



Minutes
Hennings, Poole Quay
Tuesday, 21 November 2023
11:00 –13:00

MEMBERS PRESENT

Craig Mathie (CM)
Andy Lennox (AL)

Chair
Vice Chair

Sector Reps

Carol Scott (CS)
Richard Wade (RW)
Sarah Stainer (SSt)
Tim Seward (TS)

Leisure & Attractions Sector Rep
Transport Sector Rep
Conference & Convention Deputy
Accommodation Sector

BID Representatives

Jacqui Rock (JR)
Paul Kinvig (PK)

Poole BID
Bournemouth Town Centre BID

Professional Officers

Cllr Vikki Slade (VS)
Cllr Millie Earl (ME)
Andrew Emery (AE)

Leader - BCP Council
Deputy Leader & PFH for Connected Communities
Strategic Development Manager, BCP Council

Co-opted Members

Samantha Richardson (SR)

National Coastal Tourism Academy

Secretariat

Stevie Sainsbury (SS)

Destination Development Co-ordinator - BCP Council

Guest

Sophie Sajic (SSj)

Head of Public Protection Service

Apologies

Bill Perkins (BP)
Chris Guest (CG)
David Bailey (DB)
Fiona McArthur (FMc)
Guido Schillig (GS)
Jon Weaver (JW)
Louise Berkhauer (LB)

Bournemouth Chamber of Commerce
Christchurch BID
President
Bournemouth Coastal BID
IEA Sector Rep
BCP Council, Head of Events
Christchurch BID

Martin Davies (MD)
Morag Wood (MW)
Paul Feehily (PF)
Peter Ruscoe (PR)
Steve Turner (ST)
Tim Lloyd (TL)

Bournemouth Town Centre BID
Cultural Representative
Interim Director of Place
Bournemouth Coastal BID
Conference & Convention Sector
Christchurch BID Deputy

1. Welcome & Apologies – Chair

Chair welcomed everyone to the meeting and presented the apologies

Declarations of Interest – None

2. Actions from the last Minutes (not covered by agenda items) – Chair

No outstanding actions.

There was one amendment to the September minutes – Chrstina Pengelly was reported as having left Christchurch BID and moved back to Canada. This should be amended to reflect that she is still resident in the UK but is now visiting family in Canada on a regular basis.

3. Update on appointment of new Vice Chair – Chair

- Chair reported that the January meeting will be his last as Chair of the Board and he will be handing over to Andy Lennox for the March meeting.
- This will create a vacancy in the position of Vice Chair and the Chair invited anyone interested in filling this position to notify SS. In the event that there is more than one person interested in taking up this post then the applicants will be invited to present to the Board at the January meeting.
- Chair further reported that SS will be handing the role of Secretariat to the Board to Nicola Khosravi in Destination and Nicky will take over from the January meeting. Chair thanked SS for all her work with the board over the past few years.

4. Update following Tourism Awards – Tim Seward

- 220 people attended the awards which took place on 9 November 2023 at the Pavilion Ballroom, Bournemouth based around a Carnival theme.
- Feedback has been overwhelmingly positive
- This was the first year that the awards had been run without any council support and TS wanted it recorded that the judging process was completely transparent, with absolutely no conferring between judges in different categories. The Judging panel would be more than happy to share any of the forms/processes on request.
- Lessons learned this year were:
 - It would be helpful to provide some guidance in how to fill out the application forms as although some application forms were really well completed others were very inadequate. Consideration could be given to allowing video applications.

- People need to be told 'why' they won and encouraged to make the most of their achievement through social media, changes to their email footers etc.
- It was felt that it was important to emphasise that the Awards are the **Destination Management Board** Tourism Awards and that this needs to be reflected more in the branding and publicity
- In 2024 the Awards ceremony will be moving to the Hilton Ballroom which has been identified as a more suitable location both in relation to finance considerations and to the size and layout required.
- There has already been interest from potential sponsors for the 2024 Awards.
- TS extended particular thanks Sam Merrick from Soul Motion for his assistance with the social media/digital/pr elements. He also particularly thanked David Bailey and Andy Lennox for their help in delivering the Awards this year.

Chair extended the Board's thanks to TS for delivering the Awards on behalf of the Board.

