

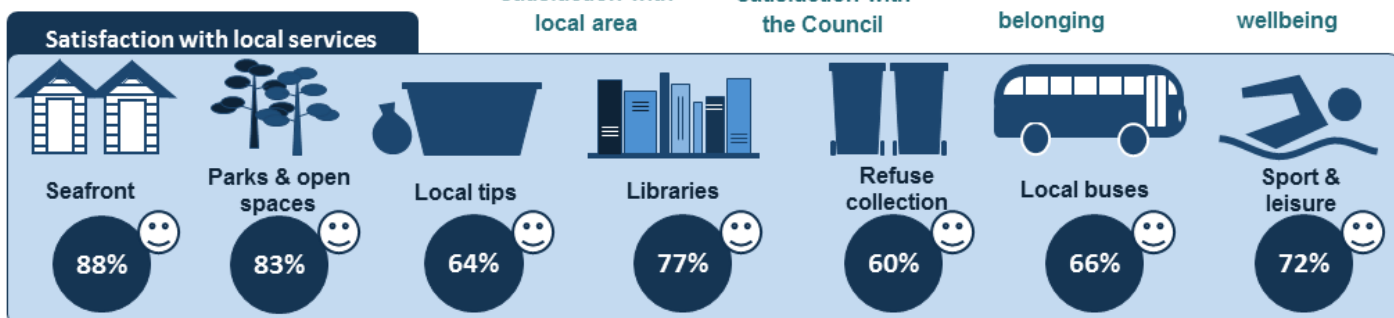
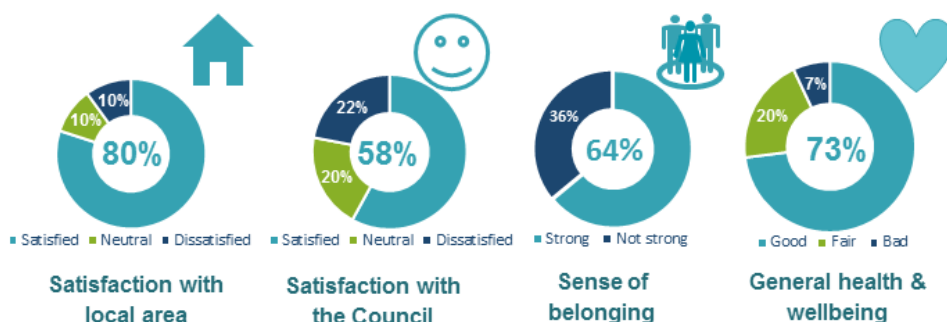
May
2018

Summary of Bournemouth Opinion Survey results 2017

In autumn of 2017 our Bournemouth Opinion Survey was sent to more than 9,000 randomly selected households in Bournemouth. Over 2,800 residents responded to the survey providing their views on the local area. Here you can see a summary of the results. A more detailed analysis of the results can be found in the [full report](#).

Insight into residents' opinions and priorities are invaluable when planning services and setting priorities. As we work with Christchurch, Poole and Dorset councils to plan for the new local authority in 2019, we will be able to use the information gained from this survey, about the things that are important to Bournemouth residents to help inform the new council's priorities as well as service delivery, design and improvement.

