



OFFICER DECISION RECORD

This form should be used to record Executive decisions taken by Officers

| | | | |
|---|----------------------------------|----------------|--------------|
| Type of Decision: | Operational | | |
| Decision Maker: | | | |
| Service Area: | Commercial Operations | Date: | 28 / 03 / 24 |
| Contact Name: | Anthony Rogers | Tel No: | 01202 123313 |
| E-mail: | Anthony.rogers@bcpcouncil.gov.uk | | |
| Subject: | Beach Hut Waiting Lists | | |
| Decisions taken: <ul style="list-style-type: none"> To implement updated and harmonised terms & conditions for waiting lists across Bournemouth and Poole, enabling all BCP residents to access the service. To open beach hut waiting lists on a rolling programme as required to ensure continued high levels of occupancy across beach hut assets. | | | |
| Reasons for the decision: <p>The Council has decided to allow all BCP residents to join any of the waiting lists for standard beach huts/sites in the area.</p> <p>It has delegated authority to the Chief Operations Officer, in consultation with the Portfolio Holder, to finalise operational changes and harmonise terms & conditions of licence hire agreements, handbooks and waiting lists. Please see this LINK to related Cabinet report.</p> <p>The low number of people on some of the Bournemouth waiting lists means relinquished huts are becoming harder to re-let and opening the lists will enable more people to join, increase incomes and enable more accurate assessments of demand.</p> | | | |
| Information <ol style="list-style-type: none"> BCP Council operates waiting lists in 15 locations across Bournemouth and Poole, with over 2700 active applications. Poole lists are already open and there are no waiting lists in Christchurch, where huts are sold on the open market. | | | |

2. Bournemouth waiting lists have been considerably over-subscribed in the past with the majority closed since 2011. Lists were re-opened briefly in 2017 but closed within 48 hrs due to the excessively high number of applications received in that 2-day period. Since then, numerous huts have been issued and the number of people on the waiting lists has significantly reduced. Enquiries regarding anticipated reopening dates are regularly received. Consequently, a high volume of applications is anticipated when the list reopens.

Waiting list numbers at the end of Feb 2024:

| Bournemouth: | | Poole: | |
|---------------------|------------|-----------------|-------------|
| Alum Chine | 6 | Branksome Chine | 408 |
| Durley Chine | 46 | Branksome Dene | 467 |
| Bournemouth West | 44 | Canford Cliffs | 391 |
| Bournemouth East | 1 | Flaghead Cliffs | 423 |
| Boscombe West | 5 | Hamworthy | 312 |
| Boscombe East | 127 | Sandbanks | 191 |
| Fishermans Walk | 94 | Shore Road | 254 |
| Southbourne | 11 | | |
| Total | 334 | Total | 2446 |

3. The Council plan to enable lists to remain open until a list reaches 500 applicants. At this point, access to the list will be restricted until the number of waiting applicants has reduced to around 100 applicants. Potential applicants will be provided with the information necessary to enable them to make an informed decision as to whether to join the list. See Appendix 1 for revised terms & conditions.
4. Officers will review the provision and levels of long-term and short-term hire huts, to accommodate the anticipated increase in demand and maximise the commercial potential of the assets.
5. To ensure a fair and consistent approach, historical differences and anomalies in the management systems, hut preference selection and policies relating to the lists have been harmonised. Following this decision, applicants will no longer be able to request specific beach huts or sites however people with disabilities, mobility issues or other health concerns are able to discuss these with the Beach Hut Team directly. These elements will be reviewed on an ongoing basis and further changes may be enabled through the development of a new digital management system.
6. Information relating to current closure of waiting lists, the joining process, eligibility criteria, and terms and conditions are detailed on Council web sites and will be updated in light of the decision.

Consultations undertaken:

Cllr Mike Cox, Portfolio Holder for Finance

Finance and Resourcing Implications:

Beach Huts form a significant part of the surplus revenue generated by the seafront, with net income forecast for 23/24 at £6.68m.

Additional income from applicant joining fees is expected as soon as waiting lists in Bournemouth are opened. The waiting lists in Poole currently generate circa £15k per annum from joining fees, with an average of 500 applicants each year.

