

**BOURNEMOUTH
AND POOLE TOURISM
MANAGEMENT BOARD**

**Tuesday, 17th July, 2018 2pm – 4pm
The Green House Hotel, Bournemouth
MINUTES**

MEMBERS PRESENT

Andy Woodland (AW)	Chair
John Green (JG)	Vice Chair
Mike Francis MBE (MF)	President

Sector Representatives

Steve Turner (ST)	Conference & Convention Sector
Guido Schillig (GS)	IEF Sector
Paul Clarke (PC)	Coastal BID (Bmth)
Justin Hundley-Appleton (JHA)	Town Centre BID Deputy (Poole)
David Bailey (DB)	Accommodation (Serviced) Sector
David Squire (DS)	Transport Sector
James Eels (JE)	Leisure & Attractions Sector

Professional Officers

Jon Weaver (JW)	Bournemouth & Poole Tourism
Graham Richardson (GR)	Bournemouth & Poole Tourism
Stevie Sainsbury (SS)	Board Administrator

Co-opted Members

Kate Ryan (KR)	Strategic Director - Borough of Poole
Bill Cotton (BC)	Executive Director - Bournemouth Borough Council

Elected Members

Cllr Patrick Oakley (PO)	Portfolio Holder (Bmth)
Cllr Ron Parker (RP)	Elected Member (Poole)

Apologies

Cllr John Beesley (CJB)	Co-opted member (Bmth Leader)
Cllr Janet Walton (CJW)	Co-opted member (Poole Leader)
Jackie Richmond (JR)	Poole Marketing Group
Martin Davies (MD)	Town Centre BID (Bmth)
Alan Dove (AD)	Town Centre BID (Bmth) Deputy
Jim Stewart (JS)	Poole Harbour Commission
Geoffrey Smith (GS)	Accommodation (Un-Serviced) Sector
Carol Scott (CS)	Leisure & Attractions Sector
Sara Uzzell (SU)	Dorset LEP
Cllr Robert Chapman (RC)	Elected Member (Bmth)
Cllr John Challinor (JC)	Portfolio Holder (Poole)

Guests

Superintendent Jared Parkin
Sophie Rickett
Amanda Barrie

Dorset Police
BBC
Bournemouth Tourism

1. Welcome

- Chair welcomed everyone to the meeting
- Declarations of Interest – None

ADMINISTRATION

2a. Actions from Minutes of last meeting not covered under today's Agenda

- *JW to obtain a comprehensive response regarding A338 work around Christmas.*
 - Work due to start in September but currently dependant on obtaining planning approval prior to September.
 - Current intention is to have a 1 – 2 week break leading up to Christmas – worst case scenario being the break does not start until 14th December
 - Experienced contractor who also carried out the Blackwater/Hurn work and A338 resurfacing and will be working to reduce the impact as much as possible
 - Item to be added to the Tracker **ACTION**
 - JW to liaise with Gary Powell and provide an update for the next meeting **ACTION**

2b Are the Minutes from the previous meeting correct?

- Proposed by GS and seconded by ST. Minutes were agreed as correct.

MATTERS FOR DISCUSSION

4. Dealing with Anti-social behaviour in Bournemouth and Poole – Superintendent Jared Parkin (JP) (*This item was brought forward on the Agenda*)

Questions had been submitted in advance;

- *Has Operation Fireglow been set up as a proactive approach to ensure safety around the Lower Gardens, the Pier and beaches and if so how does that work? Similarly, could we have an update on the effectiveness of the Public Spaces Protection Order (PSPO) in Poole, particularly in relation to areas such as Poole bus station and Quay?*

Operation Fireglow was set up approximately 14th months ago specifically to deal with issues surrounding behaviour during the Fireworks and to provide consistency over support for Tourism. This operation has taken a new tactical approach, working with schools with covert units operating in the Gardens, taking positive action, particularly in relation to drugs and alcohol. GS expressed concern that this operation is only on Fridays and the rest of the week has similar challenges. JP confirmed that if the Police

are made aware of any particular issues then they will put in additional policing and offered to provide GS with a liaison contact number.

