

REVISED FINDINGS PACK

Scrutiny on the Provision of Beach Huts in the Borough

**Operations, Environmental Services and Norse
Scrutiny and Policy Development Panel Scrutiny and
Policy Development Panel**

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2016/17

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Introduction

**(Review of the Provision of Beach Huts in the
Borough)**

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Introduction

This review was undertaken in two distinct phases. The initial phase (Phase 1) was undertaken from July 2016 to February 2017 with the primary purpose of identifying alternative beach hut sites and to examine the economic viability of the current service. The report for this phase was adopted by the Scrutiny Board on 4 April. The recommendations of the Board in relation to this phase of the review have not yet been considered by the Cabinet.

On 22 February, the Council agreed to increase the prices for services, which included changes to the fees and charges relating to Beach Huts charges. Complaints were received in response to the changes to the Beach Hut fees and Charges and the Cabinet Lead, under delegated powers, reduced the transfer fee and agreed that the fees, could in some circumstances, be paid by instalments.

In view of the level of the complaints and at the request of some of Hayling Island ward Councillors, the Scrutiny Board on 27 June 2017 requested that the Panel consider the issues raised in these complaints (Phase 2). An analysis of the complaints revealed that the main issue of contention related to the Beach Hut Plots Licences. The Panel therefore decided to limit the review to complaints relating to this type of licence.

Unfortunately the Panel has found that the Council had not maintained the expected level of service in the communication of the increase in beach hut licence fees for this year and has sought ways to overcome the complaints raised by the licensees and restore the Council's reputation.

The review has included consultation with local councillors and representatives of the Beach Hut licensees.

I would like to express my thanks to the late Councillor Mackey, for his hard work on the first phase of this review, and to the Panel members for their work and support.



Signed by Councillor Jackie Branson

October 2017

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Recommendations

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

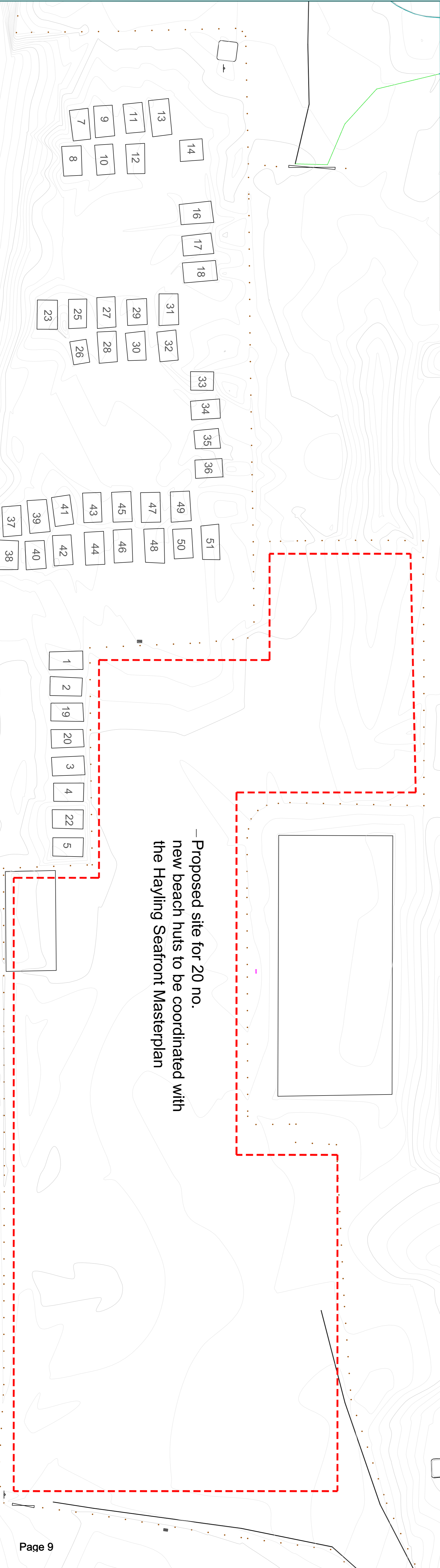
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Recommendations

The Cabinet be recommended:

1. to consider ways of improving the appearance and site layout of the beach huts;
2. to consider providing new beach huts in the car park adjoining the Hayling Island Skatepark as shown in Appendix A. Such development to be constructed under permitted development rights subject to public consultation and consultation with statutory consultees;
3. to endorse the view that any additional beach huts should infill within existing beach hut sites on Hayling Island;
4. to freeze the current Beach Hut Plot Licence Fees for three years (including this financial year) and to review these fees at the end of this period;
5. to reduce the Beach Hut Plot Transfer Licence Fee to £100 and review the level of the fee for next year;
6. to endorse the principle that the Beach Hut Plot Transfer Licence Fee include other elements in additional to administrative costs;
7. that the facility to pay by instalments over a six month period be offered to new and existing licensees with no administrative charge included or added;
8. that the instalment facility be made available for every year and not just this financial year;
9. that a seven year lease be offered to beach hut plot hire licensees;
10. that the officers of the Council and Norse South East be requested to build a working relationship with the newly formed Beach Hut Association; and
11. to endorse a more robust management of non payment of fees.

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– Proposed site for 20 no.
new beach huts to be coordinated with
the Hayling Seafront Masterplan

CONSULTANT: Havant BOROUGH COUNCIL Planning Civil Engineering and Landscape				
DESIGNER	HM	SUB DESIGNER		
CHECKED	MG	APPROVED		
CLIENT: Havant BOROUGH COUNCIL Public Services Plaza Civic Centre Road Havant, Hants, PO9 2AX Telephone: (023) 9247 4174 Email: customer.services@havant.gov.uk Internet: www.havant.gov.uk			DATE	13.02.2017

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CHECKED	MG	APPROVED		
DATE	13.02.2017	SHEET NUMBER		

DATE	13.02.2017	SHEET NUMBER		
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SCALE	1:250	DATE	13.02.2017	SHEET NUMBER

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Conclusions

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Conclusions

Phase 1

Letting Arrangements

A more robust management attitude towards non payment of fees is required e.g. the termination of the licence when a fee is not paid within a required time limit.

The Cabinet should consider maximising the income it could recover for the transfer of privately owned beach huts on Council sites.

The Council should consider changes to the current letting arrangements (licences) e.g. by increasing fees and leasing the beach hut sites so as to it generate more income from the beach hut service

Existing Sites

There is scope to improve the appearance and design of the sites and beach huts and at the same time generate more income.

Demand for Beach Huts

There is sufficient evidence to justify the provision of new beach huts and to take a more robust approach towards licensees who either do not pay their fees or are lax in their payment of the fees.

Case for Increasing Income from the Beach Hut Service

There is a need to look at opportunities to generate more income from the beach hut service to offset projected shortfall from recyclables.

Material Considerations

Ecological

The provision of beach huts within the SSSI will need an ecological survey and the approval of Natural England.

Planning

The Council does not have to go through the planning process if the cumulative total of new beach huts does not exceed 200 metres.

Hayling Island Masterplan

Care should be taken to ensure that the provision of new beach huts does not conflict with the proposed Hayling Island Masterplan.

Consultation

The response to planning application (APP/15/00760) demonstrates the importance of seeking the views of local residents and ward councillors before any scheme is finalised.

Flood Zones

The coastal erosion patterns for Hayling Island should be taken into account when identifying new sites for beach huts

New Sites for Beach Huts

The Panel consider that the most appropriate sites for new beach huts is within the SSSI to the west of Beachlands. The provision of huts on land to the east of the SSI was not considered appropriate at this stage.

The preferred site for new beach huts is in the car park adjoining the Hayling Island Skatepark as shown in Section B.

The need for additional beach huts should be assessed after the completion of the site identified above. It is the view of the Panel that any additional beach huts should infill within existing beach hut sites on Hayling Island.

Recommendation 1

Cabinet consider ways of improving the appearance and site layout of the beach huts.

Recommendation 2

Cabinet consider providing new beach huts in the car park adjoining the Hayling Island Skatepark as shown in Appendix A of Section B of this findings pack. Such development to be constructed under permitted development rights subject to public consultation and consultation with statutory consultees.

Recommendation 3

Cabinet endorse the view that any additional beach huts should infill within existing beach hut sites on Hayling Island.

Phase 2 – Beach Hut Fees

Analysis of Complaints Received

In total, the Council received 78 complaints from beach hut owners concerning beach huts. This is from a total of 389 beach hut holders (20% of beach hut owners). The total number of complaints received by the Council was 81 – with the further three coming from an unidentified licence holder, a Councillor and a beach hut association.

From those who submitted complaints (78), a further breakdown shows that a 69 of these complainants were beach hut plot hire licensees (i.e. rent a plot from the Council and provide their own hut).

Key Issues Raised by the Licensees and the Panel's Conclusions

- a) The increase in the beach hut plot licence fees

Issue

The Council's beach hut plot hire fees were above the market or average rate of the Councils included in the Council's survey; 35% above for residents and 85% for non-residents. The 14% increase introduced this year put these fees further above the average rate.

There had been a perpetual increase in licence fees representing a 100% and 275% increase over the last ten years for resident licences and non resident licences respectively made the licensees feel exploited and unwanted, and gave the impression that the Council considered that any increase in the fee would be affordable by all licensees.

The Council had not given a satisfactory justification for an increase in the plot hire fees or consulted the licensees before determining this increase: the Council's statement that the income from beach hut fees needed to cover its cost and ideally generate a modest return was not supported by the Council's research.

The Licensees considered it reasonable to expect the Council to reduce the fees in line with the market rate for residents and non-residents.

Panel's Conclusions

The Panel has found that the explanation given for the increase in the licence fee for this year has been misleading. The Panel was pleased to note that arrangements have been put in place to reduce the risk of similar problems happening in the future.

The Panel also acknowledged that the benchmarking exercise revealed that

the Council's fee were before and after this year's increase above the average market value of the other Councils surveyed. However, when making its deliberations the Panel bore in mind that a simple comparison of fees could be misleading as the figures in themselves did not reveal the factors that were taken into account when setting these fees. When making its recommendations the Panel also had regard to the Council's budgetary commitments and the Medium Term Financial Strategy.

The Panel accepted that it would be unreasonable to take no action with regard to this year's licence fees in view of the number of complaints received and the way the increase in fees has been implemented but could not, in the current financial climate, justify a reduction in the current fees towards the average market rate.

The Panel considered the difference between the licence fees for residents and non residents. It was noted that it appears that between 2006 and 2012 it was decided to bring the fees charged to existing non residents up to the same level as the fees charged to new non residents. The Panel noted that the decision to have a different level of charges for non residents and residents was in line with the fee structure of other Councils.

However, the Panel considered that a more acceptable solution to this issue would be to freeze the current fees for three years. The Panel considered that this option:

- (a) represented a saving to the licensees;
- (b) could narrow the gap between the Council's fees and the fees levied by other Councils; and
- (c) would not have a significant impact upon the Council's finances

Recommendation 4

The current beach hut plot licence fees be frozen for three years (including this financial year) and a review of these fees be undertaken at the end of this period (2020/21)

- b) The Beach Hut Plot Transfer Licence fee

Issue

The introduction of a £1,200 fee for the transfer of a licence was an underhand way of raising money. Although this fee had been reduced to £500 and further reductions suggested as an option, a satisfactory justification given for such a fee had not been given; the reason given for the fee was unclear. It was also unclear whether this fee was in addition to the administration fee or replaced this fee; the transfer fee should be replaced by

a fee that could be justified

Panel's Conclusions

The introduction of a licence transfer fee was initially considered by the Panel during Phase 1 of the review. The Panel found that, at this stage of the review, compared with other Councils, the Council did not appear to maximize the income it could recover for the transfer of privately owned beach huts on Council sites and recommended that that Cabinet

“consider ways it could maximize the income it could recover for the transfer of privately owned beach huts”

The Panel considered that, in principle, a licence transfer fee is justified to cover the Council's administration costs; limit profiteering; and to retain an element of financial control over the use of the Council's land.

However, the Panel agreed that an increase from £59 to £1200 was too great an increase for a single year. The Panel was pleased to note that the Cabinet Lead had reduced this fee to £500 and prepared to lower this further to £100 at a potential loss to this Council of £22,000.

This Panel considered that a reduction to £100 was a step in the right direction but was also of the opinion that it would not be unreasonable for the Council to include elements in this fee, which did not relate to administrative costs.

Recommendation 5

The Beach Hut Plot Transfer Licence fee be reduced to £100 and reviewed for next year (2018/19).

Recommendation 6

The Cabinet endorse the principle that the Beach Hut Plot Transfer Licence Fee include other elements in addition to administrative costs

- c) Withdrawal of a facility to pay the licence fee by instalments
Issue

The initial removal of the instalment facility was unreasonable and made the costs of the licence beyond the reach of some licensees.

Panel's Conclusions

The Panel was pleased to note that in response to these complaints the Cabinet Lead, under delegated powers, had made arrangements for those licensees who were paying in 12 monthly instalments last year to pay the fee

by 6 monthly instalments for this financial year.

Recommendation 7

The ability to pay by instalments over a six month period be offered to new and existing licensees with no administrative charge included or added

Recommendation 8

The instalment facility should be made be available for every year and not just this financial year.

d) Implementations of the changes.

Issue

“I have seen many letters and e-mails from owners who feel bullied, victimised, and disillusioned Many are talking about giving up and have not even visited their huts this year. This seems particularly the case with owners from outside the Borough. Rather than being treated as valued Ambassadors for Hayling they feel exploited and unwanted.....we want a framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit. (We feel there are many based on the experience of other resorts where BH Associations work with their Borough)”

Panel’s Conclusions

This year introduced not only an increase in charges but also a change in the management culture with Norse South East administering this service on behalf of the Council and a change to the licence terms. People rarely welcome change, especially an increase in charges. With this in mind, the changes and rationale behind these changes needed to be judiciously and thoughtfully communicated to the licensees.

Unfortunately the communication with customers was poor and fell short of the standards set by this Council. The initial letter advising licensees of the new charges and changes to the licensing arrangements was aggressive, poorly written and did not give any explanation or justification for the changes. In addition, the responses to complaints were found to be at best misleading and not based on evidence.

The negative impact of the way these changes were introduced has been witnessed by the Panel. The representatives who attended a meeting of the Panel had clearly been financially and emotionally affected, which has in turn damaged this Council's reputation.

The Panel was pleased note that action had been taken to ensure these errors were not repeated and the action had been undertaken by Norse South East to rebuild the bridges between the Council and the licensees. The Panel was also pleased to note that the newly established Beach Hut Association are willing to work more closely with the Council and want a framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit.

The Panel was also pleased to note that the Cabinet Lead was prepared to offer a longer term lease to licensees to give them greater security of tenure. Although the representatives of the Beach Hut Association considered this change meaningless if the lease contained a revocation clause, the Panel considered that this option should be made available to any licensees who wished to take it up.

Recommendation 9

A seven year lease be offered to licensees.

Recommendation 10

The officers be requested to build a working relationship with the newly formed Beach Hut Association.

- (e) A more robust management attitude

Issue

“Regarding the removal for non-payment, the BH Association supports the principle of removal of ownership for long-term non-payment but with obvious caveats for instances of proven hardship”.

Panel's Conclusions

The need for a more robust management was initially considered by the Panel during Phase One of this review.

At this stage the Panel considered that the Cabinet should endorse:

“...endorse a more robust management attitude towards non payment of fees is required e.g. the termination of the licence when a fee is not paid

within a required time limit”

The Panel noted that there had been change in the management approach prior to Panel’s report being submitted to the Cabinet. Although there were issues concerning how this change was introduced, it was pleasing to note that the representatives of the Beach hut licensees supported in principle a more robust attitude towards non payment of fees.

Recommendation 11

The Cabinet be recommended to endorse a more robust attitude towards non payment of fees.

Panel Members

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Operations, Environmental Services and Norse Scrutiny and Policy Development Panel

Scrutiny Lead:

Councillor Branson

Panel Members:

Councillors Branson, Francis, Weeks, Bowerman, Sceal and Howard.

Cabinet Lead:

Councillor Briggs (Cabinet Lead for Operations, Environmental Services and Norse)

Previous Scrutiny Lead:

Councillor Colin Mackey

The attendance record for meetings of the Panel is shown below:

Attendance Record – Panel Members

Councillor	Total Expected Attendances	Present as Expected	Absences (inc. Apologies)
Councillor Bowerman	8	3	5
Councillor Branson	7	7	0
Councillor Cresswell	4	3	1
Councillor Francis	12	10	2
Councillor Howard	12	4	8
Councillor Kerrin	4	0	4
Councillor Mackey	5	5	0
Councillor Sceal	12	10	2
Councillor Weeks	12	11	1

Attendance Record – Guests

Councillor	Total Attendance
Councillor Turner	2
Councillor Wilson	2
Councillor Lenaghan	3
Councillor Perry	2
Councillor Thomas	1
Councillor Satchwell	3
Councillor Hughes	1

Attendance Record – Cabinet Lead

Councillor	Total Attendance
Councillor Briggs	7

Attendance Record – Scrutiny Board Chairman

Councillor	Total Attendance
Councillor Buckley	4

List of Contributors

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Contributors to the Review

Who?	Contribution	When?
<i>Andrew Pritchard, Head of Environmental Services</i>	Key officer in implementation of beach huts service	Up to March 2017
<i>Ward Councillors</i>	To provide a valuable insight into the view of the community	20 September 2016
<i>Dan Collings, Transformation Project Manager</i>	Key officer in beach hut provision project	October 2016 – February 2017
<i>Arron Tickner, Projects Officer</i>	Key officer in beach hut provision project	October 2016 – February 2017
<i>Michelle Good, Senior Landscape Architect</i>	Key officer in beach hut provision project	January 2017
<i>Operations Director – Peter Vince</i>	Key officer in implementation of beach huts service	Throughout the project
<i>Dina Pink, Estates Team Leader</i>	To provide details and requirements on letting of Beach Huts	August 2016
<i>Steve Weaver, Development Management Manager</i>	To provide details on planning requirements regarding beach huts	4 August 2016
<i>Tim Slater, Executive Head for Economy and Communities</i>	Key officer in implementation of beach huts service	July 2017
<i>Carl Mathias, Strategic Procurement Project Manager</i>	Key officer in implementation of beach huts service	Phase 2 of the Review
<i>Mr Bedford</i>	Representative of the Plot for Hire Licensees	Phase 2 of the Review
<i>Mr Willis</i>	Representative of the Plot for Hire Licensees	Phase 2 of the Review
<i>Mrs Windebank</i>	Chairman of Hayling 'B' each Hut Owners Association	Phase 2 of the Review
<i>Ms Colson</i>	Chairperson of the Beach Hut Association	Phase 2 of the Review
<i>June Mitchell</i>	Beach Hut Association Liaison Representative	Phase 2 of the Review

Who?	Contribution	When?
Andrew Grant	Beach Hut Association Liaison Representative	Phase 2 of the Review
Annie Bedford	Beach Hut Association Liaison Representative	Phase 2 of the Review
78 Licence Holders	Complainants	Phase 2 of the Review

Methodology

(Review of Scrutiny of the Provision of Beach Huts
in the Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016

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Scope

The review was undertaken in two distinct phases. The initial phase (Phase 1) was undertaken from July 2016 to February 2017 with the primary purpose of identifying alternative beach hut sites and to examine the economic viability of the current service. The report for this phase was adopted by the Scrutiny Board on 4 April. The recommendations of the Board in relation to this phase of the review have not yet been considered by the Cabinet.

On 22 February, the Council agreed to increase the prices for services, which included changes to the fees and charges relating to Beach Huts charges. Complaints were received in response to the changes to the Beach Hut fees and Charges and the Cabinet Lead, under delegated powers, reduced the transfer fee and agreed that the fees, could in some circumstances, be paid by instalments.

In view of the level of the complaints and at the request of some of Hayling Island ward Councillors, the Scrutiny Board on 27 June 2017 requested that the Panel consider the issues raised in these complaints (Phase 2). An analysis of the complaints revealed that the main issue of contention related to the Beach Hut Plots Licences. The Panel therefore decided to limit the review to complaints relating to this type of licence

The Review Included:

Phase 1 considered:

1. An examination of the suitability of the current beach huts, beach hut sites and terms and conditions for letting beach huts;
2. an evaluation of the Council's service in relation to other local authorities;
3. an assessment of the demand for new beach huts and the use of the current beach huts;
4. an examination of the economic viability of the current service and a business case for new beach huts;
5. an identification of a potential new site(s) for beach huts; and
6. a consultation with ward councillors on changes to the service and potential beach hut sites

Not Included in Phase 1:

- a consideration of the site included in planning application AOPP/15/00760 (Seafront Car Park, Sea Front, Hayling Island (to the south of Chichester Avenue)); and

- b detailed consideration of fees and charges

Phase 2 considered:

1. an examination of the issues raised by the complaints;
2. a consultation with ward councillors
3. a meeting with representatives of the Beach Hut Associations and licensees
4. the options available to the Council to mollify the complaints. The issues to be considered will be:
 - (a) duration of future licences;
 - (b) beach hut/site licence fees;
 - (c) beach hut site transfer fee;
 - (d) feasibility and costs of allowing licensees to pay by licence fees by instalments; and
 - (e) differences between the licence terms/fees set for residents of the Borough compared to those set for residents who live outside the Borough
5. A majority of the complaints received were from beach hut plot licences (i.e. the licensee rents a plot of land from the Council and provides his/her own hut). Only 9 were received from those who let a Council-owned hut on an annual basis. In view of this breakdown in the number of complaints, the review concentrated on the beach hut plot licences complaints.

The project did not include an examination on how the fees were set and errors made in the past.

