

Personal Impact Statements

Below is a selection of the Personal Impact statements that have been shared directly with the MSBHA. These are in addition to those that might have been posted via the BCP portal. For data protection purposes, I have removed reference to names and hut numbers.

I have owned the same hut on Mudeford Sandbank, close to the Beach House café, for 40 years. For much of that time, the area grew slowly in popularity, but the restaurant remained a low-key venue enjoyed by hut owners and visitors who valued the tranquillity promoted by the Sandbank's Management Plan.

Over the past six years, however, visitor numbers have risen sharply, and the café has become louder, busier, and more brash. The tranquillity is now frequently compromised. Many people treat the Sandbank as if it were a holiday park, where a party atmosphere is acceptable. In reality, this is a residential area within the green belt and close to a SSSI. Owners pay council tax because huts are considered residences. More importantly it is a community. My hut is a home, where I work, meet friends and family, read, rest, and enjoy peace.

Hut owners take care not to disturb their neighbours. We do not play music or radios at a level that can be heard outside our huts. While celebrations do occasionally happen, there is a culture of respect and give-and-take among neighbours. Unfortunately, the café does not follow these principles.

When the current tenancy began around a decade ago the manager would consult neighbouring huts to avoid disturbance, but this no longer happens. The tenancy lease (section 14.6.1) requires the tenant not to cause nuisance, annoyance, or disturbance to neighbouring huts, yet live music and DJs now regularly create exactly that. A DJ's purpose is to generate a party atmosphere, but in an open-air setting the noise carries far beyond the venue. Not once have I been consulted even though it must be self-evident to the organiser that they are causing a disturbance.

As a result, many weekends and even weekdays are disrupted. At times the music is so loud that, even with windows and doors shut, it competes with conversation or with our own radio. Quiet activities like reading with the doors open become impossible. The huts are not insulated like conventional homes, so the impact is greater. Needless to say, sleep is difficult on these occasions. I have a few videos dating back to 2023 demonstrating the noise levels to which we are often subjected.

In fairness, when only quiet background music plays, it is not an issue. I have occasionally asked staff to reduce the volume of ambient recorded music, and they have usually obliged. However, during larger events with live music or DJs, it is daunting to raise concerns when they are in full-swing, and I have been told the management claim the volume is beyond their control. I was driven to make a nuisance report (NR203062) to BCP about the volume of music from an event on 22 August 2025. I could accept occasional events a few times a year, but they have now become regular occurrences, especially at weekends. As a result, we often avoid visiting then to escape the disturbance.

The café's sale of takeaway alcohol and the addition of outdoor seating have also fundamentally altered the atmosphere. The original licence was meant solely for the sale of alcohol with meals and off-sales from the shop, not the operation of a beach bar. In the surrounding areas, outside of a contained premises, this has led to antisocial behaviour, noise and disturbance alongside littering from plastic cups discarded across the Sandbank. I have witnessed foul-language, arm-wrestling, and vomiting, even while queuing with young grandchildren for an ice cream. This is not what the Sandbank is meant to be. A space that should feel safe for children has instead been undermined by behaviour more suited to parts of Bournemouth beach — but unlike there, we cannot simply move elsewhere. This is our home.

The tenant may highlight the popularity of events as evidence of demand, but that reflects only one side of the equation. It overlooks those who seek the Sandbank's tranquillity — an alternative to other parts of Bournemouth beach — and are discouraged from visiting as a result.

In plans submitted by the tenant to rebuild the café after the fire in 2018, we were promised we would only hear 'the wind and the waves'. In April this year, at a meeting with hut owners, the tenant's representative advised that the sound technology planned for the rebuild would mean we would 'hear nothing' outside of the venue. I ask the Licensing Committee to impose conditions on the licence which will ensure this commitment is met and that alcohol sales are restricted to being served with food.

As long-standing neighbours to the Beach House, we feel compelled to express the profound and ongoing impact its operations have had on our quality of life, our environment, and the character of the sandbank community.

Since the fire and the expansion of the Beach House, our once cherished view across the harbour has been replaced by a large shipping container. What was described as a

temporary arrangement has become a permanent eyesore, robbing us of the outlook that drew us to this place.

