

# Our vision, priorities and key objectives

## Consultation report

Research and Consultation Team

[bpcouncil.gov.uk](http://bpcouncil.gov.uk)

## Methodology

The consultation ran from 10 August – 22 October.

The feedback from the consultation will inform the final draft of our vision, priorities and key objectives.

Specific service feedback that we have received will be used to help inform delivery plans.

A wide range of engagement methods were used to consult with children and young people, residents, service users, stakeholders and organisations.

# Methodology



A wide range of methods were used to engage with residents and stakeholders on our draft vision, priorities and key objectives including:

- Online survey, ideas wall and 'tell us your story' what's it like living in the BCP area'
- Paper copies of the survey were available in all libraries and upon request
- Eleven drop in roadshows in town centres/ supermarkets and CastlePoint at our universities and Bournemouth & Poole college sites.
- A children and young people questionnaire/classroom activity and competition

# Methodology



Three stakeholder events for Town and Parish Council, Community Voluntary Sector and Residents Associations.

Our business stakeholders were sent an invitation to take part in the consultation and priorities for the area were discussed at our three sector boards.

We held discussion groups with

- People First Forum
- Adult Social Care user and carers forum
- Dots disability
- BCP Youth forum
- Children in Care and Care Experienced Young People

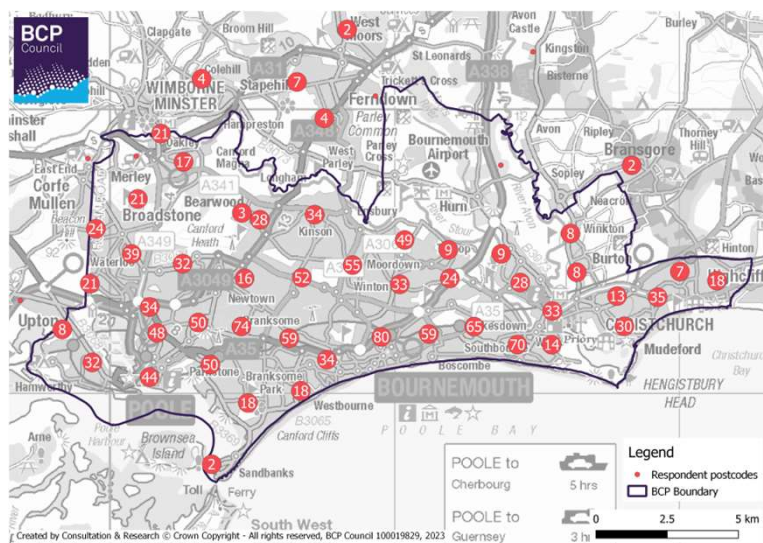
# Survey findings

## Respondent profile

Age group	Survey	Census
Under 25 years	1%	14%
25 - 34 years	5%	15%
35 - 44 years	11%	13%
45 - 54 years	19%	16%
55 - 64 years	25%	15%
65 - 74 years	24%	13%
75 - 84 years	13%	9%
85+ years	1%	4%
Disability	Survey	Census
Yes - limited a lot	8%	7%
Yes - limited a little	16%	11%
No	76%	82%
Religion	Survey	Census
No religion	46%	45%
Christian	49%	50%
Other	5%	4%

Sex	Survey	Census
Female	52%	51%
Male	48%	49%
1% respondents reported that their gender identity is different to their sex at birth		
Ethnic Group	Survey	Census
White British	92%	82%
Other white	5%	9%
Any other minority ethnic group	4%	9%
Sexual Orientation	Survey	Census
Straight / Heterosexual	93%	96%
Gay or Lesbian	4%	2%
Bisexual	2%	2%
Other	1%	<0.5%

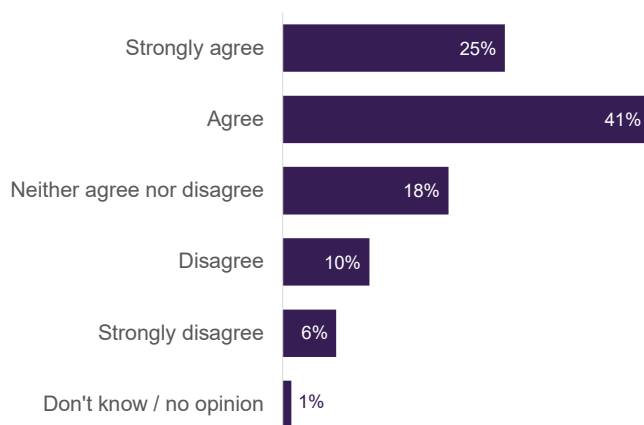
## Respondent Distribution



## Survey - Vision



Do you agree that this is the right vision for BCP Council?



**66%**

of respondents agree that this is the right the vision

## Comments to consider for the vision



Some respondents felt the following **words** were **missing** from the vision...

- Economy
- Business
- Safe/safety
- Connected
- Vibrant
- Clean
- Tidy
- Culture
- Wellbeing
- Social environment
- Thriving
- Happiness/happy
- Prosperity
- Success
- Affordability
- Housing
- Creative
- Inclusive
- Equality
- Trust
- Diversity
- Inclusivity
- Harmony
- Transparency
- Desirable
- Supporting
- Vulnerable
- Pride

## Comments to consider for the vision



**Some respondents felt the vision...**

- Lacks detail
- Lacks inspiration
- Isn't practical
- Isn't realistic
- Should focus more on economic growth/business
- Should focus on people more than environment/nature
- Should focus more on environment/climate change/ecological emergency/net zero
- Is too lengthy/wordy
- Is missing a timescale
- Cannot be measured/quantified
- Is bland
- Is passive
- Needs to have a stronger stance
- Doesn't reference rural areas
- Should focus on young people and communities
- Should focus on delivering basic services efficiently & effectively
- Should include reference to financial position

# Comments to consider for the vision



Some respondents suggested **alternative wording**...

"Where local people can enjoy a safe and enjoyable working and living environment"

"Where the council and communities work together to make the BCP area an even better place to live, work and play"

"Where communities come together to create a healthy, supportive and sustainable environment for all"

"Our communities live and work sustainably and in harmony with the natural environment so that everyone can make the most of their life"

"Working together to create a safe environment, where everyone can enjoy our nature and coast through our innovation and drive to do better"

"To use local skills and resources to rebuild BCP's unique sense of place and environment in a way that is sustainable and inclusive"

"BCP wants to be the safest, cleanest borough in the UK"

Where nature, coast, communities and towns come together to create a healthy, connected and sustainable environment"

Building a community of people who care, protect and serve each other, making BCP the place of choice to live, work and play"

"To respect and enhance BCP's privileged coastal location, making it safe, happy & healthy for all"

Add "listening to and acting on the needs of the community"

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# Comments to consider for the vision



Some respondents suggested **alternative wording**...

"an area in which its' residents can be justly proud to live in"

"Where nature, coast, communities and towns come together to create an equal, health and sustainable environment"

"Where communities work together to value nature and our coastline and develop strategies which allow everyone to take care of themselves, each other and our environment"

"a place to work, rest and play"

"Where towns come together to nurture communities, nature and coast to create an accessible, healthy and sustainable environment"

"To create a healthy and sustainable environment within our towns and communities across our unique coastal and natural habitat"

"A place where we all work together to make BCP an even better place to live"

"Where communities, the coast, and rural environments come together with vision and opportunities to create a future fit for the 22nd century"

"To make the most of our nature and coast, and develop our communities and towns to make BCP environmentally sustainable and an attractive and safe place for residents, visitors and businesses"

"to create a culturally rich, healthy and sustainable environment"

Maybe add on the end something like this..... ".....where people can thrive."

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# Comments to consider for the vision



Some respondents suggested **alternative wording**...

"A healthy, enjoyable, participative and sustainable environment yet still values its history"

"BCP Vision is to create a healthy, sustainable and exceptional environment suitable for everyone. People will want to be here"

"BCP - where money is spent wisely"

Add, "for the benefit all, both residents and visitors"

"BCP Vision is to create a healthy and sustainable environment suitable for everyone"

"Where the people are listened to and real democracy thrives - Where the council's agenda and the peoples' agenda match"

"We manage a healthy and sustainable environment, improving nature, communities and towns where they come together"

"To provide a safe, sustainable and optimistic environment for people to live and grow"

"Where nature, coast, community and towns come together to create a healthy, sustainable AND CREATIVE environment, WHICH CELEBRATES OUR CULTURAL IDENTITY"

"Where nature, coast, communities and towns work together to create a holistic environment delivered through a diverse, inclusive and trusting culture"

"Where individuals, communities, families and businesses come together to create a healthy, productive and sustainable environment"

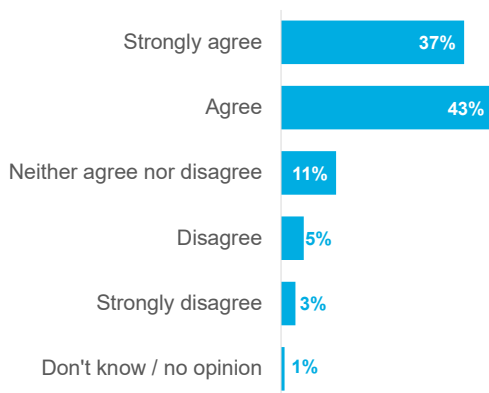
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## Survey - Priorities

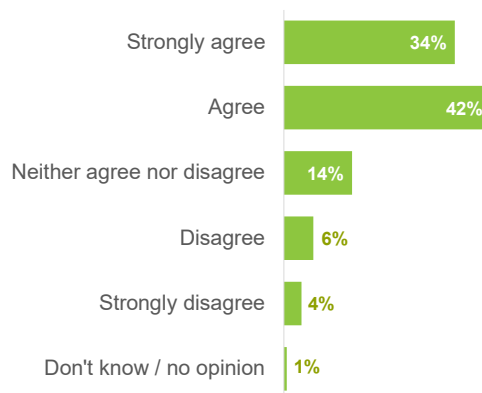


Do you agree that these should be BCP Council's priorities?

