

CONTEXT

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Population of the municipality of Antigua (2024)

- 13,745 inhabitants

Resident population in the Castillo – Caleta de Fuste area

- Approximately 62% of the municipality's population
- More than 8,500 residents live in the coastal area

Population composition:

- 51% Spanish residents
- 49% foreign residents

Antigua is one of the municipalities in the Canary Islands with the greatest diversity of resident nationalities.

Daily tourist pressure (2024)

- Average of 8,120 tourists per day in the destination

Employment in the municipality

- 4,595 registered jobs
- 93% belong to the service sector
- 51% directly linked to hospitality and tourism

El Castillo concentrates most of the municipality's population, tourism activity and employment, which generates constant pressure on public services, infrastructure and urban management.



1. SHORTCOMINGS IN PUBLIC CLEANING AND WASTE COLLECTION SERVICES

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- The current service is **insufficient for the real volume of population and tourism** supported by El Castillo – Caleta de Fuste.
- **Overflowing containers, saturated bins and waste accumulation** can be observed, especially in areas with high tourist activity.
- Cleaning is mainly carried out **during a single morning shift**, without sufficient coverage in the afternoon and evening, when a large part of the waste is generated.
- The current service contract **expired in 2024**, which reveals a lack of planning in service management.
- Although the Town Hall has already published **a new tender specification**, previous experience shows that the contract formalisation **may take time** (the previous contract took 11 months to be signed).
- The new contract foresees 34 workers for the entire municipality, including municipal facilities, which **may still be insufficient** for a municipality under strong tourist pressure.
- In addition, **inflation-driven cost increases** could reduce the real capacity of the service if it is not properly adjusted to evolving demand.

It is necessary to properly scale the cleaning and waste collection service according to the real population and tourism load, ensuring planning, sufficient human resources and adequate operational capacity.



2. LACK OF PUBLIC SECURITY AND POLICE PRESENCE

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- During the analysis process, a **growing perception of insecurity** among residents, workers and business owners in the area has been identified.
- **Recurring incidents of theft, drug dealing, disturbances and intoxicated individuals** are reported, particularly in certain areas and during nighttime hours.
- Police presence is perceived as insufficient for a coastal area that concentrates a large share of **the municipality's tourism, residential and economic activity**.
- According to collected testimonies, the **Local Police workforce has been reduced over the last decade**, making it difficult to maintain stable patrols and continuous surveillance in the coastal area.
- Additionally, the **operational police headquarters is located in the town of Antigua**, which may lead to **long periods without direct police presence in El Castillo**.
- This situation affects **both the quality of life of residents and the image of the tourist destination**, particularly during nighttime hours.

It is necessary to strengthen police presence and security resources, adapting them to the real residential and tourist population load of the area.



3. LACK OF URBAN SPACE MAINTENANCE

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- **A visible deterioration of the urban environment** can be observed in several areas of El Castillo – Caleta de Fuste.
- **Damaged pavements, obsolete or deteriorated street furniture, damaged playgrounds, poor lighting and poorly maintained green areas** are evident.
- The lack of continuous maintenance causes **small incidents to accumulate over time, generating a general perception of neglect.**
- This deterioration affects **both the quality of life of residents and the image of the tourist destination**, especially in a town that concentrates a significant part of the municipality's economic activity.
- The situation is **particularly concerning in key public spaces**, such as commercial areas, pedestrian zones, parks and beach access points.

It is necessary to establish continuous and planned maintenance of public spaces, in line with the tourist and residential importance of the area.



4. STAGNATION IN THE FORMAL RECEPTION OF URBAN DEVELOPMENTS

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- In different areas of the town there are **urban developments that have been built and are in use but have not been formally received by the Town Hall.**
- As this administrative reception has not taken place, **the Town Hall does not fully assume responsibility for maintenance and the provision of public services in these areas.**
- This situation generates **inhabited areas with tourism activity that lack adequate municipal services**, such as cleaning, maintenance or public space conservation.
- Residents in these areas **pay municipal taxes but perceive that public services are not provided with the same coverage as in other parts of the municipality.**
- The lack of resolution of this situation generates **legal uncertainty, progressive deterioration of the urban environment and conflicts between administrations, property owners and residents.**

It is necessary to unblock the reception processes of urban developments or establish mechanisms that guarantee public services in these areas.



5. DISCONNECT BETWEEN THE POPULATION AND THE TOWN HALL

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- During the interview and meeting process, a **growing perception of distance between the population of El Castillo and the municipal administration** has been detected.
- Although dialogue spaces exist, many stakeholders perceive that **the concerns and proposals raised do not always translate into concrete actions.**
- This situation generates **frustration among business owners, residents and workers**, who consider that the town **does not receive the attention corresponding to its economic and demographic weight within the municipality.**
- There is also a perception of **a lack of shared vision and common objectives** regarding the development and management of the destination in the medium and long term.
- This disconnect **hinders coordination between the public and private sectors**, a key element for managing a consolidated tourist and residential destination.

