

Commercial Operations Service Standards 24/25

No.	Service area	Activity	Current service standard	Future service standard	Notes/interdependencies with other teams
1	Seafront	Sand Management & Promenade Clearance	<ul style="list-style-type: none"> • Work closely with FCERM on preventative measures e.g. digging trenches and profiling beaches. • Prom clearance priorities include: emergency vehicle access, car parks, commercial outlets and toilets, enabling upcoming events, etc. • We do not usually clear areas that are expected to re-cover with sand if further high winds expected. • Additional resources from BCP Parks and/or external contractors used in exceptional circumstances. • Build-up of sand cleared as quickly as possible, based on available staff resources and in line with the approach above. 	Propose to deliver in line with current service standard. Subject to approvals, we plan to reorganise resources to support MTFP savings and improve resilience in 24/25 however, still reliant on weather, staffing availability, contractor support, etc, so unable to be specific about timeframes at any given location.	With high beach levels and windy conditions, sand can however build up quickly on the promenade causing access issues for vehicles, cyclists and pedestrians.
2	Seafront	Repairs and maintenance	<ul style="list-style-type: none"> • Promenade, beach hut and general repairs reported to Seafront Maintenance Team via Customer Services or Seafront Service direct contact. • Faults are risk assessed and prioritised by the team with H&S 	Subject to approvals, we plan to reorganise resources to support MTFP savings and sustain response times.	2987 jobs logged in 2023, an average of 8 per day.

			and security items prioritised. Timeframes for response depend on the issue and wider operational pressures.		
3	Seafront	Seasonal Response	<ul style="list-style-type: none"> • Delivered within business-as-usual operations and budgets • Weekly operational meetings with reps from across BCP Council (inc. Seafront, Env, Events, Car Parks, Comms) and Emergency Services (Police, Fire, SWAST, Coastguard) from Apr – Sept. • Information, decisions, risks and trigger level changes feed into weekly BCP Council Strategic meetings. • Additional meetings and virtual Multi Agency Command Centres, organised as required. 	<p>Same meeting structure proposed however as in 2023, no dedicated budget to facilitate coordination and management of seasonal response 2024.</p> <p>Some frontline resources reduced to support MTFP savings including toilet cleaning and Highways CSAS officers.</p> <p>Waste Collection will remain at the same levels as 2023. Highway maintenance will be prioritised to ensure safety defects in accordance with the adopted Highway Inspection Policy & Procedure.</p> <p>Through the development of strong professional relationships BCP Council teams and</p>	<p>Currently working on implementation of Public Space Protection Order (PSPO), may have some staff impact. PSPO programme led by Public Protection Service.</p> <p>Waste Collection will remain at the same levels as 2023 following the removal of seasonal response enhanced cleansing resource</p>

				partner agencies are able to maximise their ability to work closely together, all within existing teams and resources.	
4	Seafront	Out of hours response	<p>Ranger Team on-call 24/7 to respond to emergency call outs and support emergency services.</p> <p>Individual facility managers also available out-of-hours to respond to specific issues.</p>	Possible reduction in out of hours support due to available resource.	<p>Small team, low level of resilience.</p> <p>Links with BCP Council central out-of-hours service, Police and CCTV control room.</p>
5	Seafront	Beach Furniture	<p>Deck chairs, sun beds & parasols available for hire at the following beach locations:</p> <ul style="list-style-type: none"> • Sandbanks • Bournemouth West • Bournemouth East • Boscombe 	<p>Seeking to outsource provision in line with MTFP targets.</p> <p>Savings from associated income and reduction of seasonal casual staff.</p> <p>Need to retain a minimum level of casual staff to maintain resilience and appropriate level of emergency response. Priorities include:</p> <ul style="list-style-type: none"> • H&S and facility maintenance checks 	<p>High level of beach visitor expectation that furniture is available in key areas.</p> <p>Unknown operator market so tender currently is medium risk.</p>