### People & Communities



### Place & environment



# Priorities - suggestions

## Alternative wording and missing words

"living in harmony with nature and the environment so that we can create healthy and accessible places where people and business can reach their potential"

Put 'safe' as part of place. Why not "a secure place to call home" and "creating safe, healthy and accessible places"

"Where we encourage people to respect and take pride in their area and wider community"

"...where people and businesses can reach their potential and the environment is nurtured and protected, so it can flourish for future generations"

Place & environment **should include 'clean'**

Include 'with no-one left out'

"Place and Environment nurturing healthy, accessible and creative places where people and businesses can reach their potential in harmony with our natural environment"

Commitment to 'net zero' for council services

Needs to mention sustainability

Include 'creative' in both priorities

# Priorities - suggestions

## Remove or replace wording

Instead of 'in harmony' with the natural environment, it should be specific in saying; 'without adversely affecting the natural environment'

Use flourish instead of reach potential

**Don't use 'living their best lives'**  
replace with 'living happy lives' or 'feel positive about their lives'

Re: environment / nature - needs a more urgent tone to say 'repair and restore' for the benefit and protection of the place we live for now and future generations

Replace 'in harmony' with 'energised by'

Remove the "who" and change to match the verb use in Place and Environment i.e. caring for each other, providing access to greater opportunities, a safe place to call home and living their best lives"

Replace "... people and businesses can reach their potential ..." with "... people and businesses are inspired to reach their potential ..."



# Priorities – other comments to consider



## Most frequent comments

Simplify language

Mention affordable homes / social housing

Needs mention of businesses / business support / employment

Too vague / includes everything / doesn't prioritise

Focus on getting basics right

More priority to nature / environment

Too much focus on environment / nature people and businesses are more important

## Other comments

Commitment to equality

It should be clearer that we should be promoting community spirit and working together

Needs more emphasis on visitors not residents

Needs to prioritise residents over visitors

No mention of Climate Emergency

Conflict nature / growth / accessibility – can't always live 'in harmony'

Emphasis on accessible

# Survey: Objectives People and communities



Which of the following are important to you?

5.) We will work with partners to ensure everyone feels safe	69%
6.) We will involve local communities in decisions to shape the services that matter to them	69%
1.) We will ensure the most vulnerable receive the care they need to feel secure and supported	66%
2.) We will promote quality of life for all, where people live active, independent lives	65%
4.) We will ensure everybody can live in good quality, sustainable and affordable homes	61%
8.) We will work with partners to reduce the impact of the rising cost of living	52%
3.) We will ensure skills, development and learning are available to anyone at any time of life	50%
7.) We will celebrate our cultural identity and diverse heritage to inspire a sense of pride	32%

# People and Communities objectives – what needs adding, changing or deleting



409 survey respondents made suggestions to add, change or delete aspects of the proposed People and Communities objectives.

Objective	Changes (228)	Additions (124)	Deletions (57)
1. Ensure the most vulnerable receive the care they need to feel secure and supported	51	14	8
2. Promote quality of life for all, where people live active, independent lives	30	3	8
3. Ensure skills, development and learning are available to anyone at any time of life	20	5	6
4. Ensure everybody can live in good quality, sustainable and affordable homes	65	13	19
5. Work with partners to ensure everyone feels safe	61	19	15
6. Involve local communities in decisions to shape the services that matter to them	25	15	9
7. Celebrate our cultural identity and diverse heritage to inspire a sense of pride	36	7	25
8. Work with partners to reduce the impact of the rising cost of living	21	4	21

## Changes to the People and Community objectives



Respondents suggested changes primarily for the following objectives:

- 4. Ensure everybody can live in good quality, sustainable and affordable homes
- 5. Work with partners to ensure everyone feels safe
- 1. Ensure the most vulnerable receive the care they need to feel secure and supported

Objective	Changes (228)
1. Ensure the most vulnerable receive the care they need to feel secure and supported	51
2. Promote quality of life for all, where people live active, independent lives	30
3. Ensure skills, development and learning are available to anyone at any time of life	20
4. Ensure everybody can live in good quality, sustainable and affordable homes	65
5. Work with partners to ensure everyone feels safe	61
6. Involve local communities in decisions to shape the services that matter to them	25
7. Celebrate our cultural identity and diverse heritage to inspire a sense of pride	36
8. Work with partners to reduce the impact of the rising cost of living	21

# Changes



No more high-rise developments to be allowed not needed, not wanted.

Planning applications should be made sensibly and not just to increase council tax revenue. local services are straining at the edges and for every house demolished to build 4 or 6 or 8 flats that for the most part are too expensive for locals and ultimately become second homes or Air BandB

Ensure HMO's are safe and well maintained.

High end development continues apace in the area , but very little appears to be of the affordable type of housing much needed for teachers, nurses, NHS workers, those working in hospitality - from which the ethos of Bournemouth grew! A disgrace and should take priority at the BCP Council meetings.

Change "ensure" e.g. item 4. The council cannot ensure that. Laudable statement of intent but is not within your power to achieve. You cannot ensure anything that is outside of your control. You can seek to ensure or strive to ensure etc.

"Feeling Safe", how about actually safe. Summer this year, Bournemouth beach is a no go zone for families, kids killing kids in town. Feeling safe sounds like you're trying to manage perceptions and is PR speak, again devoid of actual action and meaning.

I don't like the terminology of 'most vulnerable' in statement 1. Vulnerable means different things to different people. This 'others' those who receive care and I don't think all those who receive care see themselves as vulnerable. Similarly, not everyone who is 'vulnerable' receive care. 'Support' is also really important here, not just care. I think this should more like "We will ensure care and support is available to those who need it to allow them to live fulfilled lives".

# Additions to the People and Communities objectives



Respondents suggested additions primarily for the following objectives:

5. Work with partners to ensure everyone feels safe
6. Involve local communities in decisions to shape the services that matter to them
1. Ensure the most vulnerable receive the care they need to feel secure and supported

Objective	Additions (124)
1. Ensure the most vulnerable receive the care they need to feel secure and supported	14
2. Promote quality of life for all, where people live active, independent lives	3
3. Ensure skills, development and learning are available to anyone at any time of life	5
4. Ensure everybody can live in good quality, sustainable and affordable homes	13
5. Work with partners to ensure everyone feels safe	19
6. Involve local communities in decisions to shape the services that matter to them	15
7. Celebrate our cultural identity and diverse heritage to inspire a sense of pride	7
8. Work with partners to reduce the impact of the rising cost of living	4

# Additions



5 would be important to me if I did not believe that the partner in this would be the police. As a community we need help for survivors of crime, not an organisation that pursues punishment with no rehabilitation or restoration.

We need something on improving the connectivity between neighbourhoods and between generations.

1 needs to actively listen to vulnerable people and include them in decision making for what will help them. A solution for vulnerable unhoused people cannot simply be something like St Mungo's just because the council would like it to be.

We need our own police force - not part of Dorset's force.

Add- we will support communities social, cultural leisure and educational activities to improve health and wellbeing

I would like to see something more specific to resolving homelessness within the town's point one is broadly good but recognising homeless is a real issue would help focus the town.

BCP needs more police to feel safe. Sack the commissioner and use that money to fund more bobbies.

Have special care for those families who are suffering as members have fallen prey to drugs. It is not the fault of their families - I know from experience. Take down the pushers with force if needed and enforce rehab - custodial if no other way for addicts

Equal opportunities for all people, not just the vulnerable or less well off. Hard working middle-income families suffer the most as they don't have access to much support

Involving our young people is critical.

We will do what the local communities want.

As a transgender woman I feel unrepresented for services support and the Community a place to meet to feel included.

# Deletions



Respondents suggested deletions primarily for the following objectives:

7. Celebrate our cultural identity and diverse heritage to inspire a sense of pride
8. Work with partners to reduce the impact of the rising cost of living
4. Ensure everybody can live in good quality, sustainable and affordable homes

Objective	Deletions (57)
1. Ensure the most vulnerable receive the care they need to feel secure and supported	8
2. Promote quality of life for all, where people live active, independent lives	8
3. Ensure skills, development and learning are available to anyone at any time of life	6
4. Ensure everybody can live in good quality, sustainable and affordable homes	19
5. Work with partners to ensure everyone feels safe	15
6. Involve local communities in decisions to shape the services that matter to them	9
7. Celebrate our cultural identity and diverse heritage to inspire a sense of pride	25
8. Work with partners to reduce the impact of the rising cost of living	21

# Deletions



Delete the celebration No. 7. We don't have the money.

How can BCP affect the cost of living? No point having objectives that can't be influenced.

No 4 is unattainable given BCP has no control of the housing market other than through enforcement action.

What is our cultural identity..... one person's definition will be radically different to another. Again, delete issues that are impossible to deliver no matter how much "on message" they are. Realism before Idealism.

Delete No. 4. Any decent home is good. It doesn't have to be sustainable, just decent and affordable.

You cannot possibly deliver on statement 4) so you should delete it.

Point 7 is irrelevant, people are only interested in their own culture and heritage, each group will have their own identity to uphold, unlikely to have pride in other people's heritage.

Probably remove 8. Whilst international externalities drive up the cost of living the key offender is the living wage (we consult on the Low Pay Commission) and unless this is going to be removed from your national political agenda, probably best not to mention it.

It is utterly ridiculous to believe that statement 4 is possible. We have far too many people in the area to achieve this. Most of the houses in some areas have been purchased as student accommodation and we CANNOT keep squeezing more and more homes in the area.

## Survey: Objectives Place and environment



Which of the following are important to you?