It is necessary to strengthen spaces for dialogue, coordination and joint work between public administration and the stakeholders of the destination.



6. DESTINATION IDENTITY PROBLEM

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- The diagnosis identifies **a lack of a clear and distinctive identity defining El Castillo – Caleta de Fuste within the island’s tourist destinations.**
- Many residents perceive that the destination **has lost part of its own character**, while visitors encounter **a poorly defined or generic image.**
- There is also a duality in the naming of the area: **“El Castillo”**, a name strongly rooted among residents, and **“Caleta de Fuste”**, mainly used as the tourism brand.
- This situation reflects **a disconnect between local identity and the promotional image of the destination.**
- In addition, certain elements that historically contributed to the identity of the place — such as **green areas, the urban landscape or heritage resources like the San Buenaventura Tower** — have lost prominence or remain underutilised.

It is necessary to define and reinforce a clear identity for the destination, aligning the tourism image with the community’s sense of belonging.



7. GAP BETWEEN THE TOURISM BRAND AND THE REALITY OF THE DESTINATION

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- The diagnosis identifies **a growing gap between the tourism image projected by the destination and the real experience visitors encounter.**
- While accommodation supply has evolved towards **higher-category establishments (4 and 5 stars), public spaces have not kept pace with the same level of quality.**
- Many visitors encounter **deteriorated urban infrastructure, lack of maintenance and an ageing commercial offer once they leave hotel complexes.**
- This situation generates **a contradiction between visitor expectations and the reality of the urban environment**, which may affect the overall perception of the destination.
- In the medium term, this gap **poses a risk to the reputation and competitiveness of El Castillo compared with more renovated tourist destinations.**

It is necessary to align the quality of public spaces and the urban environment with the level of the tourism offer, ensuring a coherent visitor experience.



8. LACK OF STRATEGIC PLANNING

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- The development of El Castillo – Caleta de Fuste has largely occurred **without a clear medium- and long-term strategic planning framework.**
- Many stakeholders perceive that **management is carried out reactively**, responding to specific problems rather than anticipating the needs of the area.
- The absence of a **defined roadmap (5–10 years)** makes it difficult to address key issues such as the evolution of the tourism model, infrastructure improvements or the planning of public services.
- This lack of planning also **limits the ability to attract investments and projects that could contribute to the modernisation of the destination.**
- As a consequence, the area presents **shortcomings in cultural, social and sports facilities**, as well as problems in mobility and public transport that have **not evolved at the same pace as the growth of the locality.**
- In addition, the Municipality of Antigua is **the only municipality that does not have an approved Anti-Fraud Plan, a mandatory requirement to access European funds and certain public funding programmes.**
- This situation represents **a significant limitation when applying for projects and financial resources** that could be used for the improvement and modernisation of the destination.

It is necessary to define a clear development strategy for El Castillo, allowing investment planning, infrastructure improvement and long-term orientation for the future of the locality.



9. NEED FOR GREATER ADMINISTRATIVE CAPACITY IN THE TOWN HALL

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- The diagnosis identifies **limitations in the operational and administrative capacity of the Town Hall** to manage a tourist and residential area with the size and complexity of El Castillo – Caleta de Fuste.
- Business owners, residents and other stakeholders perceive **slow administrative processes and difficulties in executing projects and necessary improvements.**
- This situation is related, among other factors, to **a lack of sufficient human and technical resources** to manage tenders, permits, projects and public services.
- The increasing demand for services, investments and interventions in the locality **requires a more prepared and agile administrative structure.**
- Without strengthening this administrative capacity, it becomes **difficult to respond to the current needs of the area and plan its future development.**

It is necessary to reinforce the technical and administrative capacity of the Town Hall in order to improve management, speed up processes and respond to the real needs of the destination.



10. NEED FOR GREATER ECONOMIC AND COMMERCIAL DYNAMISATION

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- The diagnosis identifies **a progressive deterioration and ageing of part of the commercial offer**, especially in some shopping centres and areas of the town.
- The lack of renovation and revitalisation of these spaces **reduces the complementary offer to tourist accommodation**, limiting the activities available to residents and visitors outside hotel complexes.
- This situation encourages **many tourists to remain within hotel resorts**, reducing the economic impact on the urban environment.
- In addition, there is a **need for a broader programme of cultural, social and leisure activities** that can generate life in the area throughout the year.
- Residents also express **a demand for activities that integrate both the local population and visitors**, reinforcing the living character of the destination.

It is necessary to promote commercial revitalisation and the programming of activities that energise the destination, creating a more attractive environment for both residents and visitors.