Links with the Corporate Strategy and Business Plans

Phase 1

Improvements to the beach hut provision will enhance the area as a great place to live and work. The review also aims to ensure the service becomes more financially viable and provides an income stream for the Council.

Phase 2

The key aspects in the Corporate Strategy for Phase 2 are:

1. We will balance our finances each year and direct resources to deliver quality services in a targeted way.
2. Our services will be affordable for customers and sustainable for the Council.
3. We will develop new income streams and efficiencies to tackle the loss in grants from Government.

Benefits to the Council and Its Residents

The benefits identified were as follows:

Phase 1

1. seek to ensure that the Borough is maintained as a clean and pleasant place to live for the residents of Havant;
2. ensure that the resources are used efficiently;
3. ensure that the supply of beach huts meet the customer demand; and
4. achieve the Council's income streams

Phase 2

1. give a platform for the concerns of the licensees to be considered.

Evidence to Support the Project

1. the current waiting lists for buying / renting beach huts
2. the potential income for the Council;
3. the Beach Hut Survey undertaken in 2014;
4. benchmarking surveys;
5. analysis of residents' complaints;
6. presentation given by Mr Bedford to Councillors Lenaghan and Satchwell on 17 May 2017;
7. presentation given by Mr Bedford to the Panel on 23 August 2017; and
8. financial implications of options available to the Council.

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Phase 1

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Phase 1 – Key Findings

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Key Findings – Phase 1

Assessment of Current Beach Huts

Letting Arrangements

The Panel was concerned to learn that income had not been regularly collected from existing beach hut licensees. Although much of this income has or is currently in the process of being recovered, a more robust management attitude towards non payment of fees is required. e.g. the termination of the licence when a fee is not paid within a required time limit.

When compared with other local authorities, the Council does not appear to maximise the income it could recover for the transfer of privately owned beach huts on Council sites.

A survey of other local authorities indicates that there are also opportunities for maximising income from changing the current letting arrangements (licences) e.g. by increasing fees and leasing the beach hut sites.

Existing Sites

The pattern of beach huts on current sites is not uniform and there is scope to improve the appearance and design of the sites and beach huts and at the same time generate more income.

Demand for Beach Huts

70 people are on the waiting list for privately owned licensed beach huts and 60 people for Council owned rented huts. The Panel has also heard evidence that provided the huts are of the appropriate design there are opportunities to market the beach huts outside the Borough. Therefore there is sufficient evidence to justify the provision of new beach huts and to take a more robust approach towards licensees who either do not pay their fees or are lax in their payment of the fees.

Case for Increasing Income from the Beach Hut Service

It was anticipated that under the joint venture agreement with Norse South East, the Council will need to address the likely shortfall in the income generated for recyclables in 2016/17. Therefore it is important that income is maximised in all services under this agreement including the beach hut service to offset this projected shortfall:

Material Considerations

Ecological

The provision of beach huts within the SSSI will need an ecological survey and the approval of Natural England.

Planning

The Council can provide a cumulative total of new beach huts which do not, exceed 200 metres in capacity without having to go through the planning process. However, the Council will still need to seek permission from Natural England before installing the huts. It is also recommended that the public be consulted before installing any new huts.

Hayling Island Masterplan

Care should be taken to ensure that the provision of new beach huts does not conflict with the proposed Hayling Island Masterplan.

Consultation

The response to planning application (APP/15/00760) demonstrates the importance of seeking the views of local residents and ward councillors before any scheme is finalised.

New Sites for Beach Huts

The Panel consider that the most appropriate sites for new beach huts are within the SSSI to the west of Beachlands. The provision of huts on land to the east of the SSI was not considered appropriate at this stage. This view was endorsed during the consultation meeting with the Hayling Island Ward Councillors.

The most appropriate site for new beach huts is in the car park adjoining the Hayling Island Skatepark as shown delineated in a solid black line on Appendix A of Section B. This site is:

1. Is a suitable distance from nearby residential properties;
2. would not have a detrimental impact on the visual amenities of the area; and
3. in view of its location in a car park, it should not have a significant impact on the visual amenities of the area.

It is envisaged that this site can accommodate 20 beach huts and that the size of this development will not require planning permission. The Hayling Island ward Councillors did not object to this site for the provision of new beach huts.

The development of this car park may result in the relocation of the existing disabled parking spaces and will have an impact on income from parking at this car park.

The need for additional beach huts should be assessed after the completion of the site identified above. It is the view of the Panel that any additional beach huts should infill within existing beach hut sites on Hayling Island.

Phase 1 –Benchmarking Exercise

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016

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Beach Huts Survey As at 25 July 2016

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
Adur and Worthing Adur District Council: 61,182 residents Worthing Borough Council: 104,640 residents	131 Council Owned Beach Huts	Rented	Worthing beach huts: £1,145	
	23 Council owned chalets	Rented	Southwick chalets: £825 Worthing chalets: £1,245	
	Beach Hut Sites: 122 in Adur 290 in Worthing	Annual licence	The cost for a private beach hut in Worthing is £530 The cost for a private beach hut in Brighton Road, West Beach Lancing or Shoreham Beach Green (Adur) is £395	A charge is made to the seller of the beach hut at 3x the current annual licence fee or 10% of the sale price (whichever is the greater value). The charge will be inclusive of VAT at 20%.
Arun District Authority 149,518 residents	Council-owned huts - 59 in Littlehampton and 30 in Felpham	Annual Lease	Current rental price is £822.17 (inc. VAT) per year	A fee of £250 is charged for a licence to assign a privately-owned beach hut.
	Council-owned sites on which	Annual fee for lease of the land	£475.20 (inc. VAT) per year	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
	private huts situated – 62 in Littlehampton, 11 in Ferring, 79 in Felpham			
Bournemouth Unitary Authority 183,491 residents	Over 250 Council-owned beach huts	Daily / weekly / period hire	Prices dependant on location and banding of beach hut Daily - £26 to £48 Weekly - £83 to £190 Period - £475 to £675 Sites of Boscombe West available for 52-week hire at £2500	
		Annual licence	£1200 per year	Owner must cover hut and maintenance costs
		Rent	£3000 per year	Council will cover hut and maintenance costs
Brighton & Hove Unitary Authority 273,369 residents	Hove Promenade Only – approx. 450 sites	Annual fee for licence of land	£360 (inc. VAT)	Licenses will not be issued for multiple site ownership. Applicants must be Brighton & Hove residents and the hut must be owned for three years before re-selling the hut. The Council charges a

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
				£80.00 administration fee but has no involvement in private sale transactions. There are terms and conditions about the condition, decoration and use of the huts.
Canterbury District Authority 151,145 residents	652 sites – 391 at Tankerton (including Marine Crescent and Long Rock) and 261 at West Beach, Herne Bay.	License fee paid per annum	West Beach Rent: Residents/ C Tax - £263 Non-resident - £374 Long-term resident - £140 Tankerton/Whitstable Rents: Residents/CTax - £350 Non-resident - £483 Long-term resident - £170	Payments required for sale of beach hut: Assignment Administration Fee (payable by the outgoing tenant) £115 Tenancy Registration Fee (payable by the new tenant) £50
	Whitstable Harbour – Numbers Not Provided	Annual tenancies	Rent Prices Front Row - £1894.00 Rear Row - £1327.00 Double Hut - £1766.00	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
Christchurch District authority 47,752 residents	Mudeford Sandbank – 348 huts	Annual licence fee	<p>Mudeford Sandbank Huts (standard hut) £2113.00</p> <p>Mudeford Sandbank Huts (standard hut) £1796.00 (residents discounted price)</p> <p>Mudeford Sandbank Huts (day hut) £1204.00</p> <p>Mudeford Sandbank Huts (day hut) £1023.00 (residents discounted price)</p> <p>Mudeford Sandbank Huts (fisherman hut) £177.00</p> <p>Mudeford huts over the standard size are charged the standard rate + £285.00 per square metre</p>	<p>All huts are privately owned and Handbook details regulations. The huts are more like chalets (contain bunk beds, living quarters and can be slept in overnight) but there is no running water, toilet (facilities on beach) or mains electricity.</p> <p>£15,000 transfer fee for sale of beach hut</p> <p>(£7,500 transfer fee for sale to parent, son or daughter; free for transfer to spouse or civil partner)</p>
	Friars Cliff Beach – 158 huts	Annual licence fee	<p>Friars Cliff Huts (front row) £765.00</p> <p>Friars Cliff Huts (front row) £650.00 (residents discounted price)</p> <p>Friars Cliff Huts (rear</p>	<p>Day huts</p> <p>Transfer fee determined by square meterage of site multiplied by Council fee (set periodically). There are discounts available for transfer to parent, son or daughter. No transfer fee</p>

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
			row) £638.00 Friars Cliff Huts (rear row) £542.00 (residents discounted price)	payable for transfer to spouse or civil partner)
	Gundimore Beach – 11 huts	Annual licence fee	Gundimore Huts £638.00 Gundimore Huts £542.00 (residents discounted price)	Day huts Transfer fee determined by square meterage of site multiplied by Council fee (set periodically). There are discounts available for transfer to parent, son or daughter. No transfer fee payable for transfer to spouse or civil partner)
	Avon Beach – 150 huts	Daily / weekly / period hire	Daily - £25 Weekly - £110 - £130 Period - £385 - £750	These are day huts and can be hired by the day, week, or for long period lets. The huts are operated by a lease-holding company called Avon Beach Ltd.
Colchester District authority 173,074 residents	384 sites situated on Victoria Esplanade	Annual site rental	All site rentals dependant on size and location Colchester Residents Non-Concession - £150.40 to £254	Rented out on long-term basis to beach huts owners. Transfer fee is £269.20 (transfer to husband, wife, child or parent free of charge).

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
			Concession - £109.70 to £186.90 Non-residents Non-Concession - £259.10 to £426.70 Concession - £180.80 to £321.10 Plot rental for commercial hire of beach huts - £375.90 to £635	
East Devon District authority 132,457 residents	257 beach huts / 241 beach hut sites	Annual rent	Costs range from £239 to £1023.35 dependant on size, location and type of hut/site (brick and timber huts available)	Huts and sites are automatically offered to the same people every year until they wish to quit - with the exception of Sidmouth which is offered on a three year rota system. No transfer fee charged.
East Lindsey District authority 136,401 residents	46 beach chalets – licenced to Sutton on Sea Residents Association at £100 per annum.	Half day to seasonal hire options	Half Day - £11.50 Daily - £17.50 2 Consecutive Days - £28.00 3 Consecutive Days - £40.00	Each chalet has cold running water and mains electricity. Once a booking has been confirmed by ELDC any request by the hirer for transfer of dates or chalet will attract a fee of £10.00. The Sutton on Sea Residents

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
			Weekly - £72.00 Seasonal - £1063.00	Association will be managing these chalets in 2016 under a lease from the District Council
Eastbourne District authority 99,142 residents	4 huts available for daily/weekly hire Number of huts available for seasonal/annual lets not provided		Daily hire prices range from £25 to £30 Weekly hire prices range from £125 to £130 Seasonal/annual lets range from £400 to £3600 dependant on size, location and type of hut	The larger huts have kitchenettes, running water and electricity (via a pre-paid meter)
Fareham District authority 111,581 residents	60 sites at Monks Hill 111 sites at Cliff Road	Annual plot rent	£444 per annum for Fareham residents £888 per annum for non-residents	£50 administration fee for transfer of annual plot rent (no discount for transfer between spouse/civil partner/family)
Gosport	Beach huts 20 at Lee on the	3-year lease	£820 per annum (£620 per annum for	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
District authority 82,622 residents	Solent (3 privately-owned) 30 at Stokes Bay (7 privately owned)	Privately-owned huts at Lee on the Solent pay a site rental Privately-owned huts at Stokes Bay are on perpetuity lease	senior citizens and £520 per annum for disabled persons)	
Hastings District authority 90,254 residents	70 sites on West Marina Beach	Annual licence	Range from £341.06 to £509.42 dependant on location	Licence terminated when site is sold or transferred
HAVANT District authority 120,684 residents	374 beach huts across 9 sites 311 privately-owned 63 HBC owned rental	Annual licence for privately-owned sites	£800 per year for residents £1600 per year for non-residents	£100 administration fee charged for transfer of licence fee
		Annual rent for HBC owned huts	£525 per year for residents £1050 per year for non-residents	
		Daily/weekly hire	Prices dependant on time of year:	More information on daily/weekly/seasonal prices listed

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
			Residents Daily: £24 - £28 Weekly: £92 - £112 Non-residents Daily: £25 - £31 Weekly: £100 - £124	on attached document
Isle of Wight Unitary authority 138,265 residents	Service is run at the following locations: Appley, Puckpool, Dunroamin, Little Stairs, Colwell, Gurnard and East Cowes.	Ground rent	£290.70	£17 for extra 30cms on huts £217.90 admin charges £54.50 re-inspection costs
	Madeira Road		£22.70 per square footage	
New Forest District authority 176,462 residents	Barton-on-sea	Annual site rental	Residents: £470 Non-Residents: £630	Transfer fee following the sale or transfer of private huts at £511
	Hordle Cliff	Annual site rental	Dependant on size: Residents: £425 to £560 Non-Residents: £587 to £726	Transfer fee following the sale or transfer of private huts at £766

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
	Milford-on-sea	Annual site rental	Residents: £470 Non-Residents: £630	Transfer fee following the sale or transfer of private huts at £766
	Calshot	Annual site rental	Dependant on size Residents: £425 to £560 Non-Residents: £587 to £726	Transfer fee following the sale or transfer of private huts at £766
Poole District authority 147,645 residents	Branksome Deane (4 for short-term hire)	Annual hire	Annual hire - £1341 to £1979	Only available to Poole residents
	Branksome Chine (7 for short-term hire)	Annual hire	Annual hire - £1306 to £2688	Short-term hire prices apply for all Poole beaches Weekly hire: Summer - £78 to £224 dependant on size/location of hut Winter - £499 to £655 (must be booked from 24 Sept to 25 March) Daily - £35
	Canford Cliffs (3 for short-term hire)	Annual hire	Annual hire - £1443 to £1979	
	Shore Road & Flaghead (10 for short-term hire)	Annual hire	Annual hire - £1886	
	Sandbanks (25 for short-term hire)	Annual hire	Annual hire - £2038	Tenants are allowed to sub-let their hut for up to 56 days per calendar year (with permission from the Council). Sub-let charges range from £35 to £199 per week depending on time of year.
	Hamworthy – site	Annual hire	Annual hire - £637	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
	only			
Portsmouth Unitary authority 205,056 residents	Over 100 huts managed by Portsmouth Council (inc. 3 available for weekly hire)	Annual hut rental	£967 a year for residents Weekly hire priced at £132 or £79.20 for Portsmouth Leisure Card Holders	
Rother District authority 90,588 residents	100 Council-owned permanent beach hut plots and 20 temporary sites	Annual licence fee for plot	£500 per annum	No Council-owned rental sites 1 x annual licence fee charged for transfer of plot licence (free for next-of-kin transfer). Waiting lists are maintained and must be sold to next in waiting list.
Southend-on-Sea District authority 173,658 residents		Lease		Some lease options have a condition that any sale of the hut to a non-family member will mean that tenants will need to pay 10% of the market value to the Council on completion.
Swale	6 Council-owned beach huts (35 in	Rental	£791.67 + VAT per	Minimum of 3-year rental (no maximum)

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
District authority 135,835 residents	total)		year rental	
Teignbridge	6 Council-owned beach huts	Daily / Weekly hire	£15 daily hire £31 (winter) / £70 (summer) weekly hire	
District authority 124,220 residents	Beach Huts sites at The Point, Teignmouth	Per season hire	£140.00	May be additional charge for cost of movement of sand
Tendring District authority 138,048 residents	3214 beach huts sites in the following locations: Clacton-on-Sea, Holland-on-Sea, Walton on the Naze, Frinton-on-Sea, Brightlingsea, Dovercourt, Harwich	Annual site licence fee	Residents – prices range from £175 to £840 dependant on size and location Non-residents – prices range from £400 to £920 dependant on size and location	£360 administration fee charged for application for site licence following change of hut ownership
Torbay	203 beach huts	Annual rental fee	Beach Hut - £520	Additional chalets – roof chalets, beach cabins, beach chalets and balcony chalets (211 in total) available for annual rent for prices between £1135 to £2705
Unitary authority	770 beach hut sites	Annual rental fee	Site Hire - £250 Site Hire at Corbyn -	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
130,959 residents			£355 Site Hire at Corbyn (self-maintained) £72	dependant on location Beach huts put in storage during winter
	70 short-let sets	Weekly/daily hire	Prices vary dependant on size/location of hut or chalet Daily - £19 - £33 Weekly - £66 - £116	
Torrige District authority 63,839 residents	68 Council-owned sites	Annual site rental	£462 - £480 (price varies dependant on site)	Tenancy Termination Fee of between £231 to £480 (dependant on time of year) Payment Admin Fee – 5% of annual rent
Vale of Glamorgan Unitary authority 126,300 residents	24 beach huts	Annual / Daily hire	Annual Hire – Large Huts - £416 Small Huts - £291 Daily Hire in Summer Large - £20 per day Small - £10 per day Daily Hire in Winter Large - £10 per day	

Council	No. of Beach Huts	Rent/Licence/Lease	Charge	Further Details
			Small - £5 per day	

Resident population data taken from 2011 Census

Phase 1 - Beach Hut Survey 2014

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2016/17

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Beach huts

Survey Results March 2014

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SUMMARY

These are the findings of a beach hut survey that forms part of a wider review on the provision and management of the beach huts on Hayling Island. There are currently 363 beach huts located at various sites along the beach at Hayling Island: 321 are privately owned and 52 are owned and rented by the council.

The aim of this research is to contribute the views of beach hut owners and renters to the review of beach huts.

The specific objectives were to find out the following:

- Current use of their beach hut
- Use and satisfaction with current services
- Views on the provision and management of beach huts
- Value for money and interest in additional services.

In total 193 responses were received achieving a good response rate of approximately 53%.

A profile of ownership and usage

The known population of council owned and privately owned beach huts is split at 14 per cent and 86 per cent respectively. The vast majority of owners and renters of beach huts on Hayling Island are long term 'residents' with two-thirds in place for 5 or more years. The responses indicate a low turnover rate and potentially a shortage of availability.

Typically owners/renters are travelling to their beach hut by car or motorbike (91%). Bicycle and foot are the next most common travel choices (22% and 18% respectively). The vast majority of respondents are travelling between 1 and 20 miles to their beach hut from home (64%). A fifth of respondents (19%) are prepared to travel over 20 miles.

The visiting patterns of owners

As might be expected, visitor frequency patterns reveal limited activity over the winter season and higher activity over the summer. In the summer half of respondents (48%) visit once a week or more often and a third (33%) visit about 2 to 3 times a month. In winter 58 per cent are at their beach hut once a month or less often.

The duration of visits in the summer typically lasts more than two hours or all day (43% and 52% respectively). In winter, respondents most commonly report spending an hour or two at the beach hut (43%). Typically, beach huts are shared with friends and family, 68 per cent visited jointly with a friend or relative and 64 per cent reported going as a family. Lone visits were reported by 38 per cent of owners / renters. Core activities undertaken by respondents are located near the beach hut. The majority chose 'relaxing by the hut' (97%) as one of their typical activities, followed by socialising with family / friends (88%) and swimming (74%).

Incentives for selecting a beach hut on Hayling Island

The factors that influenced respondents to buy or rent their beach hut revolve around the area and amenities. 'Local to where I live' is the most commonly selected factor by 67 per cent of respondents. Other common considerations were having public

toilets nearby (56% of respondents), the locality / surrounding area (52%) and the blue flag award (52%). The fairground and transport links appear to have little weight.

Where respondents did look elsewhere the most common alternative was West Wittering. Therefore it may be useful to look at the marketing / pricing structure of beach huts at West Wittering as a potential competitor to Hayling Island if introducing new beach huts. The majority of respondents feel the location of their beach hut is very good (72%) or good (25%) and this was a key selection factor.

Satisfaction with services and facilities

Owners and renters were asked to identify which of the listed factors were important to them and then rate their satisfaction with the listed options.

Four factors were reported as important (either very important or important) by over ninety per cent of respondents. Litter picking / cleanliness was very important or important to 99 per cent of respondents, followed by the car park (97%), public toilets (96%) and standpipe/ fresh water access (94%). 89 per cent of respondents cited the blue flag award as important (very important or important). The fairground and showers are of least importance with 59 per cent and 50 per cent of respondents respectively stating they were not important (either not very or not very important at all). Positively, the satisfaction ratings reflect a similar order to the level of importance therefore indicating satisfaction is higher for the areas identified as important. Respondents were most commonly satisfied (either very satisfied or satisfied) with litter picking / cleanliness (88%), blue flag award (86%), public toilets (84%), standpipe / fresh water access (78%) and car park (77%).

There are no areas that experience low levels of satisfaction. In terms of identifying priorities the focus is on areas for improvement in order to increase customer satisfaction. The factors for consideration are the car park, standpipe / fresh water access, public toilets and litter picking / cleanliness.

Licensing and management service

Overall, the majority of respondents do not feel the licence fee provides good value for money (59%) even though price was not identified as a key factor in choosing Hayling Island. Only 28 per cent said yes, it was good value.

Beach maintenance work was rated as good (very good or good) by 73 per cent of respondents followed by rent collection (70%), beach hut sale service (58%) and repair / maintenance (55%). There is scope for improvement across all areas. No more than a third of respondents rated an item as very good which was for rent collection (32%). The only item to receive a relatively poor rating was cost / fees where 40 per cent of respondents reported it was not very good or not very good at all. This reflects the earlier finding about poor value for money. The majority of respondents feel that the Council should continue to own and manage hut sites (72%) and only 43 per cent were interested in having more of a say in how their huts are managed.