7.) We will keep our streets, parks and public spaces clean, tidy and attractive	83%
3.) We will reinvent our high streets, revitalise our local communities and regenerate key sites	76%
6.) We will support an environment where wildlife flourishes and we leave only footprints	59%
4.) We will restore, recover and regenerate our natural environment and enhance community access	59%
8.) We will strive to be as self-sustaining as we can be in water, energy and economy	56%
1.) We will create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	51%
2.) We will nurture and stimulate the growth of a more inclusive, sustainable, and green economy	45%
5.) We will help people, nature, and places to adapt to the changing climate	44%

# Place & Environment objectives – what needs adding, changing or deleting



410 survey respondents made suggestions to add, change or delete aspects of the proposed Place & Environment objectives.

Objective	Changes (74)	Additions (224)	Deletions (112)
1. create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	16	36	11
2. nurture and stimulate the growth of a more inclusive, sustainable and green economy	5	6	17
3. reinvent our high streets, revitalise our local communities and regenerate key sites	8	20	8
4. restore, recover, and regenerate our natural environment and enhance community access	9	10	18
5. help people, nature, and places adapt to the changing climate	9	12	22
6. support an environment where wildlife flourishes and we leave only footprints	6	15	15
7. keep our streets, parks and public spaces clean, tidy, and attractive	4	17	0
8. strive to be as self-sustaining as we can be in water, energy, and economy	5	11	8
suggested new objective	0	31	0
no specific objective/general	12	66	13

## Changes



Respondents primarily suggested changes for the following objectives

1. Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active
  4. restore, recover, and regenerate our natural environment and enhance community access
  5. help people, nature, and places adapt to the changing climate
- 12 respondents suggested changes that were not specific to any objective

Objective	Changes (74)
1. create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	16
2. nurture and stimulate the growth of a more inclusive, sustainable and green economy	5
3. reinvent our high streets, revitalise our local communities and regenerate key sites	8
4. restore, recover, and regenerate our natural environment and enhance community access	9
5. help people, nature, and places adapt to the changing climate	9
6. support an environment where wildlife flourishes and we leave only footprints	6
7. keep our streets, parks and public spaces clean, tidy, and attractive	4
8. strive to be as self-sustaining as we can be in water, energy, and economy	5
suggested new objective	0
no specific objective/general	12

# Changes



Number 1 - "encourages people to be as active" as they can be

On point 4, I am not sure how you "recover and regenerate our natural environment"? Maybe "restore, enhance and work with our natural environment".

Use of water "as we can be" is a cop out. Currently that means dumping sewage. We need to do better.

Objective 5 - very unsure about this. Helping people to adapt to the changing climate seems totally backwards - surely we should be helping people adapt to reduce their impact on the climate??

"Reinvent" is too lightweight - let's see some ambitious intent behind what you are going to do to bring our high streets to life - abolish business rates for shop units in the town centre.

the use of the term "contemporary infrastructure": Not everyone knows what this is and even then what it looks like is very subjective and can be based on many factors.

For me, no need to specifically mention high streets - we need to think in a broader way and accept that we have all made the choice to shop differently. All spaces - high streets, community spaces, need rethinking.

# Additions



Respondents primarily suggested additions for the following objectives

1. Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active
3. reinvent our high streets, revitalise our local communities and regenerate key sites
7. keep our streets, parks and public spaces clean, tidy and attractive

66 respondents suggested additions that were not specific to any objective and 31 suggested new objectives

Objective	Additions (224)
1. create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	36
2. nurture and stimulate the growth of a more inclusive, sustainable and green economy	6
3. reinvent our high streets, revitalise our local communities and regenerate key sites	20
4. restore, recover, and regenerate our natural environment and enhance community access	10
5. help people, nature, and places adapt to the changing climate	12
6. support an environment where wildlife flourishes and we leave only footprints	15
7. keep our streets, parks and public spaces clean, tidy, and attractive	17
8. strive to be as self-sustaining as we can be in water, energy, and economy	11
suggested new objective	31
no specific objective/general	66

# Additions



Business needs to be referenced here or as a separate part of the vision

Focus on green is excellent but we need to make sure people are proud before they prioritise community and environment. No mention of businesses here. Without high paid and exciting jobs, our children will leave BCP and the without the retention of young, bright minds, our area will spiral downwards and have a huge and negative impact on all communities and associated services, eg, the very expensive adult and children's services.

On 4 I would like to see the addition of 'and connection' to the end - there is increasing evidence that connecting with the environment rather than just accessing it, is what support's people wellbeing as well as pro-environmental behaviours. If you feel this isn't a clear concept then maybe say 'engagement' instead. The priorities seem to be missing the importance of mitigating climate change, i.e. reducing carbon emissions. This could be added to 5 or be clearer in 8.

Maybe something about improving services to council tax payers

Maintain the heritage of each town and use unique elements to drive forward future plans. To have an identity rather than an anywhere town.

There needs to be a stronger objective about how we will take strong measures to help with climate change and the ecological emergency. It really is an emergency, and the council plays a vital role in this from how we manage waste, increase our connection with nature (and less time on screens) and generally more sustainable lifestyles as examples.

# Deletions



Respondents primarily suggested additions for the following objectives

- 5. help people, nature and places adapt to the changing climate
- 4. restore, recover, and regenerate our natural environment and enhance community access
- 2. nurture and stimulate the growth of a more inclusive, sustainable and green economy

13 respondents suggested deletions that were not specific to any objective (mostly to forget the objectives and focus on basic services)

Objective	Deletions (112)
1. create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	11
2. nurture and stimulate the growth of a more inclusive, sustainable and green economy	17
3. reinvent our high streets, revitalise our local communities and regenerate key sites	8
4. restore, recover, and regenerate our natural environment and enhance community access	18
5. help people, nature, and places adapt to the changing climate	22
6. support an environment where wildlife flourishes and we leave only footprints	15
7. keep our streets, parks and public spaces clean, tidy, and attractive	0
8. strive to be as self-sustaining as we can be in water, energy, and economy	8
suggested new objective	0
no specific objective/general	13



# Deletions



Stop adding things in and making new and expensive projects and start clearing up the mess that is Bournemouth

Ideological climate change statements removed, which are disproved. Focus on energy sources that actually make an impact. Remove Net Zero.

4,5,6 are very similar and could be combined into one.

Stop banging on about climate change and green policies, you end up wasting taxpayers' money on gimmicks. Just keep the place clean & tidy, we don't need rewilding nonsense etc. Get those verges mowed in the summer - a well presented environment means people will respect it.

Take out enhance community access. Be specific. don't create access on vulnerable protected landscapes

Keep 7 remove the rest

Again there's far too much here and it's too high level, woolly and vague. Your main job is to provide basic services and you fail at that. Why are you meddling in other stuff? Get the basics right. I mean the place is a tip, the road signs haven't been cut back or cleaned in years and the basic infrastructure is falling apart. Cut this back to the basics and get that right first.

# Engagement sessions



## Engagement sessions



Several engagement sessions were held with key stakeholder groups. Including:

- Three stakeholder events for Town and Parish Councils, Community Voluntary Sector and Residents Associations.
- People First Forum
- Adult Social Care user and carers forum
- Dots disability
- BCP Youth forum
- Children in Care and Care Experienced Young People
- Elected Members workshop

The discussion groups focussed around gaining feedback on the vision, priorities and objectives.

30/11/2023

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## Community & Voluntary Sector, Town and Parish Councils and Residents Associations



- Three events were held in the following locations and stakeholders were invited from across Bournemouth, Christchurch and Poole:
  - Christchurch (Druitt Hall)
  - Bournemouth (St Mike's Church)
  - Online event

## Comments on the Vision

### Suggestions:

Replace “communities” with “people”.

- Not everyone feels part of a community

- People who are socially isolated might feel further excluded if reference is only to communities

- Shows council views residents as individuals and not pigeonholed into groups

Put “people” first on the list

- All elements equally important but public perception would be more positive if people came first

Refer to “our three towns” rather than just “towns”

Question inclusion of ‘coast’. Coast could be considered part of ‘nature’ (already included) and isn’t relevant to residents living further inland

## Comments on the Priorities

### People and Communities

People are fundamentally selfish – how can we encourage / enable them to care for each other

Question use of phrase ‘live their best lives’

### Place and Environment

Suggest wording ‘healthy, clean and accessible...’

## People & Communities objectives



**Objective 5: work with partners to ensure everyone feels safe** – should specifically refer to crime prevention as this is a big concern for residents (though it was pointed out that 'safe' can refer to more than just crime – can be food safety, road safety, safe homes, safe workplaces, etc)

**Objective 7: celebrate our cultural identity and diverse heritage to inspire a sense of pride** – could include reference to 3 towns in here e.g. '...diverse heritage of our 3 towns'

Strong support for **affordable homes (in objective 4)**, though question how much the council can influence house builders and private landlords

## Place and Environment objectives



A number of objectives infer reference to businesses but need to explicitly mention business and employment

Needs to be some mention of biodiversity

Needs to mention the wellbeing benefits of access to nature while balancing access with protecting natural environments

## Other feedback from discussion group



Council should be the 'moral compass' for our communities

Strategy uses very 'corporate' language – might not be easily understood by many residents. Need to find balance - keep it professional and not too 'dumbed-down' but needs to be relevant and easily understood by all.

Council should seek to reduce bureaucracy to make it easier for volunteers to deliver services and events

Council could provide more information about volunteering and opportunities

Good that the council now asks people what they want rather than just telling them but need to be clear that they can't deliver everything that people want and why

Could be useful to allow communities / neighbourhoods set their own priorities rather than one-size-fits-all

## Adult Social Care carers and service user forum



Two discussion groups were held with Adult Social Care service users and carers, one was in person and one online.

