



Have **your say**
on council priorities



BCP Council Budget Engagement 2023/24

Results

1

Methodology



The survey ran for five weeks
(Friday 18 November - Friday 23 December 2022)

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

Hard copies were available in libraries

2

2

Communication



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

- Local media coverage
- The council's social media channels
- Community and resident group facebook pages
- The council's e-newsletters
- Posters and survey material in all BCP libraries
- Drop in events in Bournemouth, Christchurch and Poole – including handing out postcards in the town centres
- All council colleagues were encouraged to share with their networks.

3

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Response



1,473 people completed an online or paper survey.

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

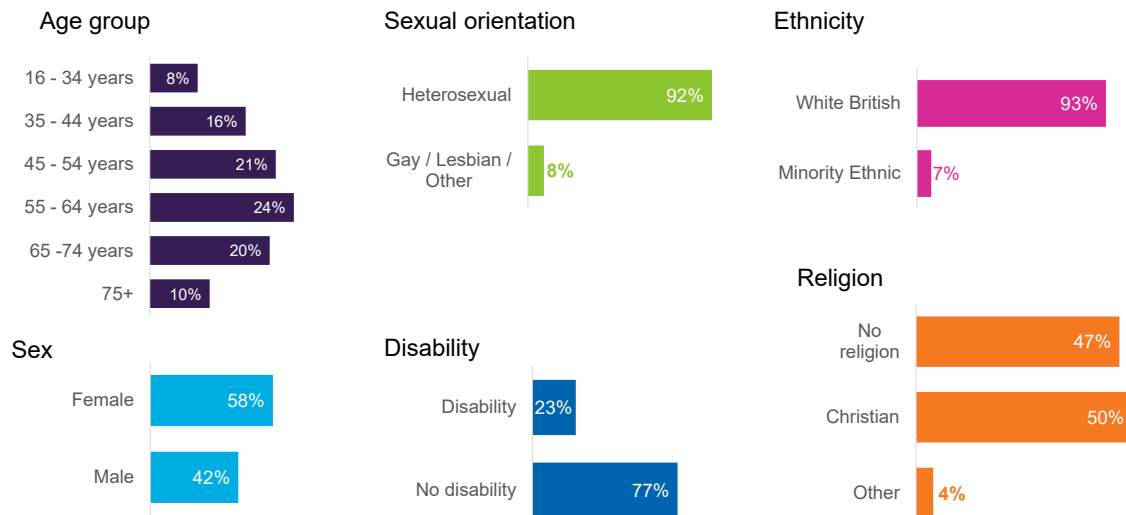
Are you responding as:	Number
an individual living in the Bournemouth, Christchurch and Poole area	1214
someone who works in the Bournemouth, Christchurch and Poole area	350
an organisation, group or business working within the Bournemouth, Christchurch and Poole area	46
someone who works for BCP Council	201
Other	135

249 people submitted an idea on the ideas wall

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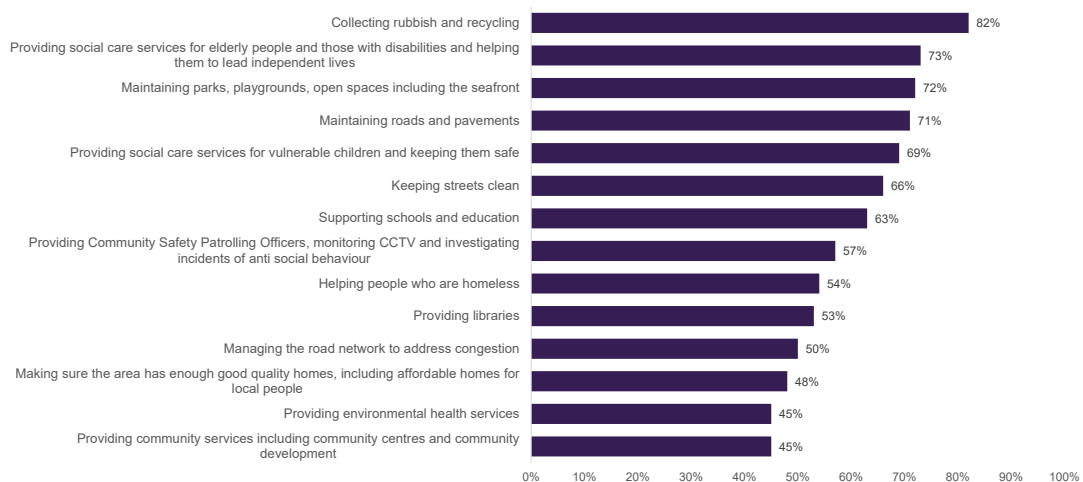
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Resident respondent profile



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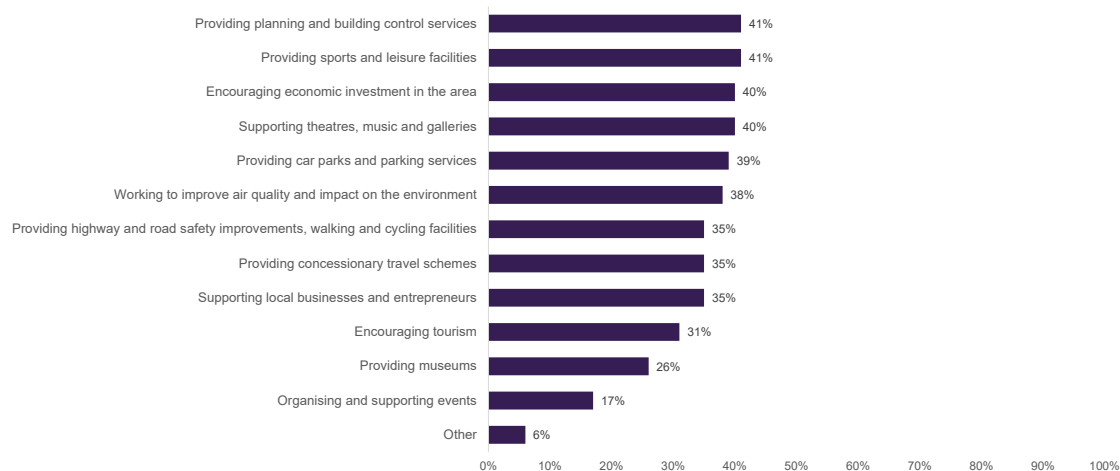
Most important council services (1 of 2) (select all that apply) (BCP residents)



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Most important council services (2 of 2) (select all that apply) (BCP residents)



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Most important council services (All)

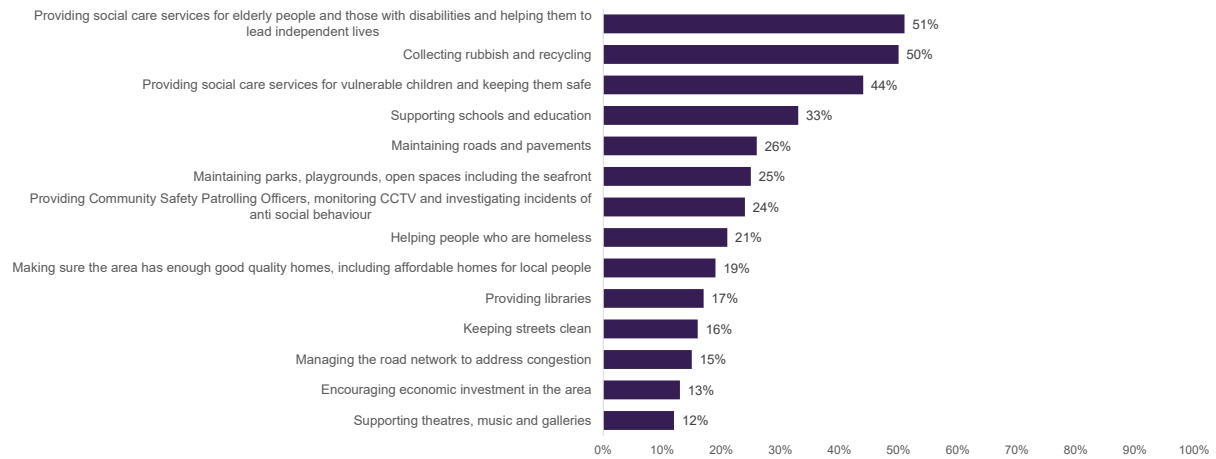


Works in area	Works for BCP Council	Business or organisation	Other respondent type
<ul style="list-style-type: none"> Rubbish and recycling Adult Social Care Children's Social Care Parks, playgrounds, open spaces and seafront Roads and pavements 	<ul style="list-style-type: none"> Children's Social Care Rubbish and recycling Adult Social Care Schools and education Parks, playgrounds, open spaces and seafront 	<ul style="list-style-type: none"> Children's Social Care Rubbish and recycling Adult Social Care Schools and education Supporting local businesses 	<ul style="list-style-type: none"> Encouraging tourism Car parks and parking Parks, playgrounds, open spaces and seafront Supporting local businesses Adult Social Care