5. Safety & Community update and impact on Tourism – Sophie Sajic (Head of Public Protection)

SSj provided an overview of the work of the newly formed Public Protection Service:

- There is due to be a restructure of the service shortly to consolidate the staffing structure which currently has 120 staff covering:
 - Anti Social Behaviour (ASB)
 - CCTV
 - CSAS
 - Licencing
 - Environmental Health
 - Port Health (Poole Port and Bournemouth Airport)
 - Food Safety
 - Health & Safety
 - Trading Standards
 - Private Sector Housing Enforcement and
 - Environmental Protection
- The Service works closely with the BIDs and has a multi-disciplinary approach to enforcement and community safety priorities
- The only areas that are not statutory services are the ASB, CCTV and CSAS

SSj reported that the BCP area does not have a disproportionate level of ASB compared to other areas but welcomes new legislation and guidance being introduced to cover

- Serious Violence Duty
- NOS ban (Nitrous Oxide – Laughing Gas)
- New Public Spaces Protection Order (PSPO) for Coastal and Open Spaces
 - Sleeping on beaches – dependent on whether or not there is a detrimental effect – eg defaecation due to now toilet facilities
 - Aggressive behaviours
 - Noise levels – loud music on the beach
 - Wild fires
 - BBQs
- Alcohol PSPO review

There is a programme of new projects to be delivered by next summer which includes:

- Safer Street Round 5 funding

- Department for Transport ASB pilot - £500k Range of powers, including transport network officer presence and encouraging more use of buses and trains.
- Bus Safety Improvement Programme - working with MoreBus to introduce CCTV at the most used bus stops which enables live reporting of incidents/issues
- Town Team – Launched August 2023 - increased presence in Bournemouth town centre – night and day. Includes 4 CSAS officers funded by the Council, PCs funded by the Police and the Town Centre Rangers provided through the BID

Impact of budget cuts – VS

- £32million cuts have been identified but that still leaves a gap of £12m to bridge and some challenging and painful decisions have to be made.
- The proposed savings are going out to public consultation today with the consultation due to run until 20 December 2023.
- At the moment it is proposed to reduce CCTV by 10% but it is hoped this will not be too impactful.
- Having conversations with the Police over possibilities around them contributing towards CCTV costs. In other areas CCTV is jointly funded by councils and Police, and in some case solely funded by the Police. There is a good case for them contributing as CCTV footage is vital in a number of prosecutions – 1800 last year
- AL asked for details of the cuts, specifically the £32m 'agreed' savings to understand where the industry needs to be ready to step in and cover specific things. The blue flag situation was cited as an example of where the industry might be agree to fund something whilst not being aware of something else that requires greater support. VS responded to say that it is out to consultation and until that consultation ends she is unable to provide any greater detail. She also pointed out that some savings are very sensitive in relation to the impact on staff and there is a process that has to be followed in those instances.
- PK commented that he felt that over the last year partnership is starting to work much better between the Council and BIDs/businesses. He felt it was important to get the consultation out as widely as possible. VS agreed that it is essential that the consultation is 'real' and not just an exercise in telling people what has already been decided. The Administration want people's views before any decisions are taken.
- AL persisted that in his opinion DMB is not getting enough notice of potential savings/cuts etc. and PK asked if there was some way that could be managed better. VS confirmed that she relies on officers to keep stakeholders updated but in some cases that does not appear to be happening. Chair agreed that in the past, when there was a Director of Destination/Tourism there was much better communication. The R3, set up as a result of Covid, also provided regular fortnightly updates with Chris Shephard (CSh) ensuring everyone knew what was going on. Since those meetings ceased there has been a gap which needs to be bridged. Chair asked if it was possible to re-instate some form of regular updates meeting on the same lines as R3.
- SSj and VS felt that given the speed with which things are changing regular updates could be challenging but it was agreed that CSh be approached to see what could be managed.
- JR asked the Leader to comment on the culture within the Council at the moment in view of all the uncertainty and questioned whether officers are receiving the support that they need to deal with the current situation. VS acknowledged that it is very hard for officers at the moment with decisions having to be made on who might need to go but she felt that the majority of staff understand the position. There is support available for any staff who wish to take up the opportunity but the level of this support cannot be increased due to financial restraints.
- VS further confirmed that Voluntary Redundancy is on the table and likely to be agreed at Cabinet on 22 November

6. Short update on ABID/Tourism Levy and Local Visitor Economy Partnership (LVEP) – Andrew Emery

- The report from Mosaic was received at 8am this morning
- AE provided a brief overview of the report which will be circulated to all key stakeholders this week, for review and digestion in advance of a meeting scheduled for 4 December 2023 when it will be discussed in detail.