Bournemouth Opinion Survey



Top factors making somewhere a good place to live



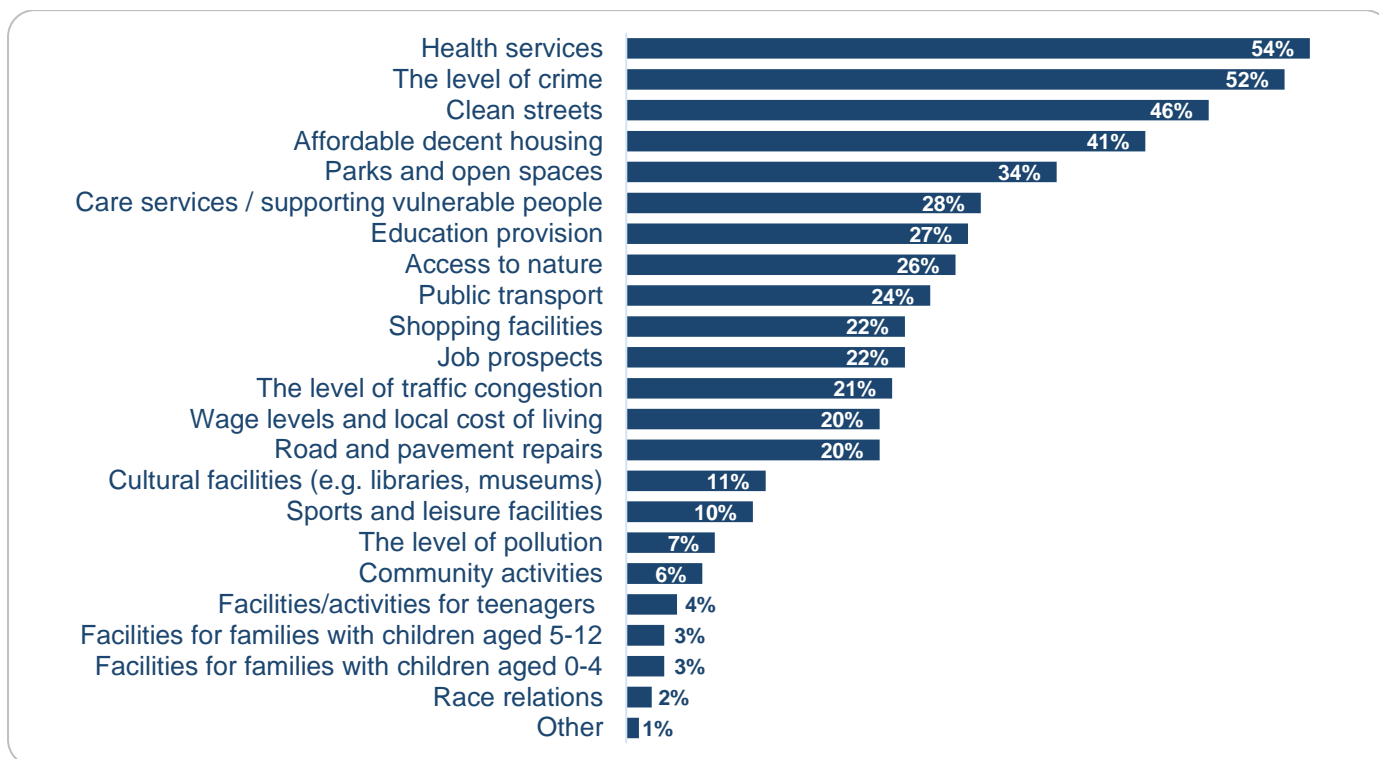
Factors that most need improving in local area



Note: some charts may not add to 100% due to rounding or multiple answer selection