PSPO - JP confirmed that the PSPO operating in Poole, led by PoB, has been working well with 2 prosecutions in the last couple of weeks. However, this is only relevant to adults – there are no powers to challenge children. The main purpose is to support the homeless and beggars. There is no PSPO in Bournemouth as following public consultation it was decided not to go with this option but to deal with challenges in a different way using CSAS and Rangers.

JP confirmed that he is dedicated to driving forward a co-ordinated policing policy across the whole area with no boundary between Bournemouth and Poole.

CPO asked if there were any statistics available on the numbers of homeless /beggars across the conurbations. JP pointed out that it is very difficult to get any accurate figures but he would see what he could do

- *There is a growing concern and perception that there is a reluctance to arrest persons under the age of 18 and that there is no punitive action against young offenders for repeated anti-social behaviour? Please comment.*

JP pointed out that the Home Office directive is that custody should never be the first option and that HMRC have recently commended Bournemouth and Poole on the balance between custody and not. However, this does not mean that it does not happen – when appropriate and where there is no viable alternative the police will take young offenders into custody. This has to also take into account that to process one arrest takes 2 x 6hrs of personnel time and currently the force do not have the capability or capacity to make arrests unless absolutely essential. Offenders still get fed through the system but not necessarily by arrests.

- *Because Bournemouth and Poole has over 11 million visitors per year does the Policing resource planning – either at County level or Government level – take into consideration the increase in numbers during the season?*

JP confirmed that resources are not increased during the season. Budget is dictated by the Government and they do not take seasonal fluctuations into account. It is a question of managing resources effectively and efficiently to cope with the peak periods. It is the same in any seasonal resort and the Police are constantly sharing good practice with other similar towns, such as Blackpool.

- JHA raised the issues around the lack of adequate policing around the Bus Station in Poole. JP acknowledged that the Police need to communicate better with the BID companies in dealing with and managing expectations. There has been a 50% reduction in the neighbourhood teams and in order to keep up with demand they have had to change the way they operate which includes a new online reporting system. There is a Triage unit to deal with high level risks, cascading down through Medium to low risk issues where a decision has to be made on whether or not to take any further action based on capacity and resources. AW suggested that the 3 BID companies could perhaps come together with the Police to share best practice and discuss ways of working in the future. JP agreed to contact the BID companies to discuss a way forward.
- *How can we as stakeholders in Tourism assist you?*

JP was grateful for the offer of support pointing out that Bournemouth has already invested heavily in CSAS with Poole gradually following the trend but this needs to be developed further and requires funding if it is to extend into Poole. Current data shows that Operation Night Watch is having an impact resulting in a reduction in night time

violence. The Safe Bus has proved very effective but it is funded through Poole and NHS salary time plus volunteers so any additional support would be appreciated.

- GS pointed out that although there was a designated police officer for the University, with only 4000 international students, there was nothing similar to support the 50,000 IEF students and he was aware of a slowly growing tendency towards self-policing by students in the Gardens which ran the risk of developing into a 'Vigilante' group, because the police presence was not adequate to deal with the situation. JP pointed out that the Police capacity was now very limited due to lack of resources but he promised to feed this back to the relevant people
- JE expressed concern over what he observed to be an acceptance of the anti-social behaviours going on in the areas between West Cliff and the East Cliff lift with Rangers reluctant to be involved. JP agreed that this is a very political debate but that the Rangers do not have powers to intervene – their role is to be the eyes and ears on the ground – monitoring the overall offer in the town and feeding this back
- JP asked that the Board exert any influence they may have over the regeneration of buildings as some of the current architecture exacerbates the homeless/anti-social situation.

CSAS

JP then introduced his colleague Sophie Ricketts who gave a short update on the CSAS programme. (Please see attached sheet).

