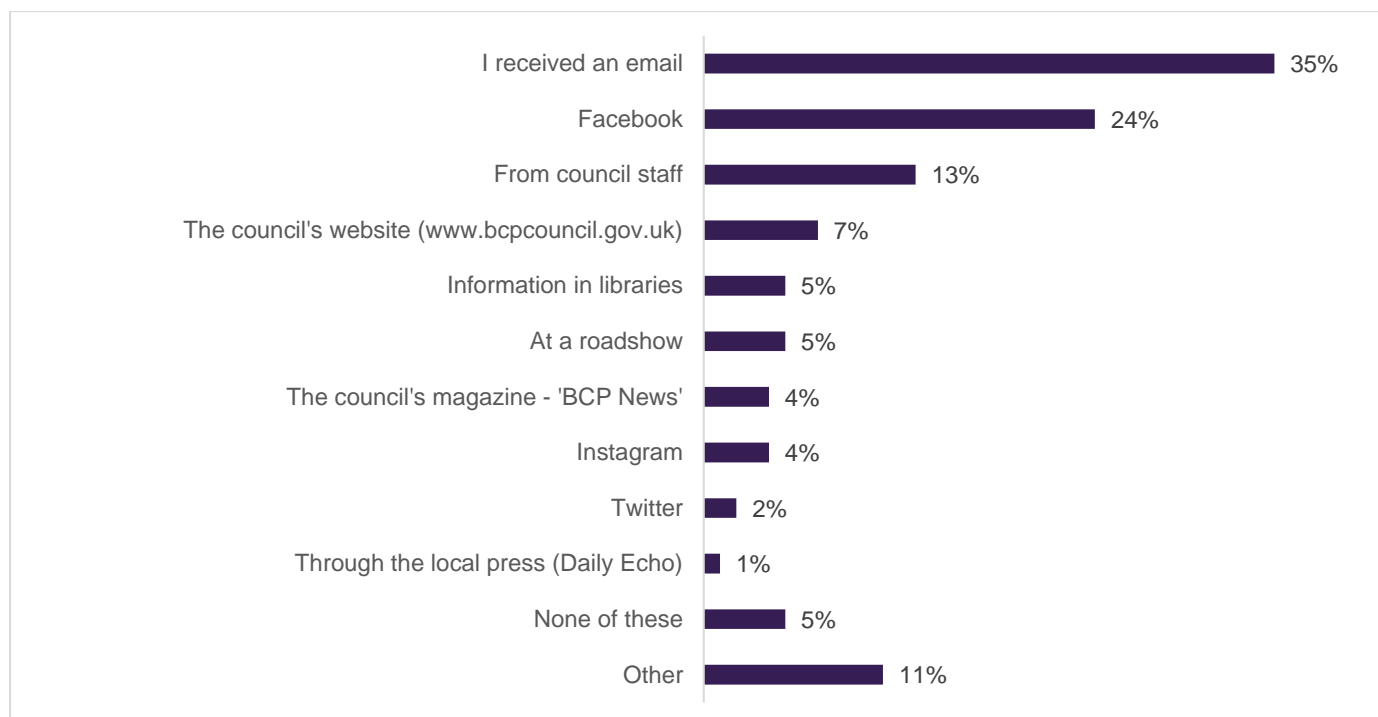


Base (806 respondents)

## 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