Future developments

There was limited interest in the potential of additional services at cost. The only area considered by over half of respondents was securing the hut after vandalism (55 per cent of respondents would have it as an additional service). The other proposed services were supported by 30 per cent or fewer respondents. Therefore if these

services are to be offered there needs to be careful consideration whether these proportions of beach hut owners / renters would make the service viable.

The views on letting at 'market rents' were split with many respondents perhaps unclear on what impact this would have on them. 46 per cent of respondents said they didn't know if it should happen. Only 22 per cent were clear that huts should not be let at that level.

The majority of respondents did not want an increase in the supply of beach hut sites on Hayling Island (58%). Only eleven per cent said the supply should increase. The remaining 32 per cent were unsure.

The large majority of respondents (94%) were aware of the byelaw relating to dogs on the Blue Flag area between May and September.

Respondents raised the following issues for consideration:

- Better enforcement of rules such as dog fouling and beach hut use.
- Improving facilities most notably toilet opening hours, car park fees and offering multi-car permits.
- Cost – fees felt to be expensive and concern over the variation in cost for residents and non-residents.
- What the hut protection plans are in light of recent storm damage.
- Improve maintenance of huts and the car park.
- Improve security.

Survey Results

1. Introduction

There are currently 363 beach huts located at various sites along the beach at Hayling Island: 321 are privately owned and 52 are owned and rented by the council. The provision and management of the beach huts is currently undergoing a review.

1.1. Background and objectives

The aim of this research is to contribute the views of beach hut owners and renters to the review of beach huts.

The specific objectives were to find out the following:

- Current use of their beach hut
- Use and satisfaction with current services
- Views on the provision and management of beach huts
- Value for money and interest in additional services.

1.2. Methodology

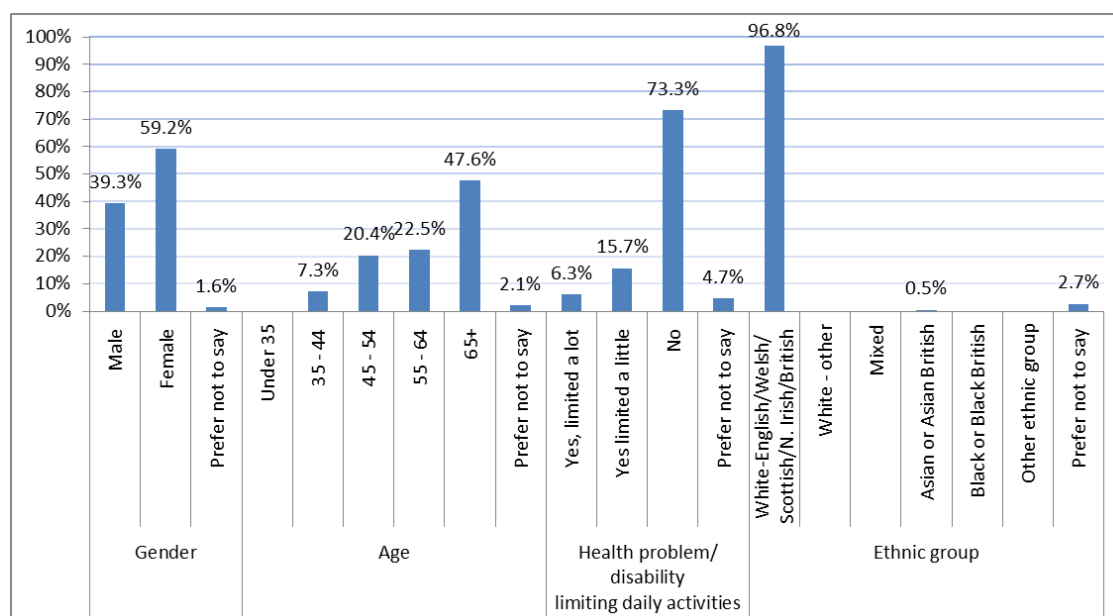
A paper based questionnaire was designed and posted to all current beach hut owners or renters, with the option to either return a completed paper survey by freepost or complete the questionnaire online. The questionnaire was sent out in February and respondents had three weeks to complete the questionnaire. A reminder letter was not required.

In total, 193 responses were received. A good response rate of approximately 53% was achieved.

Returned questionnaires were put into Snap software. A data verification process was undertaken and responses have been collated and summarised in this report.

1.2.1. Structure of respondents

The profile of respondents is shown below. The sample was mainly female (59.2%) and aged 65 or over (47.6%). There were no respondents under 35 years and only 7.3 percent were aged 35-44 years. The sample were also typically white (96.8%) with no health problem or disabilities limiting daily activities.



1.2.2. Presentation of findings

In the tables and charts that follow, the number of responses being analysed are shown as 'N='. Due to rounding, the total in the tables may not always be the same as 'N'. Percentages may also occasionally exceed 100% due to rounding effects or where multiple responses were allowed to a question.

The number of respondents (N) does not always stay the same due to some sections being left blank (no response) or due to routing where the question was only asked of a sub-group so not everyone was asked every question.

A confidence interval of 95% has been used to measure the margin of error. It is important to note that small changes are often not significant and can be simply due to variance in the sample. When the sample is smaller (such as when looking at sub-groups) the changes have to be bigger to be significant.

The report is organised into six remaining chapters:

Chapter 2 examines the profile of ownership / usage

Chapter 3 explores the visiting patterns of owners

Chapter 4 reviews the incentives behind selecting a beach hut on Hayling Island

Chapter 5 reviews the satisfaction with services and facilities

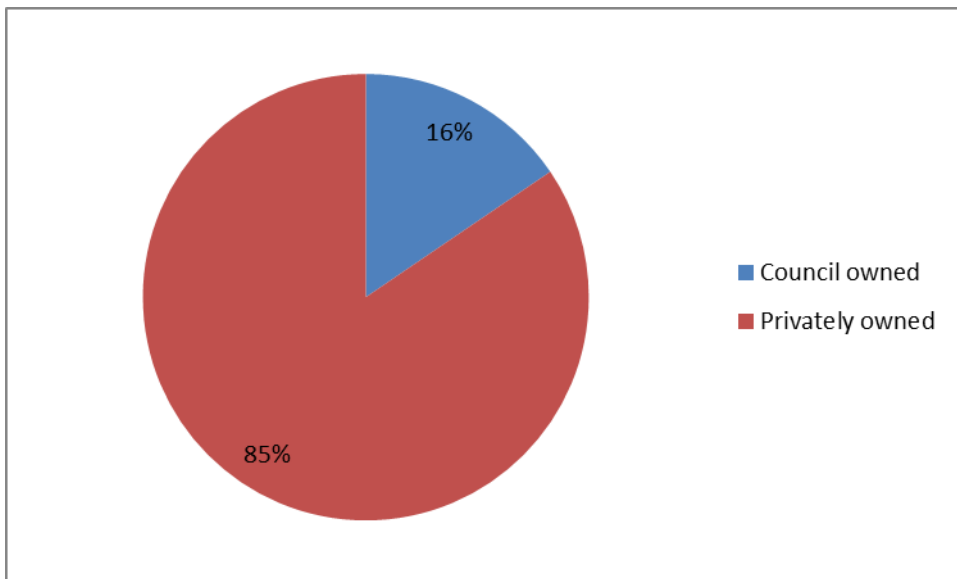
Chapter 6 focuses on opinions about the licensing and management service

Chapter 7 looks at future developments.

2. Profile of ownership

The known population of council owned and privately owned beach huts is split at 14 per cent and 86 per cent respectively. The survey sample split closely resembles the actual population.

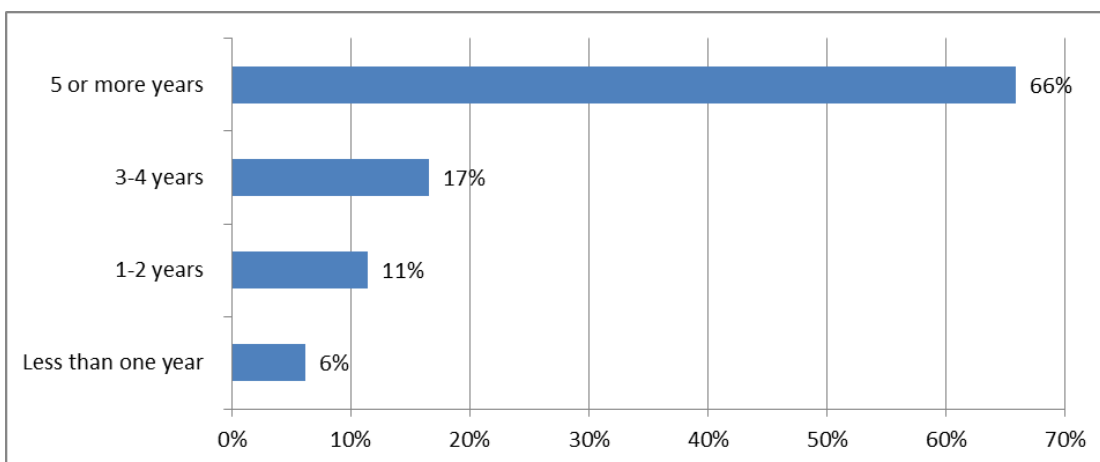
Q Is your beach hut is council owned or privately owned?



N=193

The vast majority of owners and renters of beach huts on Hayling Island are long term 'residents' with two-thirds in place for 5 or more years. Only six per cent have owned or rented for less than one year. This would indicate a low turnover rate and potentially a shortage of availability.

Q How long have you owned or rented your beach hut?



N=193

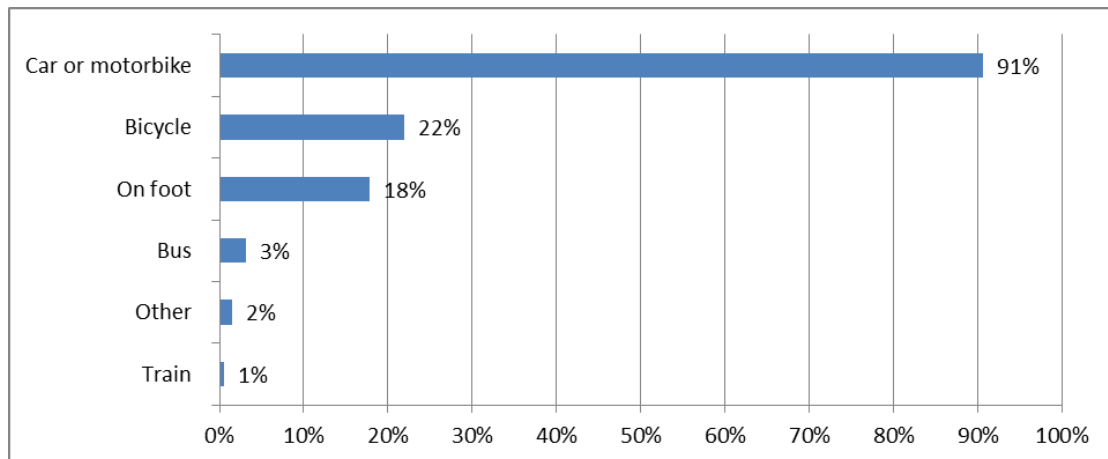
Owners / renters use a range of transport options to travel to their beach hut. 72 per cent of respondents use one mode of transport, 19 per cent travel by two modes and

only eight per cent report using three types of transport. Bus and/or train options formed part of multi-mode travel plans.

Typically owners/renters are travelling to their beach hut by car or motorbike (91%). Bicycle and foot are the next most common travel choices (22% and 18% respectively).

The other responses mainly covered multiple travel options and included Hayling Ferry and mobility scooter.

Q How do you normally travel to your beach hut

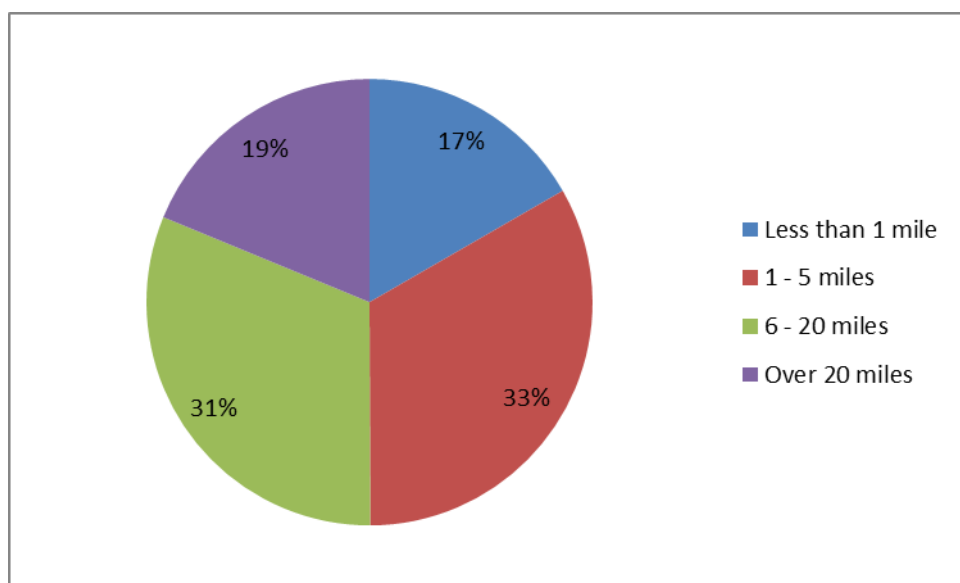


N=191

Note: multi-response question

The vast majority of respondents are travelling between 1 and 20 miles to their beach hut from home (64%). A fifth of respondents (19%) are prepared to travel over 20 miles.

Q How far is your beach hut from where you live?



N=192

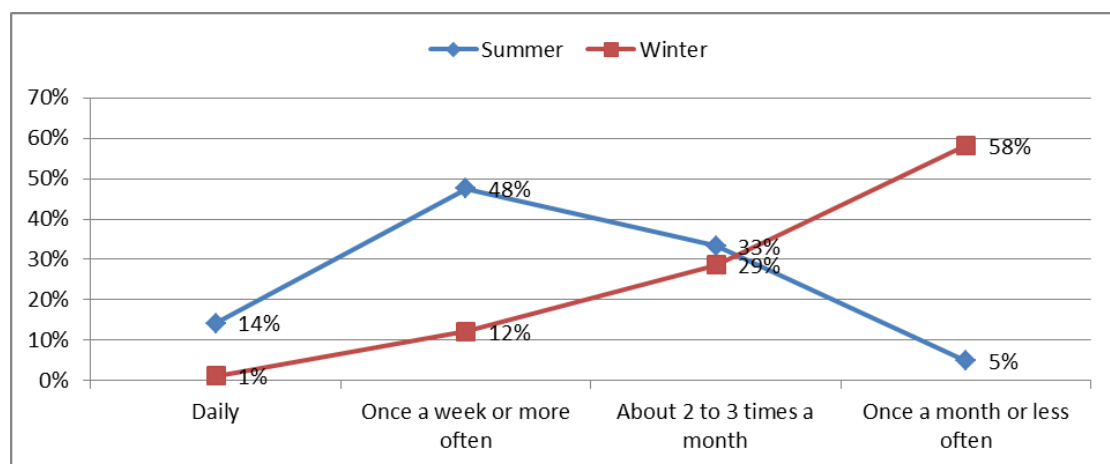
3. Visiting patterns

A seasonal comparison of the frequency of visits reveals an expected picture with limited activity over the winter season and higher activity over the summer. Summer activity does follow a slightly broader pattern than that seen in winter.

In the summer half of respondents (48%) visit once a week or more often and a third (33%) visit about 2 to 3 times a month. Only five per cent spend once a month or less often at their hut in the summer.

In winter 58 per cent are at their beach hut once a month or less often. Only one per cent of respondents report visiting their hut daily in the winter.

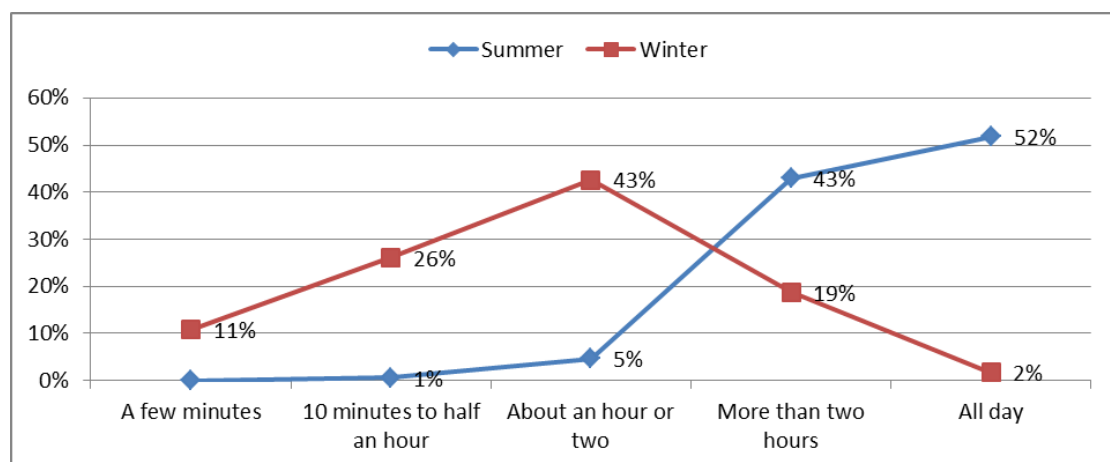
Q How often do you visit your beach hut in the summer and winter?



N=189

The average reported stay at a beach hut is longer in the summer than winter. Winter stays follow a broader pattern of duration whilst visits in the summer typically last more than two hours or all day (43% and 52% respectively). In winter, respondents most commonly report spending an hour or two at the beach hut (43%), followed by 26 per cent of owners / renters staying 10 minutes to half an hour and 19 per cent more than two hours.

Q When you visit your beach hut, how long do you usually spend there?

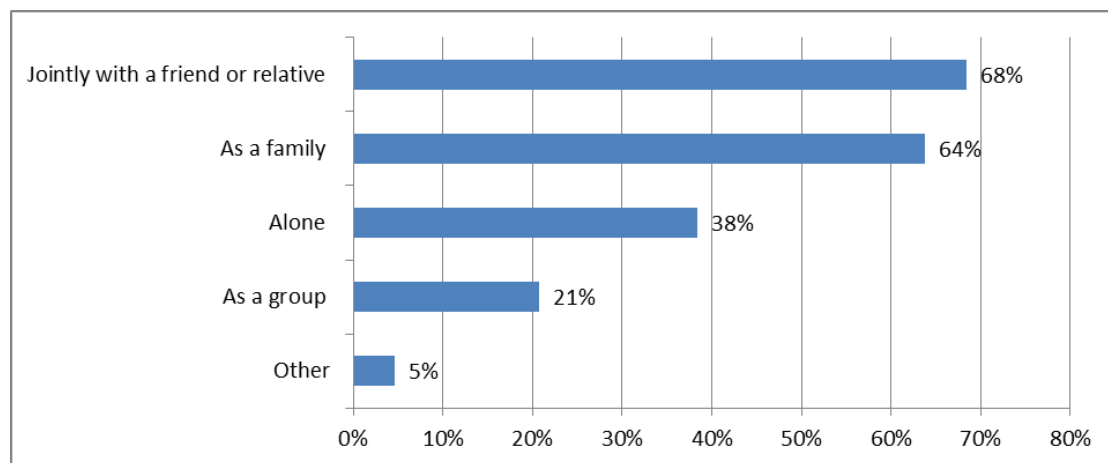


N=189

Owners / renters visit their huts with a range of people with some respondents ticking all five categories in the question. Most commonly beach huts are shared with friends and family, 68 per cent visited jointly with a friend or relative and 64 per cent reported going as a family. Lone visits were reported by 38 per cent of owners / renters but this was rarely the only option selected. Results indicate visits alone tended to be mixed with friends / family visits – of those respondents who ticked one category, only six per cent said they went alone.

The other responses given were mainly adding further detail to their responses, typically entertaining, or stating that it varied.

Q Whether visits to the beach hut are alone or with others.



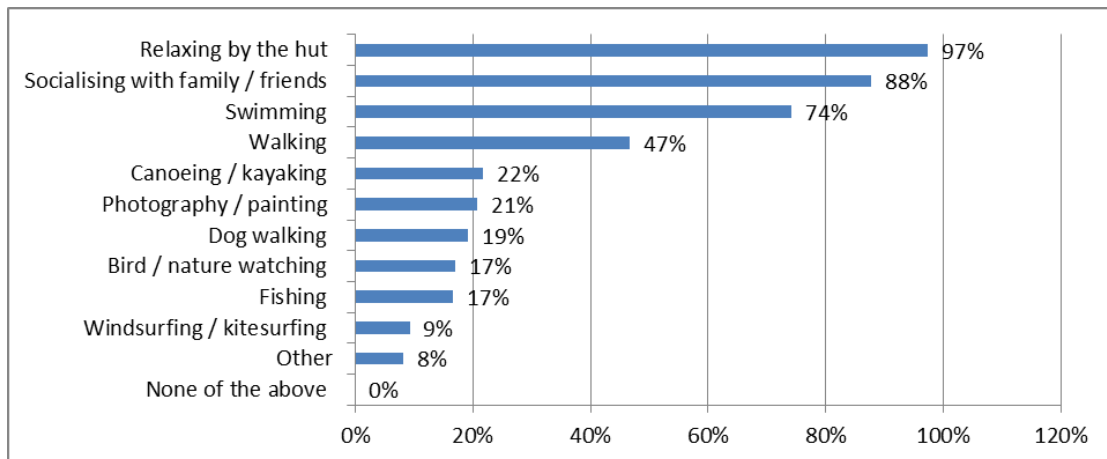
N=193

Note: multi-response question.