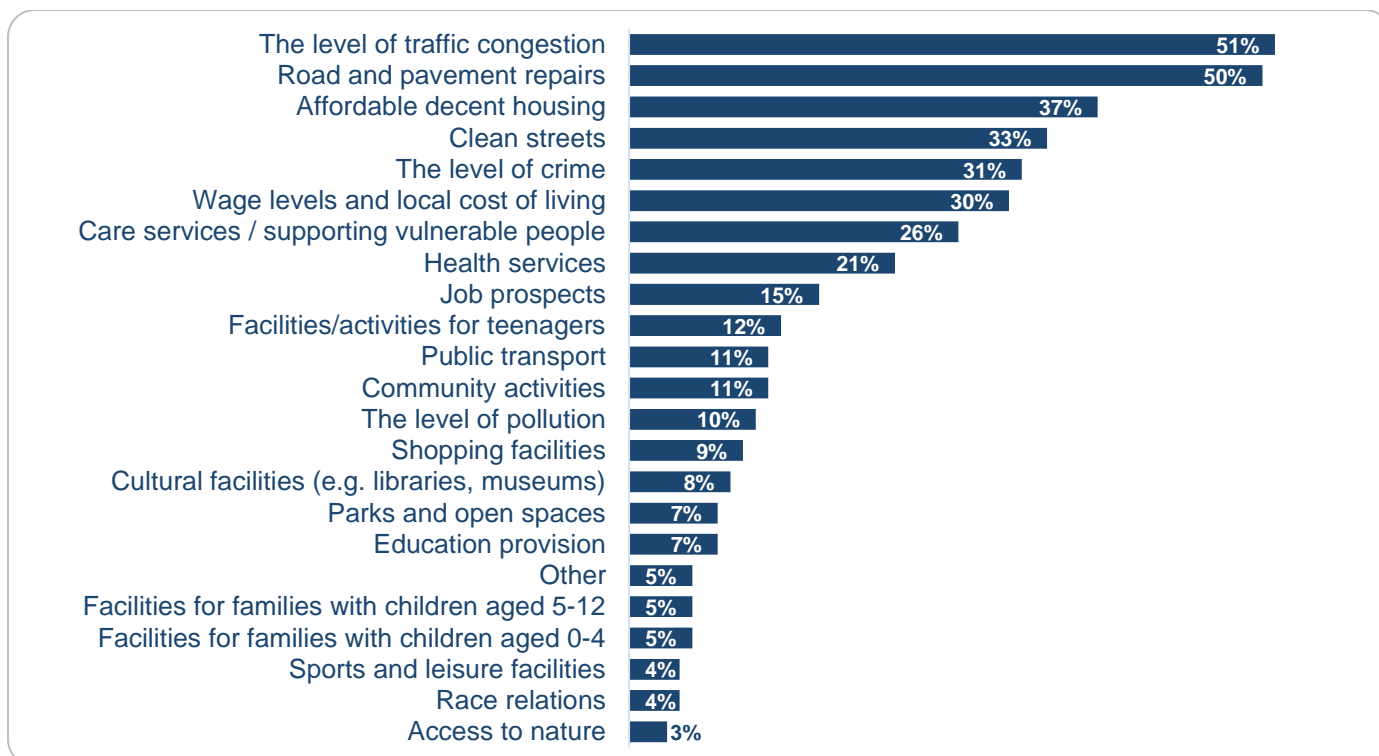
What's important in making somewhere a good place to live?

Health services, the level of crime, clean streets and affordable decent housing are the issues residents feel are most important in making somewhere a good place to live.

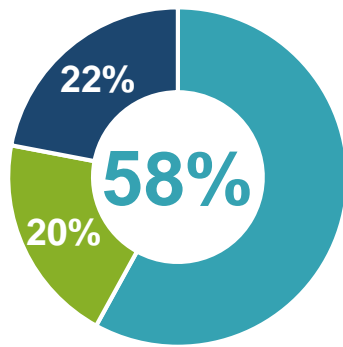


What most needs improving in the local area?

The level of traffic congestion and road & pavement repairs were the factors identified as most in need of improvement – half of respondents identified each of these two factors while just over a third (37%) identified affordable decent housing.



