

Appendix A

Q2: What do you like about the way the Council engages with its residents?

Likes:

- Their ability if necessary.
- Providing mother and baby activities (Rhymetime). Book challenge.
- I enjoy the activities that are run.
- Area committee meetings and issue-specific public consultations.
- Think it is good to ask people what they want.
- Nice feeling towards public. Good attitude.
- A lot better now, especially for people with LDs. Need to make it easier for people with LD to read posters, leaflets and letters they send out.
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- It manages to mostly present as a caring council with most of its services. I am always surprised at the positive differences between itself and Bournemouth - who seem to go out of their way to appear as small-minded as possible.
- Printed material always clear.
- The councillor surgeries are a good idea so as to promote discussion about specific problems.
- Endeavours to make councillors accessible e.g. via surgeries. Delivers Poole News.
- Multi-channel contact offerings.
- Keeping us informed of local events.
- Clear messages.
- Broadstone feels like a community. I like beach car parking permits for residents.
- Making opportunities for residents to be involved in community fun days.
- Good community links.
- Community police.
- Consultations are typically well put together and attractive - some good-looking material has gone out, including on the Twin Sails Bridge.
- Consultations, events.
- Correspondence can be good.
- [Councillor] is very helpful when I request help and returns with an answer.
- Proactive local councillors for Canford Heath West (and East), the ward I live in. Useful and informative stand at a supermarket, promoting recycling (some time ago). I like the Poole News when I receive it *[details of residence]*.
- There are many opportunities for residents to engage with councillors.
- Good support from local councillors.
- Through the councillors.
- Local councillor is very proactive and involved in community.
- Local councillors inform residents of any business or activities in the borough.
- Prompt email responses from councillors good.
- Councillors attending local meetings.
- Good response on telephone - no automated answering of telephone. Having a person answer is great. Environmental Health - good response to query.
- There are lots of ways to get in touch. Employees are polite, courteous and want to help.
- Very good customer service and effective in their work.
- Quick responses.

- It appears to be open for contact.
- I think customer services is good because it helps people a lot rather than them trying to find which department they need and being passed around.
- As an employee I believe that as a Council we are always looking for ways to develop a strong sense of engagement and commitment to our residents. After living in different Council areas I strongly feel that in most cases we would appear to be getting it right on most things.
- Stall in Dolphin.
- Phone access easy.
- Letters in the Echo by Cllrs answering views by the public.
- Kept informed via Poole News. Easy email access. Availability of contact numbers.
- The fact that the council can be reached by email.
- I like the way that the Council is making it's engagement with it's residents more friendly for younger people. It is important to engage with the younger residents as they really (personal opinion) do not understand what happens with the money that is spent on their behalf. Whilst it is good to engage with the younger residents, we must not loose sight of the elder residents needs, some of who are not computer literate.
- I like the way you engage with teenagers.
- Help young people.
- I guess they are trying to communicate with younger generations.
- Lots of engagement opportunities.
- There are plenty of opportunities even though I don't participate.
- They are fair, doing the best job they can in limited circumstances.
- Good feedback.
- Regular surveys, Poole News.
- The people who answer general enquiries via telephone are well-informed and well-trained. Plenty of opportunities to respond to surveys and consultations, able to express our opinions, e.g. Ashley Cross Green. Excellent local library service.
- No real grumbles.
- I like the sense I get of what is going on locally which comes from working for the borough and reading alerts on the Loop.
- The council is generally very good at keeping people informed, and the website is good.
- Good for providing information.
- Offer good service to the community across all ranges of disciplines.
- Now set up community working group and community engagement forum. Quarterly planning email newsletter.
- The council tries really hard to hear people's views, but on it's own terms and in ways that satisfy itself or its officers. Sometimes the borough can be creative in asking for our views but other times it can feel very tokenistic.
- Usually uses plain English in its communications, but would prefer not to have adverts in, e.g. Poole News. When the council workers do their jobs, helping people, keeping them safe and so on...which is why they're there.
- Appreciate current attempts to improve communication.
- Efforts to improve are consistent, irrespective of budget cuts. The employees are devoted to improvement. All the council employees I've met share this.
- It tries its best to be inclusive using limited resources.
- Plenty of information put out.
- Information put out.
- Very informative, always plenty to do here. Information is readily available if you are looking for it.

- Information leaflets.
- I like the fact that we receive letters about things that may affect our neighbourhood and in some cases are given the opportunity to respond via letter as it's not always easy to attend meetings when you have young children.
- By various papers, etc. on view in libraries.
- Library in Oakdale is fantastic.
- Via library services. Good focal point for community spirit.
- Good leaflets, library facilities, used as means of communication.
- Planning documents for consultations that are available at Creekmoor Library.
- Uses library to cover different areas and ideas.
- Uses library to communicate.
- Lots of information at the libraries.
- They listen.
- Gives the people a chance to voice their opinion.
- It sometimes listens to residents.
- Listens to complaints and ideas.
- Good at listening. PHP are good. Often contractors are the problem.
- The ones I have spoken to usually listen even if they cannot change things.
- Having the opportunity to attend meetings.
- Should be more.
- Newsletters.
- Newsletters.
- Online.
- Paying council tax online facilities. Happy.
- Online surveys.
- Openness to ideas.
- Generally well-organised.
- Bridge planning.
- Poole News.
- Regular copies of Poole News ensures people without IT access can keep up-to-date.
- Poole News.
- Poole News. Website.
- Poole News.
- The Poole News sheet. The website. Consultation about some proposed changes such as physical changes to the environment, being held in various places around the borough.
- Poole News newsletter.
- Poole News includes basic information often replicated in free press or local papers.
- The at home magazine - read at your own pace and can refer to at a later date.
- I like Poole News. I like the links and page on Facebook.
- The regular free news booklet.
- Poole News is very worthwhile.
- Quarterly magazine is useful for events.
- Sending out the Poole News.
- I enjoy reading the Poole News - and being kept up-to-date with the LOOP at work.
- I like to look at Poole News and the local council news in the Creekmoor Link.
- Poole News.
- The local book/magazine is most informative (Poole News).