- In the first objective you need to define vulnerable or don't use the term at all suggestion – Those who need care receive the help they need and feel secure and supported.
- The first objective on the People and Community list is the most important.
- The reality of the services now though feels a long way from this objective. It feels very aspirational.
- First objective of the place priority is too wordy, *"I don't know what it means"*.
- We need toilets/ we plan our days around toilets and if somewhere hasn't got one we can't go there.
- Bus service for a wheelchair user is very difficult / there isn't always room on the bus / bus driver seems reluctant to get the ramp out

## Adult Social Care carers and service user's forum



- Concerns around vulnerable people who live alone especially if they don't have personal carers
- These are good aspirations but it's the 'how' that is the most important
- Huge ask considering the deficit
- Carers looking after young and older people experiencing the same issues – Lack of support, financial pressures, mental health
- Everybody's journey is different
- Really small things can have the most significant impact
- There are good points as well as bad points in the vision, priorities and objectives
- Good feedback from the group about social workers but there's been a lot of trauma as well

## Dots disability



Two discussion groups were held with Dots disability. The consultation was carried out with disabled/older people from across the impairment groups, including people with mobility impairments, sensory impairments, learning disabilities, mental health support needs and dementia.

- A characteristic that emerged from those that engaged with the vision document could perhaps be described as scepticism. There was also an impression that difficulties in the town are amplified for disabled/older people both physically (transport, blocked pavements, lack of housing etc) and in terms of communication (remote customer service, phones going unanswered etc).
- There was scepticism about how the plan can be achieved "*This is all very well – but where's the 'where, when, how'*" and that the council do not have the money to achieve this ambition and it should be honest about that. "*Fundamentally, you need to be honest about what you can still do as a Council*"
- One person felt the document failed to recognise key challenges in town, "*Fundamentally, you need to be honest about what you can still do as a Council*"

# Dots disability



## **The way we work**

There was a question as to whether BCP Council have integrity *"Do they? They're so secretive"* and a comment was made about perception *"Perception of BCP Council is at an all-time low"*

## **Put people at the heart of what we do and ensure customer care is embedded in our service delivery**

There was a chorus of participants who demanded: *"Just answer the phones!"* and the feeling that the council are making everything online

## **Ensure the most vulnerable receive the care they need to feel secure and supported**

There were comments to illustrate that people's experience at the moment was a long way from meeting this aspiration.

*"But they've slashed social care and housing so much"*

*"Not dealing with ASB in housing – not protecting other residents"*

# Dots disability



## **Work with others to make the most of all our strengths**

There was a comment about current support for the voluntary sector, *"No infrastructure support for voluntary sector – not investing in it"*

## People First Forum



A discussion group was held with People First Forum, who are a self-advocacy charity for people with learning disabilities across Bournemouth, Christchurch and Poole. Forum members were asked what they liked about living in the local area and what needed improving.

- Feeling safer in Bournemouth
- Feeling safer in homes (broken doors)
- Feeling near homes – people smoking cannabis and ASB
- Wanting to go to more places in BCP
- One attendee experienced a case of verbal abuse in Winton. Didn't feel safe after this
- Poole bus station needs improving
- People should own up to their poor behaviour (ASB)
- Both the public and Council staff should be able to be transparent and honest – healthier relationship
- Some of the information from the Bill of Rights could be fed into the vision, priorities and objectives

## People First Forum



### **Great things**

- Enjoy walking in Boscombe
- Enjoy meeting new people
- Transport is good – buses are improving
- Like helping people with autism
- Bournemouth is very good
- Beaches
- Jurassic coast
- Airshow
- Shops



# People First Forum



## Not so great things

- Begging in Bournemouth – creates fear
- Need to help people on the streets
- Rough areas in all 3 regions
- Few people that spoil our areas including Boscombe
- More of these people around now
- New builds not taking opportunity to implement Changing Places Toilet Scheme
- More shops closing
- Concerned Boscombe will be empty – feel very sad and ashamed of the town when it's empty as it's depressing
- Drugs around accommodation
- ASB

# People First Forum



## Not so great things cont.

- Accommodation – too easy for people to walk in and out of buildings. Feel less secure and it's frustrating (complained about this many times)
- Really worrying that there will be nowhere to shop
- Need a central shopping area with a café to bring people in
- Need attractions like Flip Out and Putt Putt Noodle in Poole
- Rehab centres – creates problems with drugs and ASB in Boscombe
- Bins are overflowing – too much litter and dog waste
- Better regulation so people tidy up their mess
- People not using bins properly
- Talbot Woods – lots of alcohol cans everywhere

## BCP Youth Forum



14 young people aged 13-16 from across Poole & Bournemouth were involved in focus groups to comment on the draft Corporate Strategy.

This is the equalities profile of participants:

Code	Count
Female	10
Male	3
Non-binary	1
Disability	4
SEND	3
Home-educated	1

## BCP Youth Forum



### What do you like about BCP?

- Youth groups including BCP Youth Forum
- Places to go such as Poole Lighthouse, tennis courts, ice skating, Poole Harbour, the beach, gardens, the Pottery Café and Cat Café
- Events and festivals e.g. Arts by the Sea festival, Air Show, Christmas Markets, Bournemouth light show, festivals at Upton House

# BCP Youth Forum



## What could be better?

- Be more open to the public - show the public where the money goes for the public to have a better understanding
- Better accessibility around the area and in venues such as music gigs
- More homelessness support
- More youth groups
- More festivals, entertainment, free events
- Generally cleaner
- More free and fun hangout spaces
- Better pavements
- More clothes shops
- Improved bus station in Poole
- More marine support/awareness
- Caring for the environment, less litter
- More youth orientated, not enough opportunities
- More independent places to go
- Safety
- Job opportunities

# BCP Youth Forum



## General feedback

- Really long words/ sentences
- The more that's said in a sentence the less it feels actionable/believable
- Seems very corporate – Council writing style
- Show what this means in reality with pop-ups that bring the words to life
- Suggested an accessible/ easy-read version for younger people or summary with more information
- Remember people have an average reading age of 9
- Wording like “we are going to do this” is more personal
- Want to know it's important to the Council, should read more like a manifesto, pledge list

Listening and being open should be a top priority

The Council should think of themselves as a community rather than a leader

# BCP Youth Forum



## Vision

- Majority said not an attractive advert to move to BCP
- 1 said quite an exciting vision
- Not aspirational enough
- Where are the people?
- What does healthy and sustainable mean?
- Good to bring communities together
- Like the inclusion of health

# BCP Youth Forum



## How we will work

### Specific comments:

- Service delivery – could take this wording off, feels corporate
- Liked the “*put people at the heart of what we do*” statement
- Don’t see ourselves as customers, that seems more transactional
- Care for the community
- Openness and transparency is really important
- Not sure what “*work with others to make the most of all our strengths*” means
- Change point 5 to “*be fair accessible and inclusive in all the services we provide*”
- Really like the “*develop a diverse and inclusive workforce*” point, making it accessible is an important part of this
- “*Use our limited resources sustainably by transforming the way we plan, develop, and deliver services*” – what resources?
- Want to know how this will be achieved

# BCP Youth Forum



## People and Communities

- “care for each other” is not aspirational
- Should make these more aspirational, very basic points you would think should already be implemented
- Very wordy, should paraphrase
- Points aren’t telling us how the strategy is going to be implemented
- Is this about people in or out of the Council?
- Reorder to: 1, 2, 6, 3, 4, 8, 7, 5

# BCP Youth Forum



## People and Communities

### Specific comments:

*“Ensure the most vulnerable receive the care they need to feel secure and supported”* - Like the wording, how it’s broad and covers all groups of people. Who is most vulnerable? What does secure mean? People in or out of the Council?

*“Promote quality of life for all, where people live active, independent lives”* – like this point. Promote or do?

*“Ensure skills, development and learning are available to anyone at any time of life”* - Like the point, definitely needs to be implemented

*“Ensure everybody can live in good quality, sustainable and affordable homes”* - What can the Council do? Lots of empty spaces that can be used to support homelessness. Good that it has been acknowledged. Should it be sustainable or accessible?

*“Work with partners to ensure everyone feels safe”* - Reworded to ‘working collaboratively for all in the community’. Who are the partners?

*“Involve local communities in decisions to shape the services that matter to them”* - Happy with this one

*“Celebrate our cultural identity and diverse heritage to inspire a sense of pride”* - Need a different tone, reword to ‘Celebrate individual identities, culture and heritage to include them in all elements of the community’

*“Work with partners to reduce the impact of the rising cost of living”* – Like this point. Who are the partners?

# BCP Youth Forum



## Place and Environment

### Specific comments:

- *"Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active"* - The word contemporary isn't the most suitable word. Offers choice of what? Be more specific i.e. public transport
- *"Nurture and stimulate the growth of a more inclusive, sustainable, and green economy"* - Instead of nurture and stimulate could say 'work on'.
- Points 2 and 7 are similar (*"nurture and stimulate the growth of a more inclusive, sustainable, and green economy"* and *"keep our streets, parks and public spaces clean, tidy and attractive"*)
- *"Reinvent our high streets, revitalise our local communities and regenerate key sites"* - Give us an example of a place or project you're looking to work on to deepen our understanding
- *"Restore, recover, and regenerate our natural environment and enhance community access"* - What steps?
- Point 5 similar to number 6 (*"help people, nature, and places to adapt to the changing climate"* and *"support an environment where wildlife flourishes and we leave only footprints"*)

## Children in Care and Care Experienced Young People



6 young people aged 17-22 from across Poole & Bournemouth who had care experience were involved in a focus group to comment on the draft Corporate Strategy.