Resident satisfaction with the Council



■ Satisfied ■ Neutral ■ Dissatisfied

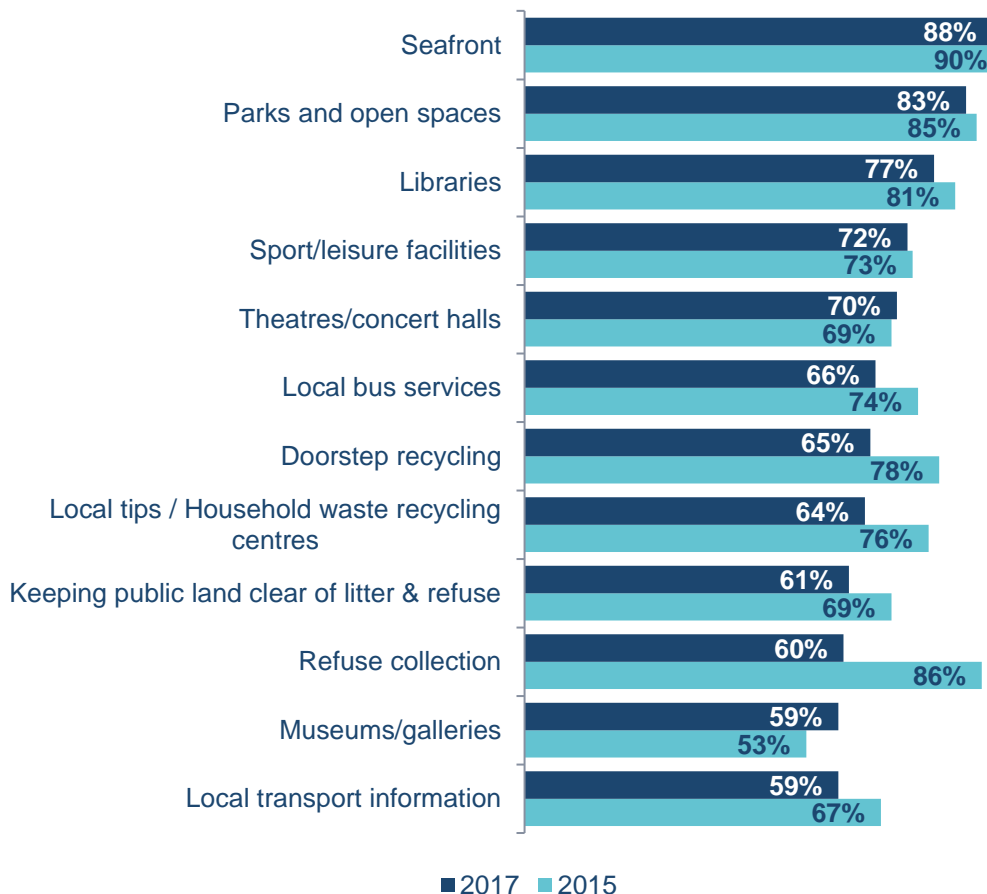
Over half of respondents (58%) said they were satisfied with the Council whilst just less than a quarter said they were dissatisfied. Satisfaction with the Council has decreased from 69% in 2015.

The council is instrumental in shaping the Bournemouth that 80% of residents are satisfied living in. Since 2013/14, the Government's revenue support grant (funding to provide day to day services) to the council has reduced from £42.3 million to just £7.4 million in 2018/19. By 2020/21 it will be zero.

In 2013/14, we spent £102 million, or 63% of our budget on adults and children's services, with £59 million remaining for all other services, including refuse collection, libraries, parks maintenance and street cleansing. Contrast that with the situation by the end of this financial year, when your council will be spending £103 million or 78% of resources on adults and children's services, leaving just £29 million, or 22% of the budget for everything else.