Each morning begins not with birdsong or the gentle lapping of waves, but with the harsh clanging of metal. The noise pollution from container movements and frequent loud music has become a persistent intrusion, disrupting sleep, conversation, and any sense of tranquillity.

The air is thick with the acrid smell of cooking fat, occasionally masked by the scent of burnt pizza bases.

The absence of proper toilet facilities has led to repeated incidents of public urination behind the Beach House and between neighbouring huts. This is not only unhygienic but deeply disrespectful to the community and the environment.

Our personal tables—intended for private use—have been co-opted into the Beach House’s sprawl. They are routinely used for customer overflow, blurring the boundaries between private and commercial space without consent. Unfortunately changing nappies and dogs sitting on tables is common.

Since the fire and the change in operating model, litter from the Beach House has increased dramatically. Single-use plastics and food packaging are left overnight, often blown into the harbour or strewn across the sandbank. Their customers contribute to this mess, leaving behind a trail of waste that others must clean up.

The Beach House’s footprint has expanded unchecked. The beach where children once played freely has been consumed by commercial encroachment. Communal spaces have been lost to private gain.

Despite the Sand Bank Management Plan’s clear guidelines, the Beach House shows little regard for its environmental responsibilities. Vehicle movements are frequent and unregulated, adding to the degradation of this fragile ecosystem.

In sum, the Beach House has transformed our peaceful, community-oriented environment into a noisy, polluted, and disrespectful commercial zone. The cumulative impact on our wellbeing, our property, and the sandbank’s natural beauty is significant and deeply distressing.

We urge the relevant authorities to take these concerns seriously and restore balance, respect, and accountability to this shared space.

I have had the privilege of being a Mudeford Sandbank resident for all of my sixty six years. As a child I was allowed to roam free because it was a safe haven for children to play, only returning to our huts for mealtimes and bedtimes. My parents were happy with this because there was not the number of people there is today enabling the community to keep an eye on each other's kids. The same was true when my children were small in the 90s. It was the best place for kids to grow up as it was not only a safe place to play but a place to learn life skills, swimming, rowing and sailing. Sadly, this is something that can no longer happen due to the increase in footfall and loutish drunken behaviour of the day trippers treating the place like it's beach rave in Magaluf. A direct result of the Beach House selling alcohol in takeaway single use plastic glasses all day. The sale and consumption of alcohol used to be contained within the building, preventing the drinking from spilling out on to the sandbank.

The noise from the Beach House has become unbearable since the fire. Many events, that are widely advertised, are held during the summer months. These include live music and or a DJ playing music at unacceptable levels. It ruins the day for many. The vehicular traffic supplying the Beach House has grown exponentially over the years, making an extensive part of the sandbank unsafe for children. Much of the traffic being alcohol deliveries.

I was manager of the cafe and shop for three years in the late seventies at which time the shop occupied a third of the building and supplied the same stock as a mini-mart, everything one would need from food, books and magazines, daily newspapers, hygiene products, sweets, fresh vegetables, canned goods, cakes and pastries, meats, beach goods etc, because that's what our lease dictated as I believe it does today. The current shop has virtually none of the aforementioned on offer. We had a licence to sell alcohol but only as off sales in sealed cans or bottles primarily for the hut residents. Not an unrestricted open bar as it is today.

The Mudeford Sandbank management plan states clearly that quiet and relaxation should be maintained. It isn't. Far from it. My hut is close to the Beach House on the harbour side near the jetty. I have witnessed on many occasions groups of drunken people staggering around trying to get on the jetty or looking for the toilets. If they don't find the loos, or if the loos are busy they will urinate, and worse, in between the huts. When challenged they become menacing, threatening violence. Some have threatened to burn my hut down. Again, this is a direct result of the Beach House alcohol sales. As all hutters I am happy to share the beach with day trippers as long as they behave in a civilised manner. This won't happen under the present conditions. The alcohol consumption must be contained with the premise of the Beach House.

I'd gladly have a quick chat with you about the wider issues if you have a few minutes but broad issues would be.