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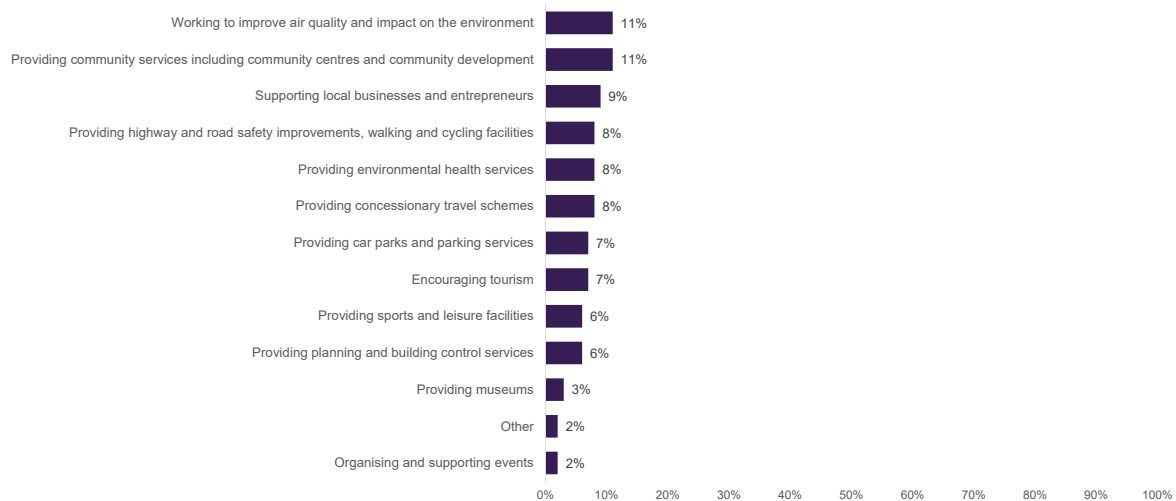
BCP residents top 5 most important services (1 of 2)



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BCP residents top 5 most important services (2 of 2)



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Most important council services (Top 5)



Works in area	Works for BCP Council	Business or organisation	Other respondent type
<ul style="list-style-type: none"> Children's Social Care Adult Social Care Rubbish and recycling Schools and education Parks, playgrounds, open spaces and seafront 	<ul style="list-style-type: none"> Children's Social Care Adult Social Care Rubbish and recycling Schools and education Good quality homes and affordable housing 	<ul style="list-style-type: none"> Adult Social Care Children's Social Care Schools and education Rubbish and recycling Supporting local businesses 	<ul style="list-style-type: none"> Encouraging tourism Car parks and parking Adult Social Care Children's Social Care Rubbish and recycling

11

11

Importance by age group (Top 5)



Aged 16-34	Aged 35-44	Aged 45-54
<ul style="list-style-type: none"> Children's Social Care Adult Social Care Schools and education Rubbish and recycling Helping the homeless 	<ul style="list-style-type: none"> Schools and education Children's Social Care Rubbish and recycling Adult Social Care Parks, playgrounds, open spaces and seafront 	<ul style="list-style-type: none"> Adult Social Care Rubbish and recycling Children's Social Care Schools and education Parks, playgrounds, open spaces and seafront
Aged 55-64	Aged 65-74	Aged 75+
<ul style="list-style-type: none"> Adult Social Care Rubbish and recycling Children's Social Care Schools and education Parks, playgrounds, open spaces and seafront 	<ul style="list-style-type: none"> Adult Social Care Rubbish and recycling Children's Social Care Roads and pavements Schools and education 	<ul style="list-style-type: none"> Adult Social Care Rubbish and recycling Children's Social Care Roads and pavements Libraries Schools and education

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Importance by sex (Top 5)



Male

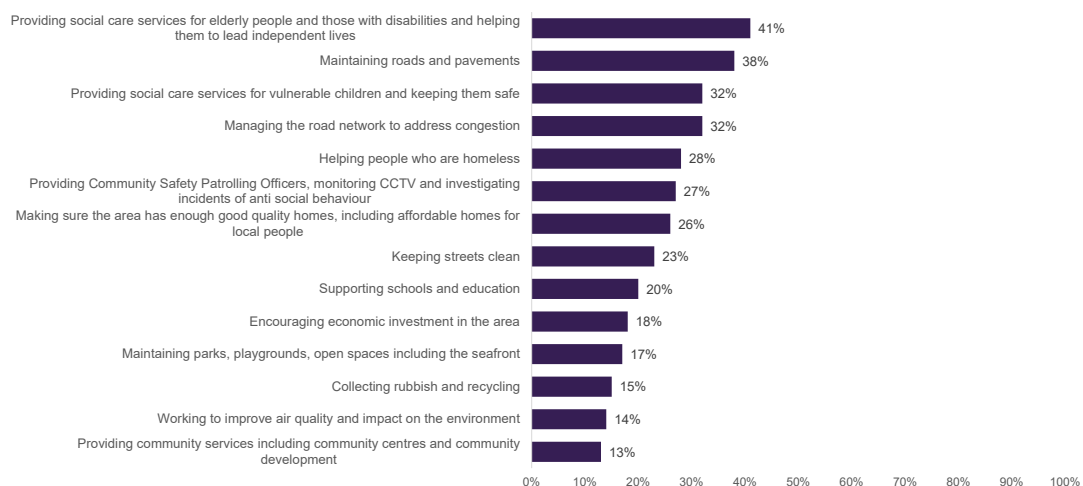
- Rubbish and recycling
- Adult Social Care
- Children's Social Care
- Schools and education
- Roads and pavements

Female

- Adult Social Care
- Children's Social Care
- Rubbish and recycling
- Schools and education
- Parks, playgrounds and open spaces including seafront

13

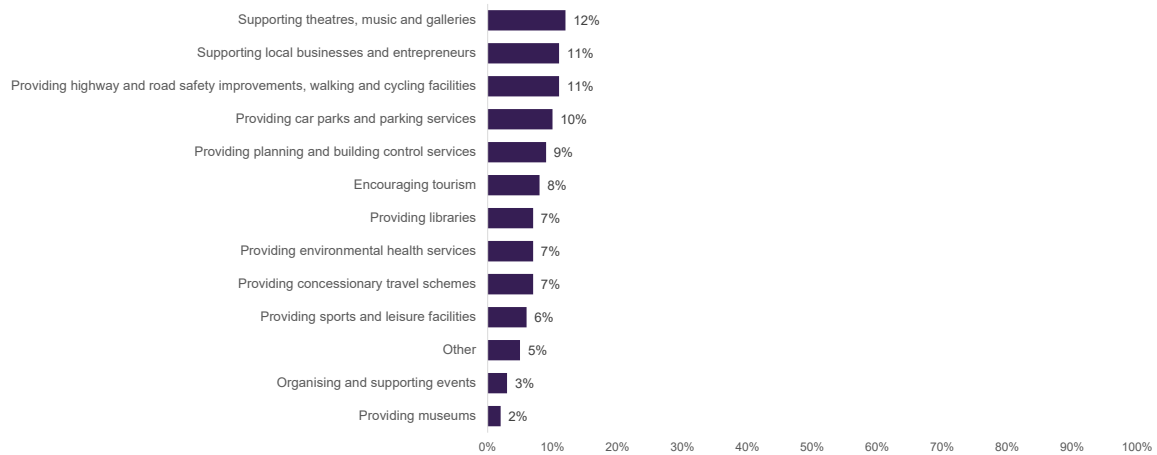
BCP residents top 5 service for improvement (1 of 2)



14

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BCP residents top 5 service for improvement (1 of 2)



15

15

Services most need improving (Top 5)