The core activities chosen by respondents are located near the beach hut. The majority chose 'relaxing by the hut' (97%) as one of their typical activities, followed by socialising with family / friends (88%) and swimming (74%). Half of respondents also reported walking (47%). The remaining categories were typically reported by around a fifth of respondents. Windsurfing /kitesurfing was only reported by nine per cent of owners / renters.

The other responses given were mainly to specify additional activities or provide clarification. A number of sedentary activities were listed including jigsaw puzzles, reading, board games and writing. The fairground, play areas and golf were also identified.

Q Which of the following activities do you use your beach hut for?



N=193

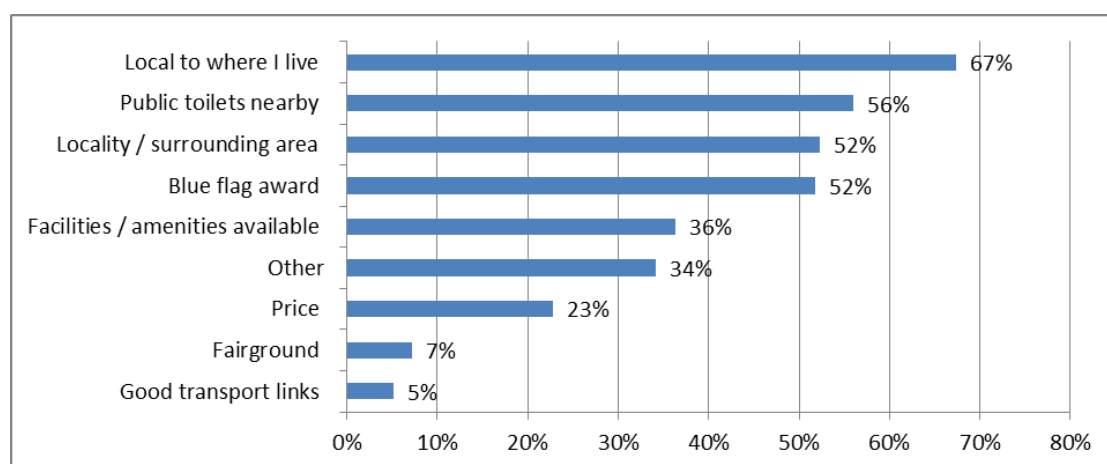
Note: multi-response question.

4. Incentives for choosing a beach hut

The factors that influenced respondents to buy or rent their beach hut revolve around the area and amenities. Interestingly 'local to where I live' is the most commonly selected factor by 67 per cent of respondents. Earlier in the report results showed that half of respondents live under 6 miles away, therefore the interpretation of 'local' will extend to at least 6 miles away. Other common considerations were having public toilets nearby (56% of respondents), the locality / surrounding area (52%) and the Blue Flag award (52%).

The fairground and transport links appear to have little weight. Price is only reported by 23 per cent of respondents which implies the cost is not prohibitive or low enough not to make an impact on the decision making process.

Q What made you decide to buy or rent a beach hut on Hayling Island?



N=193

Note: multi-response question.

The other responses indicate specific areas that influenced respondents in selecting a beach hut on Hayling Island. These may be supporting comments to the categories they selected. The most common response is based on tradition or inheritance; this was the most common reply for those who only selected other. Beach huts are commonly reported to be passed down the family or be obtained due to a tradition of holidaying at Hayling.

The views and unspoilt beaches are the next most frequent reply. Respondents refer to the non-commercialised beach and the sea views.

Other common reasons are somewhere to spend time with family and friends, convenience as it was local so the nearest place to choose and windsurfing.

Some mentioned having a caravan on the island, that it was dog friendly and provided additional outdoor space / shelter.

A significant majority of respondents (87%) did not explore alternative locations before choosing Hayling Island reinforcing the fact location was a key factor to their selection.

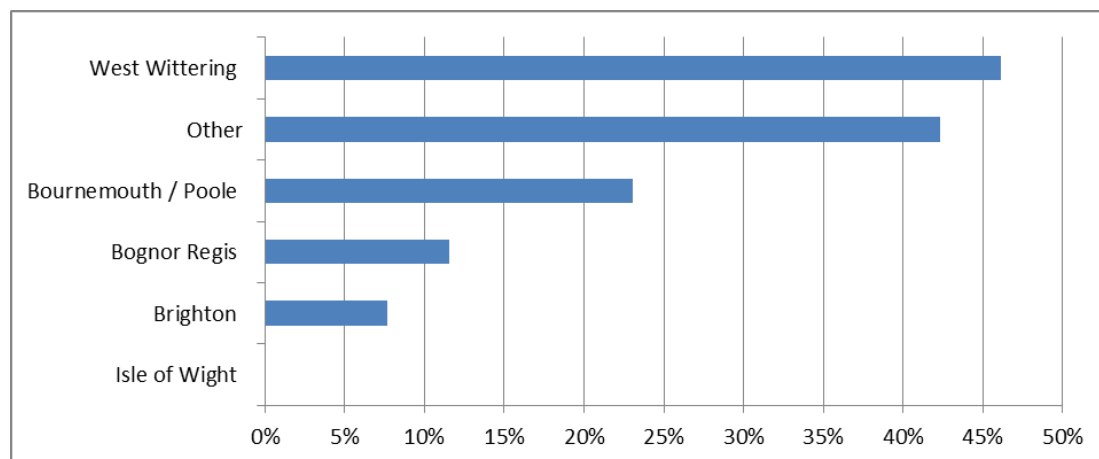
Q Did you look at alternative locations before deciding to rent or buy a beach hut on Hayling Island?

	N	%
No	167	86.5%
Yes	26	13.5%
Grand Total	193	100.0%

If respondents looked elsewhere they were asked to identify the location. Caution must be used for these results as the sample base is below 30 and the margin of error will be high. Results are only indicative. Where respondents did look elsewhere the most common alternative was West Wittering. Therefore it may be useful to look at the marketing / pricing structure of beach huts at West Wittering as a potential competitor to Hayling Island if introducing new beach huts.

The other responses listed additional locations that were considered.

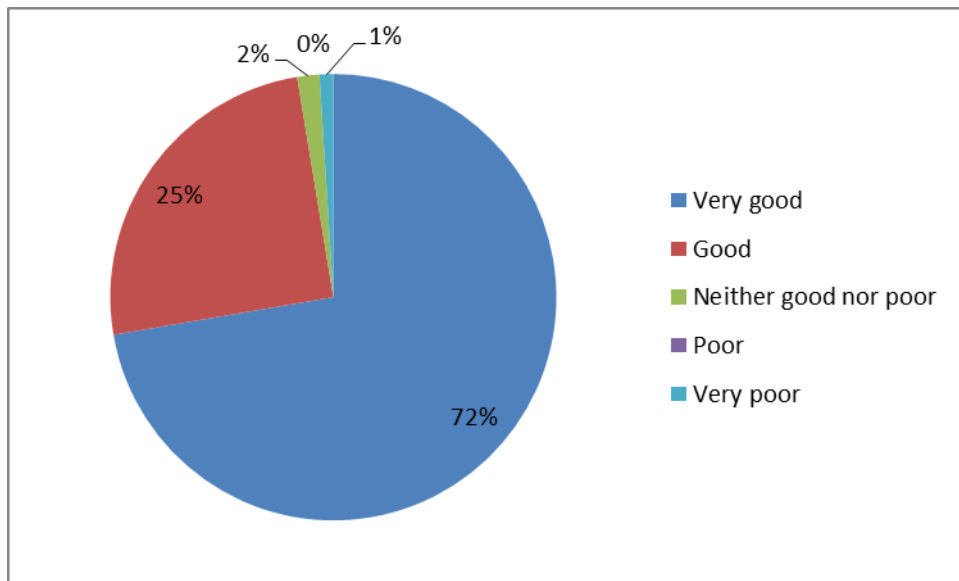
Q Which alternative areas were looked at.



N=26

It is perhaps no surprise that the majority of respondents feel the location of their beach hut is very good (72%) or good (25%) when it was a key selection factor. However, there may be some misinterpretation of location as to whether it refers to the area or the position of the hut on the beach. Only one per cent felt the location was poor.

Q How would you rate the location of your beach hut?



N=191

There were only a couple of comments from those unhappy with their location. The main comments came from respondents who rated the hut location as good or very good. A key issue noted was storm damage with some huts lost and replacement intended either in the same place or safer place. Related comments were vulnerability to high seas causing concern. A few referred to their view being obscured and a few others about needing improved facilities in terms of toilet opening hours and poor car park.

5. Satisfaction with facilities and services

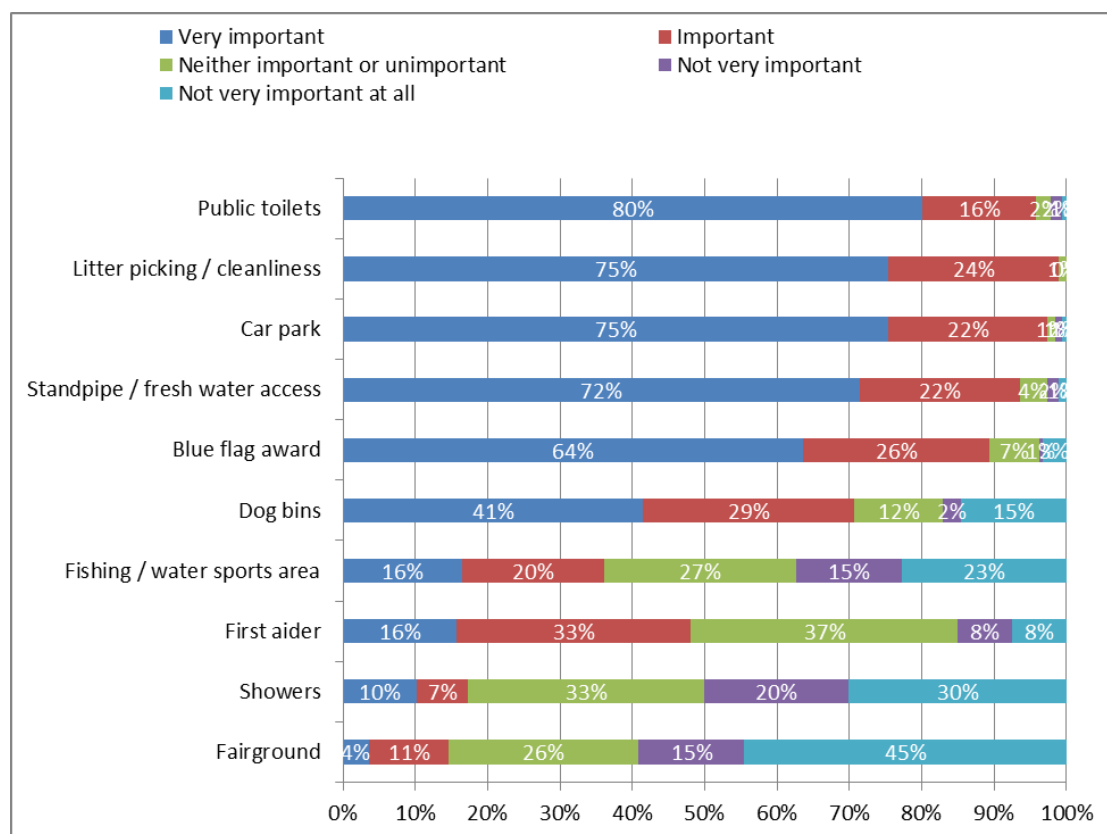
Owners and renters were asked to identify which of the listed factors were important to them and then rate their satisfaction with the listed options.

There are four factors reported as important (either very important or important) by over ninety per cent of respondents. Litter picking / cleanliness was very important or important to 99 per cent of respondents, followed by the car park (97%), public toilets (96%) and standpipe/ fresh water access (94%). 89 per cent of respondents cited the blue flag award as important (very important or important).

The order of importance differs when results are examined by the options most commonly identified as very important. The most common factor was public toilets (80% of respondents said they were very important), followed by litter picking / cleanliness (75%), car park (75%) and standpipe / fresh water access (72%).

The fairground and showers are of least importance with 59 per cent and 50 per cent of respondents respectively stating they were not important (either not very or not very important at all).

Q How important are the following facilities to you in the use of your beach hut?

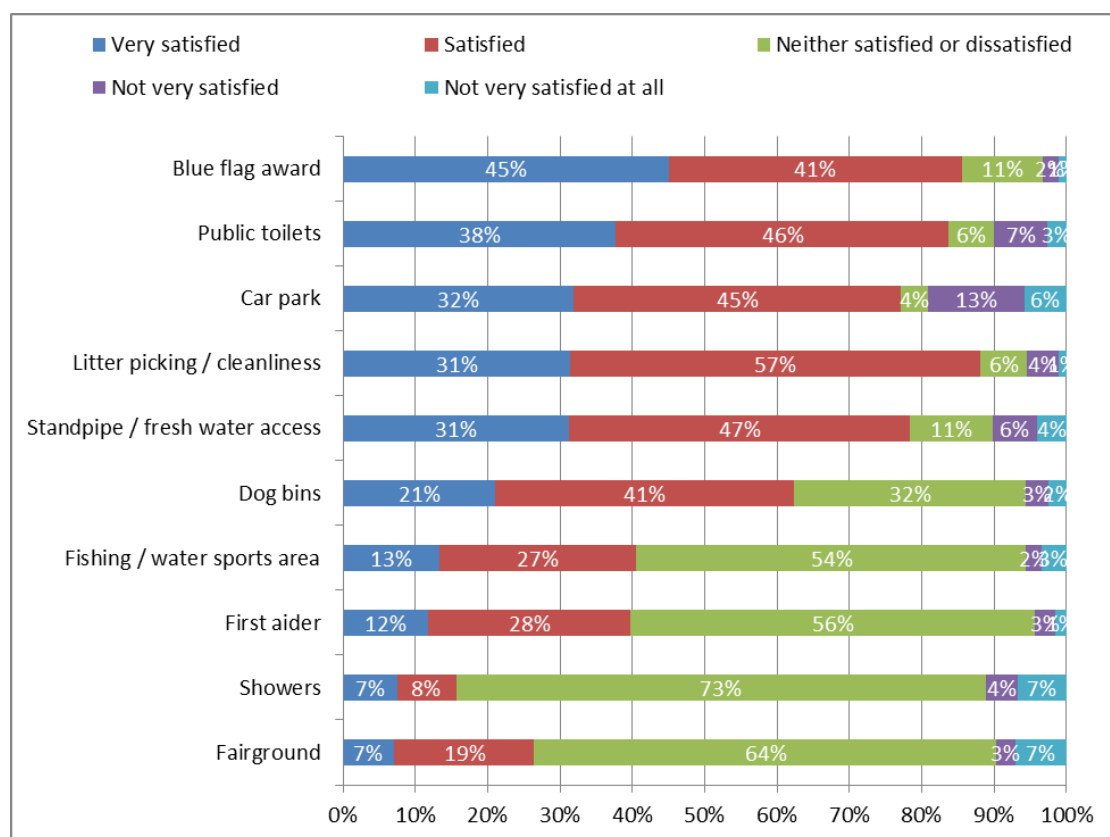


Positively, the satisfaction ratings reflect a similar order to the level of importance therefore indicating satisfaction is higher for the areas identified as important. Respondents were most commonly satisfied (either very satisfied or satisfied) with litter picking / cleanliness (88%), blue flag award (86%), public toilets (84%), standpipe / fresh water access (78%) and car park (77%).

Although the satisfaction levels are high in these areas there is scope for improvement and increasing the proportion of very satisfied customers. Fewer than half of respondents reported being very satisfied with any one area. The most common 'very satisfied' area was for the blue flag award cited by 45 per cent of respondents, followed by public toilets (38%), car park (32%), litter picking / cleanliness (31%) and standpipe / fresh water access (31%).

It should be noted that where owners / renters rated factors with low importance the equivalent satisfaction ratings may not be based on user experience. The rating may report perceptions or indifference to that area, the latter appears applicable to the showers and the fairground (73% and 64% respectively stating they were neither satisfied nor dissatisfied).

Q How satisfied are you with the following facilities in the use of your beach hut?



The mean (average) rating of the importance of services is compared to the satisfaction rating in the figures below. 1 is 'very important' or 'very good', 5 is 'not at all important' or 'very poor'.

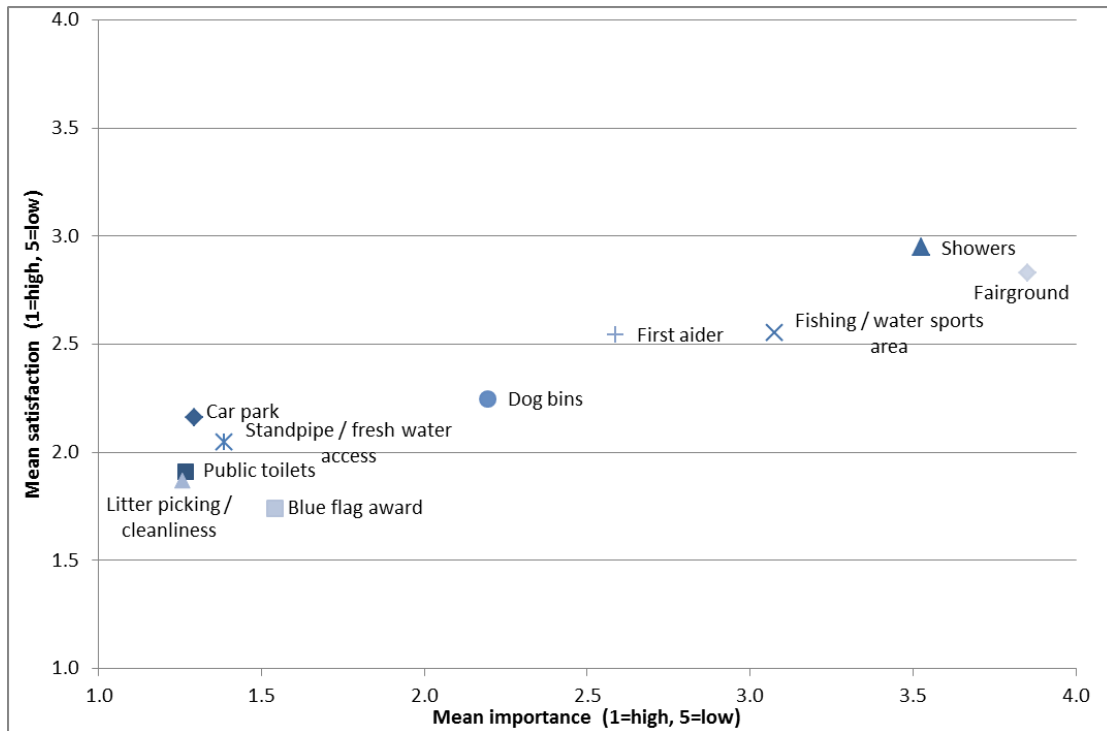
The figures below provide a direct comparison between the mean (average) importance and the mean (average) rating of services and facilities. The lower the score the better the importance or performance. Factors appearing in the top left hand corner would be a priority for improvement. On this smaller five-point scale it is harder to see the differences but it can help to identify areas for development.

There are no areas that experience low levels of satisfaction. In terms of identifying priorities the focus is on areas for improvement in order to increase customer satisfaction.

The factors for consideration are the car park, standpipe / fresh water access, public toilets and litter picking / cleanliness.

Although the mean satisfaction levels are lowest for showers and fairground this is unlikely to be a priority issue due to the lower level of importance attributed to those areas.

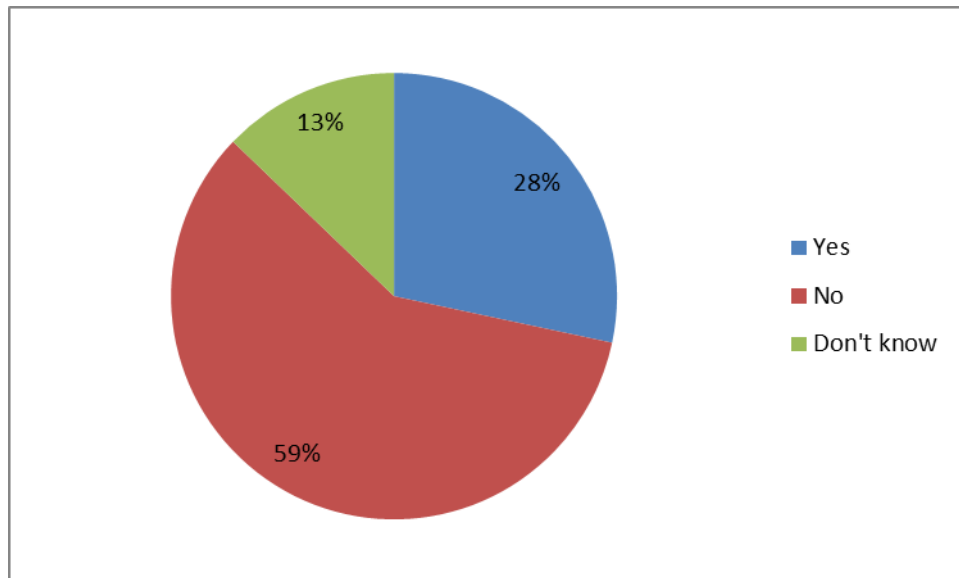
A comparison of the mean importance against mean satisfaction of facilities.