This is the equalities profile of participants:

Code	Count
Child in care	1
Care experienced	5
Female	4
Male	1
Trans-masculine	1
Identify as transgender	2
Disability	3
SEND	2

# Children in Care and Care Experienced Young People



## What do you like about BCP?

- Support including financial support
- Education – Poole College
- Places to go such as Poole Park, Bournemouth Gardens, Shops, Poole town centre, Poole Dolphin Centre, Arcades, beaches, River Avon, Bournemouth Pier, Libraries, Green spaces, Christchurch, BH2, BIC

# Children in Care and Care Experienced Young People



## What could be better?

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Safety and knife crime</li><li>• Cost of living</li><li>• Public having a say when things are closed/reduced</li><li>• More fun days</li><li>• Higher paid jobs</li><li>• Easier to find jobs</li><li>• Iconic things like the Bournemouth hot air balloon</li><li>• Easier transport, buses on time, clearer understanding of zones and prices</li></ul> | <ul style="list-style-type: none"><li>• Beryl too expensive and age limited</li><li>• Safer/more cycle lanes</li><li>• Council needs to listen more and have information on a website</li><li>• Council needs to be more organised</li><li>• Access to mental health</li><li>• Better looked after green spaces</li><li>• More shops</li><li>• Less traffic</li></ul> |
|---|---|

# Children in Care and Care Experienced Young People



## General feedback

- Lots of words, not that interested, needs to be a lot simpler

## Vision

- Doesn't make sense
- Should sustainable be liveable? Don't know what it means
- What does it mean that it comes together, nature is natural
- Don't associate Christchurch/Poole with BCP – think about where you live

# Children in Care and Care Experienced Young People



## How we will work

### Specific comments:

- What is meant by working with partners? "I'm fluent in English and I don't understand it"
- Lots of big words, not good for everyone i.e. people who aren't fluent in English, dyslexic etc.
- Don't find the statement believable/realistic
- How will you be open and inclusive?
- Alternative wording - working together to try and help



# Children in Care and Care Experienced Young People



## People and Communities

### Specific comments:

- Statement - sounds like family, too big a place to feel like a community, a village is a community
- Point 2 – ‘independent lives’ jargon
- Point 4 – clarity of the word sustainable
- Point 5 – ‘work with partners’ what does this mean?
- Point 6 – ‘if you are asking for involvement, then ‘BCP’ needs to listen
- Point 7 – lots of words, what does this mean?
- Point 8 – really important, how? What does work with partners mean?

# Children in Care and Care Experienced Young People



## Place and Environment

### Specific Comments:

- Statement – business and harmony – don’t think this is realistic, businesses usually want something different and business and environment don’t always go together
- Point 1 – doesn’t connect with people, what is involved with it?
- Points 5,6 & 7 are worded well
- All points are important

# Business Sector Boards



## Digital tech sector growth barriers

- Talent retention
- Transportation and congestion
- Connectivity between Bournemouth, Christchurch & Poole
- Commercial property/office space
- House prices VS wages
- Digital infrastructure
- Competition with other areas e.g. London & Brighton
- Lack of creativity/culture locally and pull factors to the area
- Town Centre and creative sector (Richmond Hill) decline
- Parking charges
- Business rates
- Crime, safety & anti-social behaviour

## Engineering & Manufacturing sector growth barriers

- Talent retention
- Shortage of labour, skills & experience
- Ageing workforce
- Early retirements (economic inactivity)
- Transportation and congestion
- Connectivity between Bournemouth, Christchurch & Poole
- Living costs
- Local power infrastructure
- Commercial property landlords
- Competition with other areas e.g. London

## Finance sector growth barriers

- Recruitment & retention
- Limited talent pool
- Infrastructure
- Transportation and congestion – client's ability to move goods
- Insurance premiums for businesses increasing
- Crime, safety & anti-social behaviour

# Elected member engagement session



Elected members were invited to a workshop Wednesday 18 October and asked for their views on the draft vision, priorities and objectives.

Comments on the vision included,

- The vision statement is not that unique
- The economic element is missing
- Towns before communities so it reads: "where nature, coast, towns and communities come together..."

# Elected member engagement session



## **Comments on the People and Community objectives**

Why don't we mention employment?

A suggestion to wrap employment up with cost-of-living objective

We need to say something about working with and enabling the community voluntary sector

Objective 2 – we need healthy in there

Suggestion “promote quality of life for all, where people live active, independent and their healthiest lives.”

# Elected member engagement session



## **Comments on the Place and Environment objectives**

Climate crisis not exclusive enough, needs to be more overt

Change 5 to read “help people, nature and places adapt to the changing climate, mitigating the climate crisis and minimising our impact on the environment”

Change number 1 to read contemporary infrastructure that supports and connects our communities.

Reorder priorities.

# Stakeholder emails



Some stakeholders and residents commented via email. Most comments were suggestions around the delivery of objectives in the corporate strategy rather than changes, additions, or deletions to the wording.

Some respondents were **positive** about the strategy...

- Welcome and strongly support the proposal to involve local communities in decisions that affect them
- Support Place & Environment objectives

Some respondents were **critical** of the strategy...

- Strategy and survey (tick box) too simplistic, missing context and detail to be used for decision making.
- Hollow and lacks effort
- Vague and open to interpretation
- Lacks accountability and ambition
- Tighter goals/targets needed
- Not unique to BCP
- Additional SEND objective required to address crisis
- Lack of evidence to support ambitions

Some respondents suggested **ways they could support** various elements of the strategy

- Support in developing and implementing objectives
- Provide community-based support
- Offered experience when engaging with communities
- Offer assistance with early intervention to take pressures off council budgets long-term
- Development of "Community Councils"

# Roadshows



## Roadshows



We held twelve roadshows across Bournemouth, Christchurch and Poole (BCP). These were held at the following locations.

- Bournemouth – CastlePoint
- Boscombe High Street
- Christchurch Town Centre
- Christchurch – Sainsburys
- Poole Town Centre
- Poole – Tower Park Tesco's
- Bournemouth University - Talbot Campus
- Bournemouth and Poole College - North Road Campus
- Bournemouth and Poole College - Lansdowne Campus
- Arts University Bournemouth
- AECC University College
- Bournemouth Civic Centre

We promoted the consultation through different channels, inviting those who live, work and study in BCP to comment on the vision and tell us their priorities for the area.

73

## Roadshow button count: People and communities



## Roadshow button count: Place and environment



## Universities & B&P College Roadshows



### People & Communities

- Cost of living is really important
- More spaces needed across our towns for disabled people
- More safe spaces for children including cleaning up parks
- Increased safety across our towns, particularly Bournemouth town centre
- Safety in the evening – lit up areas for exercise and dog walking, especially for women
- Need to act on rising crime rates

### Place & Environment

- Beaches are great but need to be kept cleaner
- Buildings are a bit run down, particularly Bournemouth town centre
- Disjointed cycling infrastructure
- Reinvest and reinvent town centres
- Reconsider the wind farm

# Universities & B&P College Roadshows



## **Are there any potential barriers to staying in BCP after graduation?**

- More job opportunities needed for young people, including architecture, creative industries etc.
- More outside seating, hubs for young adults to meet/hang out
- More networking opportunities needed to encourage more graduates to stay
- Bournemouth town centre is run down
- On the contrary – cheaper to live here than Southampton and London

# Online engagement



# The Ideas Wall



We asked respondents to use the ideas wall to tell us what they thought we could do to achieve the corporate strategy objectives

- 212 ideas for People and Communities
- 110 ideas for Place and Environment

79

# The Ideas Wall



## People and Communities

Top five ideas receiving the most votes	No. who agreed
Continue the £2 capped bus fare scheme. This keeps cars off the road and supports people hardest hit by the cost of living hike	37
Queen's Park golf course has around 250 members and is owned the council. It should be rewilded to include a greater diversity of activities	22
Only grant planning to social or truly affordable homes	20
Using drones for night time displays and not fireworks. If we are serious about nature, then stopping fireworks	20
Frequent and free public transport. Subsidized canteens that offer healthy and affordable food for all. Free indoor meeting spaces to foster connectivity and political engagement of the community.	20

80



# The Ideas Wall



## Place and Environment

Top five ideas receiving the most votes	No. who agreed
BCP cycle network is a mess. Too often cycle routes just stop (e.g. Barrack Rd, Tuckton and many more). Lets have a thought though cycle network. Make more roads one way and use the freed up lane for cycles and scooters. lets have SAFE routes for the cyclists AND pedestrians	13
As there is not time to waste given the climate emergency, I want BCP to immediately enable better options for active travel. This could be achieved by lowering all urban speed limits to 20mph, closing as many streets to through traffic as necessary, and installing cheap infrastructure to enable more active journeys.	12
Make parks and streets greener and more pollinator friendly. stop using any pesticides and weedkillers. Encourage public to green up streets	10
Cancel the Air Festival. This doesn't fit with our climate change aspirations. Completely unsustainable	9
Consider a 20mph speed limit in truly residential roads to force motorists to stick to main roads and reduce rat running.	8

81

# The Ideas Wall



The ideas collected from respondents are being grouped into themes in preparation for the development of the delivery plans.

82

## Stories



51 people gave us an insight into their lives in BCP using the Stories tool on Engagement HQ

All comments were coded into themes based on the 16 proposed objectives with the most frequently referenced themes shown below:

Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	27
Work with partners to ensure everyone feels safe	20
Reinvent our high streets, revitalise our local communities and regenerate key sites	14
Nurture and stimulate the growth of a more inclusive, sustainable, and green economy	11
Keep our streets, parks and public spaces clean, tidy and attractive	11
Ensure the most vulnerable receive the care they need to feel secure and supported	10

## Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active



- These respondents want to see improvements to roads, transport and infrastructure in BCP
- Many felt some areas have deteriorated a lot, particularly Bournemouth Town Centre and Boscombe
- Others wanted to see improvements made to parking charges and the regulation of e-scooters

## Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active



I have lived in Bournemouth for over 40 years and have witnessed a recent rapid decline in services, infrastructure and amenities. I see no evidence of vision from BCP and given financial issues cannot see how any significant improvements can be made. Bournemouth town centre is a disgrace, which like Boscombe centre, is fast becoming a no-go area for families after hours. The whole area of BCP has become over developed with little thought being put into improving infrastructure. It is naive to think that a few cycle lanes will encourage people out of their cars. Invest that money (if not ring fenced) in improved bus services.