- Poole News.
- I like Poole News coming through the door and highlighting the good things the Council does for residents of the Borough.
- Poole News, advice from Adult Social Services, response to telephone calls to council departments.
- Poole News. Wrote a letter to Borough - not replied (last week).
- Newsletters. Poole News.
- Poole News. Internet.
- Yes, Poole News.
- Information from Poole News is good.
- Poole News is really helpful.
- Like Poole News.
- Poole News is helpful.
- Communication seems better - Poole News and website.
- Poole Opinion Panel always feels like the way questions are answered could make an impact.
- Do not get much info from Council. This came via college email. Some comes via post - e.g. info r.e. green bins. Some comes as a member of MVS.
- Good refuse collection and polite dustmen. Good library service at Creekmoor and pleasant staff.
- Good library service at Creekmoor. Refuse service excellent.
- Does minor repairs reasonably quickly.
- I guess it must be in contact with our local residents association, and through this I learn of relevant details. Notification of planning issues relevant to my area.
- They are very responsive.
- I like the Twitter and Facebook presence and the improved website. Poole News.
- That there is a movement, if a slow movement, to using more modern methods of communication - e.g. websites, Facebook etc. Although these are still very basic and not necessarily the most sophisticated.
- Twitter. Facebook. The old bin stickers - you can't say you didn't see it!
- Tapping into use of social media - good website much better more recently, consultation etc is good - transparent.
- Embracing social media. Updated website.
- Email and Facebook. You don't have to speak if you're not feeling up to it but it is posted instantly.
- Using Twitter makes it easy to access and stay updated (for me anyway).
- Increasing amount of online interaction and ability to provide updated contact information. Ability to follow via social media as desired. Improved website for most up to date information on Council activities etc.
- The way the staff in housing are and just the engagement in its entirety.
- Staff always very polite. Especially at the library.
- Staff are mainly good and pleasant to deal with.
- Offer surveys.
- Uses easy-to-use technology like this - quick and easy.
- There are a variety of ways and forums for people to engage with the council.
- It tries to find out what is required/wanted in a variety of ways
- Lots of methods to get involved. Like pop up online quick surveys.
- The variety of choice - something to suit everyone.
- Website is easy to use - when information is available... Like being able to submit requests online. Poole News magazine is useful - especially events list.

- By updating information either through the website or use of local paper to advise of changes that could impact on resident population.
- Good BOP website. Facebook.
- BOP Website does contain useful information.
- Web site is good. To be honest I don't engage with the council very much apart from if I wish to know something then I just look it up on the web.
- Information (most) available on the BoP website.
- Good information on the website. Approachable staff when contacted.
- Website information. Using information meetings/sessions for big items of concern.
- Informative website, events and info in libraries.
- Good website. I like the "Report It" area.
- Genuine attempt to engage, particularly through web-site and Poole News
- Average. Use website good.
- Website. Never involved with it not targeting my age group.
- Always been easy to contact and helpful. Internet is good. You really look after the parks - superb!
- Up-to-date website.
- Provision of information services via libraries, good website and social services links.

Other comments to Q2:

- It would be much nicer if we could see our councillors more often (I know they have a lot to do) but I have not seen a councillor for a long time.
- Planning has clouded feelings.
- More contact required.
- Don't know.
- Very little but at least I have done a platform.
- I don't think they do.
- Very little.
- Not a lot.
- Little. Although sympathise that promotion and awareness raising is difficult.
- Very little.
- Not a lot.
- Not a lot.
- Not much.
- Unable to comment.
- Not long lived in Poole.
- Plenty going on in my rest home.
- Help us out.
- I have no real experience of the Council's community engagement so cannot comment.
- No experience or awareness.
- I'm not especially aware of how they do so.
- I don't have any experience of the Council engaging with residents.
- I don't really have much experience of engaging with the council. I use social media to keep up to date with what is going on and feel this is a very useful tool that needs to be used more. Otherwise my experience is very limited.
- I'm not aware of any Council engagement in my area/community.
- Had no involvement.
- No issues.

- I have no dislikes or likes pertaining to the way the council engages although I would say objectively that it needs to consider what is its specific purpose in all and each engagement it undertakes and then endeavour to ensure it engages in the most appropriate way to meet the purpose. It is no good giving information and asking for information without taking into account the purpose. There is lots of information launched inappropriately (tone, style of engagement, language, location of information) etc and this will happen if the council do not consider purpose. It is not enough just to provide information and ask for feedback and then respond without consideration of purpose and what is required. Lots of availability of indiscriminate information can be baffling, confusing, useless and information with responses that are ignored is also frustrating, raising unrealistic expectations and ultimately unhelpful. There is a theory that lots of information equals better but that is not so. There is an increase in emailing and website information that is considered to be a better way of passing on information. It is highly likely this information is not engagement as it is a one way method of talking to people and does not allow for flow of information or conversation. You can not engage people merely by this top down approach. I would certainly consider what is needed is a more rounded view of what engagement should be. I also believe that engaging persons outside the normal sphere of types of persons what be beneficial. Meet people on their own grounds and terms and not ask them to come to you so much. If you are out and about and frontline you have a better understanding of this. The benefits of doing this means you can engage more persons, sectors and businesses and may hope to get a customer perspective rather than merely telling people what you are doing for them.
- Nothing.
- Nothing. As a rate payer in Hamworthy no engagement with residents.
- Might attend it.