1. Huge increase in litter, mostly due to single use food/condiment packaging. Salt/pepper/sugar/napkins/knives/forks/spoons/pint glasses. During peak season we have to pick up litter daily from around the hut. Litter left around the benches is also a problem, these are almost never checked before staff leave so what's on/around the tables in the evening will be there in the morning. Again, in the summer we litter pick the shoreline most mornings (biggest culprit is disposable pint glasses)
 2. The tables themselves are not a huge issue but they hugely increase the litter and they are also a cause of noise after the café shuts as it's a convenient place for large groups to congregate with their own food/alcohol/music. My biggest concern with them is that they'll be just the start and before long they'll extend beyond the café and be in front of our hut.
 3. Noise is the biggest issue, but not café noise, and not from their everyday background music. The issue is with the summertime DJ and Live performers. I should stress at this point that many of the live performers are at a level that is fine, but as was pointed out to me when I asked the café manager to observe the noise level inside our hut one Saturday afternoon, "it's not our sound system, they bring their own, and it could be a lot worse" We personally have no issue with live music as long as it's appropriate (acoustic with sensible amplifier is fine) but as we had over the Easter weekend, rock covers with an electric guitar and drum are not. The pre arranged parties are now so loud as to render our hut useless when they are on. The bass in particular (again from external sound systems) mean that we deliberately avoid coming to the beach on those days. Our big concern is that the noise level of their live music and live DJ (sat and sun all summer) are creating a precedent that will mean we'll end up with what are effectively parties every weekend. I attended the presentation by Rich Slater at the Boat House and heard him talk about noise prevention and a sound system designed with small speakers etc but if all performers then bring their own system this counts for little/nothing.
 4. Smells from cooking fat have got much much worse with the increase in takeaway food.
 5. Big increase in antisocial behaviour caused by the dynamic changing from a place to eat, into a place to drink/party. The lack of toilets (this will still be a problem with the rebuild) results in people urinating around the side of the building/against our hut. We've seen a big increase in people using our bench/deck especially during the very busy events, these people have often been abusive when politely asked to move. It's also only a matter of time before someone is seriously injured by a boat prop when drunk, the number of drunk people getting into boats with engines/props running is scary, again a much bigger issue now than when it was a restaurant.
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I am writing to request the licensee adheres to the requirement to restrict alcohol sales to table service with food and defined operation within the premises footprint.

The changes have been noticeable since the pandemic and I have observed the following:

1. Securing Public Safety – there are regular occurrences of boats attending / rafting up outside the Beach House with people walking through the water carrying trays of beers for occupants – this encourages danger on the water
2. Preventing Public Nuisance – there has been a significant increase in the number of people sitting and drinking on the tables outside the Beach House, foul language and raised voices – this does not meet with the objective of the Management Plan – if alcohol sales are restricted to with food and within the premises the public nuisance would be largely mitigated

Please take the above into consideration when reviewing the license.

Many thanks for your continued hard work on behalf of the Association.

I would like to add the following personal statement on the issue of the Cafe.

We have had a family hut on the Sandpit for over 40 years and purchased my own hut 20 years ago. Our children have grown up down there and now we have grandchildren enjoying the Mudeford Sandpit experience. Needless to say it remains a very special place for our family. I find it very sad to have experienced the distinct change that has been so noticeable over recent years. Inevitably, with the national coverage these beach huts receive every year, the footfall is bound to increase with many day trippers coming to look at the huts they have read about in national newspapers and magazines. This we have to accept but what I think is not acceptable is the other areas of change.

The Sandspit has always had a restaurant and shop but the operating model seems to have changed and I do wonder if these changes comply with the planning regulations:

- There is now an open air structure with no enclosed areas
- Instead of a dining area we now have a beach bar
- With this comes fast food and loud music - DJ's appear to be able to play music with no consideration to the beach hut owners

- Now we have uncontrolled drinking areas. The Cafe now sells takeaway alcohol which surely should only be sold with meals. This has inevitably resulted in consistent drunkenness
- A large area of outside seating has appeared which increases the overall footfall and I suspect contravenes their planning regulation.

The Sandspit is adjacent to a SSSI. Beach Hut owners pay Council tax meaning that, for six months of the year, the huts are in a residential area. The Cafe management are there to make a living which they do by providing a service BUT in considering this issue and being aware of the comments from beach hut owners, I hope the Licensing Committee will ensure that conditions are appropriate and fair for all.

