

## **Bournemouth Seafront: environmental service standards**

### **Seafront toilets**

#### *Opening hours*

Bathing Season: (Easter to end of September) 6.30am to 10pm

Out of season: (October to Easter) 6.30am – dusk

#### *Winter closures*

Toft, Boscombe West, Portman Ravine, Gordon's Zig Zag and Warren Edge will open 6,30am – dusk during weekends & holidays out of season (October to Easter). They will close during the week, Monday – Friday.

#### *Daily Inspection & Cleaning*

Each toilet block to be inspected and cleaned three times per day increasing as seasonal demand requires

#### *Décor & Maintenance*

All toilets to be well maintained inside & out. Blockages to be attended to within 2 hours (in season) or 1 day (out of season). All toilets to be clearly signed.

### **Beach Cleansing & Litter Collection**

#### *Beach cleanliness*

- Beach, promenades and cliff zig zags to be litter picked once daily rising to twice daily as seasonal demand requires in accordance with measures outlined in the Environmental Protection Act 1990. Daytime litter pick presence to be maintained around Bournemouth Pier Approach & beaches during bathing season (May – October).
- Principal beach areas at Alum Chine, Durley Chine, Bournemouth & Boscombe Pier beaches, Fisherman's Walk & Southbourne to be raked three times per week during bathing season (May – October)

#### *Seafront litter bins*

- Land fill bins to be emptied twice weekly rising to twice daily as seasonal demand requires.
- Recycle bins to be emptied twice weekly or when full, as seasonal demand requires. Bins to take 3 types of waste (glass, metal & plastic).
- Dog bins to be emptied as seasonal demand required.
- Bins to be clearly identified and liveried.

#### *Graffiti*

- Offensive and obscene graffiti to be removed as a matter of urgency, within 24 hours
- General graffiti will be removed within three working days

### **Public Seats**

- Seats, benches and picnic tables will be maintained in a clean condition with an application of wood preservative or paint on a regular basis
- Damaged seats, benches and picnic tables will be made safe or taken out of service until repair can be arranged

### **Beach Office Customer Service Standards**

#### *Reception Points*

All reception areas will be well-signed, clean, tidy, welcoming, attended during opening times and will display opening times. All reception points comply with all appropriate current legislation.

### *Face to Face contact*

#### Staff will:

- Greet customers courteously and professionally;
- Give customers individual attention and endeavour to approach enquiries from the customer's point of view;
- Aim to resolve the majority of enquiries there and then.
- Explain matters in plain English and provide arrangements for those customers who need hearing, visual or interpretation assistance

### *Waiting times*

Customers should not have to wait in any reception area longer than 20 minutes before their enquiry is dealt with.

### *Telephone enquiries*

- Staff will answer all telephone calls, in normal circumstances, within 5 rings.
- Staff answering a call will answer politely and state their service and their name where appropriate
- Staff will be helpful and aim wherever possible to resolve the enquiry there and then. Where a call does need to be passed on, the original member of staff will establish that they have put you through to the right person before leaving the call.
- Where the right member of staff is not available, where possible, they or another appropriate officer will get back to you within the next working day.
- All telephones will be attended where possible during full opening hours; in circumstances where officers are not available, calls will be diverted to another operator or to voicemail but ONLY when there is no one else to take calls

### *E-Mail*

- We will acknowledge receipt of all emails within 1 working day.
- A full response will be supplied within 10 working days of receipt, where possible.
- If it is not possible in that time, we will contact you within 10 working days & every tenth working day until a full answer can be given.
- The exclusions to this time scale are:
  - If a specific piece of legislation dictates how we must respond to the letter. For example: The Freedom of Information Act 2000 entitles the customer to access to information that the council holds (subject to some exemptions). If a customer makes a request under this Act we are obliged to provide that information within 20 working days.

### *Letters / Faxes*

- We will provide a full response within 10 working days of receipt
- If it is not possible in that time, we will contact you within 10 working days & advise when we expect to be able to fully reply to your communication.
- Exclusions as above.

### *Comments and complaints data*

We take all comments and complaints about our services very seriously and have a commitment to learn from any errors. Complaints will be actioned in line with the timescales defined within the corporate complaints policy – The policy is viewable at [www.bournemouth.gov.uk](http://www.bournemouth.gov.uk) or in leaflet form from any council reception point.

### *Continuous improvement*

Bournemouth Borough Council welcomes feedback about our services and will respond positively where areas of improvement are identified. The standards set out are the minimum that our customers can expect and all are specific and measurable.

### *A commitment to mutual respect*

You have the right to expect the best service from us and we will endeavour to provide that service with respect and dignity. In return we ask the same from you.

Where a member of the public has been abusive either on the telephone or face to face, staff will politely but firmly close the conversation and inform their line manager.

The council cannot solve every problem all of the time, but will strive to ensure that the customer is comfortable with the service they have received and with the 'next action'.

#### *Meeting the diverse needs of our customers*

We will treat all people fairly, whatever their age, sexual orientation, religious belief, disability, gender or race. Everyone will have equal access to our services.

Where specific assistance is needed, e.g. hearing loops, assistance with reading or translation requirements, we will endeavour to provide the required assistance.

**Environmental Commitment: Extract from published Seafront Strategy 2007-2011**  
Visit [www.bournemouth.gov.uk/visitors/seafront/seafront\\_strategy](http://www.bournemouth.gov.uk/visitors/seafront/seafront_strategy) for full details.