Traffic is terrible thanks to 'improvements' to pedestrian crossings on Tuckton Roundabout and Iford Lane Roundabout. This has created localised environmental problems - the exact opposite of what the road planners intended... It's time to close the pubs, bars and food outlets at midnight/1am and de-pedestrianize Bournemouth town centre. Get the cars running through town.

Get to grips with the parking [at] busy weekends. It's great people want to visit the town on hot sunny days, but don't let it become a free for all with parking on pavements and restricted roads.

I am becoming frustrated and concerned about increasing number of instances where we have had to move out of the way of e-scooters and bikes being ridden on the pavement. Each individual has very little consideration for the safety of others and makes little or no effort to slow down. There is either wilful ignorance or sheer arrogance shown by the entitled riders, who do not seem to care that using their privately owned contraptions on undesignated routes is both dangerous and against the law. This must stop before someone gets seriously hurt.

## Work with partners to ensure everyone feels safe



These respondents want to see improvements to the levels of public safety in BCP, especially in Bournemouth

Suggestions included reducing anti-social behaviour and implementing a greater police presence

Others wanted to see safety improvements made to playgrounds and the operation of e-scooters

## Work with partners to ensure everyone feels safe



I avoid Bournemouth altogether because of the crime and lack of parking.

The town has a very rundown feel to it, a lot to do with this is the locality of the bus station, with it being so closed off, you are getting a lot of anti-social behaviour, but also serious crime as reported in the news, which doesn't look inviting for the town but also puts other residents off from visiting. Another area of concern is in and around the area that I live in – where we don't have a streetlight working leading to it not feeling safe.

I do find the idea of feeling safe very important. I used to love Bournemouth, but now don't feel safe at all. If I walk through the gardens I get stopped and asked for money. There are always people sitting in the gardens who look unsavoury and are very loud. I know begging is illegal but still people are asking for money continually. I suggest there is a hub either in the gardens or square where you can go if you feel intimidated or not safe. These people that beg obviously get money otherwise they wouldn't do it.

The town centre is a no go area at most times of the day. I don't go anymore as I'm fed up with being accosted for money.

The whole BCP area has really gone downhill lately, hardly a day goes by without a serious crime being committed. Bournemouth is not a safe place to be at all, some areas are a no go zone. The council need to prioritise safety rather than prosecuting people for PC non crimes.

Homeless, drugs, street walkers pressurising anyone who dares to stop and so much crime. The soul has been sucked out of it.

Playgrounds with no gates for 3 years and dangerous equipment which despite being notified about, nothing gets done. i.e. on Wallisdown wreck.

## Reinvent our high streets, revitalise our local communities and regenerate key sites



These respondents want high streets in BCP upgraded, cleaned and beautified especially in Poole and Bournemouth

Suggestions included reducing the number of empty shops and introducing more diverse types of retail

Others identified areas for regeneration such as the Waterloo Estate and opportunities to invest in BCP's town centres

## Reinvent our high streets, revitalise our local communities and regenerate key sites



There used to be flowers and plants everywhere in the High Street. (I know they got vandalised) places like Wimborne, Wareham and Upton can do and these areas look lovely... Please make Poole beautiful again, brighten up the High Street.

Something attractive and modern as well! Poole high street - some parts need levelling and starting again. Or create more open spaces as there's so many empty / derelict shops and buildings. Waterloo Estate - demolish and rebuild the shops and flats as currently resembles a ghetto. Unattractive buildings in poor order. Something more modern in its place.

BCP Council is in serious debt and beginning to cut costs. I think its a shambles that the place is so run down. Spend it on improvements. What happened to the cinema that was supposed to be happening in Poole? The Dolphin centre frontage is looking very tired. All the abandoned buildings opposite. The Nat West building has laid empty for years and now the Barclays building. Let us see something being done, rather than all this talk and no substance.

I would also like to urge you to invest in improving the appearance of our town centres. This is important for a number of reasons. First, it will make our town centres more attractive to visitors and shoppers. This will boost the local economy and create jobs.

Second, it will make our town centres more pleasant places for residents to spend time. This will improve the quality of life for everyone in our borough. Here are some specific suggestions for how to improve the appearance of our town centres; Improve cleanliness and street maintenance; Plant more trees and flowers. Create more pedestrian-friendly spaces; Invest in art and cultural installations; Support local businesses and independent retailers.

## Nurture and stimulate the growth of a more inclusive, sustainable, and green economy



These respondents want BCP to invest in new economic thinking focused on eco, climate-friendly and cruelty-free approaches

Suggestions for how this could be achieved included solar and wind power, protecting green spaces and eco-tourism

Others said BCP should be a hub of creativity and innovation that integrates green technology

## Nurture and stimulate the growth of a more inclusive, sustainable, and green economy

Poole Power Station - demolished in 1993 - still not developed. This would be a prime location for wind and solar power generation for local homes and industry. It used to generate power and it could again!

Do not sell off any more green space and try to reconnect with nature through innovative thinking.

BCP should be an area for innovation, creativity, arts and technology - particularly fintech.

Tourism currently lacks integration strategically with a green economy and stuck in an unsustainable model. Pulling ever greater numbers of people into the town on overly congested roads is choking the roads and the residents. The residents, the people that are most invested in the area, are losing access to the very assets that the town was built upon, tranquillity and beauty. Time surely to invest into new economic thinking, the economics of happiness, health and a thriving natural environment. Perhaps even a model that appeals as much to locals as it would to a visitor? A model that reverses the once stated BCP objective to squeeze out small local businesses in favour of nationally recognised brands (shocking)!

## Keep our streets, parks and public spaces clean, tidy and attractive

These respondents felt BCP Council needs to take more pride in maintaining roads, streets and pavements in towns

Suggestions for how this could be achieved included regularly emptying bins, sweeping streets and better regulation within towns

Others said residents and visitors who litter should be fined

## Keep our streets, parks and public spaces clean, tidy and attractive



A clean, well-maintained town centre with plenty of green spaces and pedestrian-friendly areas is more likely to attract visitors and shoppers. People are more likely to linger in a town centre that is visually appealing and has a variety of things to offer.

The litter bins, especially by the beaches are left to over flow. Perhaps. Visitors tax could be introduced a (as in other area e.g. Edinburgh etc also in cities of Mediterranean countries) so that people could be employed to keep bins emptied and streets swept.

BCP area has gone downhill. The travellers that come down make our beaches so messy over the summer holidays. Recently heard dumping sewage on the sea which puts off people going in the sea. If any town in BCP it needs to thrive of cleansing, appealing and more to do rather than choosing over coffee shops and restaurants needs more fun besides cinema.

Poole and Bournemouth have deteriorated so much, there are so many weeds and rubbish in areas. Those who are doing community service why can't they clear this up. It might then stop them committing a crime again.

We have lived here for 30 years and disappointing to see the town being systematically destroyed by Council policies. There is no pride in keeping the town clean and tidy ...rubbish on streets, weeds along roadsides, gardens not maintained - have a look at Boscombe Cliff Gardens.

In the area where I live it has never been so dirty and unkempt. The weeds and litter in the kerbsides are a disgrace in many areas of the town. Road sweeping is a rare occurrence. Pride in the town needs to be restored!

## Ensure the most vulnerable receive the care they need to feel secure and supported



These respondents felt BCP Council should prioritise caring for the most vulnerable in the community including children, the elderly and people limited by disabilities

Suggestions for how this could be achieved included improving access for wheelchairs, buggies etc along beaches, on streets, for social events and healthcare facilities

Others said services for people with Special Education Needs (SEN) needs to improve and better support should be provided for vulnerable people who need maintenance improvements on their homes

## Ensure the most vulnerable receive the care they need to feel secure and supported



Since BCP decided to bulk the beach with sand it has I feel made the beach much worse with sand on walking area and road, resulting in not suitable for push chairs wheelchairs or people with walking issues... Overgrown hedges again makes walking difficult for those who need support or are special needs.

I have [Charcot-Marie-Tooth disease (CMT)] and I use a variety of disability aids and what I do know, personally is that little thought is given in planning access to public and private structures for social events and health facilities, to help retain my independence and feel included. Swimming is the only activity I can do to prevent muscle loss, but access into swimming pools is not only unsafe and undignified with the use of a hoist, but non-existent by ladder for any disabled or elder user.

I have lived in Poole for over 60 years, I am a council tenant. I am so disappointed to how tenants are now treated. I have lived in the present property for 9 years and all the justified work that has needed to be done I have had to fight for over months. This includes subsidence, replastering unstable windows, no show workers, and aggressive phone calls. I did try the complaints procedure and even that was hard. I am now having more trouble with mould and damp, again not being listened to and no communication. When call the person you need, never seem available. It can take weeks to finally get a response. Yet when put in the complaint everyone was available in 30 minutes. My rent has always been on time, so just ask for the service that is required.

I am writing to you today to express my deep concern about the state of the Special Educational Needs (SEN) department in our borough. I have heard from countless parents and carers who are struggling to get the support their children need, and I am deeply worried that children are falling through the cracks. The SEN department is understaffed and overworked, and it is simply not able to meet the needs of all the children who rely on it. This is having a devastating impact on children's education and wellbeing. I have heard stories of children who are waiting months or even years for an assessment and of children who are not getting the support they need in school. This is failing our children. I am also concerned about the lack of transparency and accountability within the SEN department...