Works in area	Works for BCP Council	Business or organisation	Other respondent
<ul style="list-style-type: none"> • Adult Social Care • Children's Social Care • Roads and pavements • Good quality homes and affordable housing • Congestion • Helping the homeless 	<ul style="list-style-type: none"> • Children's Social Care • Adult Social Care • Congestion • Roads and pavements • Good quality homes and affordable housing 	<ul style="list-style-type: none"> • Adult Social Care • Children's Social Care • Supporting local businesses • Schools and education • Community safety 	<ul style="list-style-type: none"> • Encouraging tourism • Car parks and parking • Adult Social Care • Parks, playgrounds and open spaces including seafront • Good quality homes and affordable housing

16

16

Improving by age group



Aged 16-34 <ul style="list-style-type: none"> • Helping the homeless • Good quality homes and affordable housing • Congestion • Roads and pavements • Children's Social Care 	Aged 35-44 <ul style="list-style-type: none"> • Helping the homeless • Congestion • Children's Social Care • Schools and education • Community safety 	Aged 45-54 <ul style="list-style-type: none"> • Adult Social Care • Children's Social Care • Roads and pavements • Congestion • Helping the homeless
Aged 55-64 <ul style="list-style-type: none"> • Adult Social Care • Roads and pavements • Children's Social Care • Community safety • Helping the homeless • Congestion 	Aged 65-74 <ul style="list-style-type: none"> • Adult Social Care • Roads and pavements • Congestion • Children's Social Care • Community safety 	Aged 75+ <ul style="list-style-type: none"> • Adult Social Care • Roads and pavements • Congestion • Community safety • Good quality homes and affordable housing

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Improving by sex



Male <ul style="list-style-type: none"> • Roads and pavements • Adult Social Care • Congestion • Helping the homeless • Children's Social Care 	Female <ul style="list-style-type: none"> • Adult Social Care • Children's Social Care • Roads and pavements • Congestion • Community safety • Helping the homeless • Good quality homes and affordable housing
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Important / improving (BCP residents)



Most important and most in need of improving	Most important / below average score for needing improvement
<ul style="list-style-type: none"> • Adult Social Care • Children's Social Care • Maintaining roads and pavements • Helping people who are homeless • Community safety • Good quality homes and affordable housing • Supporting schools and education • Maintaining parks, playgrounds and open spaces including seafront 	<ul style="list-style-type: none"> • Rubbish and recycling • Providing libraries

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Important / improving (BCP residents)

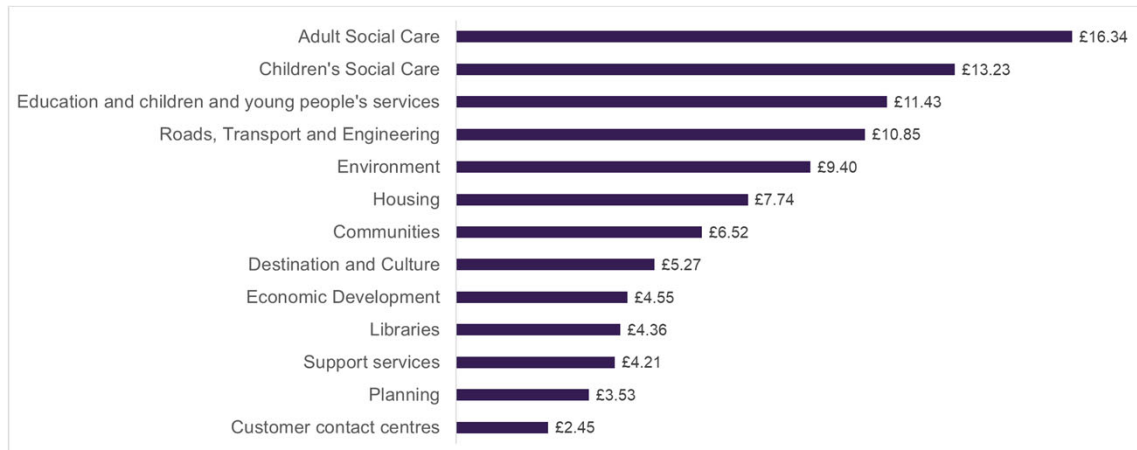


Most needs improving not as important	Below average important and improving
<ul style="list-style-type: none"> • Encouraging economic investment in the area • Keeping streets clean • Managing the road network to address congestion 	<ul style="list-style-type: none"> • Improve air quality / impact on the environment • Community services • Supporting theatres, music and galleries • Highway and road safety improvements • Supporting local businesses and entrepreneurs • Car parks and parking services • Planning and building control services • Encouraging tourism • Concessionary travel schemes • Environmental health services • Sports and leisure facilities • Organising and supporting events • Providing museums

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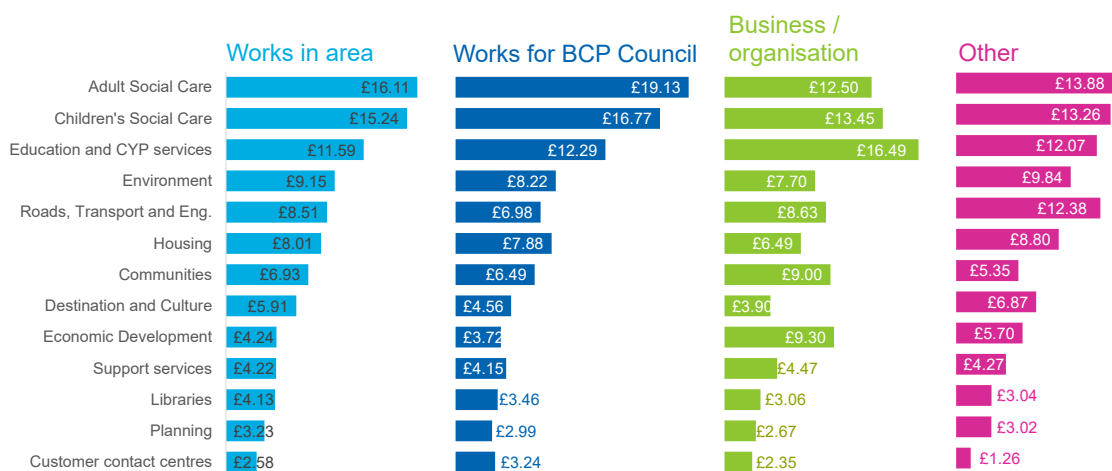
How would you spend £100 on council services?



21

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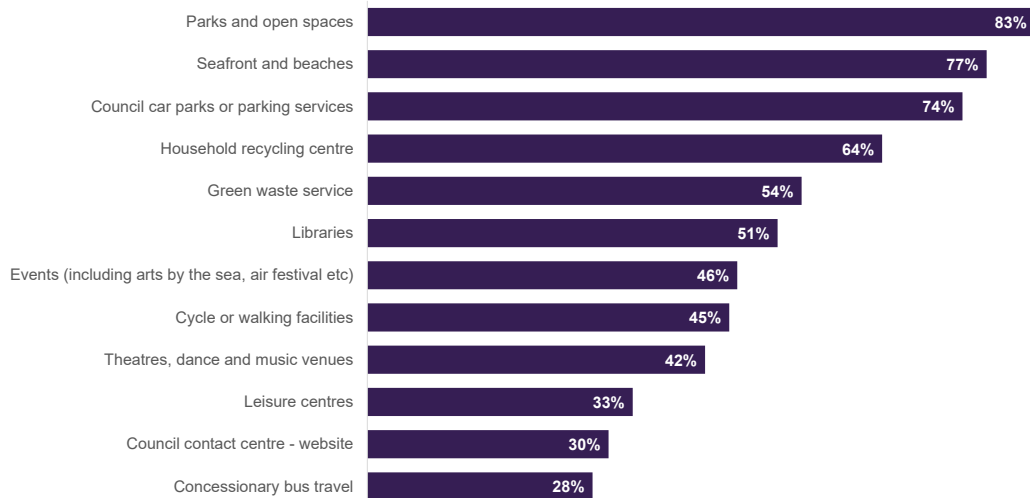
How would you spend £100 on council services? (by respondent type)