				<ul style="list-style-type: none"> • advice / enforce by laws • cleansing tasks • support RNLI and emergency services 	
6	Seafront	RNLI Lifeguards	<p>RNLI lifeguard towers provided at 16 locations across BCP during summer 2023.</p> <p>Service levels carefully considered on an annual basis and influenced by factors including location-based risk assessments and availability of staff and resources.</p>	Future Service Standards currently being jointly considered with RNLI.	Some changes anticipated following review of 2023 data and risk assessment enabling resources to be targeted where most needed.
No.	Service area	Activity	Current service standard	Future service standard	Notes/interdependencies with other teams
1.	Events	Processing of Events	Provide a supportive approach to applications, checking of paperwork, on-site inspections, stakeholder engagement, comprehensive feedback of Event Management Plans, On call contacts for event organiser and for public.	<p>Currently reviewing internal approach to enable community and smaller events to be able to self-administer elements of the process themselves, still adhering to statutory requirements and legal obligations with increased reliance on event organisers to be compliant.</p> <p>Increased timeframe for event applications be</p>	Reliance on operational departments to agree applications and to feedback on event organisers plans - parks, seafront, highways, environmental health, licensing, health and safety, planning, fire safety, car parks

				<p>approved due to reliance on input from wider Council teams with reduced resource.</p> <p>Reduced capacity to support and provide direction in relation to new events.</p> <p>Reduced out of hours on call support for event organisers.</p>	
2.	Events	Safety Advisory Group (SAG)	Monthly meetings with event organisers and key agencies including emergency services and council departments. Currently look at events both on Council land and on private land. Events team Chair and administer	Review of scheduling of SAG's, may be longer timeframe between SAG and feedback to organisers.	Reliance on attendance and engagement from other Council departments to ensure applications are fully considered and suitable feedback is provided.
No.	Service area	Activity	Current service standard	Future service standard	Notes/dependencies on other teams
1.	Parking Services	Enforcement operations and enhanced requests.	Requests for focused enforcement are accessed when received to identify urgency linked to, level of resource required and whether they are within normal hours of duty to allow a prompt response and action to be delivered.	Ability to respond to enforcement requests may be impacted due to resources available although every effort will be made to deliver as per current service standards.	Statutory requirements need to be considered to encourage compliance and support the traffic network to support both private and public modes of transport.
2.	Parking services	Pay machine and access control equipment	On-street and off-street car park equipment faults are assessed and prioritised with H&S, risk to income and seasonal variations considered.	Future service standards currently under review to identify suitable approach to reduce	A recent review of parking payment methods confirmed most customers are choosing to pay by

		repairs and maintenance.		service costs and increase provision of alternative payment methods which place less reliance on full payment machines accepting both card and cash. Ongoing support required linked to access machines in multi story car parks. Review of out of hours support underway which may be reduced due to reduction of support in other operational teams.	phone or card, by reducing the number of machines accepting cash the repair costs will be reduced and the risk of theft eliminated, although a more detailed assessment is required before any proposals linked to change of offer are taken forward.
3.		Maintenance of signs and lines on-street and in off-street car parks	<p>To permit enforcement on on-street parking bays and restriction markings are required to be compliant and maintained to the requirements of the TRSGD 2016 legislation.</p> <p>Off-street car park markings should comply with current DFT guidance.</p> <p>Maintenance is undertaken through the corporate contract.</p>	<p>The maintenance of on-street markings will continue in line with statutory requirements.</p> <p>The maintenance of markings in off street car parks is currently under review to see if savings can be achieved without detriment to H&S or operational management.</p>	
4.	Parking service	Permit application and renewals	Applications currently processed within 5 days of receipt	Timeframe to process new applications and renewals may increase on to 8 days due to available resource	

5.	Parking services	Parking charge penalty notices – initial challenge responses	Review of and response provided to PCN initial challenge provided within two weeks of receipt	Timeframe to review and respond to initial challenge may increase due to available resource	
No.	Activity	Current service standard	Future service standard	Notes/dependencies on other teams	
1.	Leisure	Queens Park Golf Course	Consistent opening times in line with operational hours of centre	More flexible opening times and more streamlined catering offer to maximise commercial income and remain within to operational budgets	
2.	Leisure	Leisure development, Highcliffe Castle, Upton, HHOEC, Kings Park Nursery	Support provided to enable the community functions through transfer of assets and extensions of leases with new commercial tenders	Timeframe for responding to queries and taking forward associated work dependant on resource available from supporting teams	Procurement Legal Facilities Maintenance Estates