6. Satisfaction with licensing and management

Overall, the majority of respondents do not feel the licence fee provides good value for money (59%) even though it was reported earlier that price was not a key factor in choosing Hayling Island. Only 28 per cent said yes, it was good value.

Q Do you consider that the annual licence fee or site rent provides good value for money?



N-187

Those respondents stating the fees / rent were not good value for money were asked how this could be improved. The most common factors were expense and how the fees had risen disproportionately. A few were unhappy about the differing resident / non-resident charges, however this was also cited as a positive by those who did think it was good value for money. Greater transparency in what the fees / rent were used for was also requested.

Car parking charges were also an issue with some respondents feeling they should have some kind of provision included in their fees/rent or have a special rate.

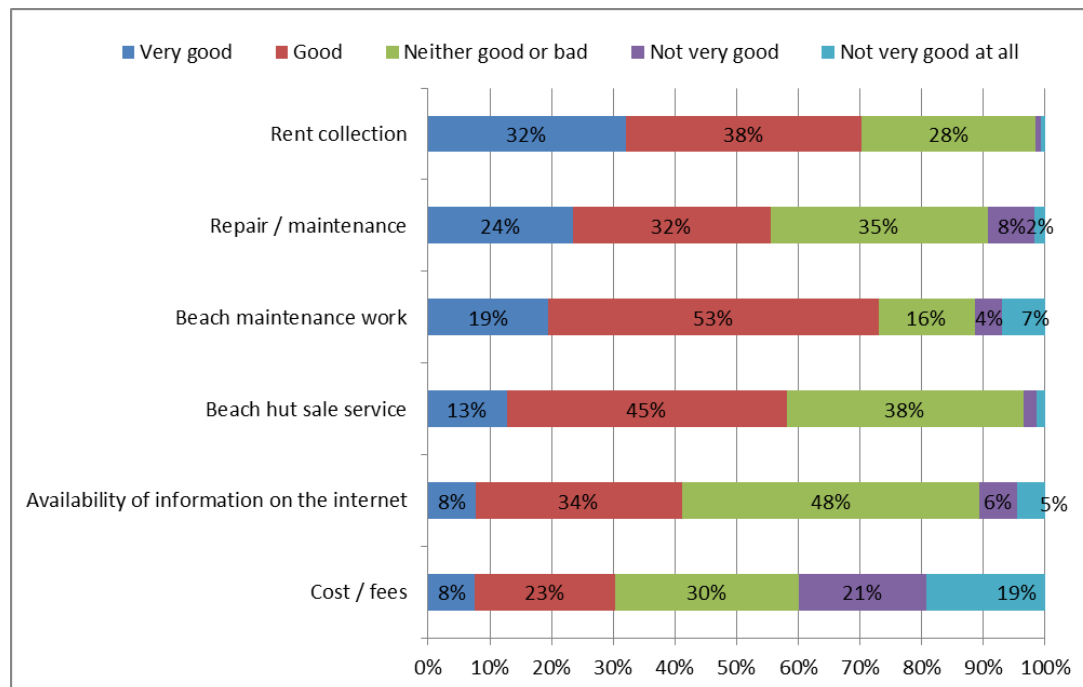
Other factors mentioned were to do with maintenance issues such as grass cutting, control of waste (including dog mess), limited toilet opening hours and poor road surfacing (including the car park).

Respondents were also asked about the management of the beach huts or licences and how they were performing. Four out of the six aspects of management were rated as good (very good or good) by over half of respondents. Beach maintenance work was rated as good (very good or good) by 73 per cent of respondents followed by rent collection (70%), beach hut sale service (58%) and repair / maintenance (55%).

There is scope for improvement across all areas. No more than a third of respondents rated an item as very good which was for rent collection (32%). This is followed by repair / maintenance (24% of respondents said it was very good), beach maintenance work (19%) and beach hut sale service (13%).

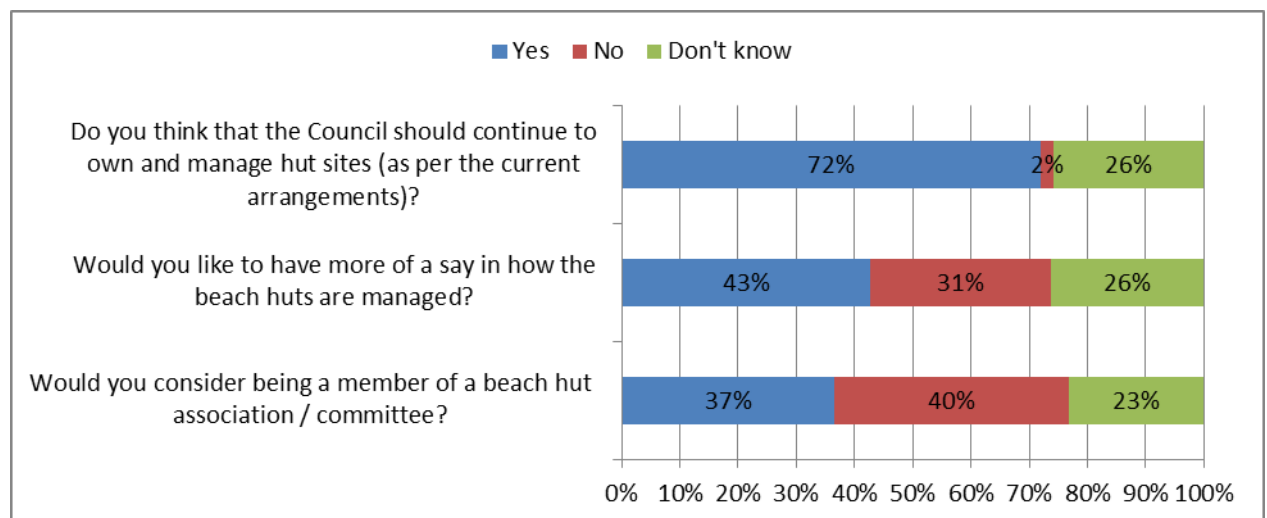
The only item to receive a relatively poor rating was cost / fees where 40 per cent of respondents reported it was not very good or not very good at all. This reflects the earlier finding about poor value for money. This is compared to the other management areas which only received a not very good or not very good at all rating by 11 per cent or fewer respondents.

Q The beach huts or licences are owned and managed by the council. How would you rate the following aspects of their management?



The majority of respondents feel that the Council should continue to own and manage hut sites (72%) and only 43 per cent were interested in having more of a say in how their huts are managed. Interest in being a member of a beach hut association / committee was reported by 37 per cent of respondents.

Views on how the beach huts are managed.

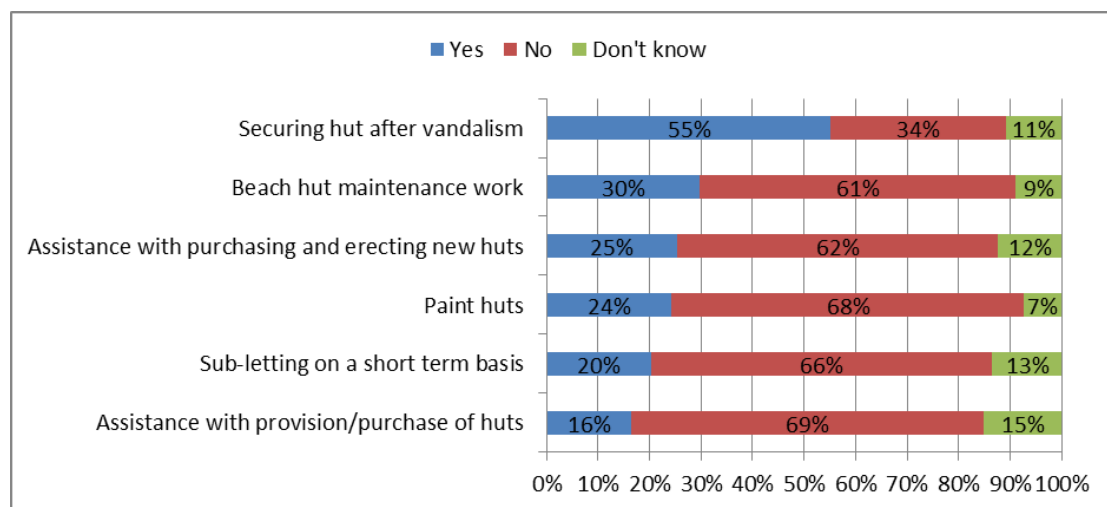


The main response was that respondents would be willing to attend meetings. A few offered to perform duties such as be a representative voice for a sub-group, help with maintenance and security. Others wanted more information before committing.

7. Future development

There was limited interest in the potential of additional services at cost. The only area considered by over half of respondents was securing the hut after vandalism (55 per cent of respondents would have it as an additional service). The other proposed services were supported by 30 per cent or fewer respondents. The service of beach hut maintenance was selected by 30 per cent of respondents, assistance with purchasing and erecting new huts (25%) and paint huts (24%). Therefore if these services are to be offered there needs to be careful consideration of if these proportions of beach hut owners / renters would make the service viable.

Q Would you be interested in any of the following services at an additional cost?



The other responses added some further comment to the services suggested and also added further ideas for improved services – although not necessarily ones they would pay for. One of the common comments was about security. A couple of respondents cited more security patrols, a couple expected securing after vandalism to be an existing standard service and another wanted huts securing after storm damage.

Maintenance was identified by a few respondents but only one expressed an interest in paying. It was also suggested that maintenance/costs were on an ‘as required’ basis. Maintenance of the beach area was also identified in terms of cleaning up waste and repair to the parking and road area.

Communication was another common area with ideas proposed of an email contact for problems, a weather conditions bulletin, advice such as hut protection from severe weather and some kind of service for communicating to other hut owners.

An idea was proposed to have a shop or facility for purchasing useful items such as gas supplies and hut equipment.

Although not a service suggestion, the issue of extended toilet opening hours was raised. The enforcement of rules (including dog mess and gas storage) was also cited.

A couple specifically said they were happy with the management and staff.

The views on letting at 'market rents' were split with many respondents perhaps unclear on what impact this would have on them. 46 per cent of respondents said they didn't know if it should happen. Only 22 per cent were clear that huts should not be let at that level.

Q Do you think that the beach huts should be let at 'market rents'? (a market rent is the best rent achievable)

	N	%
Yes	57	31.5%
No	40	22.1%
Don't know	84	46.4%
Total	181	100.0%

The majority of respondents did not want an increase in the supply of beach hut sites on Hayling Island (58%). Only eleven per cent said the supply should increase. The remaining 32 per cent were unsure.

Q Should the council increase the supply of beach hut sites on Hayling Island?

	N	%
Yes	20	10.5%
No	110	57.9%
Don't know	60	31.6%
Total	190	100.0%

Respondents were asked where the extra sites could be located but only a few identified potential sites. There was no common response. Some queried whether there was demand, a few felt there were currently vacant huts that needed filling and a couple were concerned about overcrowding. The sites that were proposed are listed below.

- East of fairground / funfair.
- Lifeboat station, West Beach.
- G site going eastwards. H site going eastwards.

The large majority of respondents (94%) were aware of the byelaw relating to dogs on the Blue Flag area between May and September.

Q From 1st May to 30th September dogs are not allowed on the Blue Flag beach (from the funfair to the golf course). Are you aware of the dog byelaw on the Blue Flag area?

	N	%
Yes	180	93.8%
No	10	5.2%
Don't know	2	1.0%
Total	192	100.0%

Respondents were asked whether they had any other comments. These have been grouped in to the categories below.

Enforcement

Although the table above shows beach hut owners / renters are clear about the dog byelaw other beach users are not. Dog fouling is the main issue raised and it was commonly suggested there should be better signage. It was often noted that as a Blue Flag beach this should be better controlled. There were also concerns expressed about jet skis.

Enforcement of rules around beach hut use was also noted such as those related to general upkeep and maintenance and inconsiderate behaviour (e.g. noise levels).

Facilities

As seen earlier toilet facilities were raised as an issue. There is a wish for longer opening hours in the summer with one person suggesting an automated cubicle would suffice and perhaps generate income. Some positive comments were given about toilet block cleanliness. Showers and standpipes were also mentioned as items needing improved access.

Car park

Issues were raised regarding car parking fees and there was a general feeling this should be subsidised in some way. Considerations are having an allotted space for 1 car, car parking included in the licence fee and season tickets covering more than one car.

Cost

As already highlighted in the report there is a feeling that fees are too expensive and a few specifically mention the resident / non-resident fee variation. Some respondents linked the car park fees to the issue of expense. A couple of respondents said they would need to reconsider the viability of a hut if fees rose.

Protection

A number of respondents had concerns about how their huts would be protected in light of recent winter storms. They want to have further information about plans for the future and some were concerned specifically about the removal of sea defences.

Maintenance

Areas mentioned were hut maintenance with a few willing to do their own repairs and maintenance or expressing an interest in receiving this service. The state of the car park and road surface was raised as an issue needing addressing.

Security

More security was requested by a number of respondents with most proposing CCTV to protect against vandalism and deter dog fouling. A few suggested more regular beach patrols.

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Phase 1 - Council land on Hayling Seafront

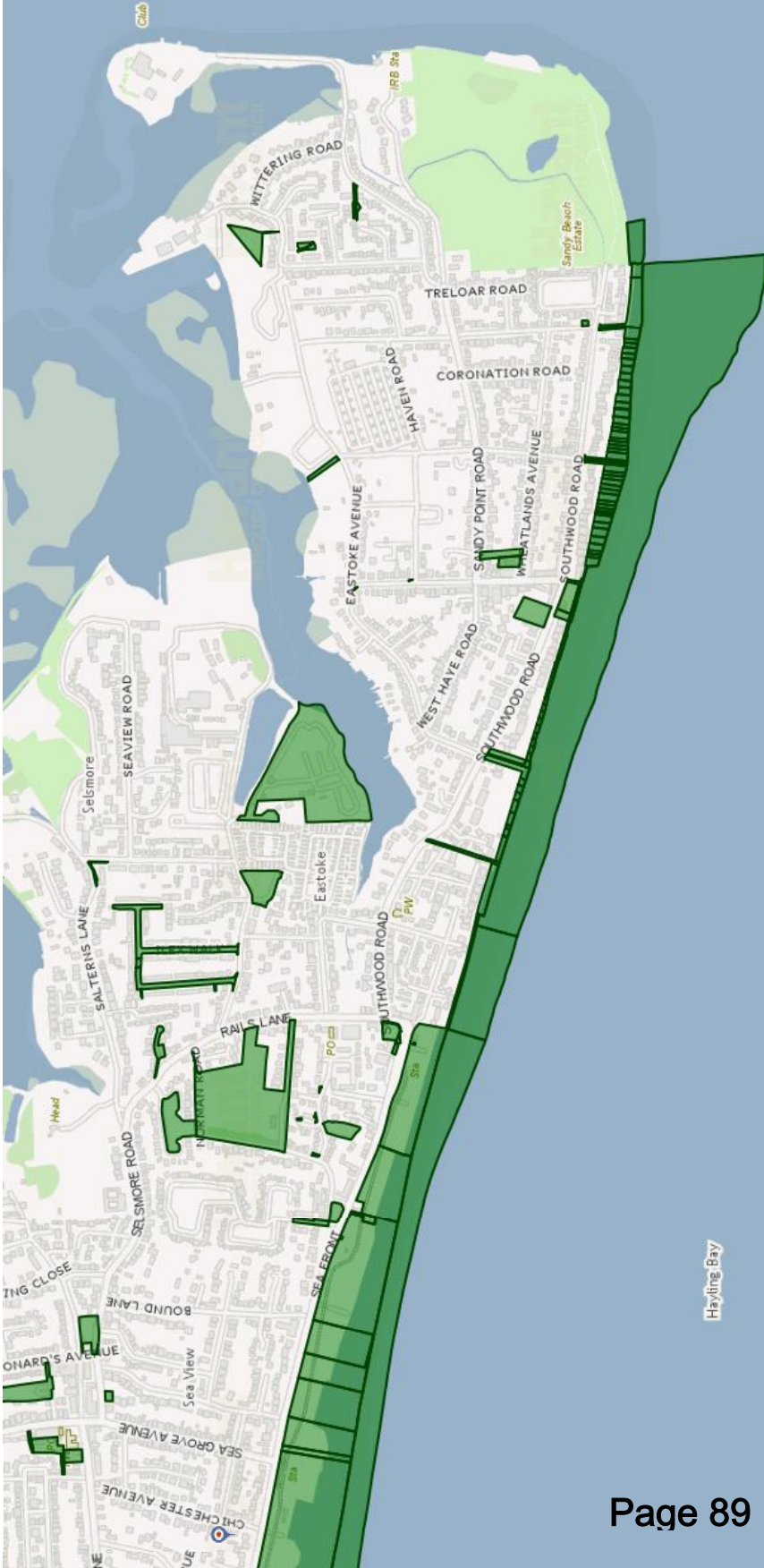
(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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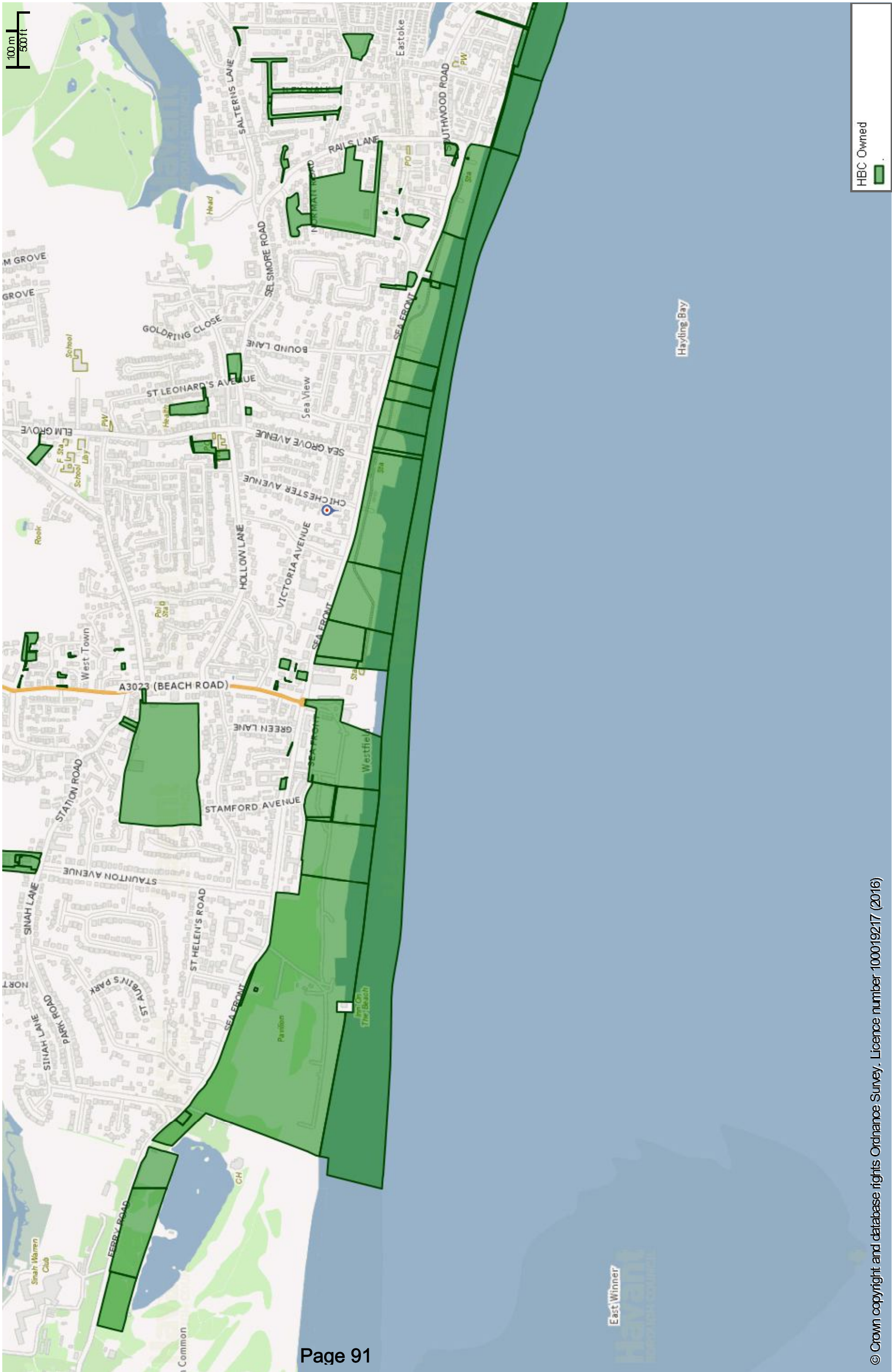
100 m
500 ft



HBC Owned



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HBC Owned



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Phase 1 - Existing Beach Hut Provision