There is a £30 application fee to join each list which has only increased once since 2006. This will be increased to £50. Higher and lower fee increases were considered however it was concluded that given the prolonged period without increase, the proposed level of fee is reasonable given this commercial service is accessed voluntarily.

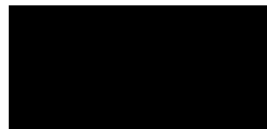
Using Poole's current average of 500 applications as a benchmark, this could potentially generate an additional £10k in Poole and £25k in Bournemouth.

Additional enquires are expected follow the reopening of the list in Bournemouth however, it is anticipated that these can be accommodated within existing staff resources.

Name: Matthew Filmer

Date: 25/03/24

Signature (of Assistant Chief Finance Officer):



Legal Implications:

The Council is empowered to provide huts or other conveniences for bathing and may charge for the use of them pursuant to Section 232 of the Public Health Act 1936.

The harmonisation of the terms and conditions and the manner of operation of the waiting list system enables the Council to manage the provision of the huts in a fair and transparent manner. As joining the waiting list is discretionary Council is permitted by Section 93 Local Government Act 2003 to recover the costs of doing so.

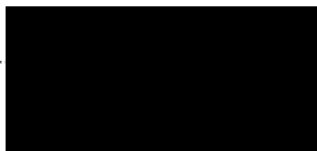
This decision records the exercise by the Chief Operating Officer of the delegation made by Cabinet. (NB the areas formerly covered by the Portfolio holder for Environment and place now falls within the remit of "Connected Communities" and the portfolio holder has been consulted.)

Name of legal advisor: Helen Garrett Date: 22 March 2024

Sign-off by Monitoring Officer

Name: Janie Berry

Date: 26.03.2024



Signature (of Monitoring Officer):

Risk Assessment:

1. Demand

- The volume of new applications may be substantially over or under subscribed. Officers will monitor this and consider closing applications / promoting less popular areas, as necessary.
- There is a risk that if waiting lists in Bournemouth are not reopened, the Council will not be able to offer a fair and equitable system across BCP or maximise the commercial potential of the service.

2. Management systems

- The CRM system may not have adequate capacity to cope with a very high volume of new applications, resulting in incomplete transactions, complaints, and reputational damage. Options to mitigate this such as staggered roll-out and digital queue management systems will be implemented.

3. Application preferences

- The option to state a hut preference (only offered in Poole) is inefficient and requires a disproportionate level of resources to administer. It therefore will be removed for new applicants and huts will be allocated on a "next available" basis, in line with the current Bournemouth system. Existing applicants with hut preference options will be honoured and managed manually in line with current process however, reducing the preference selection options in Poole may generate some negative feedback from potential customers.
- Customers with medical or accessibility issues will be offered additional preferences (see below).

Name: Jacqueline Wood, Beach Hut Manager

Date: 26/03/2024




Signature (of Officer Completing Assessment):

Impact Assessments:

There are no direct implications for equality groups related to the decisions above.

Reopening the waiting lists in Bournemouth enables more people to access a service that has been closed for most of the last 7 years.

Applicants with disability, mobility, or health concerns, will be encouraged to contact the beach hut team directly, who will record requirements, enabling them to allocate the most suitable huts on a case-by-case basis.

| | | | |
|--|------------------------|--------------------|---|
| Information for publication | | | |
| For publication | | | |
| Any declaration of interest by the Officer responsible for the decision | | Nature of Interest | |
| No | | | |
| Note: No Officer having a personal financial interest in any matter should take a decision on the matter. Other interests of a non-disqualifying matter should be recorded here. | | | |
| Any conflict of interest declared by a Cabinet Member who is consulted by the Officer taking the decision | Name of Cabinet Member | Nature of Interest | Details of any dispensation granted by the Monitoring Officer |
| No | | | |
| Decision taken by: (print name and designation) | | | |
| Graham Farrant, Chief Executive | | | |
| <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div> Signature:  </div> <div> Date of Decision: 05/04/2024 </div> </div> | | | |
| Date Decision Effective: 05/04/2024 | | | |

Note: A record of this decision should be kept by the Service Area within which the decision falls.

Appendices

Appendix 1 - Revised Waiting List Terms and Conditions

Please see this [LINK](#) to view Appendix 1