VS left the meeting – 12.30pm

7. DMB Website – Andy Lennox

- AL acknowledged that there is still some funding to be found in order to get the ABID over the line. However, he felt it was important that the Destination Management Board have a better online presence, with it's own identify and branding and he proposed that he uses approx. £1000 of the funding identified to buy a domain for up to ten years. He is happy to create the website at his own cost. No vote was taken on this proposal

8. Sector Updates – All

a) Transport – Richard Wade

- Network Rail are carrying out a consultation in relation to their Bournemouth Strategic Station Plan with the aim of increasing the number of trains that run through Bournemouth Station.
- They are holding six strategic workshops around the development of Bournemouth Railway Station and rail services, with each focusing on one of the following areas:
 - Integration
 - Accessibility
 - Property & Development
 - Station Facilities/Sustainability
 - Tourism & Economic Development
 - Timetabling
- Stakeholders will be invited to each workshop and DMB members/colleagues can put themselves forward for any area of specific interest. Richard Wade is happy to channel these through so members can email him directly or email SS who will pass details on.
- JR asked if the impact on Poole as a result of an increase in the number of trains through Bournemouth is being considered as it will mean an increase in the number of times the level crossing on Poole High Street has to be closed. RW confirmed that this will be considered through the consultation. A copy of the Bournemouth Strategic Station Plan will be circulated with these Minutes for information
The £2 train fare has been extended to November 2024 although the funding mechanism has not been confirmed.

b) Conference and Convention – Sarah Stainer

- Continuing the relationship with South West Trains which provides discount rates for delegates
- Statistics provided by the Meetings Industry Association show that 80% of businesses has made improvements to their property and that 9 in 10 businesses has increased their sustainable practices included increases in plant based menus.
- The BIC has a new electricity contract which is sustainable and vegan friendly.

c) Events – Craig Mathie

- Very challenging for the industry with ever increasing costs but despite this there is still a demand out there.
- As the Council moves away from direct Event delivery there will be more demand on the independent sector.

d) Bournemouth Town Centre BID

- Hosting an event looking at what events will look like moving forward
- Five Christmas projections mappings in five different locations from 1 Dec – 3 Jan 2024
- New lights, replacing those previously provided by the Council, are being funded by the BID and will be going in very shortly.
- A ‘Shape of things to come’ augmented reality trail is running from 1 Dec – 3 Jan 2024 offering a chance to win a Bournemouth Town Centre gift card

e) Poole BID – Jacqui Rock

- The BID has achieved accreditation from the British BIDs
- Have made some significant changes to the website
- Poole Christmas Maritime Light Trail (PCMLT) launches on Saturday 25 November 2023. onboard City Cruise’s vessel on Poole Quay (directly outside Hennings) from 5.30pm with festive mince pies and mulled wine.
- In addition to PCMLT there will be Choirs at Christmas, a Christmas window display competition and an Aladdin themed Christmas light trail competition
- The new Hennings Christmas market will be taking place on Saturdays and Sundays from 25 November 2023 through to Christmas Eve
- 2024 will see more community led events, including the return of Seafood and Sounds

f) Attractions – Carol Scott

- Indoor attractions did well this year – mainly due to the rain
- Outdoor attractions did not fare so well with a 20-30% drop in visitors and no option to increase ticket prices as the market will not take it.
- Swanage Railway has launched an appeal to raise £450,000 before the start of the new season. If this target is not reached then the railway may have to close.

g) BAHA – Tim Seward

- Nothing to report – apart from continuing work on the ABID (covered in item 6)

9. AOB

- PK asked for clarification around the use by the Council of the phrase 'full cost recovery' which is currently being used in relation to a wide variety of things. There is concern from the BIDs and local businesses that the Council are seeking to recover full costs on everything whilst still expecting them to provide support in a variety of ways at no cost. The charging of officer time for absolutely everything is not viable - it has to work both ways – not just in the Council's favour. ME responded to say that the Council has very stringent budget processes and that they are aiming for full cost recovery on all non-statutory spend in order to make the Council more commercial. Some operations do not bring in any money when the full costs are taken into account.
- It was agreed that this requires more conversation and it should be included as an agenda item at the January meeting. **ACTION**

10. Date of next meeting: Tuesday, 16 January, 2024 Venue tbc (Christchurch) 11am – 1pm