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

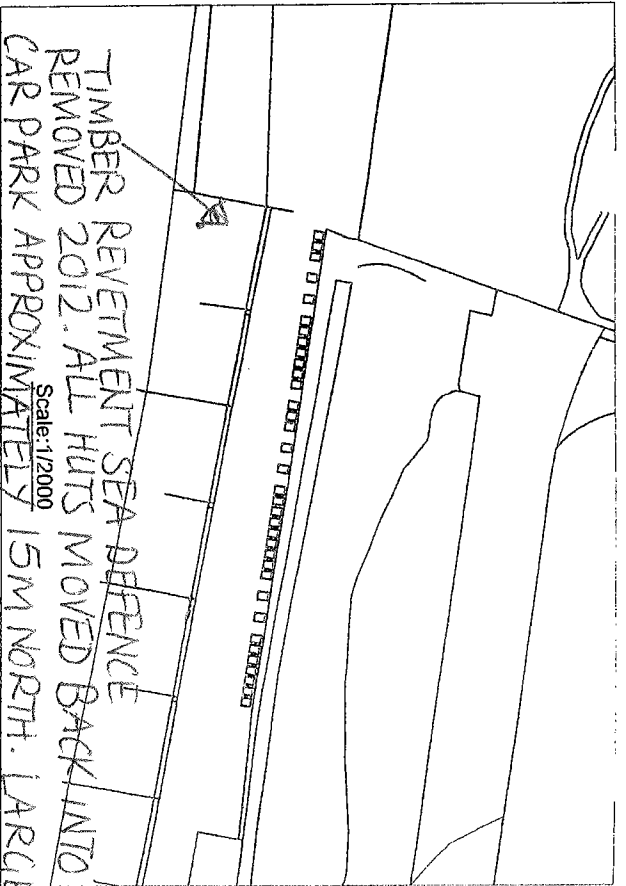
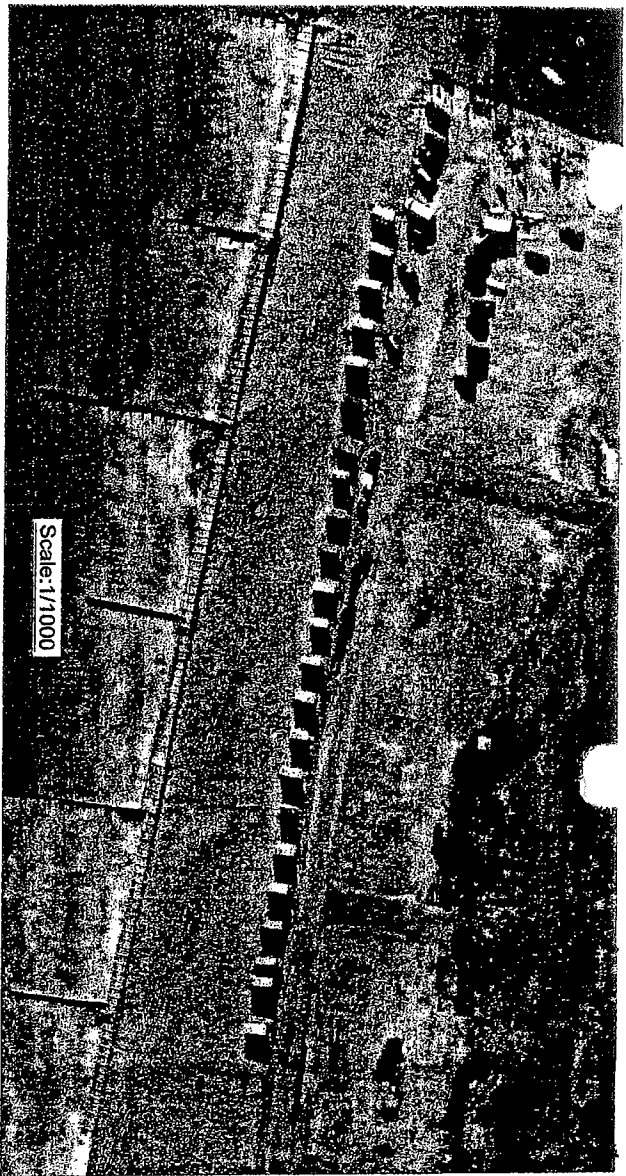
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2016 SCRUTINY OF THE PROVISION OF BEACH HUTS

There are currently 374 beach huts situated on 9 sites.

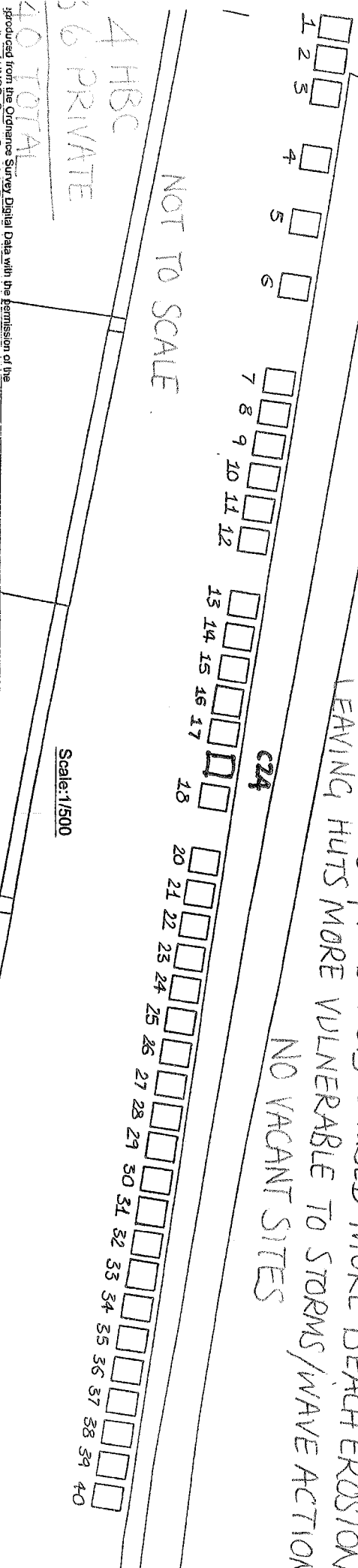
SITE	PRIVATELY OWNED LICENSED	HBC OWNED RENTAL	COMMENTS
'A'	36	4	No vacant plots. Storms in 2014 and 2015 caused more beach erosion leaving huts more vulnerable to future storms/wave action.
'B'	47	2	No vacant plots Timber sea defence revetment is old and needs to be removed if it fails. Estimated to be complete within 5 years. Alternative site plans for every 'B' site hut needed as soon as possible. 'SSSI' vegetated shingle. Empty plots cannot be filled due to 'SSSI' status and rare species of flora.
'C'	35	4	Entire site vulnerable to storms and wave damage. Huts 7,8, 10, 23, 37 & 40 all need new sites before winter 2016. Coastal defence engineers advised that end two huts on each row be relocated. Alternative site needed as soon as possible. 'SSSI' - 'Natural England' assent needed to relocate huts
'D'	30	2	'SSSI' No huts can be added due to vegetated shingle/grassland. Plots 39 – 48 vacant in excess 20 years. 'Natural England' have stated no new huts to go on site not occupied for 2 years.
'E'	26	0	Sinah Common 'SSSI'. Terraced huts. Nos 1 & 2 burnt down in 2006 and were not replaced. Hut 29 vacant since 2005. 'Natural England' assent needed to relocate huts
'F'	51	14	Hut 'F12' was in poor location with no tenant. It was relocated to vacant Plot 'F40'

'G'	36	10	No vacant plots. Site affected by winter storms, entire site may need relocating in future if timber sea defences fail. Huts 'G47' & 'G48' moved by storms twice. Both huts were demolished as difficult to let due to poor location and were vacant for most of the time.
'H'	32	3	No vacant plots Huts were moved back after 2014 storms. The original line of huts had previously been affected by wave damage on a number of occasions.
'R'	18	24	Hut 'R8' demolished in 2016 storm. To be replaced in Aug 2016.
Totals	311	63	



TIMBER REVETMENT SEA DEFENCE REMOVED 2012. ALL HUTS MOVED BACK INTO CAR PARK APPROXIMATELY 15M NORTH. LARGE AREA OF CAR PARK LOST

STORMS IN 2014 AND 2015 CAUSED MORE BEACH EROSION LEAVING HUTS MORE VULNERABLE TO STORMS/WAVE ACTION NO VACANT SITES



40 TOTAL

4 HBC
36 PRIVATE

NOT TO SCALE

Scale: 1/500

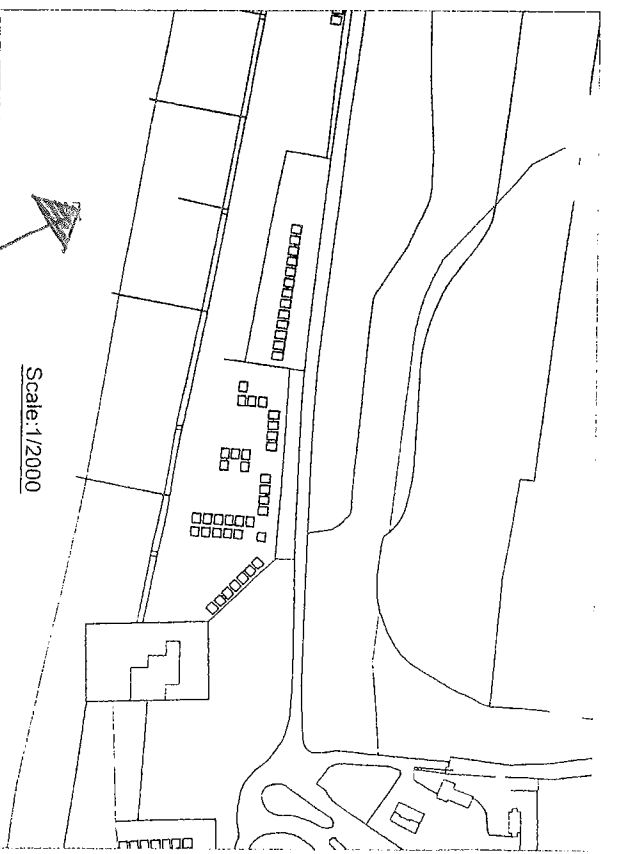
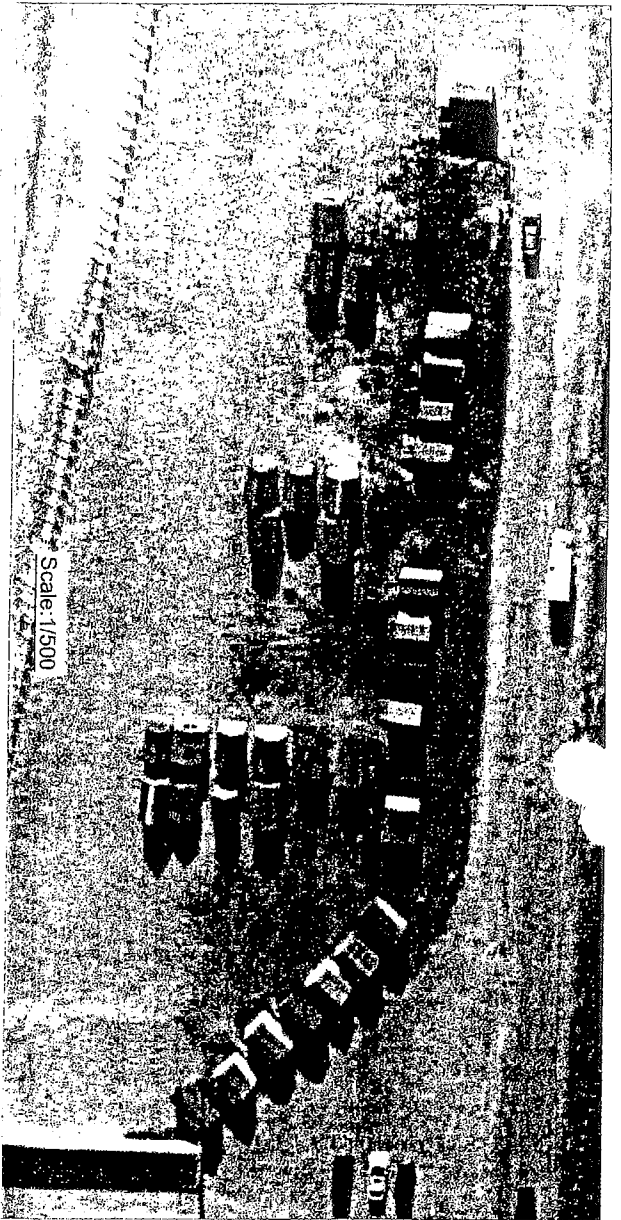


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Telephone: Havant (023) 92474174

N JULY 16

REV	DESCRIPTION	DATE	INTS	SCALE	DRAWN BY	DATE	DWG NO	DIR NAME	CAD NAME	TITLE
					SMS	Feb 2004		Parks and Leisure		Area A Beachlands Hayling Island
					AS SHOWN					Beachlands



- 57
- 56
- 55
- 54
- 53
- 52
- 51
- 50
- 49
- 48
- 47
- 46
- 45

2 HBC
 7 PRIVATE
 49 TOTAL
 NO VACANT SITES

- 36
- 35
- 34
- 33
- 38
- 39
- 40
- 41
- 31
- 30
- 29
- 28
- 24
- 23
- 22
- 21
- 20
- 19
- 18
- 17
- 16
- 15
- 8
- 10
- 11
- 12
- 13
- 14

Scale: 1/500

Scale: 1/2000

TIMBER SEA DEFENCE REVETMENT IS OLD. IT WILL HAVE TO BE REVETTED IF IT FAILS. ESTIMATED TO BE COMPLETE WITHIN 5 YRS. ALTERNATIVE PLANS FOR EVERY B SITE HDT NEEDED AS SOON AS POSSIBLE CAR PARK SPACE IS THE ONLY OPTION AS AT A SITE IN 2012

N JULY 16 - SSSI VEGETATED SHINGLE. EMPTY PLOTS CANNOT BE FILLED DUE TO SSSI STATUS AND RARE SPECIES OF FLORA.

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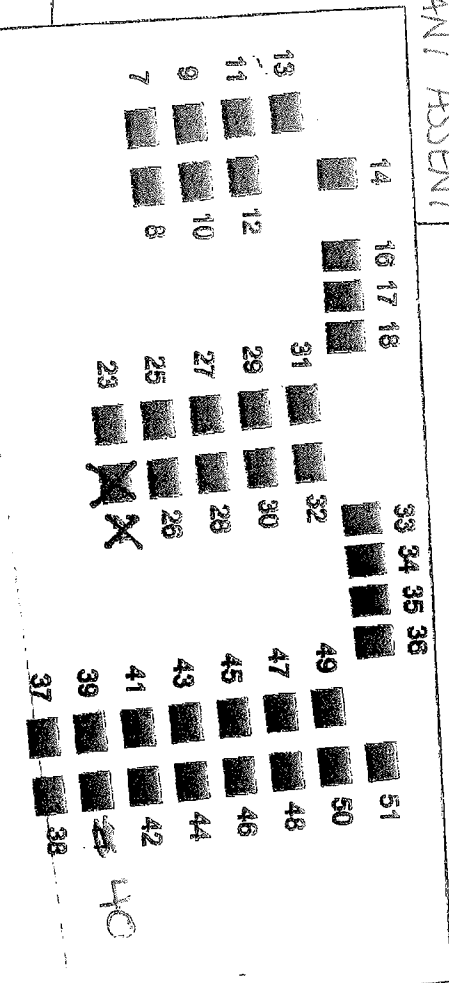
REV	DESCRIPTION	DATE	INTS	SCALE	AS SHOWN	CAD NAME
		Feb 2004				

TITLE	Area B Beachlands Haying Island
DRAWN BY	SMS
DATE	Feb 2004
SCALE	AS SHOWN
DWG NO	
DWG NAME	Parks and Leisure
CAD NAME	Beachlands

C24 - RELOCATED TO A SITE JUNE 2016 SINCE NO OTHER LOCATION AVAILABLE AND PROPOSAL TO CONTINUE NEW LINE STARTED IN 2014 WAS REJECTED (CURBRIGGS)

C15 BURNT DOWN OCT 2009
 OWNER DID NOT REPLACE
 NEW HUT CANNOT GO ON SITE
 SINCE IT HAS BEEN VACANT
 MORE THAN 2 YRS UNLESS
 NATURAL ENGLAND GRANT ASSENT

4 HBC
 35 PRIVATE
 TOTAL 39



ENTIRE SITE VULNERABLE TO STORMS AND WAVE DAMAGE. IN 2014, 8 HUTS HAD TO BE RELOCATED (1, 2, 3, 4, 5, 19, 20, 22). IN 2015/16 C24 DESTROYED - NO LEVEL SITE TO REPLACE HUT DUE TO COASTAL EROSION. HUTS 37-40 AND 7, 8, 10, 12, 23 ALL NEED NEW SITES BEFORE WINTER 2016. COASTAL ENGINEERS ADVISED THAT THE END 2 HUTS ON EACH ROW BE RELOCATED. PROPOSAL TO MOVE THESE HUTS TO SKATE PARK GAR PARK REJECTED 2016 - NEW SITES FOR EXISTING HUTS URGENT -

Mean High Water

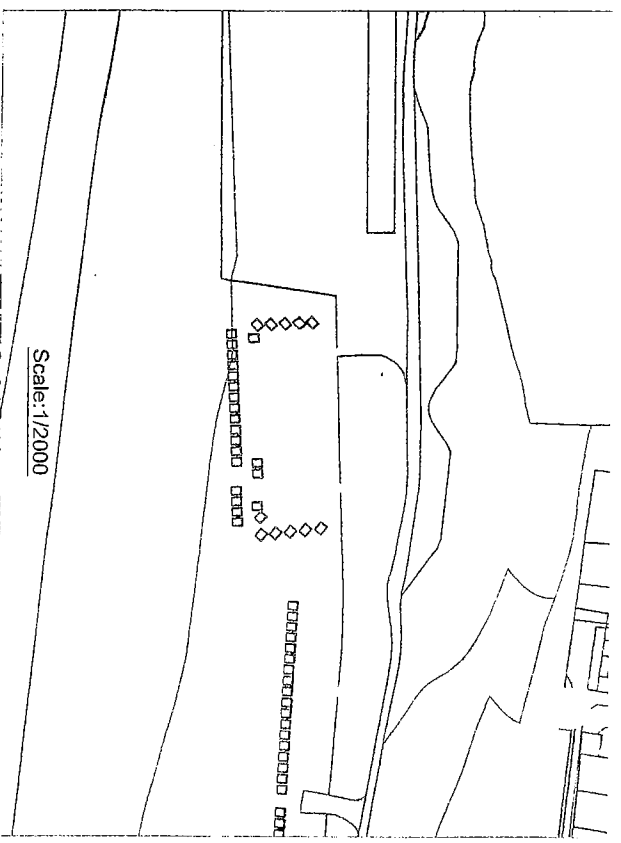
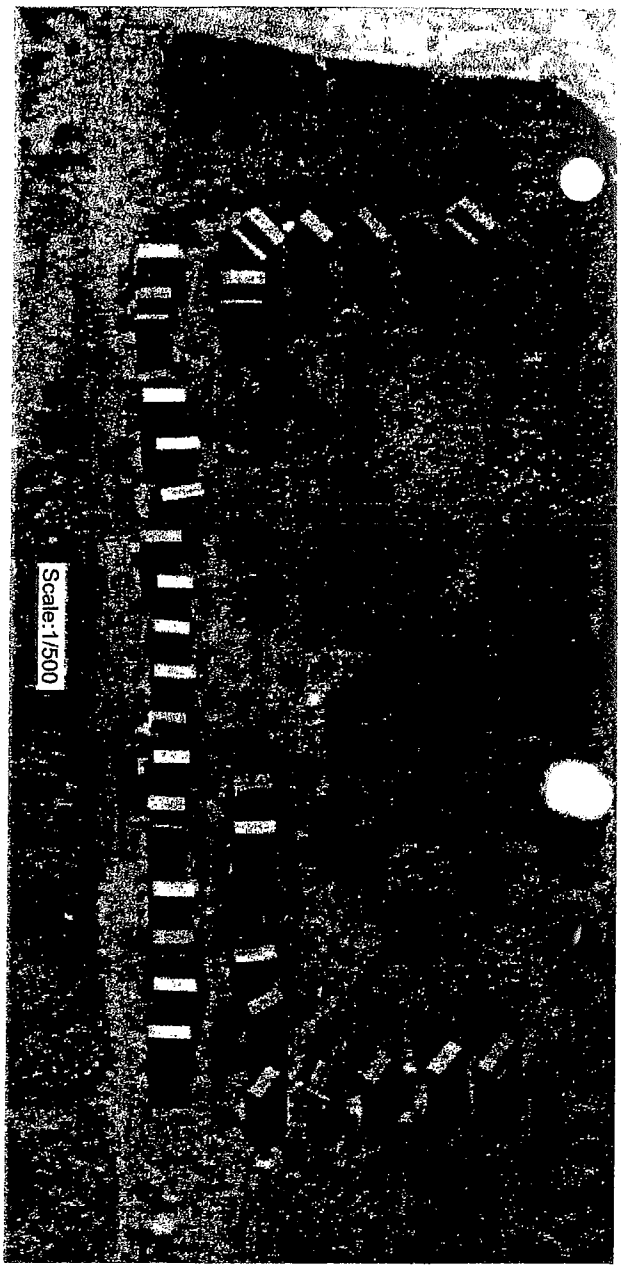
JULY 16 SSSI - ASSENT NEEDED TO RELOCATE HUTS