Q3: What don't you like about the way the Council engages with its residents?

Dislikes:

- Mail needs to be in Easy Road.
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- Poor language used in documents, especially planning consultation documents (written by professional planners for professional planners) which are very verbose, and sometimes unclear as to what is really required, and have been seen is deliberately complicated. The website now requires you to login to post comments, a retrograde step as many people, especially the elderly are uncomfortable about using a logon and password. Many planning decisions seem to be unfathomable to the outsider, i.e. the Planning Departments total support for the scheme recently mooted for West Quay Road, fortunately rejected by the Planning Committee, which was totally wrong for the area and resulted in the Planning Department losing a lot of credibility amongst local people. Roads and Transport have a similar attitude, in that they appear to do what they think is right, rather than listening to local residents who have to live with the results.
- Some engagement via local organisations tends to be steered by those with particular issues and not always truly representative of the local views.
- Not always clear who is responsible for what. Residents not always first priority.
- Would like more directly to my email rather than have to go to the Poole Council website.
- The way you sneak about with vans if you see something you don't like don't you knock on the door, no you send a letter, face less.
- Sove piping of contact is not good for the resident or organisation.
- I see little council communication in my personal life as I do not log on to website

except on a couple of occasions to report things. My mother, who is in her mid-seventies, only sees what is in local free newspapers and Poole News. Sometimes I feel that communications are aimed at the lowest common denominator and at younger people.

- Despite knowing (via Electoral Register, Council Tax etc.) who the householder is at our address, the Council still sends postal items addresses to 'the occupier'. Very impersonal!
- Glossy booklets received, waste of money
- We have no community spirit in the area I live in, I wish there was more done in the Rossmoor area to bring the community together. Very disappointed that the local school (Manorside) doesn't have some sort of school fate, that may bring the community together more?
- Little encouragement to community groups. Pro-active responses lacking. (Left off list. Overleaf one example.)
- Too much time and money spent on consultations and no progress. A half-demolished old school - looks a tip. Nothing in future plans to improve the area on Blandford Road. Am sure if we were in Sandbanks - this would not have been allowed to happen.
- Far too much money is spent on public consultation.
- [Councillor] is a chap who should not be in office as he will not address any issue on the law.
- Councillors (with some new exceptions) keep everything far too close to themselves, encouraged I think by the officers.
- When a repair is reported mostly via phone you have no way of knowing if the message has been passed on.
- The sometimes impersonal service.
- The council workers are here to serve residents, not to be run as a business. Can we be spoken to as people NOT as customers. People who work for the council are there because they want to work with people not 'pretend' to be shopowners or small business owners, whose sole purpose is to make money. I don't care how much is spent in actual £££. I want to know that it's been spent on what real people want, not on prestige PR projects. The council should be providing services which the private sector will not, since these are very often the ones which are not 'profitable' in their view, but which are most 'valuable' in human terms. Think Oscar Wilde; "The English know the price of everything and the value of nothing."
- Don't answer phone left decision until last moment. Most in planning helpful, however particular offices mixed message paid out for appeal. No consistency of decision continuity.
- Road sweeping - no response to phone calls. Can we use a blower for parked cars.
- Rang in and left a message about Poole building a staircase on the bank near Seldown coach park, as numerous people slid down the bank. No response.
- I sometimes have to wait a long time to get through on the phone. As much as ten minutes before now.
- Speed of service.
- Things could be done, need doing or resolving and could be done with a bit of thought and by laws but the laymens obvious solutions seem to go ignored. It no longer acts beneficially or sympathetically in cases of real hardship or need it seems.
- Not succeeding in reducing traffic speeds.
- Do the views of residents really influence decisions or are they already made?
- Do sometimes feel that we are asked for our opinion when the decisions have already been made. Too much judging a book by its cover.
- Always seems decision is made prior to consultation and only consulting as paper exercise.