The scheme is proving very successful but more officers are needed and the programme is very restricted by resources. CSAS works with the Rangers within the limitations of their role but more fully qualified CSAS officers are needed.

Chair thanked JP and SR for their input into the meeting.

MATTERS FOR DECISION

3.a Future makeup and structure of the Board.

Recommendation from the Finance and Strategy Group was put to the Board :

- The present membership of the Board is too large making it cumbersome and not conducive to actually achieving anything constructive. It is therefore suggested that the numbers be cut to around 14 – possibly comprising six sector representatives, Chair, Vice Chair, President, Portfolio holder, Executive Director, Leader, Tourism officer and possibly a LEP representative.
- It would be important that all sector reps understood that they were representing both Bournemouth and Poole and that regular attendance and participation at meetings would be expected.
- The current monthly meetings should be changed to bi-monthly with sub groups meeting on the alternate months. Meetings should be extended to 3 hours where necessary to ensure everything got covered.
- If any urgent issues arise then they can be dealt with via email.
- The current Board should continue until December 2018.

KR pointed out that with LGR imminent it might be prudent to keep the current Board running until April so that the new Board incorporates Christchurch as well.

After some discussion the Chair put the recommendations to the Board to take a vote which was carried unanimously. It was further agreed that bi-monthly, 3 hour meetings will commence from September.

3.b Tourism Awards

The Finance & Strategy Group reported that:

- They had now had response back from RoutePR.
- At the last meeting, the group acknowledged the hard work that RoutePR had put into creating the BAPTAs over the last three years but were in agreement that the event has not developed in the way in which the Board wishes it to go with the focus moving too far away from Tourism in Bournemouth and Poole.
- For this reason, the decision not to extend their contract was taken.

Recommendation from the Finance and Strategy Group to the Board :

That the trade & industry will take an active role in delivering the awards in 2019, possibly towards the end of the year, and working closely and supported by Bournemouth and Poole Tourism. In the meantime a tender will be prepared and sent out for the future delivery of the awards.

After some discussion it was agreed that James Eels should join the sub group of the Finance and Strategy Group tasked with taking the Awards forward and this group will report back to the Main Board at regular intervals. **ACTION To set up a meeting of this sub-group**

ITEMS FOR BOARD INFORMATION

5. Any issues from each sector requiring Board consideration and/or action

Those sector updates received in advance of the meeting had already been circulated.

- **Transport** – Information is being pulled together on the issue of congestion and this will be presented to Board once finalised.
- **BAHA** – Working with Bournemouth Chamber and Town Centre Bid to try and find a solution to the ongoing litter problem.
- **Conference & Convention** – Received some negative feedback following a recent conference on the state of the town on Sunday morning. CPO pointed out that there have recently been letters received complimenting Bournemouth on how the litter problem is now being dealt with and felt that things are improving. JE supported this view.

6. Finance and Strategy Group Update

- Covered in items 3a and 3b

7. Planning Update

(Attached)

8. Update on Priorities

Decision on the role of Tourism Director will now be in the hands of the new Authority Executive Officers.

9. Director's Report

- JW reported that it has been a busy period for Events including Vintage on the Quay, Sand Polo/Sandfest, Pride and the Pier to pier swim.
- Sandfest – issues from previous events have been addressed and generally there was very positive feedback received following this year's event with no complaints from residents.
- Fireworks – start next Thursday in Poole. Bournemouth start on the first Friday in August
- Air Festival
 - New sponsor secured– Innovation is GREAT (Foreign Office)
 - Jet Suit Pilot display demonstration
 - More success in securing sponsorship this year
 - Trade – a few pitches are left but sold well
- Waterslide down Richmond Hill on Bank Holiday Sunday and Monday. Ticketed. If successful may come back next year in June rather than August Bank Holiday weekend and issues with the Catholic Church's access for Sunday services have been resolved.

10. Date of Next meeting – Tuesday 18th September, 2pm – 4pm. Venue: Upton Country House.