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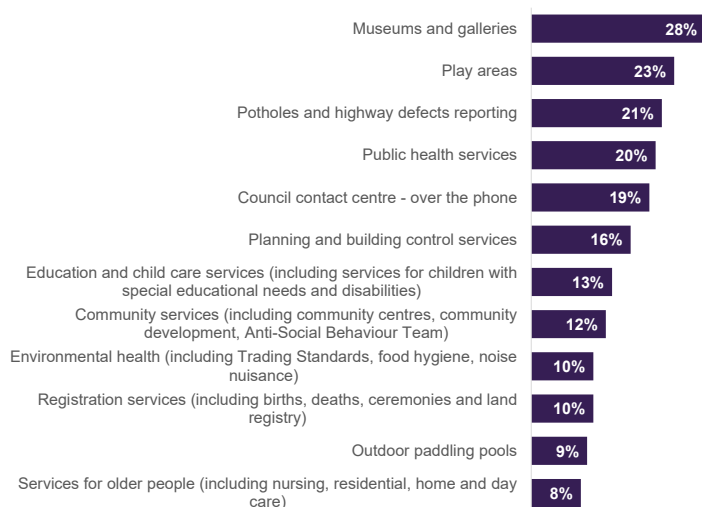
Services used in last 12 months (1/3)



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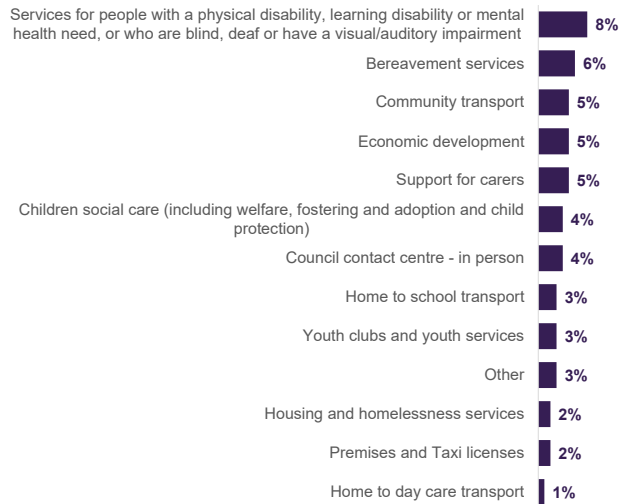
Services used in last 12 months (2/3)



24

24

Services used in last 12 months (3/3)



25

25

Comments and ideas



26

26



Comments, ideas and suggestions

This section collates and summarises the main themes from comments in the survey and Ideas Wall in response to the following questions:

Survey

Do you have any ideas as to how BCP Council could change or reduce services or generate income to help meet the budget pressures?

Ideas Board

How can BCP Council work with residents, community and business organisations to deliver services for our area?

– the majority of ideas relate to making savings, generating income as well as other general comments

27

27

Survey

- 992 responses to this survey question.
- The main themes with over 45 attributed responses to reduce services, save money or raise income are:

Parking	246
Council staff	239
Roads and Transport	186
Economic development	104
Perception of wasting money	96
Councillors	67
More fines	61
Tourism	59
Council tax	58
Selling off offices / renting space	55
Waste and environment	53
Getting involved and volunteering	49
Utility costs	47



28

28

Ideas Wall



The main ideas cover:

Roads and Transport	53
Parking	30
Waste and environment	23
Getting involved and volunteering	17
Council staff	15
Council Tax	10
Perception of wasting money	5

249

IDEAS

and 112
COMMENTS

Other ideas are 'selling or renting out assets/premises', 'Parish Councils and Mayors' and 'preventative work'

Contributors could 'like' and 'comment' on each idea.

Note: those ideas posted earlier in the engagement will achieve higher 'likes'.

29

29

Parking



246 survey responses and 30 ideas relate to **parking**. This theme includes comments and suggestions about:

- **Parking charges** - increase parking charges (especially near beaches), reduce parking charges (especially for locals), free parking in town centres, parking permit for locals, more permit-only areas (69 survey comments, 12 Ideas)
- **Parking enforcement** – increase parking fines, more parking enforcement, reduced parking enforcement team, more towing/clamping, introduce ANPR, more CCTV, new bylaws for parking offences, app for residents to submit/report nearby parking offences (50 Survey comments, 5 Ideas)
- **Overnight parking** - charge for overnight parking especially for campervans/motorhomes (137 Survey comments, 1 Idea)

30

30

Parking

Encourage year round tourism spend by providing motorcaravan parking bays and short term overnight parking. These are common all over Europe

BCP Council

"Allow overnight Aire type parking for motorhomes. This generates direct income for the council, indirect spending in local businesses and prevents unwanted littering or vandalism by having a presence in hotspots."



Year round revenue stream worth £1billion

"BCP annual car park pass to cover beaches and town car parks. Poole has a beach pass but not Bournemouth. I would come into town more if I didn't need to pay for additional car parking when it's free at Castlepoint so if there was an annual pass I'd be happy to pay annually or quarterly."

Reduce car parking charges throughout BCP especially off-peak

Most car parking in the borough is under-utilised especially out of season. Reason: it's far too expensive. I think that if prices were cut by 50-75%, a lot more people would use the car parks and the council would increase revenue. At the moment many parking areas are hardly used, and town centres businesses are struggling. Out of town retail parks offering free parking are currently much more attractive to shoppers, and no-one is going to carry their weekly shop home on a bike or scooter!

1 Comment 32 ❤️

"Free parking in towns such as Boscombe for up to an hour. Otherwise people, including me, avoid popping in for the daily or weekly grocery shop, instead driving further to shops with free parking such as Castlepoint or the huge Tesco"

4 Comments 34 ❤️

More enforcement for illegal parking

Mostly people seem to get away with illegal parking. The parking during the air show was a joke! Simply enforce the existing rule. Easy money raiser, albeit unpopular

0 Comment 7 ❤️

Social care is struggling with funding stop spending money on give aways like free parking.

0 Comment 2 ❤️

31

31

Parking continued...

BCP Council

"More parking warden patrols during high season to both create revenue from tickets and discourage illegal parking in busy areas such as the beach. Introduce charges for overnight parking for campervans as occurs in other council areas. "

"There is a chronic problem with parking in the summer and it would generate income if the cost of parking was to be made more expensive near the beaches and the supervision of parking control ... and giving out tickets was much more frequent."

"Increase parking charges at peak times, especially those near beaches in summer Monetise the busy stretches of beach in summer Introduce resident parking schemes in congested areas such as Winton, with scaled pricing (initially free for 1st car, pay for second car, pay more for 3rd car - prices to go up every few years as walking, cycling and buses infrastructure improves)."

"Charge for all clifftop parking over summer. No free parking at all"

"Allow residents to report poor parking, or parking facilities abuse in all and any car parks, cycle lanes, and streets etc, in the conurbations so that revenue can be raised from these selfish drivers by the submission of photographic evidence and subsequent issuing of a fine."

32

32



Roads and transport

186 survey responses and 69 ideas relate to roads and transport. This theme includes comments and suggestions about:

- **cycle lanes** - this included removing cycle lanes, stop building them, with a minority of people saying we need more for active travel (113 survey comments, 11 Ideas)
- **park and ride** – build/encourage use of park and ride, use the site for motorhome owners (16 survey comments, 4 Ideas)
- **introducing a congestion/toll charge** (13 survey comments)
- **changing concessionary travel** – means tested, pay a small contribution, more concessionary fares (11 survey comments)

Other topics include **roadworks** (spend less, better co-ordination, charge companies digging up the road for repairs), **buses** (better public transport, increase services, cut services, reduce fares) and **BERYL bikes/e-scooters** (stop wasting money on them)

33

33



Roads and transport

Repaint faded road markings

A cheap and quick fix for all users to proceed more carefully, particularly for cyclists and cycle lanes, especially in and around Christchurch

0 Comment

20 ❤️

"Stop bus passes for older people unless means tested"

"The Council should consider introduction of toll roads across the conurbation"

"Bus pass holders to pay £1 per bus journey"

"Disincentivise cars / create a low emission zone."

"Introduce congestion charges for private cars in the town centre (to simultaneously, generate income, encourage public transport and reduce emissions in the town centre)."

"Introduce congestion zones in the town centres for Bourne mouth, Poole and Christchurch and a levy against businesses who don't offer employees cycle schemes / facilities"

Monorail to connect the 3 BCP areas

Cycling is not for everyone. For those commuting in the area a monorail running largely along the coastline or just behind would be hugely beneficial in reducing car journeys

1 Comment

32 ❤️

Sensor street lights

Put in sensor street light like they have in other countries. Or at least have them on for less hours.