- Very difficult to contact by phone.
- Channels to report issues not always clear.
- Sometimes do not appear to listen!!
- Making a survey (i.e. turning off street lighting) then ignoring residents' wishes and announcing that they intend to do what they want instead of what the residents want. Unreasonable and unsympathetic attitude regarding the cutting back of trees.
- It says it consults but rushes through changes anyway. I gave my name to request a blue/black bin swap, at the information stand mentioned above. This was never acted on.
- It doesn't always listen!
- It does not always listens to residents.
- Goes against local public views, e.g. car park in Creekmoor. Tree policy in Creekmoor.
- Despite comments/objections the public's views inevitably seem to be ignored by council.
- Do not always act.
- Wish they didn't totally ignore what the people say. Please don't presume that everyone has a computer - a great number of our older residents don't have access.
- The fact that it ignores local residents' views in matters close to their residence.
- Never listen to residents point of view and how planning applications affect them.
- Having consulted it ignores the majority (green bin service). Questions are sometimes deliberately worded to enable the council to get the result it wants - green bins. After surveys or consultation nothing appears to happen - gypsy sites - whats happening now? Need to update people to show that responses are being considered, etc.
- More promotion needed/focus on engaging younger people (18-24).
- Can younger people change decisions? Older people are more financially influential and vote more.
- I'm not a resident, but work in Poole and cycle through Poole twice daily. I feel I am not valued as someone working in Poole, simply because I live just over the border.
- The only time they do is when there's an election.
- Only dealing with representative groups.
- Charges feel like only reason you get in contact or engage. Business rate ridiculous 4 x rent on pub.
- When does it?
- No engagement with residents has been particularly apparent in the area where I live.
- I've never been engaged.
- Does it?!!
- Doesn't engage enough.
- What happens to our comments? Over development. Planning tag ignore. Use technical speak and jargon. Too much paperwork/policies. Need more visuals.
- Not enough feedback.
- In some cases as residents we are informed on things which are about to take place but sometimes appear to get missed out on the actual outcome. I have had to contact certain offices on regular occasions to obtain feedback on questions that have been raised.
- Don't like the spin it puts on survey results, always claiming that everything's great for nearly everyone. Lack of community development approach.
- My experience is that few people take up the chance to engage. The council should consider methods to capture a wider involvement.
- They still seem removed from what the local people actually want and will listen to a few complaining voices without considering what the majority wants - local councillors

seem to vote hunt...Little support for local organisations trying to engage and provide activities and facilities for local people. No continuity of people in post or indeed of posts or focus. Community groups are there working in the community but it feels like we are working in isolation with no support or understanding of the frustrations we experience. Local area committee meetings spend an awful lot of time discussing yellow lines and the like in my experience - not necessarily good for community cohesion.

- Due a level of apathy possibly only get views of people with an axe to grind?
- Can be a little distant.
- Can be a bit stuffy and bureaucratic.
- Sometimes planning consultation papers I'm notified by post aren't at Creekmoor Library.
- Should have more about Council decisions/concerns at libraries.
- Explaining things more clearly. Breakdown of communication.
- No information about how you can engage with the council.
- Do not get much info from Council.
- The way in which Dorset For You and the social housing is now done online.
- The Council only seems to have time for people who operate online.
- Seem to have forgotten those who do not use or have use of computers. Not always convinced that the advertising of events etc is strong enough.
- Must be more proactive and not assume residents surf the net for new developments. I do not have time to surf and many older resident do not have access to computers. Essential to launch a quarterly email newsletter to all residents associations, announcing new policies and council decisions. Poole News not detailed enough. Area meetings have declined substantially. Need reorganisation - not allowed to raise Borough wide policies.
- I would like to get more involved in local issues but not having a computer I find I miss a lot of information. However the local library is very good at displaying information. I think more could be done to encourage people to work as a community.
- Assumes everyone has access to a computer.
- An expectation that everyone is computer/internet savvy.
- When letters are sent out and dont reach the right people. E.g- Green bins letters were absolute chaos.
- The reason I don't attend Area Committee Mtgs etc is that it is attended by older more vociferous residents who just seem to want to complain. Their views are not generally reflective of the community but because of the noise they make they are listened to. There is no incentive for younger residents to attend and to be perfectly honest I do not want to spend my precious time in a negative and unconstructive environment.
- Meetings held during the day, difficult for residents to attend as usually working and can't afford to take time off to attend. Difficult to find council contact telephone numbers. Council not listening to residents' wishes, e.g. Town/Village green applications.
- At meetings it is often those who shout loudest that get heard, there isn't a fair managing of the people who get to speak (Area Committees, etc).
- I feel the social media use by the council could be improved and isn't particularly engaging and definitely not used to its full potential. I find the idea of attending council meetings unappealing as they are attended by regular, vociferous residents who claim to be speaking on behalf of the majority but are often speaking on behalf of the minority. However, the idea of trying to speak above these people, who are often elderly and set in their ways, is very offputting. I don't think the council places enough emphasis on engaging with its younger residents, who are the future of the town, as they are too busy pandering to the loud outspoken voices.

- Area meetings and council meetings are too political - only about the parties not the issues.
- Need to be more for kids.
- Information you need is not always available online or is not up to date eg delays in posting new green bin collection dates on website (and not sending me paper version either until requested). Bureaucracy - have to had to cancel charity [event] due to council imposed costs increasing from £0 to over £300 including insurance at increased level demanded by council. Need processes that support small as well as big events rather than treat everybody the same. Don't know much about what my local councillors actually do.
- Too much paperwork.
- Planning issues - lack of enforcement - e.g. brown conzevatory required but others have white and they're told not to change.
- Planning - lack of enforcement.
- National party politics take precedence over local priorities.
- Poole News and general, multi-issue consultations, where the important facts/details get buried.
- The magazine is a bit boring.
- I do not always get Poole News delivered.
- I think Poole News is an extravagance and I don't value it for its general article I only use it for key information such as Christmas opening times, etc.
- Poole News is very infrequent - for all that people complain about council freesheets and the budget cuts behind the decision to reduce in frequency, it is useful to have the local authority view, particularly when the Echo is certain to give the opposite view
- Increased online presence but not everyone has access to this and Poole News doesn't come out as often as it used to.
- Poole News rarely if ever reaches me at home - usually pick up a copy at Oakdale Centre.
- Poole News I sometimes receive it through my door pick it up flick through and recycle it! Bournemouth's publication is much more readable and useful. When we hold consultation events/surveys we always use the same channels: loop, bop.com, press release which gets picked up the Echo, posters in libraries, etc. so that somebody who doesn't work at BOP or use BOP services regularly would ever pick up on. Very few people read the Echo. Social Poole day was a good example of how people like to engage, most people check Facebook and Twitter daily making it a very cost effective and efficient way to promote engagement work.
- Stopped Poole News.
- Not enough presence.
- Would like more direct contact, e.g. via email or pop up when visit council website.
- Other than the info I get through work, I am mainly aware of what is going on locally through the free Advertiser and leaflets dropped through my door - both of which give an impression of right-wing councillors being in charge of policy decisions. Not an empowering impression.
- Need to promote better how and when the public can engage with the Council over certain issues. Spending money on public consultation when they have already possibly decided what they want to do regardless of the consultation findings. Public consultation shouldn't just be a tick box exercise.
- Local planning issues not distributed widely enough to residents.
- Lack of publicity apart from on the internet and BoP public offices.
- It does seem one often has to rely on people with the time to peruse local gov. activities to know what is going on. (If one does not read the Echo & the freebie