Would to please forward my comments to the appropriate Licensing authority at the Council.

With over 50+ years of lived experience of visiting/using a hut on Mudeford Sandbank, the use of the sandbank and particularly Beach House/cafe has changed significantly over the years. Once a daytime cafe only offering teas/coffees/cakes and shutting at 5pm each day, it then transitioned to offering an evening dining experience with alcohol served alongside meals and shutting around 10.30pm (this seemed like a good balance) to the destination beach bar/entertainment venue which it seems to have become in recent years. It has not helped that bench seating was allowed on the beach during Covid years when everyone had to 'socially distance', however, this seating now appears to be the 'norm' and so the Beach House footprint has sprawled dramatically. This has allowed a much larger number of people to access it and combined with consistent advertising on social media has resulted in the over commercialisation of the sandbank. **THIS HAS NOT BEEN GOOD.**

There is now a constant stream of footfall along the access road and a significant rise in the use of Beryl e-scooters/bikes. Often these scooters/bikes are not used in the correct manner, with multiple users piling onto one bike/scooter and under 18s being allowed to use the scooters by their parents. This seems like an accident waiting to happen with people being injured or a small child being run over. It isn't helped that often people using these scooters/bikes have obviously been drinking all day on the beach and are an obvious way for people to get home after using the Beach House in the evening. We are often disturbed at our hut, as the Beryl 'station' is just meters away from our hut, which makes it excessively noisy at times.

People passing the huts in the evening are often drunk and noisy which disturb the peaceful nature of the sandbank and there are often problems with litter, with users of the Beach House leaving plastic beer/Pimm's cups next to water stand pipes or outside the toilets (on many occasions I have picked up litter and put in the bins). The late licensing and music allowed at the Beach House also disturb the peace with sound travelling more easily near the water.

I believe the late licensing times are not conducive to what is essentially an establishment within a residential area, where families with young children are on holiday.

It also seems to be wholly inappropriate given the Sandbank's designation as SNCI and the harbour and headland's SSSI. The Mudeford Sandbank Management Plan describes the Beach House as:

The current policies are as follows: • To use the premises for the sale of ice-cream, refreshments, groceries, newspapers, bread, milk, alcohol of all descriptions (for consumption off the Premises), calor gas cylinders and any other commodities reasonably required by the occupiers of the beach huts and other premises at Mudeford Sandbank and a restaurant and café with a Premises Licence authorising the sale by retail of alcohol of all descriptions for consumption on the Premises. • Reduce the number of vehicle movements by 1% per year from 2013. • Maintain the current staff parking facility which allows one staff vehicle to park and one delivery vehicle to park whilst delivering, • To ensure that the premises are open at least during April, May, June, July, August & September during the normal trading hours for the locality and between 09.00 & 19.00 hours in July & August so that essential items and services can be available to the Sandbank's users.

This seems totally unrecognisable to the venue that it has morphed into.

What do I think the Beach House should be? A daytime cafe and evening restaurant contained within the original footprint. An alcohol licence should be allowed, but only for alcohol purchased on site with meals (not a beach bar), more Noisy Lobster than Bournemouth Beach vibe. Any music should not disturb the huts nearby and the venue should be open no later than 10.30pm, allowing any drunk people to vacate the beach before everyone wants to go to sleep! It should not be allowed to be a daytime beach bar.

We write on the above application at Mudeford Sand Spit and wish to give you our concerns as a nearby resident as our beach hut is close to the site.

We feel the previous restaurant with shop incorporated was just right for this location and environment.

Our objections to the current set up are as follows

1. The current set up is all take away food and drink this gravitates along the spit and leads to much Noise, Litter, Toilet queues, and general drink related issues.
2. The previous restaurant was contained and a real pleasure to visit, however upon the restoration after the fire was made into a sort of beach bar come takeaway establishment which was not in keeping with the previous Street Scene.

So to conclude we feel let down by BCP planners, because the current state when the premises have spread out into the residential hut area with many extra tables and chairs along the sand generating noise next to residential huts. As many hut owners have their own tables these are being used by the cafe customers.