0 Comment

1 ❤️

34

34



Roads and transport continued..

"2) at peak times of year charge an entry road toll for visitors to access the town. This would also help address illegal parking and congestion problems. 3) charge for access to the overcliff during the airshow."

"1. Co-ordinate road works to reduce traffic congestion. 2. Prioritise road repairs instead of building cycle lanes (has any survey been carried out to establish cycle lane usage - it is low) I know cycle lanes funded from central government but still tax payers money"

"Concentrate on keeping traffic moving rather than wasting limited taxpayer provided funds on little used cycle tracks. While I appreciate that environmental targets exist, any endeavours to meet them must be proportionate to the disruption caused."

"Park and ride schemes to beaches currently less used such as Southbourne, Hengistbury, Hamworthy."

"Set up a park and ride scheme on the edge of town and sell the open air town centre carparks for development."

Stop doing cycle routes

Why are we spending money on cycle routes which are not being used, when this money could be put to better use

5 Comments

57 ❤️

The road system is not fit for purpose yet money is spent on cycle lanes for the benefit of maybe 1% of the population.

Roads

3 Comments

51 ❤️

35

35



Waste and environmental services

53 responses to the survey and 23 'ideas' relate to waste/environmental services.

The main themes include:

- **community clean ups / litter picking**
- **wildlife verges** to reduce costs
- **charge for HWRC**
- **open HRWC for longer** to encourage less fly tipping
- **increase prices for garden waste**
- **reduce prices for garden waste** to encourage more recycling and less fly tipping
- **less frequent recycling collection**
- **public waste bins that store in the ground** to reduce collection frequency

36

36

Waste and environmental services



"Wildlife verges to reduce maintenance costs and improve local biodiversity and air quality"

Create volunteer opportunities and encourage culture of local people working together to benefit their area eg litter picking, planting etc

1 Comment

12 ❤️

"Encourage community clean-ups where groups are provided with bins, equipment, paint and whatever else is needed to spruce-up their areas together rather than just relying on the council to do it. People will feel more invested in an area that they've helped to shape and look after and it will help to create communities who look out for each other"

"Reduce the cost of green waste bins to encourage more recycling and less fly tipping"

"Charge for residents using the household recycling centres, as we have to pay extra for our green bins"

opening the tips for longer hours has got to be easier and cheaper than clearing up fly tipping, surely ?

0 Comment

4 ❤️

"Increase garden waste price. Ask communities to donate to new playground/ environmental equipment . Collect garden waste every 3 weeks. Opening and closing times reduced."

37

37

Comments on staff



239 survey responses and 24 ideas relate to **staff**, including:

- **procurement, outsourcing and agency staff** – stop using agency workers, stop employing external consultants, outsource services, improve/overhaul procurement procedures (97 survey responses)
- **management** – less management, reduce senior management salaries, streamline management structure (81 survey responses)
- **structures, processes and efficiency** - reduce staff numbers, less bureaucracy, more joined up working across units, improve customer service, increase efficiency, increase productivity (64 survey responses)

Other topics included **working from home** (more remote/home working, stop home working), **staff retention** (better pay, make staff feel valued, reward staff) and **staff training** (more training, internal apprenticeship opportunities).

38

Comments on staff

"Don't use costly external consultants as the default option. Council staff know the area and issues better"

Stop outsourcing and using consultants

A whole load of council services are now outsourced to companies who make a profit running them. The council should be running our services and any profit should be reinvested.

The same with consultants - why not employ talented people to do a job with pride for the local community rather than hire in a consultant at twice the price who will rip us off?

0 Comment 40

"Procure as many goods and services as possible locally as from small businesses as policy to stimulate local economy and generate further council revenue"

"Less management at higher levels; more value placed on good staff to keep them in post; more third sector commissions - cheaper for things like support and advice services; better use of existing facilities e.g. multi-use for staff, drop-ins, groups etc.; less on big corporate things e.g. functions with meals, gifts etc. and more for individual teams as thank you's for the hard work in difficult circumstances."

Reduce the pay of senior managers to fund pay increases for those doing the work

1 Comment 71

Remove unnecessary managers when only one or none are needed when other employees can do the work. Will be able to pay for a few more teachers

Make services align

There are too many services within the council who are yet to align. You became BCP in 2019!! There's been ample time for services to get their act together. Money is being spent unnecessarily on excess staff in these areas and not enough push from the chief executive to force it to happen. He doesn't know it's not happened because service directors don't tell him the full picture

0 Comment 29

Pay reduction for chief executive & SMG. Cease councillors allowances. Cease using 'external consultants'. Cease vanity projects.

0 Comment 39

39

Comments on staff continued...

"Have a centralised 'admin' centre so that more highly paid professionals do not spend too much time on simple admin tasks and are therefore more efficient. Get value for money out of the higher paid professionals"

"Less homeworking, make staff more accessible to provide better services, which people will use. Review opening hrs for each service to ensure they are appropriate and there are people around to use the services - this in turn will reduce staff costs."

"Reduce use of external consultants, streamline management structure, reduce PR budget"

"Improve customer service by training staff to answer more queries at first point of contact. The council has too many different telephone numbers and staff do not see to know what services offer"

Remove unnecessary expensive resources

Stop recruiting highly paid employees who live out of area, who remain out of area when recruited and spend majority of time 'working from home'. Bring development company back into council ownership and control.

0 Comment 37

Stop Working From Home

Make all BCP staff work back in the offices & have a restructure of jobs to make more efficient & contactable.

"Look at where you are buying your resources from, shop around and stop using traditional suppliers - watch the pennies! Look at staff productivity and deal with staff sickness issues. Rent out assets. Cull the management tier and time wasting paperwork procedures - speak to the staff on the ground, they will tell you where the money is being wasted. Value your staff, it doesn't cost money to be kind and caring. Most staff will walk to the moon and back if they feel valued, it's not always about pay. Better staff retention saves money."

40



Economic development

104 survey responses and 9 ideas relate to **businesses and economic development**, including lower business rates (particularly for small or local businesses), higher tax for big companies, pop-up shops, utilising empty shops and more investment in town centres.

"Reduce fixed tax for small businesses and take a percentage of profit. Town regeneration is needed badly."

"Reduce rates on business properties to reduce the number of unused shops and make it more attractive to people coming into the area to shop."

"Rent out all empty shops fronts throughout the area, especially areas such as boscombe on a pop up (rent reduced plan) similar to the one trialled and excelled in Frome to local independent businesses."

"Lower business rates in local towns to encourage entrepreneurs"

"Increase business rates to high turnover companies"

"Increase tax on large, multi-national companies (such as Lush) who reside in the BCP area - reinvest this back into the local area and enhance the place for their workers. Increase taxes on large companies who produce large pollution levels or waste levels to encourage recycling and moving to green initiatives"

41



Perception of wasting money

96 survey responses and 7 ideas relate to **perceptions of wasting money** including:

- **'Vanity projects'** such as Barclays House, beach barbecues, Surf Reef, rope statue in Poole
- **FuturePlaces**
- **Beach hut sale**
- **Consultants and attributed fees**
- **Events** such as the Air show, firework displays
- **Cycle lanes**

42



Perception of wasting money

"Stop investing in vanity projects and for profit companies and concentrate of providing services for residents."

"STOP wasting money on BIG IDEAS and provide essential services as a priority."

"Get rid of future places and make use of the skills of existing staff"

"Stop investing in ridiculous schemes as buying retail 'investments' using borrowed money etc ie Mallard Rd Barclays etc. Reduce spending on cycle lanes. Cancel council backed development organisations."

"Stop all vanity projects such as electric beach barbecues and very fancy cycle lanes - cycle lanes are great, but why such expensive infrastructure."

"Stop wasting money on grandiose vanity schemes like buying Barclays House, City status, Investment Zones etc"

43



Perception of wasting money

No more vanity projects

Beach huts, Freeports, Investment Zones, Barclays House, and on and on and on. The amount of money wasted on vanity projects is incredible. Just stop it. Focus on delivering good services and quit the endless fiscal adventurism.

4 Comments

78 ❤️

Stop outsourcing to run-for profit companies

For profit companies take tax-payers money, pay their staff less (particularly if you are looking at carers, and similar social care areas) and take a slice off the top. The council isn't the most efficient, but at least you know that all of the funding is going into the services, not being creamed off the top (except where councillors try to pay themselves excess wages in dodgy schemes!).