EASTERN COASTAL SOLENT PARTNERSHIP

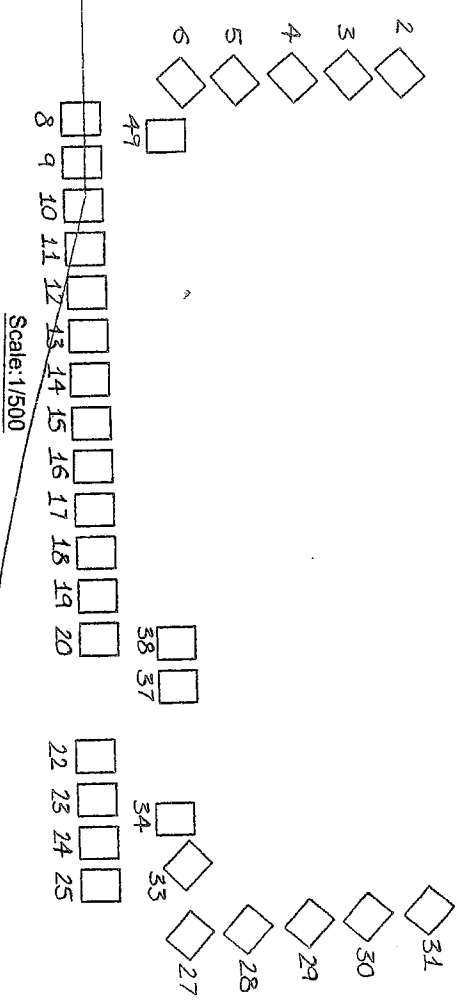
TITLE

BEACHLANDS - HAYLI ISLAND - BEACH HUT PLANNING PROPOSAL POSITIONS AREA C - APR

DESIGNED BY BAR CHECKED BY DRG HL SE41/1



1 HBC ANNUAL LET
 1 HBC WEEKLY LET
 30 PRIVATE
 TOTAL 32



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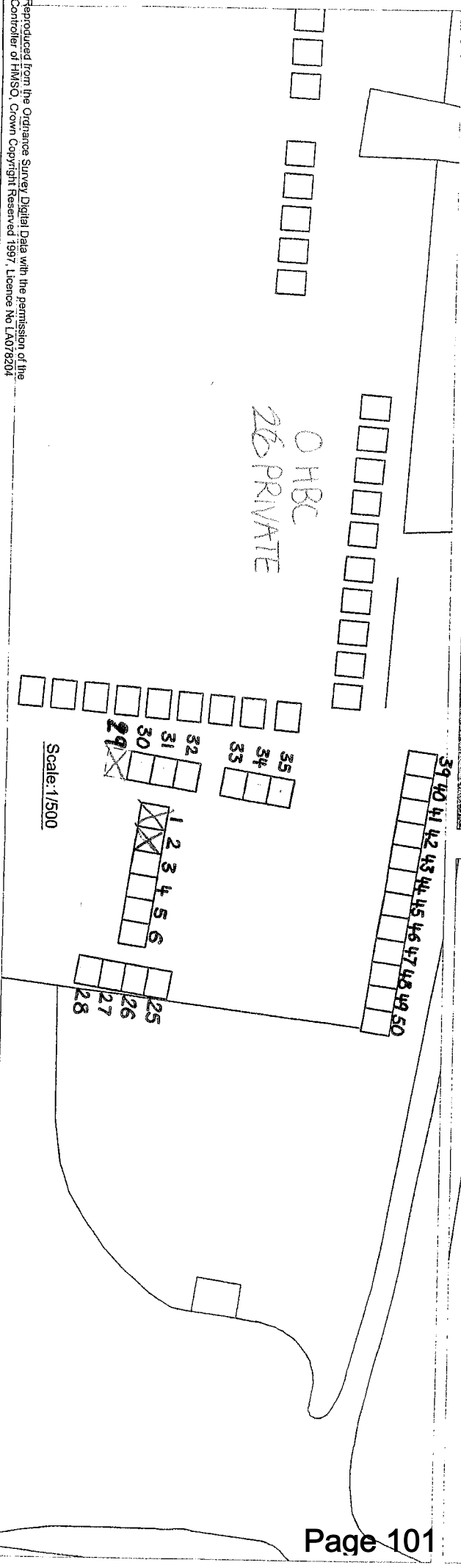
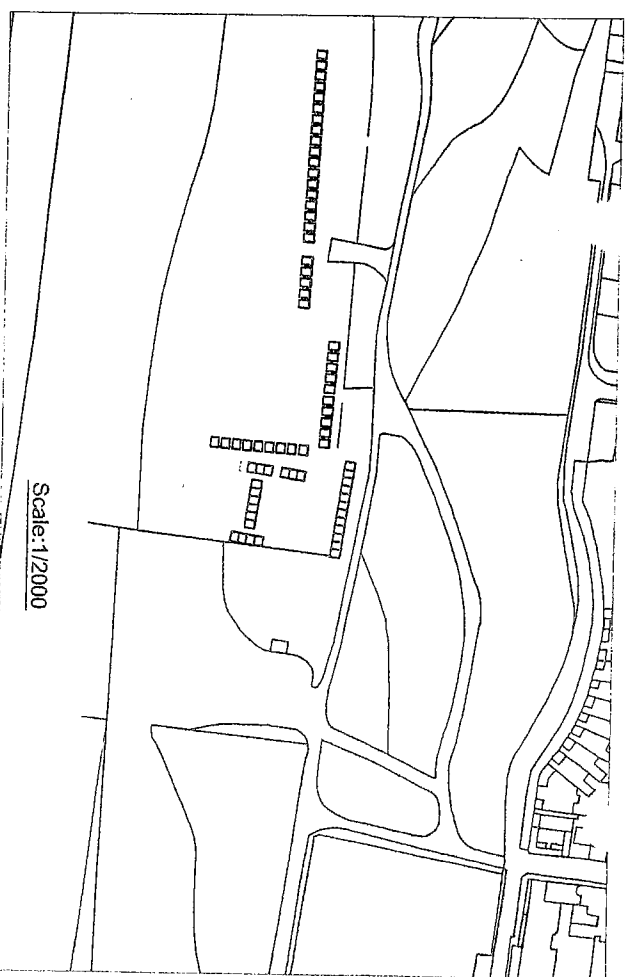
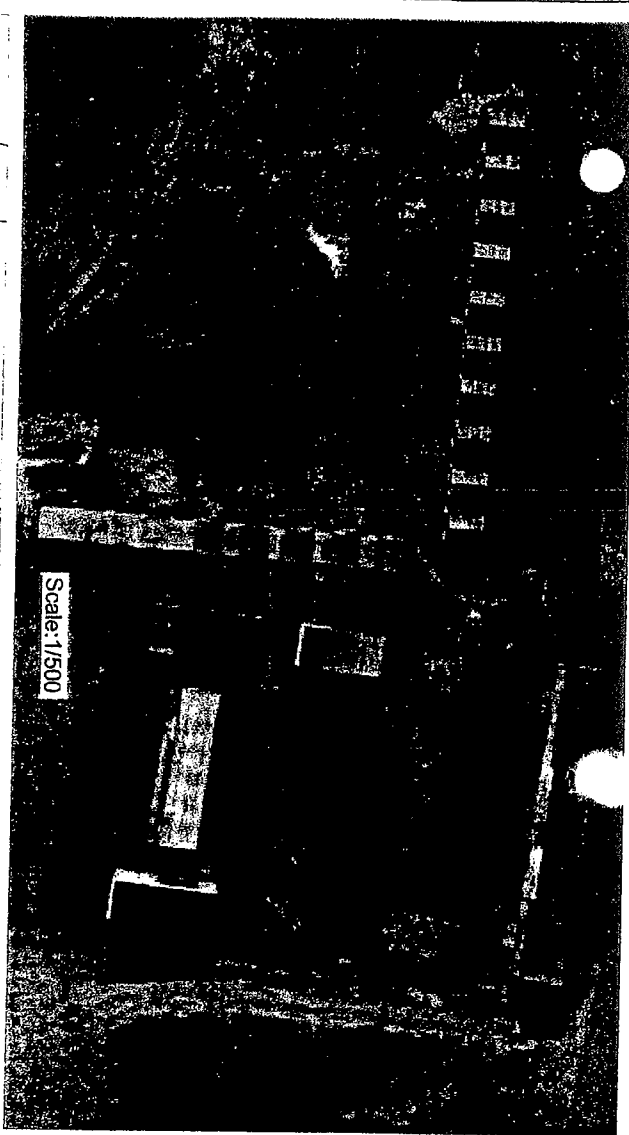
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 Telephone: Havant (023) 92474174

N
 JULY 16 SSSI - NO HUTS CAN BE ADDED DUE TO VEGETATED SHINGLE/GRASSLAND. SITES 39-48 VACANT > 20 YRS. NATURAL ENGLAND STATED NO NEW HUTS TO GO ON SITE NOT OCCUPIED FOR 2 YEARS

REV	DESCRIPTION	DATE	INTS	SCALE	DRAWN BY	PRG/IN	DATE	SCALE	CAD NAME
					SMS		Feb 2004		AS SHOWN
									Beachlands

TITLE
 Area D
 Beachlands
 Hayling Island



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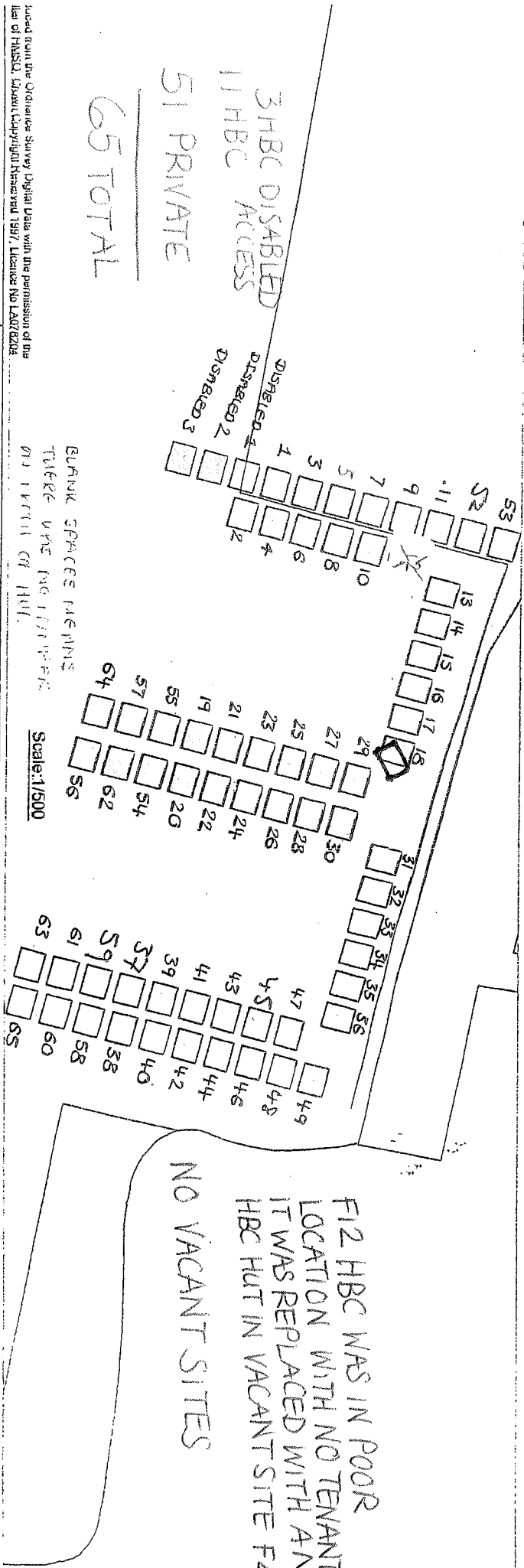
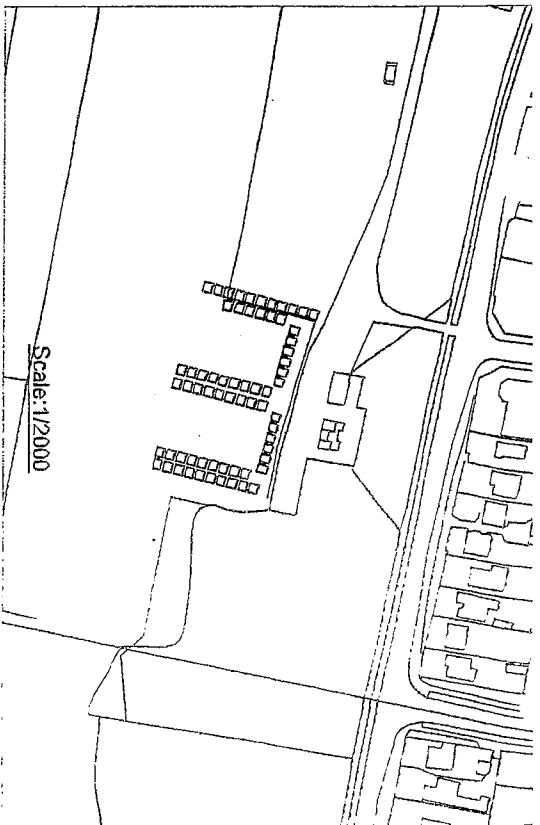
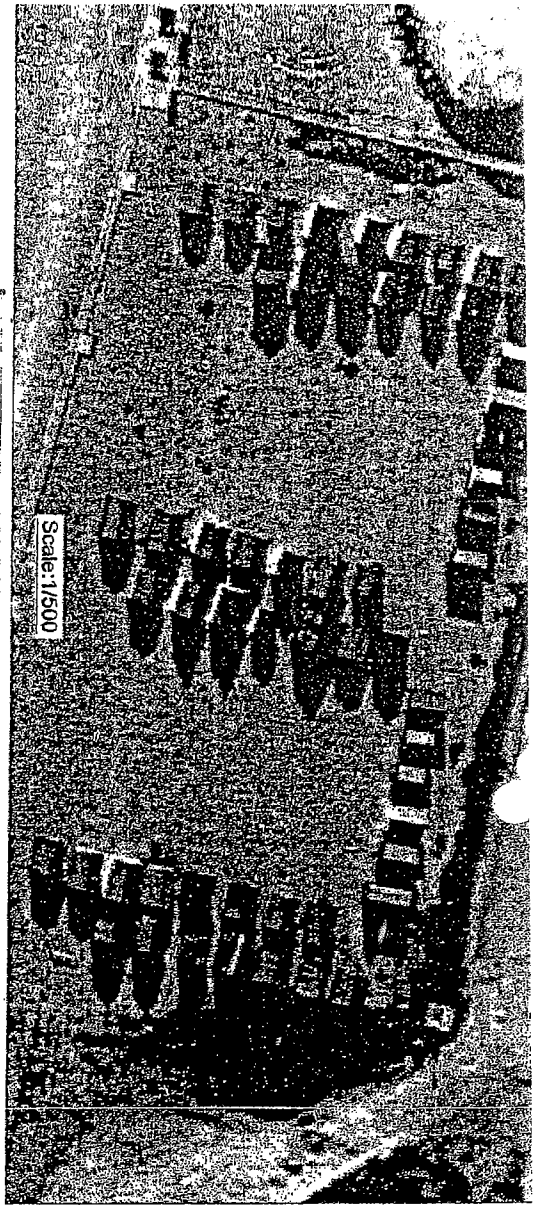


F R Campbell BA(Hons), MRTPI
 Director, Regeneration Group
 Civic Offices
 Civic Centre Road
 Havant, Hants, PO9 2AX
 Telephone: Havant (023) 92474174



N
 JULY 2016 SINAH COMMON SSSI
 TERRACED HUTS. 1 AND 2 BURNT DOWN 2006. NOT
 REPLACED. 29 VACANT SITE SINCE 2005. PART OF
 CONCRETE BASE REMAINS. NATURAL ENGLAND ASSENT
 REQUIRED DUE TO SSSI TO REPLACE HUTS

TITLE		Area CAFÉ Beachlands Hayling Island	
DRAWN BY	SMS	DRG No.	
DATE	Feb 2004	DWG NAME	Parks and Leisure
SCALE	AS SHOWN	CAD NAME	Beachlands

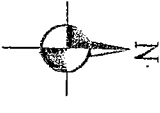


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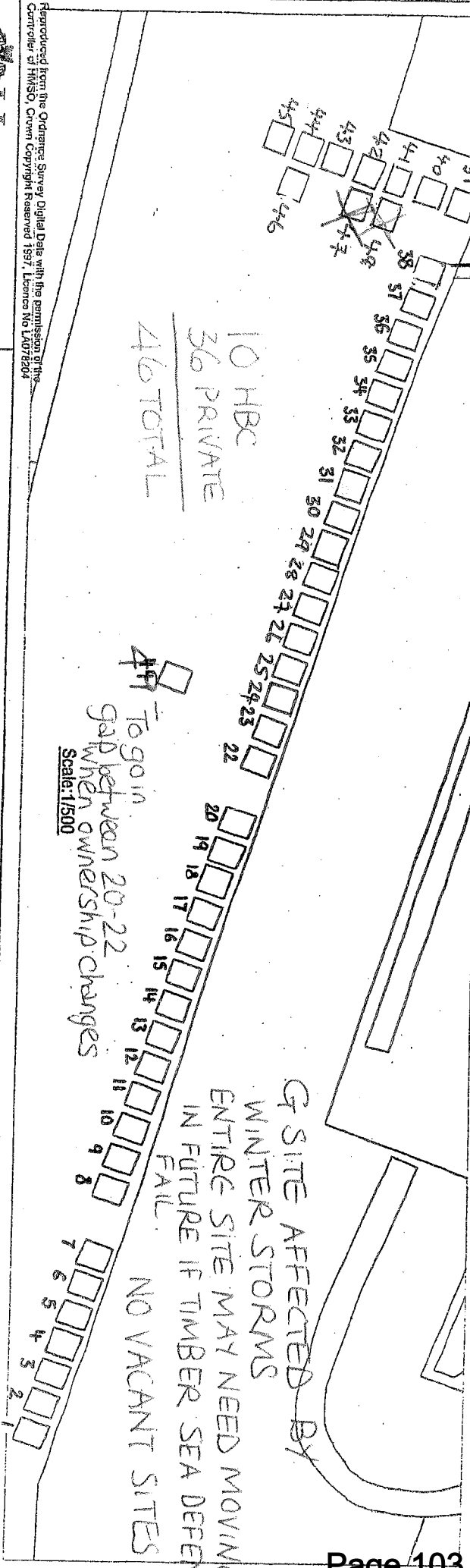
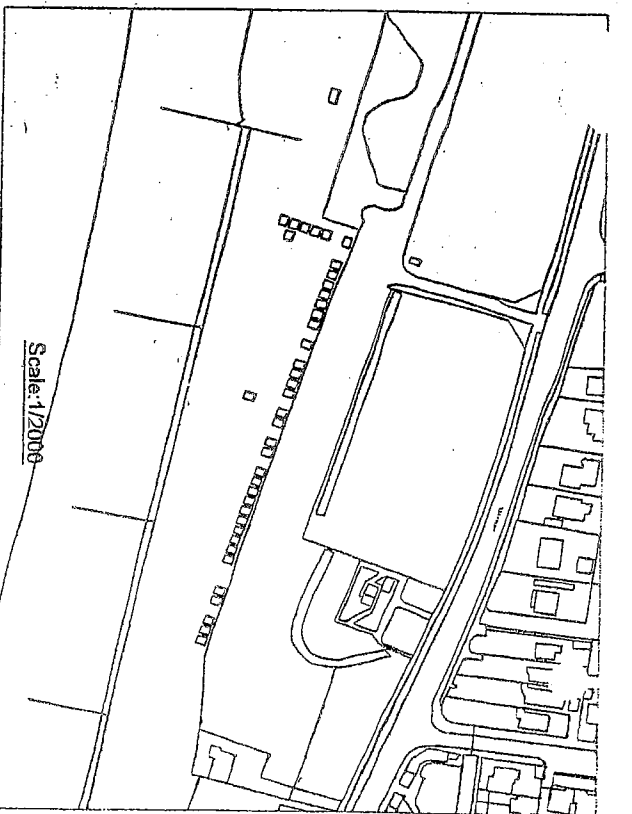
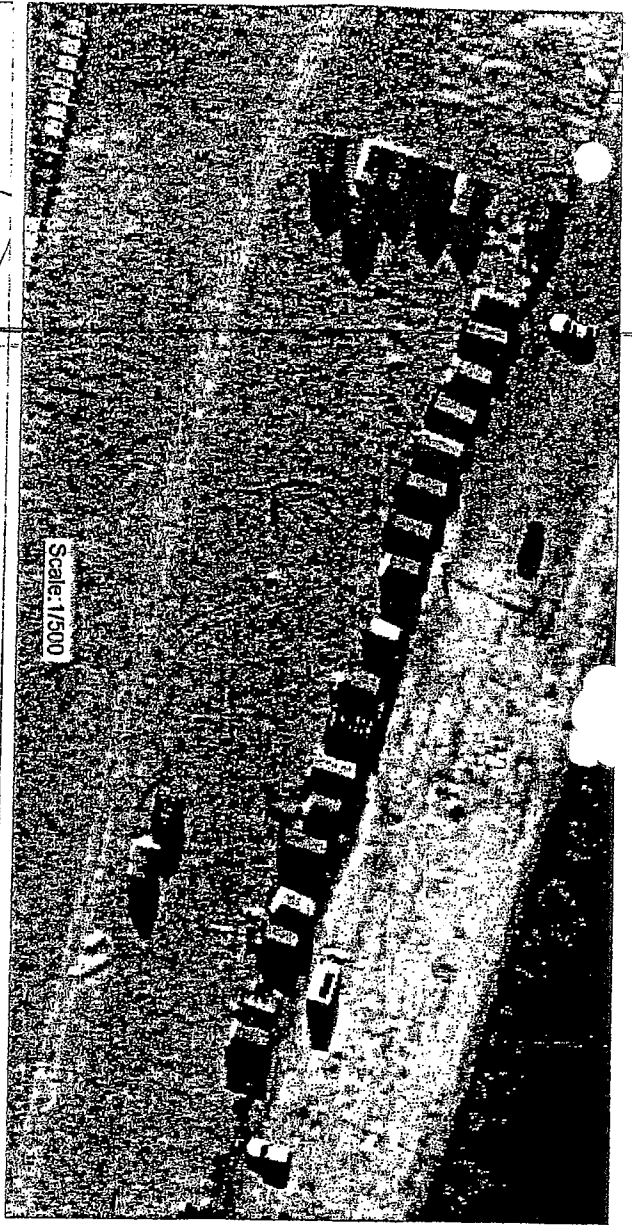
R Campbell BA(Hons), MRTPI
 Director, Regeneration Group

vic Offices
 vic Centre Road
 Havant, Hants, PO9 2AX
 telephone: Havant (023) 924141/4