- Monitor and preserve rare habitats, flora and fauna across the SSSI and SNCI designated cliffs, working in partnership with Natural England.
- Maintain clean, sandy beaches and retaining 4 Blue Flag Awards.
- Meet or exceed EU Bathing Water standards as set out in: EC Bathing Water Directive 76/160/EEC
- Litter pick 5 ½ miles of beach twice per day in season (May – October)
- Inspect and clean all seafront public toilets once per hour (minimum) every day in season (May – October)
- Improve public interpretation on local environmental issues with particular reference to the impact of abandoned litter.
- Provide coastal protection and a high quality beach through regular beach renourishment and coastal defence works in partnership with DEFRA and the Environment Agency.
- Work with national and regional agencies to plan for the long-term effects of climate change.

#### **European Blue Flag Beach Criteria**

These criteria are currently applied to the following sections of beach:

- Alum Chine
- Durley Chine
- Fisherman's Walk
- Southbourne

The Blue Flag for beaches is awarded annually and is only valid for one year. To be eligible for the Blue Flag a bathing beach has to fulfil all requirements. The Blue Flag should be removed whilst any criterion is no longer satisfied.

The National and International juries reserve the right to refuse the Blue Flag to beaches in communities that are found to be either in violation of national environmental regulations or otherwise act in discord with the objectives and spirit of the Blue Flag Campaign.

The beach would include at least one sampling point, monitored and identified under the Bathing Water Directive 76/160/EEC.

1. The water must comply with the Mandatory and Guideline value of the appropriate microbiological parameters of the EC Bathing Water Directive 76/160/EEC. Guideline water must meet the guideline standard for total coliform, faecal coliform (E coli) and faecal streptococci parameters and the mandatory standard for the faecal and total coliform parameters. There should be at least 20 samples taken at regular intervals throughout the bathing season.

| Parameter | Guideline standard-<br>no more than: | Percentage<br>Compliance | Mandatory - No<br>more than: | Percentage<br>Compliance |
|-----------|--------------------------------------|--------------------------|------------------------------|--------------------------|
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|                     |               |     |                  |     |
|---------------------|---------------|-----|------------------|-----|
| total coliform      | 500 per 100ml | 80% | 10,000 per 100ml | 80% |
| faecal coliform     | 100 per 100ml | 80% | 2,000 per 100ml  | 80% |
| faecal streptococci | 100 per 100ml | 90% | --               | 80% |

2. No industrial or sewage discharges may enter the beach area without previous treatment.
3. Local and/or regional emergency plans to cope with pollution incidents.
4. No algal or other vegetation materials may accumulate or be left to decay on the beach, except in areas designated for a specific use and as long as this does not constitute a nuisance.
5. The community must be in compliance with requirements for sewage related treatment and effluent quality such as are contained in the EU Urban Waste Water Directive.
6. Prompt public warning if the beach, or part thereof, as, or is expected to become, grossly polluted or otherwise unsafe. Procedures for issuing public warnings in such cases must be covered by the emergency plan referred to in criterion 3.
7. Information on natural sensitive areas in the coastal zone, including its flora and fauna, must be publicly displayed and included in tourist information. The information must include advice on how to behave in such areas.
8. A map of the beach indicating different facilities and services must be displayed. This must include:
  - Updated information about bathing water quality in the form of a table or figure that can be easily understood
  - Information about the Blue Flag including the aspects covered by the campaign and who is responsible at local and national level
9. The responsible authority, beach operator and local community should be able to demonstrate that at least five educational activities are offered.
10. Laws governing beach use must be easily available to the public upon request e.g. in tourist offices, town hall or on the beach. The code of conduct for the beach area must be displayed on the beach.
11. The local community may have an Environmental Interpretation Centre or similar permanent public environmental place dealing with the coastal environment. Such a centre may be denoted a Blue Flag Centre if it is a place to obtain information about the Blue Flag and serves as a focal point for public environmental activities about the coast and sea.
12. A beach management committee must be established to be in charge of instituting environmental management systems and conduct regular environmental audits of the beach facility.
13. The local community must have a land-use and development plan for its coastal zone. This plan and the current activities of the community in the coastal zone must be in compliance with planning regulations and coastal zone protection regulations.
14. Litter bins in adequate numbers, properly secured and regularly maintained and emptied. There must be adequate provision for refuse, algal matter and other pollutants collected at the beach. The waste collected at the beach must be disposed of in a licensed facility.
15. A daily beach clean during the bathing season when necessary.
16. There will be no:
  - driving unless specifically authorised
  - beach bike or car races
  - dumping
  - camping.

Beaches on which cars are allowed must have designated areas for parking, car-free zones and the water's edge must always be kept entirely free from cars.

17. There must be safe access to the beach.

18. Manage the conflicting and incompatible needs of different users e.g. zoning for swimmers, windsurfers, nature conservation. If there are natural areas bordering the beach, steps must have been taken to prevent negative impacts from the use of traffic to and from the beach and its waters.

19. Adequate, clean and regularly maintained toilet facilities with controlled sewage disposal, conforming with the requirements of criterion number 7.

20. Lifeguards are on duty during the bathing season and/or there is adequate safety provisions, including lifesaving equipment and directions for their use and immediate access to a telephone.

21. First aid must be available on the beach and its location easily identified.

22. Dogs must be banned throughout the summer season and all other domestic animal access and activities must be controlled under all circumstances.

23. A shielded / protected source of drinking water.

24. Public telephones within easy access to the beach. (g) (Where there are no lifeguards this criteria is imperative.)

25. At least one of the community's beaches must be equipped with access ramps to the beach, parking and toilet facilities for people with disabilities, except where the topography does not allow for it. In cases where the community has only one beach awarded with a Blue Flag it must have access and facilities for disabled visitors.

26. All buildings and equipment on the beach must be properly maintained.

27. The beach should have facilities for receiving recyclable waste materials, such as glass bottles and cans.

28. The local community should promote sustainable means of transportation in the beach area, e.g. through cycling, walking and public transport.