## Stories - all themes



Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	27
Work with partners to ensure everyone feels safe	20
Reinvent our high streets, revitalise our local communities and regenerate key sites	14
Nurture and stimulate the growth of a more inclusive, sustainable, and green economy	11
Keep our streets, parks and public spaces clean, tidy and attractive	11
Ensure the most vulnerable receive the care they need to feel secure and supported	10
Ensure everybody can live in good quality, sustainable and affordable homes	9
Restore, recover, and regenerate our natural environment and enhance community access	6
Promote quality of life for all, where people live active, independent lives	5
Involve local communities in decisions to shape the services that matter to them	5
Celebrate our cultural identity and diverse heritage to inspire a sense of pride	4
Support an environment where wildlife flourishes and we leave only footprints	4
Work with partners to reduce the impact of the rising cost of living	2
Strive to be as self-sustaining as we can be in water, energy, and economy	1



# Stories – BCP Youth Forum



- 5 children gave us an insight into their lives in BCP through an engagement event with the BCP Children's Services department
- All comments were coded into themes based on the 16 proposed objectives with the most frequently referenced themes shown below:

Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	3
Work with partners to ensure everyone feels safe	2
Work with partners to reduce the impact of the rising cost of living	2
Ensure the most vulnerable receive the care they need to feel secure and supported	1
Ensure everybody can live in good quality, sustainable and affordable homes	1
Restore, recover, and regenerate our natural environment and enhance community access	1

## Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active

3 young people said they wanted to see improvements to traffic, pavements, bus facilities and accessibility



I am 14 years old, I have lived in Bournemouth for 11 years. I would like the buses to be more accessible as a mobility scooter user, it's really hard to get onto the buses in a short amount of time, I get really embarrassed and it's annoying. The bus drivers have to come and put the ramp out and aren't always happy to do it. The bus stop I use doesn't have enough room to put the ramp out. Also there's not enough room in the actual bus to get through the door to the accessible seating area, I'm always crashing into at least one thing. The pavements in Townsend near Castlepoint are very hilly and slanted and that is really scary to navigate on a mobility scooter and there's a big hill to go down too. I nearly rolled into a car going down a hill and had to jump out. Not always sure whether I should be using the pavement with a mobility scooter. I have a bus stop close to my house which is near a pub and there's been times where I've had to call my dad because of drunk old men trying to chat me up and talk to me when I'm waiting at a bus stop. Lighting at bus stops and proper shelters at bus stops with plastic that can't be kicked in would help. There needs to be some kind of CCTV at bus stops even if not real to deter creepy old men from talking to us or worse. (women and girls) A lot of sexual assault happens at bus stops and it's terrifying when it's dark. Small pavements make it difficult for people getting on and off buses and for young children to cycle on them.

I get on the bus to school (using Morebus) every morning and I have no complaints there, but overpriced but the bus quality and traffic is good (I go to Poole Grammar School.) when I go out I normally go to Poole town centre which is good because it's got lots of places to eat and places to shop. But however the bus station and the highstreet is very dirty and the amount of smokers/ vapers is crazy.

However, the traffic especially around Fleetsbridge can be a nightmare in the school morning. Street Harassment is also a big issue in BCP and as a young female, I wouldn't feel comfortable going around the local area by myself. Despite this, I wouldn't change the area for the world.

## Work with partners to ensure everyone feels safe



2 young people wanted improved safety for women on streets and at bus shelters including CCTV

I have a bus stop close to my house which is near a pub and there's been times where I've had to call my dad because of drunk old men trying to chat me up and talk to me when I'm waiting at a bus stop. Lighting at bus stops and proper shelters at bus stops with plastic that CCTV at bus stops even if not real to deter creepy old men from talking to us or worse. (women and girls) A lot of sexual assaults happen at bus stops and its terrifying when its dark.

Street Harassment is also a big issue in BCP and as a young female, I wouldn't feel comfortable going around the local area by myself. Despite this, I wouldn't change the area for the world.

## Work with partners to reduce the impact of the rising cost of living



- 2 young people referred to the costs of household and transport bills with one respondent requesting more financial support

The area is very expensive to live in - especially with bills and taxes. More support with household costs would be good.

I get on the bus to school (using Morebus) every morning and I have no complaints there, but overpriced but the bus quality and traffic is good (I go to Poole Grammar School.)

## Ensure the most vulnerable receive the care they need to feel secure and supported



1 young vulnerable person described the difficulties they face using public transport with a mobility scooter and concerns they have over their safety while travelling on public transport and roads

I am 14 years old, I have lived in Bournemouth for 11 years. I would like the buses to be more accessible as a mobility scooter user, it's really hard to get onto the buses in a short amount of time, I get really embarrassed and it's annoying. The bus drivers have to come and put the ramp out and aren't always happy to do it. The bus stop I use doesn't have enough room to put the ramp out. Also there's not enough room in the actual bus to get through the door to the accessible seating area, I'm always crashing into at least one thing. The pavements in Townsend near Castlepoint are very hilly and slanted and that is really scary to navigate on a mobility scooter and there's a big hill to go down too. I nearly rolled into a car going down a hill and had to jump out. Not always sure whether I should be using the pavement with a mobility scooter. I have a bus stop close to my house which is near a pub and there's been times where I've had to call my dad because of drunk old men trying to chat me up and talk to me when I'm waiting at a bus stop. Lighting at bus stops and proper shelters at bus stops with plastic that can't be kicked in would help. There needs to be some kind of CCTV at bus stops even if not real to deter creepy old men from talking to us or worse. (women and girls) A lot of sexual assault happens at bus stops and it's terrifying when it's dark. Small pavements make it difficult for people getting on and off buses and for young children to cycle on them.

## Ensure everybody can live in good quality, sustainable and affordable homes



- 1 young person referred to high living costs in BCP and would like to see more financial support with household costs

The area is very expensive to live in - especially with bills and taxes. More support with household costs would be good.

## Restore, recover, and regenerate our natural environment and enhance community access



- 1 young person highlighted the importance of maintaining our natural environment and improving accessibility to it

The seafront is one of the best bits about BCP and needs to be looked after. Accessibility is an issue, with sand on the promenade and on paths towards groynes.

## Stories – People First Forum



- 12 people gave us an insight into their lives in BCP through an engagement event with People First Forum
- All comments were coded into themes based on the 16 proposed objectives with the most frequently referenced themes shown below:

Code	Count
Ensure the most vulnerable receive the care they need to feel secure and supported	9
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	9
Work with partners to ensure everyone feels safe	6
Reinvent our high streets, revitalise our local communities and regenerate key sites	3
Work with partners to reduce the impact of the rising cost of living	2
Restore, recover, and regenerate our natural environment and enhance community access	2
Keep our streets, parks and public spaces clean, tidy and attractive	2
Ensure everybody can live in good quality, sustainable and affordable homes	1

## Stories – People First Forum



Members of the Forum primarily want to see more toilets in town centres that are clean and suitable for people with disabilities

Other suggestions included improving the quality of roads, pavements and public transport which, in turn, would make them feel safer and provide better access to facilities

## Ensure the most vulnerable receive the care they need to feel secure and supported



9 members of the Forum described the difficulties they face due to their disabilities. Below is a selection of these comments:

The council needs to stop closing public toilets, and need to keep them cleaner, some of them smell revolting.

There is not as much for people to do if they have more accessibility needs than me. Toilets and access are a problem for lots of places. Everywhere should be disability-friendly.

I find it really hard to get around Christchurch. Tree roots and narrow pavements make it really difficult to get around for people like me who use a wheelchair. The council need to help improve this.

I cannot go out with my friends where we want, as there are not changing place toilets in most areas of BCP. It makes it very difficult when planning a day out.

2 Riversmeet Leisure Centre is awful. There are no public swims like there used to be, they used to be much more disability friendly then they are now.

I live in Poole. I go into Poole town centre, but there are no longer any toilets in the bus station. Yes, there are new ones up in the Dolphin Centre, but that is no good when I am in a wheelchair and the lifts are broken, as they have been recently. What am I supposed to do?

## Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active



9 members of the Forum wanted to see improvements to the quality of roads, pavements and public transport. Below is a selection of these comments:

Another thing is all the road works everywhere. The build up of traffic is awful and near where I live (between the Tatnum and New Inn) seems to have been surrounded in chaos for ages. The changes already made have had no impact or change to me when I cycle or when I drive. It genuinely feels like it has been a waste of time for everyone. Maybe more focus should be spent making potholes safer?

I shop in Boscombe and rely on buses to get around. There need to be better pavements. They are really bumpy and uneven which makes them really unsafe for people like me with mobility issues. Roads have too many potholes and they never seem to get fixed properly.

Roadworks are making everything unsafe, and extra traffic makes everyone late. The roadworks don't last very long as it isn't done properly. Lots of shortcuts are taken so it doesn't work in the long run.

There are no drop off spaces on Holdenhurst Road now they have changed the layout.

I find it really hard to get around Christchurch. Tree roots and narrow pavements make it really difficult to get around for people like me who use a wheelchair. The council need to help improve this.

The council need to give people more notice about when they are doing work. Potholes need repairing properly. It is not nice and doesn't feel safe when on a bus and we are going over them. I cannot use my bus pass to get to work in the mornings, this is also frustrating, we should be able to use them 24/7.

## Work with partners to ensure everyone feels safe



6 members of the Forum wanted to see improvements made to help make them feel safer in their community due to violent crime and unsuitable roads and pavements:

Maybe more focus should be spent making potholes safer?

There should also be another zebra crossing on Christchurch high street, it is dangerous for people crossing the road.

Roadworks are making everything unsafe, and extra traffic makes everyone late.

I shop in Boscombe and rely on buses to get around. There need to be better pavements. They are really bumpy and uneven which makes them really unsafe for people like me with mobility issues.

Potholes need repairing properly. It is not nice and doesn't feel safe when on a bus and we are going over them.

I live in Poole. Poole has had quite a few problems recently which make me scared. There have been stabbings and it scares me to death. There should be more police around. It makes me feel frightened and upset and like I am not able to go out on my own.