newspaper is no longer delivered.) Special interest groups need to do a lot of investigation.

- I wouldn't know about most engagement opportunities if I didn't work here. I don't buy the Echo very often, and the Advertiser appears to have ceased. So in due course when I retire I will need to think about how I will remain well-informed.
- I think there could be more publicity as to how and where you can meet and talk to council members.
- I don't like the way that I only find out about these things from other sources such as Facebook and the Daily Echo - there's nothing which comes through my letterbox to inform me about anything which the Council is doing or thinking of doing.
- I didn't like the way that we were informed that our road was one being considered for a streetlight switch off in the night. There was little publicity to alert us of the possibility beforehand, aside from some negative comments in the Daily Echo. We still don't know if this has happened yet or if our road is selected as there has been no follow up as yet.
- Hard to find out what's going on.
- Community events are not very well advertised and I am sure people are not aware they are going on. As part of job I have recently been using the Poole Tourism website and I realised for the first time the sheer number of activities and events that are held in Poole, where as before I was unaware. Furthermore, the BOP website is not the most user friendly currently, a search engine for example would be helpful and clearer links to partner BOP websites such as Poole Tourism and the Family Information Service should be displayed on the website. Additionally, BOP could be more transparent about the changes that are occurring within the Council as it inevitably will affect them further down the line.
- Communications through the media about events, etc.
- When you find out about proposals through the newspaper normally they are of grandiose proportions and the Council know there will be hell to pay when residents find out the scale and cost of the proposal.
- Sometimes we are not asked about what we actually want.
- Stop intimidating the general public with needless "security" signs and personnel. Oh, and CCTV.
- Insufficient social media.
- Not including their wants for how money is spent.
- Spending other people's money
- Sometimes the Borough consultations feel a little tokenistic, a tick box exercise. Often consultations are not well advertised or accessible to all. Often those whose voices the council does not hear are those who have a more chaotic lifestyle or with different skills or needs than the council expects. This means that I personally feel that its consultations are not always accessible to those who are not comfortable reading heavyweight documents, or have English as a second language, or may not be able to attend meetings at a time or location that suits the Borough or its officers.
- Timeliness, it's always late on in the process of things and never all inclusive. Secondly, the council seems to act as a number of entities rather than one body.
- Often process begun too late needs to be planned early. Often poor awareness that consultations are being done. Decisions have already been made. Often processes designed for the Council's convenience rather than every day peoples. Many of the options from Q1 are boring, unappealing, meeting style engagement. Poor feedback of how consultation has effected decisions.
- The closeness of officers when asked about decisions made apparently behind closed doors!
- Not enough transparency about decision making.

- More openness and transparency needed.
- Website - worse than before. Customer's First doesn't always know where to direct calls - terrible service.
- Difficult to find the relevant information off the BoP website.
- Not a fan of the current website as sometimes hard to find information I need.
- Website hard to find things. Couldn't find listed buildings list. Could be more user-friendly. Not always clear.

Other comments to Q3:

- Lack of understanding by our young people, regarding the sacrifices of our retired population.
- Who is responsible for out of hours anti-social behaviour?
- Took a long time to renew my disabled badge.
- The way they charge for parking for local residents. There is no discount in Sandbanks or the Quay for BH15 residents even if you pay for a parking permit. In other towns and cities local residents get a discount, i.e. York, Yorkshire.
- The nasty people at the ticket office who deal with the Dolphin Centre car park (swimming) who snagged me for being delayed by two minutes. I will never go back to that swimming pool as I was delayed because I was complaining about the facilities!
- Tailor some of its services to suit work patterns other than 9 to 5 I am aware of cost implications, but asking part-time staff to work outside of those hours may be welcomed and, of course, services are not run for the benefit of the staff, e.g. library opening hours; winter time beach staff attendance - currently there during the week but not at weekends?? Could that be the wrong way round??
- Planning application for Talbot village.
- Can the council ask people to cut the hedges in the front of their houses. I like them but quite a few are dangerous as they grow half way across the pavement.
- Parking on grass verges. Overgrowing bushes/trees by residents on walkways.
- Not enough meeting places for older people.
- No opinion.
- Lack of control of dog owners (mess!). When was the last prosecution?
- Awful place. Dirty. Poor buses. Unhappy about green bins.
- Don't like minimum 2hr parking in multi-story shopping car parking as we usually only park for 15-20 mins, and I know parking involves a bit of walking.
- I am housebound so carry on our good work.
- There is nothing I don't like.
- Nothing.
- Nothing.
- Nothing.
- Nothing.
- Nothing specific.
- Nothing really.
- Not a lot.
- None.
- No.
- No real grumbles.
- No issues.
- No I work for BoP.
- None. But issue, live next to cemetery, hedge not cut back sufficiently.
- Nothing springs to mind.