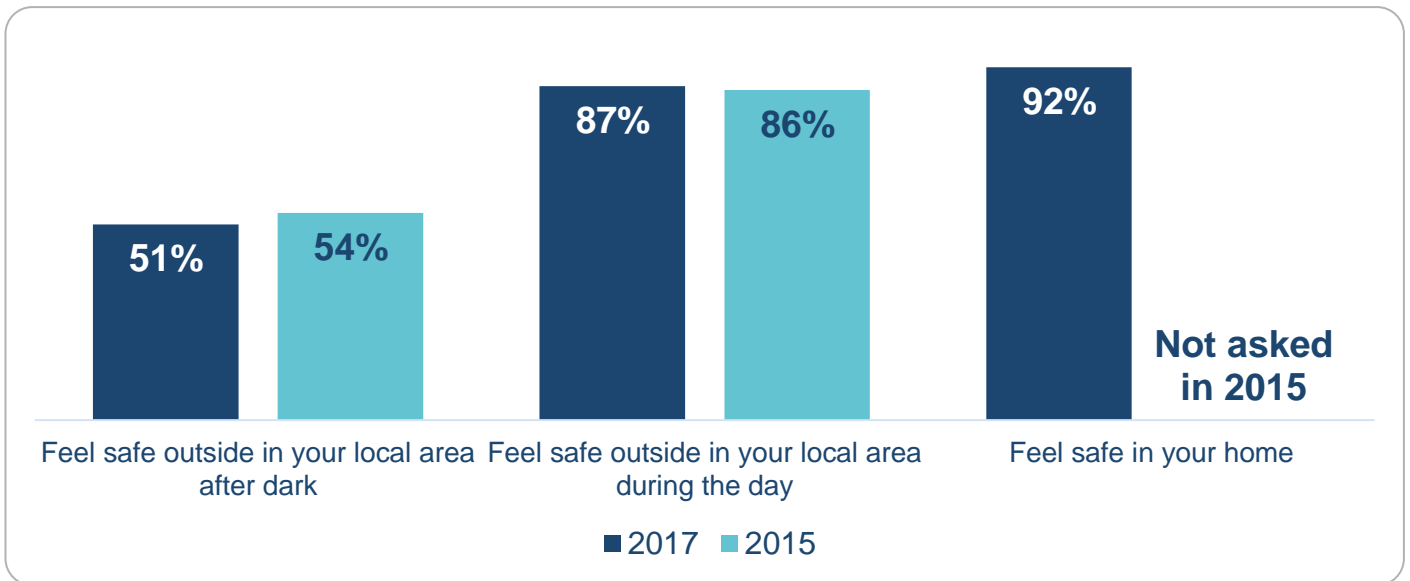
Satisfaction with services

Since 2015 there has been a significant change in residents' perception of satisfaction with most of the services the Council provides. Refuse collection has seen the largest decrease in satisfaction, with a decline of 26% from 86% in 2015 to 60% in 2017. Frequency of refuse collection changed from weekly to fortnightly since the last survey, which may explain the decrease in satisfaction.



Despite this drop in satisfaction, recycling collected from the kerbside has steadily increased since the introduction of fortnightly collections and the amount of waste that is sent to landfill has declined by 14%. Food waste collection has seen a significant increase of 70% since 2016/17. Bournemouth seafront and parks & open spaces top residents' satisfaction of services at 88% and 83% respectively.