## Reinvent our high streets, revitalise our local communities and regenerate key sites



3 members of the Forum wanted to see improvements made to high streets and town centres with regards to shops, affordability and accessibility:

I am really disappointed with the town centre of Poole. It is full of empty shops and there isn't much of interest to look around. I am not sure what needs to be done, but it needs to look less derelict and empty.

There are too many big flats and shops on the Quay and no pottery anymore. It has changed so much. Everything is so expensive. It's not the same as it used to be. It's all about profit for the council. Lots of people and cars. Lots of shops have shut down. It's a shame that people don't use them enough to keep them open. One day there won't be any shops left.

There should also be another zebra crossing on Christchurch high street, it is dangerous for people crossing the road.

## Work with partners to reduce the impact of the rising cost of living



2 members of the Forum highlighted affordability as a key issue in their lives:

Everything is so expensive these days.

There are too many big flats and shops on the Quay and no pottery anymore. It has changed so much. Everything is so expensive. It's not the same as it used to be. It's all about profit for the council.

## Restore, recover, and regenerate our natural environment and enhance community access



- 2 members of the Forum highlighted the importance of protecting green areas in BCP:

I have lived in Poole my whole life. It is such a lovely place to live. With beaches and forest so close by day trips out are always fun. I spent much of my time in Poole Park, I love it there. It can be so quiet and peaceful but also full of life. The council need to make sure that places like this don't get destroyed.

We need to keep the nature areas that we have. Don't destroy any more.

## Keep our streets, parks and public spaces clean, tidy and attractive



2 members of the Forum highlighted the importance of keeping public toilets clean:

There need to be more accessible toilets and they could be cleaner too, that would make them better.

Also the council needs to stop closing public toilets, and need to keep them cleaner, some of them smell revolting.



## Ensure everybody can live in good quality, sustainable and affordable homes



1 member of the Forum commented on the impact of housing types and locations in BCP:

There are too many big flats and shops on the quay and no pottery any more... Private hospitals are being built next to homes and taking up space.

## Children and young people



## Stories – Schools Survey



- 77 respondents gave us an insight into their lives in BCP through a survey with schools. Below is a breakdown of the types of people who responded, some students responded in an individual capacity whilst others were completed as part of a class or family discussion:

Code	Count
A Family	29
An individual student	14
Year 3 - 6 class	11
Year 10 -13 class	9
Year 7 - 9 class	8
other	3
a reception, year 1 or year 2 class	2
a school council	1

## Stories – Schools Survey



- Respondents were asked 3 questions:
  1. What do you like best about where you live and why?
  2. What could be better?
  3. What would you like to see in Bournemouth, Christchurch and Poole in the future?
- Responses to questions 2 and 3 were coded into themes based on the 16 proposed objectives while question 1 was coded into different themes due to the nature of the question
- The most frequently referenced themes shown below across questions 2 and 3 were:

Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	91
Work with partners to ensure everyone feels safe	41
Keep our streets, parks and public spaces clean, tidy and attractive	31
Reinvent our high streets, revitalise our local communities and regenerate key sites	27
Ensure the most vulnerable receive the care they need to feel secure and supported	16

## What do you like best about where you live and why?

76 respondents told us what they like most about living in BCP

Below is a breakdown of the key themes to emerge:

Code	Count
Green spaces including parks, forests etc	32
Beach/Coast/Water	29
Proximity of places	27

## What do you like best about where you live and why?

The proximity to the beach and the open spaces in walking distance.

The things I like about BCP is the way we look after our beaches and how garden and parks look after the wider community rather than just focusing on parks like other areas this prevents the town looking run down.

How close housing and other types of conveniences are. Parks and sporting facilities.

The beaches, the parks and leisure facilities. The people are relaxed and friendly and there are a lot of amenities within a small area, as well as the variety of the three towns combined.

It is a great area with the school being 5 minutes away and heath just 7 minutes away.

Lots of areas for children to play and do outdoor activities, parks and field areas. Many conveniences nearby such as convenience corner stores, post office, food takeaways and Hair dressers/ barbers. Leisure Centre nearby for swimming, trampolining and soft play.

# What could be better?



73 respondents told us what they felt could be improved in BCP  
The comments were coded into themes based on the 16 proposed objectives with the most frequently referenced shown below:

Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	44
Work with partners to ensure everyone feels safe	26
Keep our streets, parks and public spaces clean, tidy and attractive	26
Reinvent our high streets, revitalise our local communities and regenerate key sites	10
Ensure the most vulnerable receive the care they need to feel secure and supported	6

# What do you like best about where you live and why?



The town centre and access to amenities that are free (or reasonably priced) to use for young people. Traffic - it clogs up many main roads. We'd like to see even better public transport and more provision for safe family cycling

The town centre is depressing. Seems to be a high number of homeless or people causing civil disturbances which mean I don't feel safe going into town by myself and certainly don't feel safe letting my teenage daughter go... Police presence feels limited, especially in residential areas where crime rates are ever increasing. Parks seem to be ruined by young teenagers who have nowhere else to go to hangout and as a result i don't like taking my young son to most of them as they are in a state of disrepair.

The conurbation seems to be in a constant state of gridlock on the roads, be it for road repairs, gas works, or broadband installation. At times, it can be impossible to navigate BCP... The condition of Westover Road is a travesty. It used to be such a lovely place! Parking costs. If BCP continue to charge so much for parking, and see it as a revenue generator, people will stay away. That is the reality.

The amount of litter and also make the place [cleaner] in the more local areas that need the most help.

Dog fouling on the streets is getting more noticeable, especially when we walk to our local primary school each morning and have to avoid the mess left on the pavements by inconsiderate dog owners.

Housing is a huge issue with this town along with access to services, the complaints procedure is not geared up for neurodiverse people as I can't make formal complaints verbally, this can be very stressful. The mental health services are almost non-existent and the stretch of the service is unfair on the staff as well as the service users.

The town centres are awful. The regeneration projects are too slow and the shopping / retail offer is appalling.

In the domain of education, we have concerns about support for SEN pupils and teaching support. Resources are so stretched in schools and it is especially challenging, if not impossible, to gain access to hospital appointments in Poole. We are constantly on waiting lists.

## What would you like to see in Bournemouth, Christchurch and Poole in the future?

- 72 respondents told us what they would like to see in BCP in the future
- The comments were coded into themes based on the 16 proposed objectives with the most frequently referenced shown below:

Code	Count
Create sustainable and contemporary infrastructure that connects our communities, offers choice, and encourages people to be active	47
Reinvent our high streets, revitalise our local communities and regenerate key sites	17
Work with partners to ensure everyone feels safe	15
Ensure the most vulnerable receive the care they need to feel secure and supported	10
Keep our streets, parks and public spaces clean, tidy and attractive	5

## What would you like to see in Bournemouth, Christchurch and Poole in the future?

A cohesive vision for future proofing the town centre which doesn't just look at how to make a profit in the short term but considers the long-term aspects of the environment, sustainability, shopping local, supporting small businesses, celebrating the arts, creating a friendly and safe atmosphere in the town and surrounding areas. Higher police presence both day and night including residential areas. 'Giving back' to local residents with discounts for proof of postcode such as ticket prices, taxi fares and parking. Improve cycle paths... Consider how to encourage young people to have a positive impact on the town rather than hanging out in parks etc - e.g. Graffiti walls, music festivals, more spaces for BMX/skate boards etc, schemes that encourage helping to 'clean up' the town with some kind of incentive linked to the arts / education / employment. More greenery and flowers in built up areas from hanging baskets to 'living' walls of greenery.

High street regeneration! There are too many empty shops and there are too many charity and coffee shops.

To feel safe when going out with my child, more support for people struggling in the community and information about where to get support.

More Sporting academies, sports facilities and entertainment.

Improve cycle paths, litter and recycling bins, cleaner streets, more support for homeless and recovering addicts.

More activities for children, skate parks, BMX tracks, etc. basically anything to keep children active in safe environments.

More emergency services and public services around, making [it] cleaner and [a] better looking area.

Better managed roads, free parking for local residents

Move investment in Poole and Bournemouth town centres, so they are on a par with Bath, Winchester, Guildford, Bristol.

More Police... more places for young people to be able to play safely, crack down on gangs and anti-social behaviour, crack down on drug users who shop lift, crack down on beggars.

# School questionnaires



School children completed a questionnaire where they were asked to list 5 things they'd like to see in their local town/area.

The **main themes** are listed below...

- Less litter, more bins and cleaner beach
- Support for the homeless
- More greenspaces, trees and plants
- More housing (for the homeless)
- More shops
- More kindness

Other themes included...

- More play areas/parks
- Recycling
- Fewer run down/empty buildings
- No smoking
- Supporting wildlife
- More toilets
- Less pollution
- More police/safety
- More eco buildings
- A waterpark/swimming pool
- More seating
- No fires on the beach
- Sports facilities
- Hospitals
- Less buildings (more greenspace)
- More events

*"Please keep our world safe, thank you"*

# Competition for children and young people



Calling all children and young people living in or going to school in Bournemouth, Christchurch or Poole:

Have your say on a new vision for the area

Bournemouth, Christchurch and Poole Council provides services and supports people in the local area. We are looking at what we should focus on in the next four years and we would like your help.

We would like you to tell us what you would like to see in your local town/area.

To say thank you for your help, completed forms will be entered into a prize draw.

You could win:

- A voucher for 2 adults and 2 children for Smugglers Cove Adventure Golf in Bournemouth
- A family admission ticket to Highcliff Castle
- A free family swim voucher at 2 Riversmeet leisure complex

Please write down up to 5 things that you would like to see in your local town/area and then draw this on the next page:

1. floor to be cleaned
2. more eco churches
3. litter to be picked up
4. money to help homeless people
5. more road sweepers