- I think you engage well.
- None.
- None.
- Not been in situation to need to engage. Yet.
- Unable to comment as I am not aware of any Council engagement with the residents in my road.
- No opinion.

Q4: What ideas do you have to improve how the Council engages with its residents and to encourage people to get more involved?

Ideas:

- Do not assume the web can be accessed by all.
- Loads. Will attend area committees.
- Better communication.
- Use a better letter distribution company, provide more information online about our policies so residents can get an explanation of WHY we follow the procedures we do.
- More use of meetings where people can talk freely without being overwhelmed by others opinions.
- More and clearer communication.
- Clearer notifications on plans before they happen without jargon.
- Communication.
- More visibility at community events. Tourism market all their events and the advertising is very visible so perhaps attendance and promotion by the Council could be part of those ie Bike Night, Quay for my Car, Fireworks evenings. I have often seen the Mayor collecting for charity in Poole High Street but haven't actually known beforehand that this was taking place. The Mayor's car boot sales appear to have stopped too.
- These are ideas but I realise it all depends on capacity and money. More community workers so each of the wards are covered. Council Roadshows - what used to draw certainly young people together was the Radio 1 roadshows. Could something along those lines be established? Look at the various clubs across the Borough and target those, e.g. a gardening groups competition could be each group being given a small area of garden say around the Civic Centre and planting it out/caring for it with a small trophy for the best. At the Poole Advice Centre in Lagland Street there's a small area of garden at the front which is crying out for improvement. I also think it's a matter of what interests people have such as the gardening, family history and being creative in getting them involved.
- Constituency of decision-making. Generally good job. Platforms for voice better promoted.
- Too many bosses.
- Open debate on issues affecting residents.
- Dolphin Centre display/engagements more often.
- As the bus and train stations are in Poole, a unit in the Dolphin Centre, i.e. a one stop shop, open 6 days a week, this would help locals and visitors alike.
- Email residents with details of meetings.
- Ask Poole residents to subscribe to receive email alerts.
- Is there an online email/newsletter to subscribe to which would arrive regularly unprompted? Like alert on the Loop. If not, I think this would be a good idea to help people receive information without having to think about looking for it.
- Sign up to information streams. If not available at present, starting on area of interest

and being sent related information by email.

- Possible to have alerts sent to email accounts to alert people when there is a new issue.
- Communicate major decisions/consultations (such as this) via email.
- Email newsletter. Events to introduce services of council. Workshops for people to understand areas of council eg planning, social care.
- Email newsletter as above. Essential to build a database of email addresses for all residents' associations, friends groups, etc.
- Send information via email to all that pay Council Tax and those to whom you have an email address for.
- Regular email newsletters.
- The way of the world in my opinion is that unless someone is directly in need of services they won't engage with their local council as long as the bins are emptied on time and the roads are safe to use etc. People just want the council to get on with the job with the min of fuss and cost to them. For people to engage they need to feel empowered and heard, there are a lot of well-educated, knowledgeable retired residents in Poole who have the time to engage and have very valued views yet this wealth of knowledge isn't tapped into as far as I know. The use of plain English on documents would help.
- Encouraging younger residents to become more actively involved with Residents Associations and Neighbourhood Watch Schemes.
- Encourage younger residents to attend meetings/consultations etc and to make the experience more pleasant!
- Engage with Poole residents who work for BoP more directly.
- Outreach to groups, e.g. engage with library book groups, school PTA group, business networks.
- Engage with people who work here and help the local economy!
- More activities for young people and expand panels with young children.
- Engages better with young community. Up and coming.
- The council needs to think of new ways to engage with its younger residents and give them a voice. Their views are actually more important than the elderly people as they are Poole's future and Poole should be looking to move with the times and not be seen simply as a retirement town stuck in the past. Improving the use of social media would be a good place to start and making it more of a two-way communication process. Involving the community actively in projects and getting them excited about the future.
- Demonstrate that you do something with their input. Of course you will not please everyone but at least show that you are doing something. Make sure that the questions are fair and not biased to get the results that you want.
- Always getting back to residents even if negative response. This ensures residents know that someone has looked at query even if it can't be resolved to satisfaction of resident. Environmental Health excellent at this.
- Although as a Council we appear to keep everyone in the loop we do sometimes feel that when it comes to the outcome we do not always find out until we read it in the local papers (letters pages) from others who have been better informed than ourselves. Also it can be felt that some of our interactions with the Council falls on deaf ears and therefore we can feel that sometimes our concerns are not being fully received and understood. I believe that we could improve our follow up service in certain areas.
- Get more of the Council front line staff into the community and aware of the community issues.
- I think there should be more emphasis on house-to-house researching and information should be more readily available electronically like in neighbourhood locations.