Feeling safe in the local area

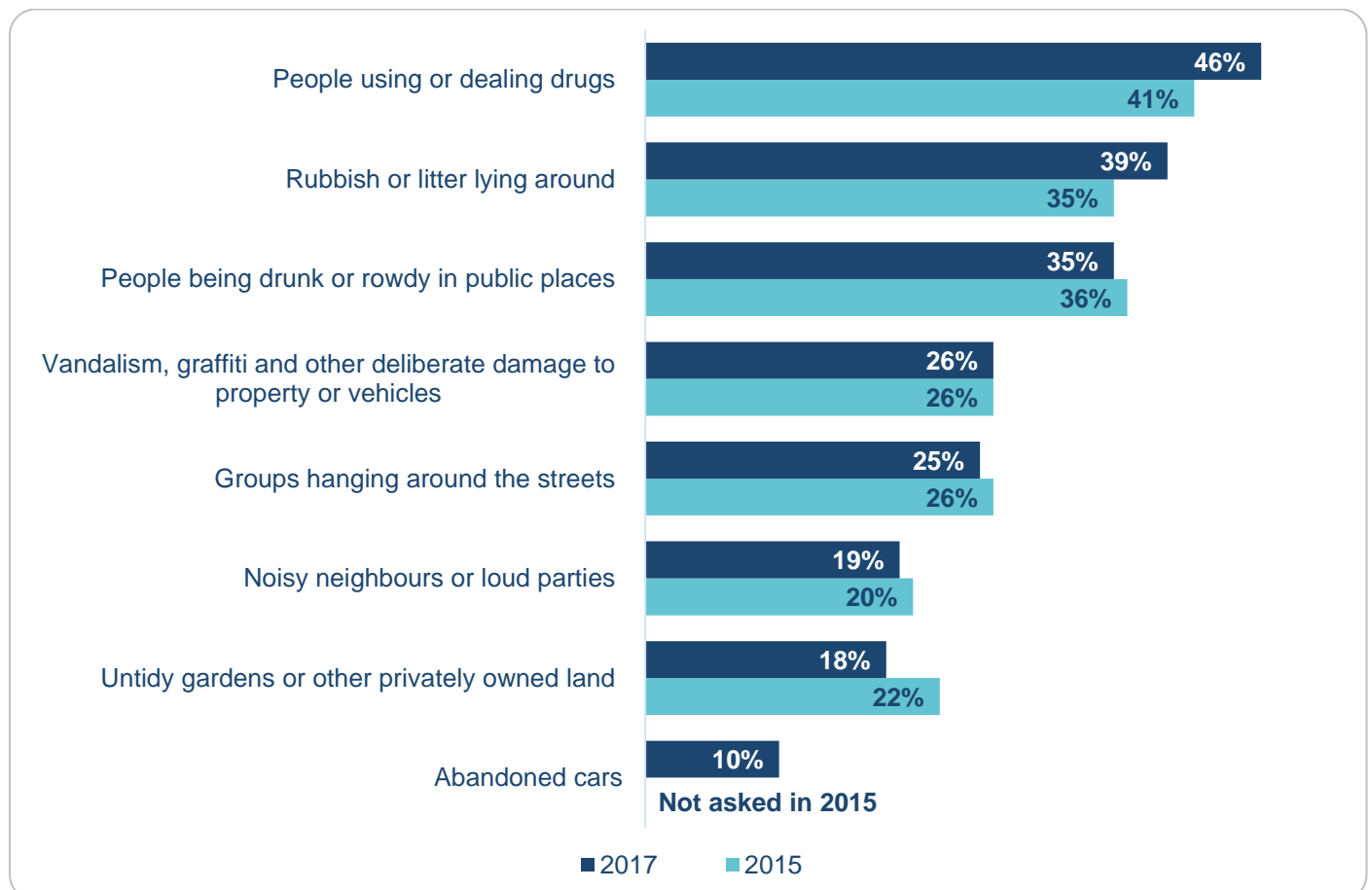


The majority of residents in Bournemouth feel safe in their home and in the local area during the day. Around half of respondents feel safe in the local area after dark.

Perception of anti-social behaviour in the local area

There has been an increase in residents' perception of anti-social behaviour in the local area since 2015. The indicators that have seen the greatest increase are the perception of people using or dealing drugs and rubbish or litter lying around.

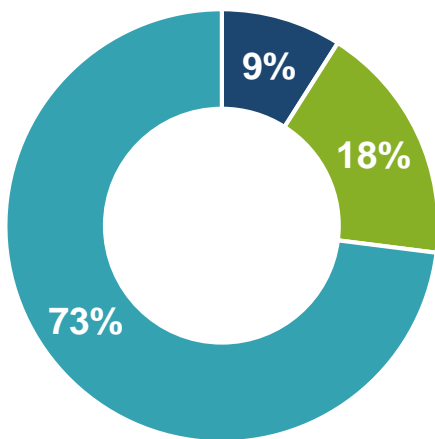
ASB indicators % problem



Health and wellbeing

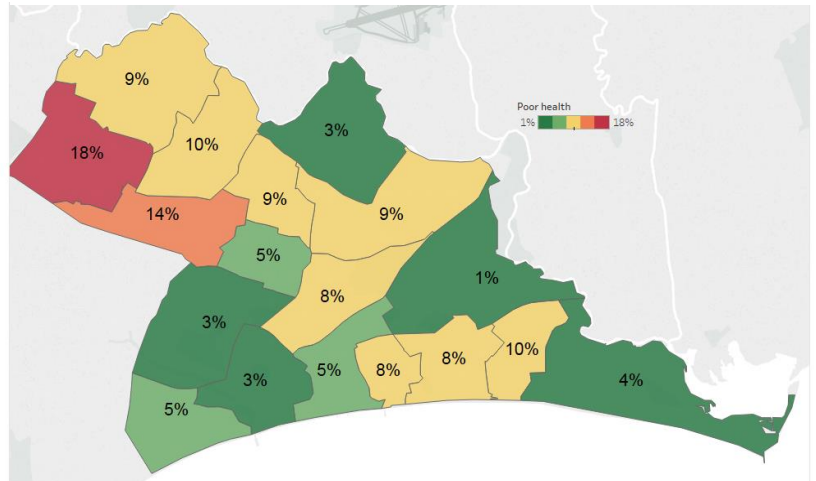
Just under three quarters of residents (73%) felt they were in very good or good health. Around one in fifteen respondents (7%) described their health as poor or very poor. The key driver for poor health is age, but level of deprivation/affluence is also a strong predictor.