2 Comments

78 ❤️

Serve your residents better

BCP constantly ask residents what we want, then blindly ignore the responses. Future places is one example out of many of a waste of money. Also resident groups are keen to do their bit but stopped by red tape. Stick to the basics and drop all the vanity projects. Lastly, get council staff back to work and not sitting at home watching Netflix

2 Comments

57 ❤️

Get rid of FuturePlaces

FuturePlaces will cost BCP taxpayers at least £12m SO FAR. Throw it open to proper scrutiny, get rid of the bits that don't work, convert the rest to a proper accountable council service. Stop wasting money.

3 Comments

60 ❤️

Stop Unnecessary Spending

Stop spending on Christmas lights, fireworks etc. switch off lights inside council owned properties at night. Stop spending on unused cycle routes. Spend the money on something useful.

3 Comments

28 ❤️

44



Councillors

67 survey responses and 2 ideas relate to **councillors**, including less councillors, reducing councillor allowances and concerns around trust.

"Ensure that ALL councillors visit ALL parts of the BCP conurbation. Particularly councillors with executive responsibilities, who often do not make themselves familiar with BCP wide issues. Visibility of leaders who demonstrate their knowledge of their subject leads to trust and cooperation from the community."

"Restricting the amount of pay given to elected councillors"

"Get rid of some councillors there are too many doing too little and getting paid a fortune."

"stop using taxpayers money to set up companies for councillors benefit."

"Reduce the number of Councillors and increase delegation to officers who know what the challenges are - seek neutral political delivery Improve selection of would be Councillors rather than mates for the job Increase education for Elected Members and introduce proper annual assessment of how well they have done with removal of those who fail to deliver "

45



Parish Councils and Mayors

10 survey responses and 2 ideas referred to **Parish Councils** or **Mayors**:

This included the **mayoral cars**, **reducing the number of mayors**, **having an elected Mayor** and **working with Parish councils** or **transferring assets** to them.

"Stop paying for a chauffeur for the mayor!"

Work with your Parish Councils, instead of against them! One of many examples is shown below,

Our Parish Council has waited 4 years to take responsibility for the childrens' play areas. The net cost to BCP Council is £4k every year. JFDI

"2) Have an elected Mayor 3) Have the same model as Greater Manchester, West Midlands etc."

"Have only 1 Mayor to cover the whole of BCP."

Get rid of the Mayors & their £90k per year costs! Why do we need mayors - use the money for social care to protect our vulnerable people

1 Comment



"Transfer assets such as recreation grounds and play areas to local parish, neighbourhood and town councils to run and maintain. In addition arrange to carry out maintenance services for these areas via SLA thus generating income as opposed to just expenditure"

46

46



Fines

61 survey responses relate to **fining individuals more frequently and more heavily** for offences including littering, dog fouling and for parking offences.

"Give more fines to people breaching psp, breaching parking regulations, riding on pavement, dropping litter fines."

"Enforce all parking infringements, e.g parking on pavements, grass verges etc in the peak holiday season, and increase parking fines to a) act as a deterrent to bad parking and b) to increase revenue"

"Introduction a byelaw for pavement parking and fine pavement parkers. Will also reduce damage to pavements. Implement bus lane cameras and yellow box junction camera. Would raise plenty of revenue from the inconsiderate drivers."

"Fine for littering, dog fouling, etc"

"Increase parking charges and fines for illegal parking, dumping, littering, camping on beaches etc. "

"Control tourists more effectively, fine heavily for littering and for illegal parking. There are always excuses about difficulties involved in setting up effective schemes but lots of other authorities manage to set up successful schemes"

47



Tourism

59 survey responses and 9 ideas are around **tourism**, particularly introducing a **tourist tax**, providing a **better tourism offering** and **reducing council spend** on tourism:

"Introduce a resort tax/fee...which can then be used to fund summer safety and beach clean ups. "

"Tourism tax for high end hotels - add a small local tax rate for hotels, B&Bs or similar above a certain price threshold"

"Stop spending as much money on tourism as although this brings in some revenue it does not benefit the population as a whole."

Tourists should pay more

Introduce a tourist tax, higher parking charges for non-residents, congestion charging for non-residents, hotel surcharge, additional cost in shops - two tier pricing.

0 Comment

11

"Develop local identity so as to attract tourists and locals for special events e.g. book fairs, motor shows, outdoor concerts, antique fairs. Make Highcliffe, say, synonymous with veteran car rallies and draw in the customers."

"Introduce a city tax for accommodation rental as is in use across Europe. There are many people staying in the area who use services who do not contribute towards the costs that they incur."

48

Council tax



58 survey responses and 10 ideas relate to **council tax**, particularly **charging more** to certain groups like second homeowners, empty homes and properties in the highest bands.

"Increase council tax charges on empty homes, second homes and those used as holiday lets/air b and b"

Freeze council tax at current rates to help struggling families from April when everything rises

Families are struggling- bills will go up again, freeze council tax at its current rate and help everyone out!

1 Comment

60 ❤️

"Allocate a higher Council Tax rate to properties in the higher bands (above D - standard band)."

"Raise taxes from the top earners/biggest houses Tax second home owners"

"Increased council taxes for second home / holiday home owners as they are destroying communities and leaving buildings empty."

"Look carefully at second home ownership which are not used for rental or holiday let's and increase council tax on such properties"

Raise council tax on big houses in wealthy areas

1 Comment

24 ❤️

200% council tax for second homes

Extra council tax rate for second homes. Could kick in when owned for longer than 6 months (to avoid taxing owners who inherit)

1 Comment

71 ❤️

49

Selling or renting out assets/premises



55 survey responses and 2 ideas are around **selling off** or **renting out council-owned assets** including offices and empty premises.

rent out space in youth clubs to schools yos and other partner agencies let bcp staff use them as office space as civic is too far for some

0 Comment

4 ❤️

"Audit all empty BCP assets with a view to sell or repurpose them. E.g the empty home to the cemetery entrance in Oakdale Poole"

"With the recent merger of the three old councils is there still opportunity to sell some of the buildings that were previously used by departments which presumably have now been merged? Even contemplate the sale and redevelopment of either the Poole or Bournemouth main council buildings?"

"Develop a 'WeWorks' style offering for under utilised council offices. The infrastructure already exists (internet connectivity, etc). Simply identify the overall capacity required for council staff (most seem to work from home anyway) and establish the surplus which can be rented to businesses or used for functions. Engage with events companies to understand how spaces could be used for exhibitions."

50



Getting involved and volunteering

49 responses to the survey and 16 ideas relate to getting involved and volunteering:

"Increasing the number of productive well managed volunteering projects thereby helping both BCP and people's mental health and well-being. By keeping people busy, in heated council buildings such as libraries which need to be open anyway, would be beneficial to all."

"Encourage community participation in local green spaces, potentially saving on maintenance costs in the long run - e.g. "friends of" type clubs could also encourage socialization among locals and improve community access. These should be coupled with training schemes and access to tools."

"Allow the public to get involved with their local community. For example enable people to crowdfund/ access funding to improve their local parks and facilities. Also allow schemes like play streets where communities can enable themselves to improve health, well being and social cohesion. All of which will lead to less pressure on council services."

51



Getting involved and volunteering continued...

"Get communities involved with initiatives, invite volunteers to help rather than paying contractors. Involvement helps build a stronger community and they feel a sense of belonging and responsibility to the area. They will also feel like they are being heard from the council..rather than their ideas being ignored in favour of another crazy golf site being put up that adds no value to the local community."

"More community development to take responsibility of local areas, whilst making it fun. Community days to undertake small improvements, pick litter, etc combined with some fun activity eg picnic coffee, cake, free music."

"Using our libraries, museums and community centres as community hubs. Encouraging community groups to use these buildings and setting up 'friends of communities' (think trustees who can gain charitable status, as is usual for independent community centres) who can bid for funding to income generate in the hire of such spaces and self-manage costs apart from staff. These buildings are assets that can offer warm spaces, companionship, food banks, community fridges, somewhere to congregate, eat, learn, exercise, pursue leisure interests, hold events, provide space for playgroups, homework clubs, meetings, reading, using computers."