- Clean up the Area Committee meetings - too many are taken over by campaigners for or against specific issues to the detriment of the other issues.
- Lack of understanding at the switchboard what support I need.
- Be like library staff!
- The information about how to become more involved in processes that impact on community and the need to have a voice could at times be improved.
- Some people are not able to get out and about. Some people do not use computers. You need to make Poole News more informative on a practical level. If you are changing the way something is done you really should write to those affected. When my mother last year requested I purchase some more residential parking tickets for visitors neither of us knew they were no longer available from the Civic Centre, or that it needed to be done online. Plus the transport department would not take payment at their offices if I filled in a poorly copied form there and then. Maybe some people do need to know more about residents and how they do not want to run around offices, pay for things online, or actually use a computer - especially when visitors turn up unexpectedly!
- Improve Poole News. Social Media. Hold Show and Tells for the public.
- Review the website content?
- Display meeting info in local areas like library etc. Email meeting info. Make civic centre more available.
- Use all avenues of info circulation: local/free press, radio, websites, posters, flyers, emails, groups, etc.
- More interesting less boring paperwork. Visuals. Maps.
- Whilst there is a desire in some quarters to have a more joined-up approach to resident engagement, there is still far too much stove piping and situation where units do their own thing rather than thinking corporately. A more joined up approach would enable the organisation to save money on a co-ordinated and planned manner.
- Less is more.
- Less surveys and more actual listening.
- To PAY ATTENTION to what people's views are as they are the ones who are living in that area, whereas the people who make decisions rarely are.
- Take more notice of what the people involved (i.e. residents) have to say.
- Listen to views and give feedback more on how decisions were made.
- Listen to people - residents know what they're talking about.
- Listen and act.
- Give more consideration to Hamworthy. Do not ignore suggestions; and get moving with the regeneration then we will become involved when we see some action.
- Council usually takes no notice of the public's views anyway. Scrap your so-called cabinet.
- Act on public opinion, don't just give lip service.
- Set up a listening post - invite comments and respond.
- More meetings held locally and publicised in a more effective way to engage more locals. Encouragement to get locals proud of the area we live in and look after it! More information on how to engage and what each councillor specialist area is - i.e. who to contact for what.
- Maybe a local public meeting to the estate where people live.
- Hold more meetings on residential sites for older people to get involved.
- Local signage in strategic areas, not just next to the post office.
- More meetings.
- Hold meetings with residents during evenings/weekends. Wider circulation of council

telephone numbers via A5 distribution to each household.

- To see more action and better decisions!! More local meetings!
- Would like to know more about whats going on at local level, i.e. Bearwood.
- More involvement.
- Greater presence, more events, activities for the community to get involved in. More money to be put into libraries to get the community involved with the library and it's events.
- Local newsletter joining free. Need to enthuse people more.
- A regular newsletter to EVERY house in Poole.
- More newsletters.
- Need to allow residents to pay online using their credit/debit cards for services such as parking permits, etc.
- Keeping more ways of communication online ie Facebook/Twitter/online surveys, which is probably preferred by majority of residents.
- More online tools as these are open to all.
- Open days in libraries to promote council services, i.e. leisure.
- Open days at Poole City Hall to meet Councillors and see how Poole is run. I'm new to area and very interested in politics.
- More of these open days.
- We could have a fax machine - great demand. Faster photocopies. Starbucks.
- Traffic lights needed when crossing from Oakdale library - dangerous at the moment. Centre for learning and estate agents. Dr surgery. Also, more baby feeding/changing facilities needed in Poole town centre.
- Speak English without jargon in your consultations. Have departments explain why decisions are made. Listen to people who have to live with the results of your decisions.
- Tell a wider area when there is a planning application. You only advise those next door. Thank you!
- Promote / advertise better events and public consultation. Not everyone will be aware of the opportunity. Provide feedback so people know their opinions count and how the Council have acted upon this.
- More publicity in building applications! (Looking at the one off Chaddersly Glen.)
- More advertising of services. Maybe a brochure/Poole magazine posters. Section in Echo.
- Don't know. Need to know about engagements come where I already go.
- More information on forthcoming events publicised by newspapers, libraries and fliers as not everyone has access to internet.
- Good publicity.
- Good advertising - tell people - even if you don't think they'd be interested.
- More leaflets about how to engage with the council or councillors actually contacting us personally with visits to their constituents.
- Better publicity, more accessible sessions with a variety of techniques to hear peoples voices, e.g. participatory appraisal , being proactive, going out to where people are rather than expecting people to come to you.
- Advertise the website, facebook and twitter presence, maybe a leaflet enclosed with council tax bills? Need to think about engaging with people who aren't internet savvy.
- Maybe more promotion on the side of council vehicles for other ways to keep up with what's happening like Facebook or Twitter?
- Send out sample questionnaires to say 10% of residents on issues being discussed in Council.