Limiting long term illness



- Yes, limited a lot
- Yes, limited a little
- No disability

Self-reported poor health by ward (%)

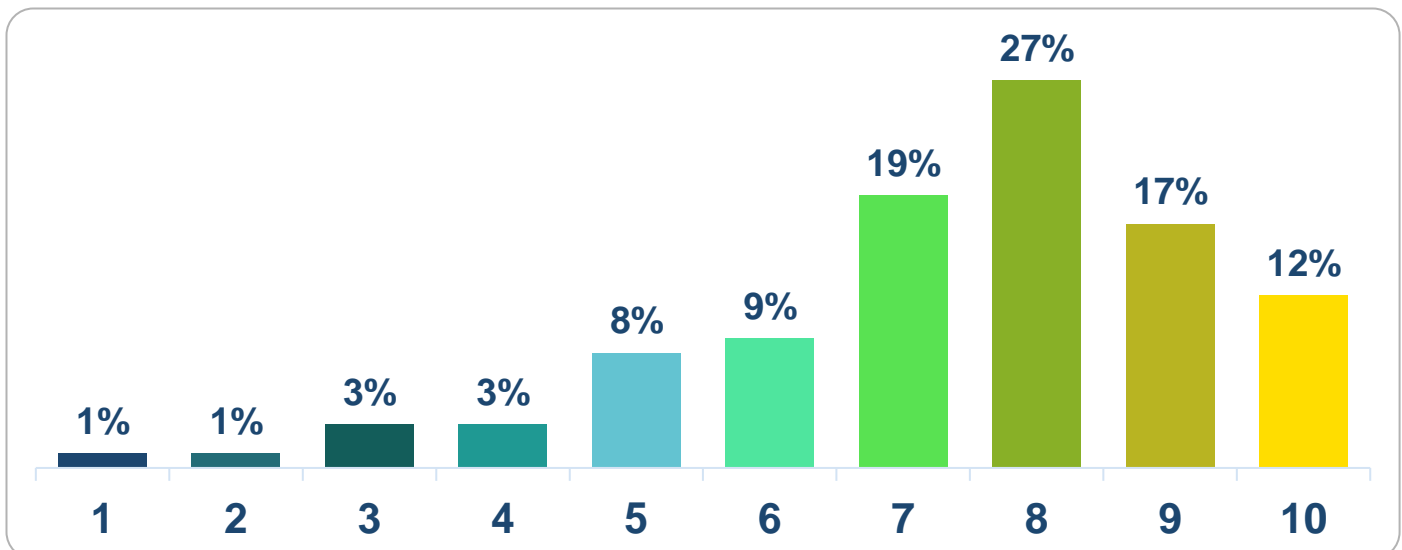


Limiting long-term illness

Respondents were asked whether their daily activities were limited due to an illness / disability which has lasted or is expected to last 12 months. Around three quarters said that they had no limiting health conditions while just under one in ten (9%) said that they were limited a lot.

Overall satisfaction with life

Respondents were asked how satisfied they were with their life nowadays from 1 (not at all) to 10 (completely satisfied). The average rating was 7.4 and more than half rated their satisfaction with life at eight or more.



Visit our website to [read the full Bournemouth Opinion Survey report](#).

For further information, analysis or queries regarding this report please [contact the Insight Team](#)