52



Getting involved and volunteering

16 'ideas' were about **getting involved or community groups**:

Resident

Encourage friends of individual parks.
1 Comment 20 ❤️

Fund and support the voluntary and community sector to deliver services - they will provide better value for money.
0 Comment 15 ❤️

Encourage more voluntary involvement with local rewards.
Perhaps have a digital stamp card. For every session of good deeds eg litter picking etc receive a stamp. Once 10 are achieved then get a discount eg 10% to use in local shops, eateries, on public transport or on attractions or receive an hour free on car parking etc.
0 Comment 1 ❤️

Give residents and community groups more autonomy to manage budgets, fundraise and look after community buildings and open spaces.
0 Comment 17 ❤️

Premises gratuito
Perhaps the council can cut costs by delegating responsibilities, to charities, voluntary workers, clubs and societies doing good for the community by providing a dedicated shared premises with free utilities available for hotdesking, conferences, meetups, with timeslots all week round.
0 Comment 0 ❤️

Focus on how to release resources to community groups remove control & bureaucracy. Enable more creative activities through same mechanisms.
0 Comment 9 ❤️

Give residents and community groups more autonomy to manage budgets, fundraise and look after community buildings and open spaces.
0 Comment 17 ❤️

Work alongside third-sector/volunteers but this not to replace proper full or part-time jobs.
0 Comment 6 ❤️

Invest in community - they know what they need and have the mechanisms in place to do it - there is no need for development workers
0 Comment 12 ❤️

53



Utility costs

47 survey responses and 1 idea relate to **utility costs** across the area, such as **streetlights** and **lighting/heating** in council offices.

Turn the heating off in the town hall.

0 Comment

17 ❤️

"Assess energy efficiency of lighting around BCP - are bulbs as efficient as possible? Can timings be reduced as days get longer?"

"Hold all council meetings during the day to reduce costs of evening meetings (utilities, staff, security etc)."

"Turn the lights off in council buildings at night Turn the heating down and put it on for shorter hours in council buildings"

"Reduce heating in offices and libraries by 2 degrees"

"Looking at saving energy e.g electric signs at bus stops saying when the next buses are due - nice or necessary?"

"Experiment with less street lights at night, where safe to do so. Lowering voltages would also help to save energy. Experiment with some traffic controlled signal junctions by turning them off."

54



Preventative work

9 responses to the survey and 2 ideas referenced **funding preventative/early intervention work** to save resources in the future:

"More preventative work (public health, housing, community support, culture etc) to reduce the demand for NHS and adult social care services."

"Focus on early prevention interventions rather than spending more when people have got into a crisis."

"BCP needs to look at investing in preventative services, such as Early Help, so the help is actually early. We are currently picking up the costs later down the line - families referred to social care, children not in school, permanent exclusions and suspensions, youth offending, associated safeguarding risks"

Fund youth services

It will save a fortune in anti social behaviour

0 Comment

29 ❤️

More focus on prevention and public health. Small grants for community schemes to assist social care ensuring joined up partnerships

0 Comment

10 ❤️

55

55



Other ideas to save money

Other ideas to save money from survey responses include **removing beach barbecues, stopping events** such as fireworks and the Air Show, **providing digital resources instead of paper** and **producing and using renewable energy**:

"Remove the barbeques from the seafronts."

Commit to digitalising - everywhere

0 Comment

2 ❤️

"Cut gold-plated service standards to silver service. ie ditch letter drops for planning notices"

"Cut out herbicide spraying on pavements in the summer."

"Transfer smaller libraries / libraries with lower footfall to communities or parish councils where applicable to run. If no offer forthcoming then close."

"Forget the air show and firework shows - there are more important things."

"put a small solar panel on top of every street light to feed back into the grid in the day earn BCP lots of money start installing solar panels and wind turbines onto buildings and into open spaces to earn BCP money from the grid"

56

56



Suggestions to generate income

Other ideas to generate income include **charging for planning, local lottery, allotments**, increasing **beach hut rents**, charging/increasing numbers of **deck chairs, beach camping, charging for library computers, digitalising records**:

"Increase charges for planning application costs for new builds."

"Generate income by having a local lottery."

"Allocate the section of seafront between Bournemouth and Boscombe Pier in front of the vehicle compound where there are no beach huts to seafront camping during the summer. You could move anyone camping on the beach here but also generate income by encouraging people to camp on the beach."

"Generate income by digitising local records. For example, archives about the history and heritage of the area. By using a subscription (24 hr, 1 wk, 1 Mth, 1 Yr) for people, both in the area and across the world, to explore the archives for research like family history, house history and local studies. Genealogy is a big market and there are existing/competing services (GRO (General Records Office)) but a number of councils have already digitised and offer such a service"

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Suggestions to generate income continued..

"Generating income - provide more allotments & charge more for them. Sell compost and woodchip mulch to the public."

"Maybe if there is a long waiting list for beach huts you could increase their rent."

"Make a nominal charge for people using library computers"

"Charge more for sunbeds and deckchairs and increase the numbers."

58

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Community and Volunteering Opportunities



Respondents were asked for their ideas on how the council could further their work with the community voluntary sector, charities, volunteers and businesses. We received

Suggestions	401
Negative comments/criticisms	103

- **Suggestions** focused primarily on local community involvement, engaging with local charities/voluntary groups, community spaces, initiatives/schemes and improving communication.
- **Negative comments/criticisms** focused primarily on the council's internal management of departments, staff, and budget. Some respondents felt it was unfair to expect residents and the third sector to run council services, particularly during the 'cost of living' crisis.

59

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Community and Volunteering Opportunities



Suggestions - 401 respondents shared suggestions for how community and volunteering opportunities could be enhanced. The key sub-themes for these comments are:

Community/Charities/Voluntary groups	215
BCP Council - staff/services/facilities	132
Communications/Promotion	80

60

60

Community/Charities/Voluntary groups



215 responses to the survey were suggestions relating to charities and voluntary groups:

"Street sweeping could be done by residents. Every resident responsible for area outside their home. Neighbours could do for elderly or disabled. School communities encouraging young people to volunteer and support local areas e.g., litter collection. Competitions for tidiest neighbourhood."

"Share best practice - stop re-inventing the wheel! Local organisations may already have solutions to issues. However, please remember the pool of volunteers is finite - where are extra volunteers going to come from with people having to work longer hours/multiple jobs AND the retirement age is going up? If you want to enable more residents to take part, you need to tackle one of the biggest barriers - transport."

"In this conurbation, there are a number of retired people, with plenty of use still in them and ideas and experience to boot. Encourage volunteering in retirement... This would free up staff to be trained in something that was income generating and to enable the achievement of local authority priority sustainability and environmental reduction in waste targets."

61

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Community/Charities/Voluntary groups



"Yes - COVID showed the willingness of the community to assist and, as we're likely to see more redundancies, then some of those transferable skills that we would go to waste could be used in working for free in the community!"

"Get unemployed helping to clean streets and repair parks. Get more people volunteering in day centres and involved in community."

"Many local agencies and service may be well placed to do some of the work that the council does currently, perhaps even better placed as often overheads are lower and with some community groups trust may be higher. Need to ensure failsafe processes re: quality, however especially if not commissioned directly."

"Empower local communities to make decisions and provide volunteering i.e., talk to local people ward by ward."

"Could reach out to those charities and ask them how best to run a centre. The most important thing is to listen to what's being said."

"Increase attempts to work with all BCP residents to the benefit of all."

62

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BCP Council - staff/services/facilities



132 responses to the survey were suggestions relating to the council and how it operates:

"Provide access to council facilities and governance services to support charities and ensure integrity."

"Services need to be run by professionals, although extra voluntary help is fine."

"I think communities often know their areas best, so working with groups is good. If that eases the load on the Council, then that is a benefit. I'm sure if BCP asked for more help from the community it would get it. BCP needs to be clear about what it needs and why they want to help the local people. This would help re-instate your reputation.."

"The pandemic proved the worth of volunteers. but you need their buy in, a proper delivered programme so they are getting trained and benefitting from their volunteering."

"Take advantage of crowd funding or other opportunities which are open to charities but not councils. Be more business like and charge for services which would be charged for by a third party organisation."

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BCP Council - staff/services/facilities



"All services even those provided by volunteers &/or local charities should get some support from the council. It should be made easier for events, fundraising etc to be organised. One major assistance would be the council always covering insurance for these events."

"I think the council often works in silos so there are good community initiatives but not all the right staff know about them. Maybe a regular forum or webinar could promote what is happening out in the community. Maybe providing a space for community stakeholder forums to encourage communication and engagement."