- Radio.
- By radio solent.
- Greater range/more dynamic councillor candidates to choose from?
- Perhaps more exhibition type info. Easy to see & assimilate. Notify special interest groups of matters pertaining to their activities.
- Get the teenagers in local schools involved in litter picks? Taking responsibility for our shared landscape. I'm sure they probably do already. Sometimes it just seems the people who don't drop the litter are the ones picking it up.
- Upper management and councillors and executives being more available and accessible.
- Use social media more?
- The use of modern media tools, such as Twitter and Facebook, should be better advertised (I was not fully aware of their existence prior to completing this survey) and perhaps used to encourage younger generations to get involved - maybe at school etc.
- More use of the social media profiles that it already has - e.g. prizes for participating in competitions, more edgy approach, etc. People like something memorable. At the moment Poole Tourism is far more professionally set up in this regard than the council as a whole, so perhaps they could be an internal (and thus free) source of knowledge. I would also like to see more about the council explicitly asking people to participate in, e.g. opinion panels and in community roles such as school governors.
- It's difficult to know the answer unless the Council has excellent data about where residents get their information at the moment. Social networking is great for younger people, but how many of them are actually going to bother to 'follow' the Local Authority!! Local radio might work? Advertising around the Borough?
- Engaging via social media? (Maybe you do already.) However, you would need, for example, to encourage/entice me to follow you on Twitter. Higher profile information at local libraries and schools, information stands and literature at supermarkets.
- Better use of social media, especially Twitter.
- Dedicate a team to supporting local organisations - communicate with them and follow through suggestions - keep focus on the BIG SOCIETY and keep red tape and costs to community events to a minimum. Very often, it is not cash that is needed in support but expertise and advice - sign posting. The council needs to be believable in order for people to want to be identified with it - its actions must be transparent and honorable and be seen to be beneficial to Poole residents.
- Talk to them, get out and about in the open not behind doors.
- Go out there, talk to people in wards, communicate what is on offer for you younger carer/LD, etc.
- Go out there, talk to people in ward. Communicate what is on offer young carers/LD etc.
- Get out and speak to people more. Don't rely on emails and stuff.
- Target pubs/other public venues where younger people/general public can view, even bus stops. Promote engagement opportunities and the personal impact it will have.
- Can engage or share opinion via text or the website using smart phone.
- Timely communication should be a key component of all initiatives. Secondly the council does not act as one body, the different departments do not seem to talk to each other and you end up getting mixed message.
- Most People want to get involved at grass roots level not be consulted when the deal is already done and we are being consulted to tick a box.
- More honesty about what needs to change & how the council will make the changes. Adopt an approach that recognises communities of interest & communities of identity, rather than only based on location.

- Make more open eye. Explain benefits of what council do.
- Engage more with community groups offer help with printing/distribution of group leaflets.
- Utilise fun events that the Council run already in places people like to gather. Quay Fireworks, Poole Park, Speedway, Dolphin Centre, etc... Use the people on the ground that are face-to-face everyday. People need choice of methods of how to contribute and get involved. Perhaps dedicated page on website for people to enter and give their opinion. Say it online, need a bit more promotion. Like a business where 7% is spent on marketing. Make posters and signs much more engaging and stimulating, e.g. Planning posters are tiny writing, not plain english, no pictures, not easy to make contact or find out more info. Please see this video from TED.com http://www.ted.com/talks/lang/en/dave_meslin_the_antidote_to_apathy.html. Utilisation of text messages as a means of voting for issues. If you build up a big enough list it could capture very diverse range of population. In the future nearly everything will be done via our clever mobile phones and they are always with us night and day. Also often txtng is free for people to do. Most convenient method. This could also allow the voice of younger people to get heard too? Or with a small fee for voting BoP could make some money like X Factor-type TV shows.
- More needs to be done to communicate with those families who do not come into contact as a matter of course in their daily lives, e.g. through social care, housing, education services, benefits. Perhaps this could be achieved through greater visibility in places where those families are likely to congregate, e.g. stall at local festivals, information/feedback terminals at leisure centres, town centre. Further, the Councillors are persons who are not particularly representative of my friends or me; perhaps this is because the posts are not salaried, but I think that this creates a barrier to the involvement of many people under retirement age in the Poole area.
- There should be a page in the newspaper advising local events/issues and how people can get in touch - these should be in the free paper.
- Make better use of library network as accessible council buildings across the Borough.
- Some more information to be published in Poole News such as new consultations.
- More Poole News type sharing.
- More local Ward Centre Forums.
- Latest news, e.g. events should be put online - often available to council staff via Loop but not the public, so I have to e-mail details to my parents, etc. Would be useful to have all community events in 1 place - tourist website only has some information, e.g. have to check Poole Park and Upton House website all separately to find out what events there are. There is no easy way to promote your own community events, e.g. fetes.
- Stop acting as if we're interested in nothing but money. The councillors have a difficult job balancing finances, yes, but people are disengaged when all they hear about are the expensive projects like the bridge which we're supposed to be proud about, when some of us would like to know that for example a care worker has done some extra work to help a lonely older person. Take out a level of management who have nothing to do with real people and give the money to those doing real jobs. Show the saving of ££££££ will be spent on road sweepers or care assistants not people who sit in meetings.
- Workshops. Project work/activities. Focus groups.
- More written information about what's happening.

Other comments to Q4:

- The council as a whole is very engaging with the local community.
- Happy.

- Happy.
- Content with relationship.
- None.
- None.
- None.
- None.
- None.
- No opinion.
- No opinion.
- Sorry, I've not ideas now.
- Sorry - Don't have time to give this much thought - am stretched to breaking point like many at this time.
- No idea to be honest - policies are not my forte!
- Don't know.
- On some occasions I have contacted the council and have always found them most helpful. I am not able to attend meetings etc.
- Persuade people to pick up litter.
- Overhanging trees - hedges, near Shar of Persia.
- Move house - Talbot Village too far on the bus.
- My day job involves pondering precisely these questions! If you have any good ideas about how to engage local folk, do publish them!
- More reasonable business rates, keep shops open.
- Improve street cleaning - especially cul-de-sac near Sea View.
- I think this is too specific and again suggest it depends on the purpose of engagement.
- Get them to do more to help children in the community.