"Encourage elected members to be more involved with the organisations in their wards, rather than concentrating on status roles in the council. Restore neighbourhood meetings, as existed in Poole before 2003."

"Council needs to be seen as a facilitator - a Go To centre that is supportive of self-starters and individuals/groups that have a passion that will deliver positive outcomes for the community..."

"Further improvement on the BCP offer to volunteers - more investment in training, tools and uniforms. The BCP team that have volunteers can get together to centralise the ways of working and attracting volunteers."

"More networking opportunities with training opportunity for business owners and start-ups. Make community champions to engage together"

64

64

Communications/Promotion



80 responses to the survey suggestions relating to communication and promotion of volunteering opportunities:

"Collaborate with other stakeholders to a more obvious extent, e.g., within the Integrated Care System, share communication channels, e.g., the periodic household newsletter could include more on public health & NHS messages."

"Digital volunteering - an app that links the right people to those in need - almost like a dating app. Improves speed in which people get the help they need."

"A lot of services are duplicated through the different charities, some services you don't even know what they do or what's available. It may be useful to have them collated under one umbrella, or links to them on one website. A website where all charities can post what help they require for volunteers to apply. It would only work if it was kept up to date."

65

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Communications/Promotion continued



"Most important factor when working with agencies is to ensure that information is clear so that things do not slip through the gaps. Speaking to those that are in these areas is the vital part, personally I do not have enough experience to offer much help."

"Remember as money becomes tight you need to lean on the human emotions even more. Don't crush - inspire, support, embrace and watch the support flow from your community"

"You could put out job adverts for volunteering roles, with training and incentives. Incentives- training, part of a team, to feel included, to have heads up on new jobs available, food vouchers for special thanks to volunteers. Make it fun, do family days for volunteers, make people feel valued for the time they give.."

"Enable communities to access services through charities maybe to free up money . signposting would educate them and may work out better."

"Warm hubs and centres for spreading community news and allowing activities."

66

66

Community and Volunteering Opportunities



Negative comments/criticisms - 103 respondent's provided concerns or criticisms about furthering the council's work with the community voluntary sector, charities, volunteers and businesses

The key sub-themes for these comments are:

BCP Council - staff/services/facilities	71
Community/Charities/Voluntary groups	35
Financial/Incentives/Insurance	22

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67

BCP Council - staff/services/facilities



71 responses to the survey were negative comments/criticism about the council and how it operates:

"Many council staff have worked at the council for years and are stuck in their ways with no initiative or inclination to improve services that have 'always been done this way'. A lot are just biding their time until their generous pension is awarded. The community and the private sector could show council workers how it is to work in the real world."

"Don't even think of shirking your council responsibilities. You got us into this mess. Don't start offloading services onto the public, without admitting how we got here."

"The Council should not be relying on the goodwill of community groups, volunteers and businesses to fill gaps in their services. The work they do is incredible, and collaboration with them is incredibly valuable, but it is not a magic bullet replacement for any service provided by the Council."

"...Your staff should be your strength - utilise their ideas and support them better. Get rid of non-producing officers."

"...Encourage elected members to be more involved with the organisations in their wards, rather than concentrating on status roles in the council."

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BCP Council - staff/services/facilities



"...I wouldn't encourage residents/community to provide services, this seems very unfair. People are already busy and struggling with money without putting this on them."

"Good God, don't shift responsibility on to community groups so that top staff can continue with vanity projects and wasting money such as the Barclays House debacle."

"It is great to empower local communities to run projects and services but there also needs to be proper professional support and back up provided by the Communities dept in the council. At present you just let these groups fend for themselves and it looks like this detachment from the council will get worse as budget cuts hit. You underestimate the considerable disillusionment and disdain that many volunteers and charity workers who run these services currently have for BCP Council."

"I have been involved with local Charities and community groups for over 30 years in the BCP area, and this is the first I have heard that BCP works with the community. BCP needs to engage with community groups, not consult and take no interest in the views they provide. Sadly, this is a one-way process, BCP need to urgently make it a two-way process and work in cooperation with the community."

"...Stop spending vast sums of money on external consultants and look at your very senior structures."

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Community/Charities/Voluntary groups



35 responses to the survey were negative comments/criticism of volunteers/the voluntary process:

"Volunteers are wonderful but please consider the professionalism & experience & knowledge of paid staff too. Please value staff who have committed their careers to a role not to be replaced by volunteers whose natural tendency is to 'come & go'."

"Volunteers have their use, and are great, but in my experience cannot be relied on to replace paid staff. They can go off on 6-week cruise or just not turn up and you can't run a service replaced with volunteers. No one wants to commit to set hours or ways of working or else it feels like a job to them. Definitely would lead to diminished services and reputation of council."

"Whilst volunteering is good, there is no commitment by a volunteer to ensure a service runs smoothly."

"NO, enough dependency on volunteers already and depending on volunteers is not without problems - insurance, unreliable etc."

70

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Financial/Incentives/Insurance

22 responses to the survey were negative comments/criticism of volunteers/the voluntary process:

"Sadly. I find currently the amount of people that can physically afford to volunteer time is reducing due to wages not being equivalent to the cost of living crisis."

"I think the nationalisation of charity has gone far enough. The Council should stop funding charity fatcats and start sharing information about local and national charities funded by the Council and their operating costs to encourage residents to hold it to account in supporting more efficient organisations."

"No. I think it is very dangerous for volunteer groups or people running what should be council projects. This is just getting it done on the cheap and without the proper procedures, insurances etc. in place."

"Enable residents and the community to provide a service instead? Come on. The cost of background checks and other vetting would surely put paid to any such idea."

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Focus group summary findings

28 BCP residents participated in the three groups. 19 of the participants were female and 9 were male. 7 participants were aged 18-34, 13 were aged 35-54 and 8 were aged 55 or older.

Participants lived across the BCP conurbation and were of various family life-stages, including those who had no children, those with children living with them as well as those whose children have grown up and have left home. Participants included those with caring responsibilities as well as those with a physical or mental health condition, illness, disability or difficulty.

Participants were at a variety of working life-stages, including those who own their own business, work either full- or part-time, are fully or semi-retired, as well as those who currently volunteer.

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Participants priorities



Participants gave the largest portion of their budget to:

- education and children and young people's services
- adult social care
- roads, transport and engineering
- children's social care
- environmental services

Participants gave the lowest portion of their budget to:

- customer contact centres
- support services
- libraries
- planning
- economic development

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Summary of comments



Participants prioritised their budget to services that they have a personal requirement for, while also viewing it important to invest in services that were used by and that impacted children.

Participants also felt it was important to get a balance between investing in short-term needs as well as long-term objectives.

There is a general lack of awareness of what services are the council's responsibility locally and those that are managed and looked after by other organisations and/or public sector partners.

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Participants response to council budget



Participants were particularly surprised at how much of the council's budget was spent on support services, while they were also surprised at how much adult social care service provision actually costs and that the net spend on it is much higher than on children's social care.

Participants were surprised that the net spend on services such as those for children and on community services was not higher, and they felt that if spend on these services was higher then it would alleviate pressure on other services.

There was also surprise that the spend on roads, transport and engineering was not higher, while it was also felt that the council should invest more in economic development than they do.

75

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Focus group community and volunteering opportunities



Participants felt that volunteers, local residents and other local groups could be used to support the delivery of community based, non-essential services in general, including grounds maintenance and working with communities on a localised level to help provide support with daily tasks.

The council could work more closely with local businesses who provide their staff with volunteering allowances and want to undertake Corporate Social Responsibility activities.

The council could help individuals who want to and are able to house people being discharged from hospital to help ease pressure on adult social care services.

The council could also host 'fresher fair' type events where local organisations and community groups have stalls promoting how local residents can support them and volunteer.

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Focus group community and volunteering opportunities

Participants felt that the council could save money by utilising volunteers, local residents and the community and voluntary sector to help deliver community-based services. Volunteers would not only be helping their local community but they would also benefit from improvements in their own mental health and wellbeing.

However, participants also expressed a concern for a potential overreliance on volunteers, many of whom are elderly and have had to return to work due to the cost of living. Safeguarding concerns in relation to DBS checks, manual training and data protection were also expressed as a concern, particularly surrounding individuals who could house those being discharged from hospital.

Participants also expressed a lack of awareness of volunteering opportunities, and so the council should develop platforms and roles through their support services to work with local communities and businesses.