JULY 2016
 HUTS AT SOUTHERN END OF EACH ROW
 PREVIOUSLY AFFECTED BY WAVE ACTION
 AND HAD TO BE REPLACED

REV	DESCRIPTION	DATE	DWTS	SCALE	DRAWN BY	DATE	DUR NAME	CAD NAME
					SMS	Feb 2004	Partis and Leisure	Beachlands
					AS SHOWN			Beachlands



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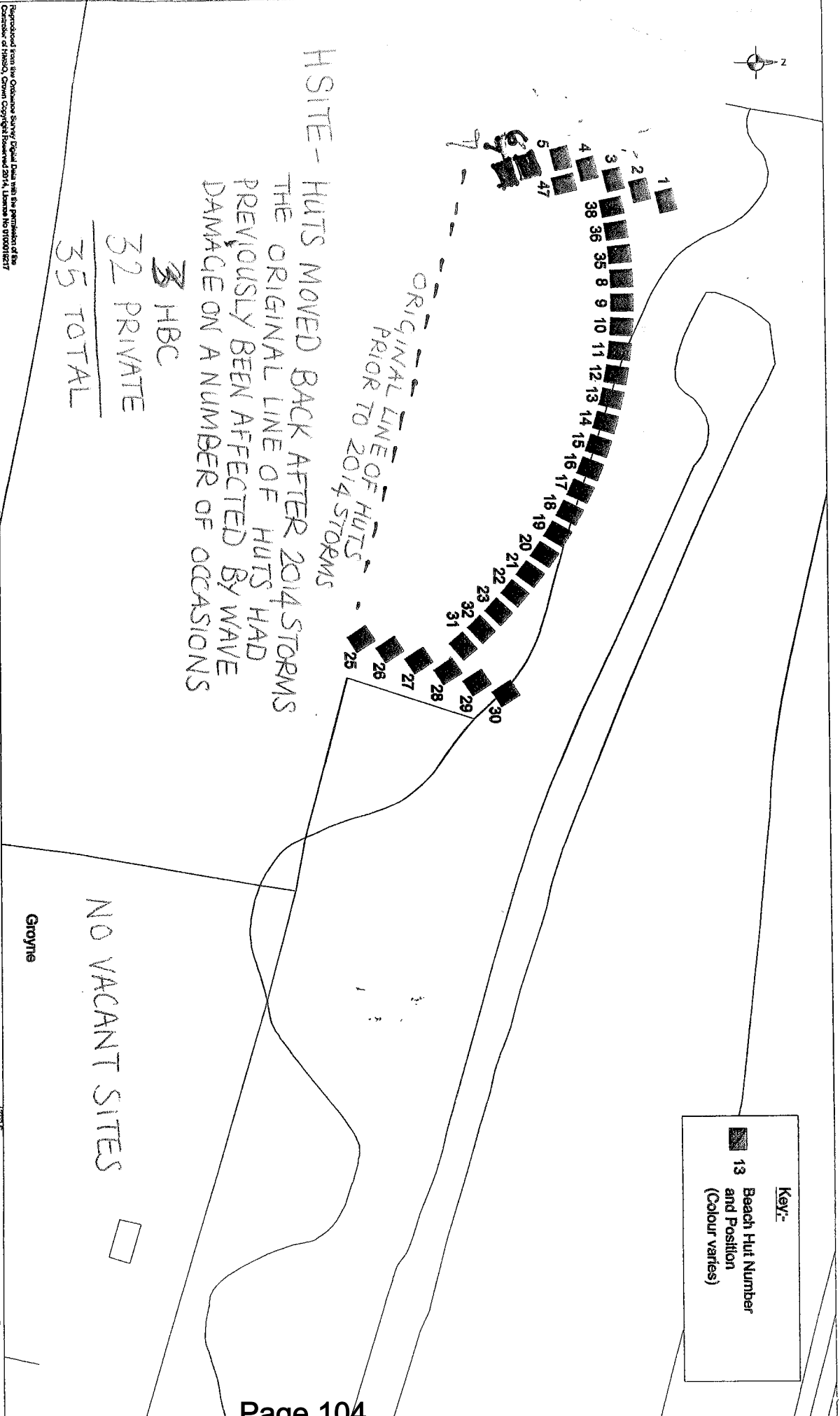


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N
JULY 16
g47/g48

HBC
- Moved by storms twice. One demolished 2014. One demolished 2015. Both huts were difficult to let due to poor location & were vacant most of the time.

REV	DESCRIPTION	DATE	INTS	SCALE	DRAWN BY	DWG NO.	DWG NAME	DWG TITLE
		Feb 2004			SMS		Parks and Leisure	Beachlands
		AS SHOWN						Beachlands



H SITE - HUTS MOVED BACK AFTER 2014 STORMS
 THE ORIGINAL LINE OF HUTS HAD
 PREVIOUSLY BEEN AFFECTED BY WAVE
 DAMAGE ON A NUMBER OF OCCASIONS

3 HBC
 32 PRIVATE
 35 TOTAL

NO VACANT SITES

Groynes

Key:-
 13 Beach Hut Number
 and Position
 (Colour varies)



EASTERN SOLENT COASTAL PARTNERSHIP

JULY 2016

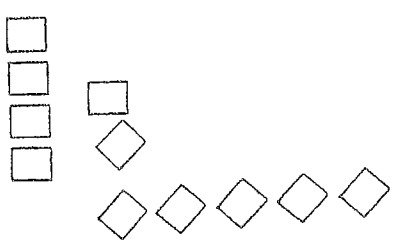
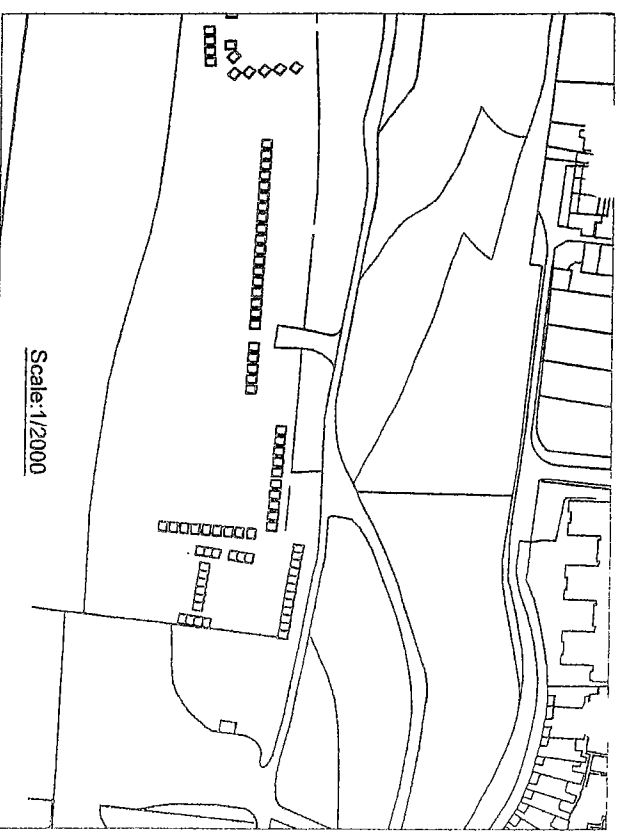
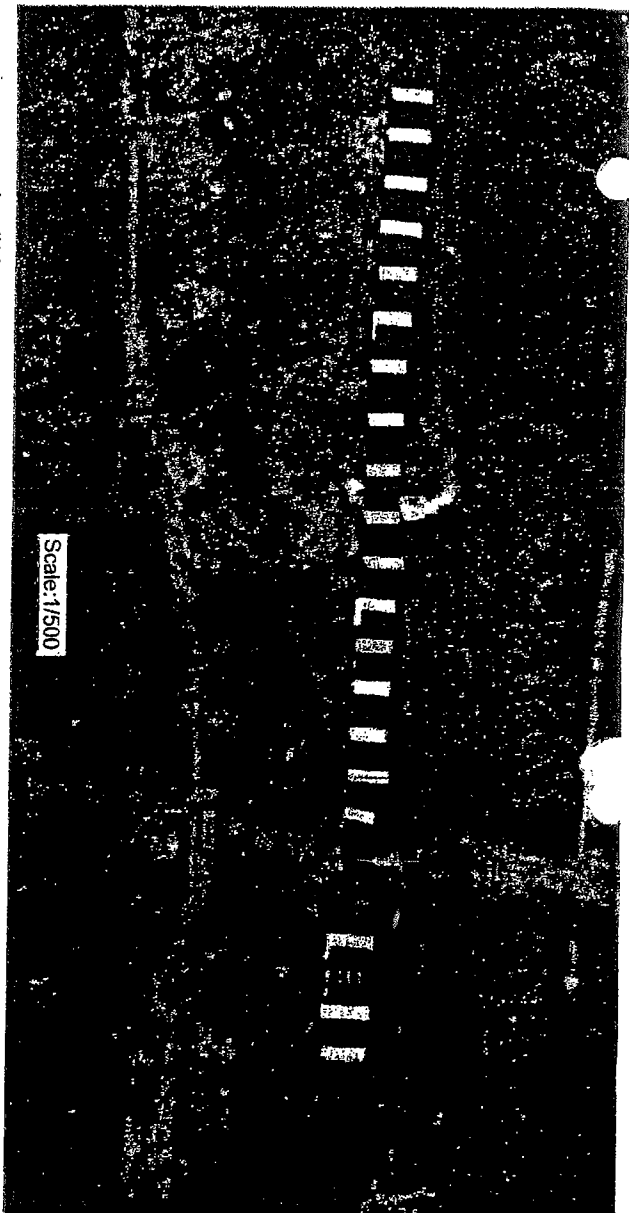
Notes:-

Original and Interim Beach Hut positions are only approximate and not surveyed.
 Mean High Water is from Ordnance Survey and is not necessarily the current position.
 It is proposed to renumber Beach Huts after the Beach Huts are moved to proposed position. Numbers as yet to be decided.

REV	DESCRIPTION	DATE	NAME	CHECK

DRAWN BY: BJR		CHECKED BY: DRG/IK	
DATE: APR 2014	SCALE: 1:500 @ A3	DWG NAME: SEA11/0006	CAD NAME: BeachHutAreaLocProp2014

BEACHLANDS
BEACH HUTS PROPOSED
POSITIONS AREA H - APRIL 2014
HAYLING ISLAND



45 42 41 40 39 38 37 36 35 34 33 32 31 30 29 28 27 26

24 HBC (6 HITS VACANT)
18 PRIVATE

42 TOTAL

Scale: 1/500

ACCESS FROM CAR PARK
24 23 22 21 20

1 2 3 4 5 6 7 8 9 10

R8 DEMOLISHED BY STORM FEB 16 TO BE REPLACED AUG 16, TENANT USING R4

Havant
BOROUGH COUNCIL

F R Campbell BA(Hons), MRTPI
Director, Regeneration Group
Civic Offices
Civic Centre Road
Havant, Hants, PO9 2AX
Telephone: Havant (023) 92474174

N
JULY 16
SINAH COMMON SSSI

REV	DESCRIPTION	DATE	SCALE	AS SHOWN	CD NAME	REASON
TITLE		Area R Beachlands Hayling Island				
DRAWN BY		SMS				
DATE		Feb 2004				
SCALE		AS SHOWN				
CD NAME		Pats and Leisure Beachlands				

Phase 1 – Current Charges

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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PROPOSED 2016/17 PRICES -Operational Services				
	Agreed Prices 2015/2016	Proposed Prices 2016/2017	VAT	Comments
<u>BEACH HUT PRICES</u>				
<u>Casual lets</u>				
<u>March to May & September to October</u>				
Residents				
Daily	24.00	25.00	V	➤ A non-returnable deposit of 25% (to nearest £) is required for the advance booking of a hut with the balance payable 3 weeks before commencement of hire. If payment is not received within this period the hut will be eligible for re-let.
Weekly (pay for 4 days, get 7)	96.00	100.00	V	
Non Residents				
Daily	28.00	29.00	V	➤ Refunds on the full amount are only payable where the Council has been able to re-let the hut and medical evidence supports the claim.
Weekly (pay for 4 days, get 7)	112.00	116.00	V	
<u>June to August</u>				
Residents				
Daily	27.00	28.00	V	➤ Advance bookings can be made from 1 st January for the current year and cannot be made for periods of less than one week.
Weekly (pay for 4 days, get 7)	108.00	112.00	V	
Non Residents				
Daily	30.00	31.00	V	➤ Weekly lets commence at 2.00pm and terminate at noon on Saturdays.
Weekly (pay for 4 days, get 7)	120.00	124.00	V	
<u>November to February</u>				
Residents				
Daily	23.00	24.00	V	➤ Each hut is equipped with 4 deck chairs, a table, broom, dustpan and brush.
Weekly (pay for 4 days, get 7)	92.00	96.00	V	
Whole period	400.00	500.00	V	
Non Residents				
Daily	24.50	25.00	V	➤ Each hut is equipped with 4 deck chairs, a table, broom, dustpan and brush.
Weekly (pay for 4 days, get 7)	98.00	100.00	V	
Whole period	800.00	900.00	V	
<u>Annual Hire Prices</u>				
<u>Beach Hut Hire - Council Owned Beach Huts</u>				
Residents	750.00	800.00	V	Prices are reduced on a sliding scale for lettings proportionate to the time of year.
Non residents	1,500.00	1,600.00	V	
<u>Licence Fee Only - Privately Owned Huts</u>				
Residents	500.00	525.00	V	National Non-Domestic rates are also payable on Beach Huts and
Non residents	1,000.00	1,050.00	V	

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Phase 1 - Existing terms and Conditions

(Review of the Provision of Beach Huts in the Borough)

Operations, Environmental Services and Norse Scrutiny and Policy Development Panel

2016/17

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Beach Huts meeting August 2016

1. Licences

A property Licence is an informal agreement (a 'permission') which does not give rise to security of tenure (i.e. the right of the occupier to renew the agreement at the end of the period) and does not provide exclusivity of use or occupation. A licence is generally considered to be a short term arrangement. It should be capable of termination, and grants no right of renewal

My understanding is that the land on which a beach hut stands is licensed to the hut owner by way of a licence agreement that is managed by the Beachlands team, (part of Norse). Therefore, following termination of a licence, whilst the hut owner continues to own the hut they will need to either remove it from the land or sell it on, in which case the new hut owner will need to enter a new licence agreement with the Council.

2. Lease

A lease grants specific legal rights to the person in whom it is vested. It qualifies as an interest in the land (rather than merely a permission to use or occupy it) for a specified period and may give rise to automatic rights of renewal. It grants exclusive rights of use and occupation, unlike a licence agreement which is non-exclusive and may be terminated at any time.

The Estates team deals almost exclusively with commercial leases, which are those that are classed as a business tenancy under the Landlord and Tenant Act 1954. Beach Huts leases are unlikely to constitute a business tenancy and therefore the Estates Team is unable to advise on the appropriate form of lease.

Care needs to be taken when granting a licence or a lease not to inadvertently create a protected tenancy as this can mean that the agreement can be renewed indefinitely, which may not be appropriate or desirable. Therefore it is suggested that the advice of the Legal Services Team should be sought on this matter.

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THIS LICENCE is dated

2015

PARTIES

- (1) HAVANT BOROUGH COUNCIL of Public Service Plaza, Civic Centre Road Havant, PO9 2AX (**Licensor**).
- (2) **Licensee's name:** _____ (**Licensee**)
- Licensee's address:** _____

AGREED TERMS

1. INTERPRETATION

1.1 The definitions and rules of interpretation in this clause apply in this licence.

Administrative Fee: the fee charged by the Licensor of £50 plus VAT in respect of any amendment to this Licence required by the Licensee during the Licence Period in accordance with clause 2.3.

Beachlands: all that land known as Hayling Island Beachlands in the ownership and management of the Licensor.

Beach Hut: one beach hut owned by the Licensee that complies with the Beach Hut Specification located on the Site numbered as indicated on the front page of this licence.

Beach Hut Specification: the specification to which the Beach Hut must comply as defined by the Licensor in Schedule 1.

Car Park: the car park adjoining Beachlands in the ownership and management of the Licensor.

Drawbridge: the drawbridge forming part of the Beach Hut (if applicable) in accordance with the Beach Hut Specification.

Force Majeure Event: any circumstances not within a party's reasonable control including without limitation acts of God, flood, storm damage, drought, earthquake or other natural disaster, epidemic or pandemic, collapse of buildings, fire, explosion or accident;

Licence Fee: the amount of **£xxxx for Resident Licensee** or **£xxxx for Non-Resident Licensee** per year or such other amount as the Licensor in its absolute discretion may from time to time determine on giving one months' notice.

Licensee's Abandoned Property: all items and property (including the Beach Hut) belonging to the Licensee that remain on the Site beyond 28 days following the expiry of the Licence Period

Commencement Date: the 1st day of April 2015.

Licence Period: the period from and including 1st day of April 2015 until the date on which this licence is determined in accordance with clause 4.

Moving Charge: the fee charged by the Licensor to the Licensee for the relocation of the Beach Hut in accordance with clauses 6.4 and 6.5 calculated at a reasonable hourly rate per hour (with a minimum charge of one hour) charged to the nearest hour.

Non-Resident Licensee: a licensee who pays council tax outside the Borough of Havant.

Permitted Use: the siting of the Beach Hut for private purposes.

Resident Licensee: a licensee who pays Council Tax to Havant Borough Council

Site: the site forming part of the Beachlands measuring no more than the total dimensions defined in Schedule One of both the Beach Hut and any Drawbridge (including the area that would be occupied by a Drawbridge if one does not form part of the Beach Hut) as the Licensor may in its sole discretion from time to time allot to the Licensee for the Licensee to carry out the Permitted Use.

- 1.2 A reference to a statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.3 Any obligation in this licence on a person not to do something includes an obligation not to agree or allow that thing to be done and to use his best endeavours to prevent such act or thing being done by a third party.
- 1.4 Any obligation in this licence on a person to do something includes an obligation to ensure that any person under his control complies with that obligation.

2. LICENCE TO SITE BEACH HUT

- 2.1 Subject to clauses 3 and clause 4, the Licensor permits the Licensee to use the Site for the Permitted Use for the Licence Period in common with the Licensor and all others authorised by the Licensor (so far as is not inconsistent with the Licensee's use of the Site for the Permitted Use).
- 2.2 The Licensee acknowledges that:
 - (a) the Licensee shall use the Site as a Licensee and that no relationship of landlord and tenant is created between the Licensor and the Licensee by this licence;
 - (b) the Licensor retains control, possession and management of the Site and the Licensee has no right to exclude the Licensor from the Site;
 - (c) this licence is personal to the Licensee and is not assignable and the rights granted in clause 2.1 may only be exercised by the Licensee; and
 - (d) without prejudice to its rights under clause 4, the Licensor shall be entitled at any time on giving not less than one months' notice to require the Licensee to transfer to an alternative site elsewhere within the Beachlands and the Licensee shall comply with such requirement.
- 2.3 The Licensor may charge the Licensee the Administration Fee for any amendment required to this Licence by the Licensee.

3. LICENSEE'S OBLIGATIONS

The Licensee agrees and undertakes:

- 3.1 To pay to the Licensor the Licence Fee without any deduction in one instalment payable 21 days in advance of the first day of April 2015.
- 3.2 To pay the Licensor the Moving Charge (if applicable) within 28 days from the date the invoice is submitted by the Licensor to the Licensee.
- 3.3 To pay the Administration Fee (if applicable) within 28 days from the date of the invoice submitted by the Licensor to the Licensee
- 3.4 To keep the Site clean, tidy and clear of rubbish and not to deposit rubbish on the Beachlands or Car Park other than in the appropriate receptacles provided by the Licensor.
- 3.5 Not to use the Site other than for the Permitted Use
- 3.6 Not to hire out the Beach Hut.
- 3.7 Not to display any advertisement, sign or notice in, on or at the Site, the Beachlands, the Car Park or the Beach Hut.
- 3.8 Not to do on or in the Site anything which is illegal or which may be or become a nuisance (whether actionable or not), annoyance, inconvenience or disturbance to the Licensor or to other Licensees or occupiers of the Beachlands or any owner or occupier of neighbouring property.
- 3.9 Not to cause or permit to be caused any damage (including cutting grass and laying paving slabs) to or at:
 - (a) the Site, the Beachlands or the Car Park; or
 - (b) any neighbouring beach hut.
- 3.10 Not to keep gas bottles in the Beach Hut, Site, the Beachlands or the Car Park over night.
- 3.11 To ensure that the Beach Hut is securely locked when not in use.
- 3.12 To observe any reasonable rules and regulations which the Licensor makes and notifies to the Licensee from time to time governing the Licensee's use of the Site.
- 3.13 To maintain the Beach Hut in good and reasonable repair to the Licensor's reasonable satisfaction. In the event that the Licensee fails to comply with this clause, the Licensor may serve a notice ('**Repairing Notice**') on the Licensee requiring the Licensee to take

such remedial action so as to return the Beach Hut to good and reasonable repair within three months of the date of the Repairing Notice.

- 3.14 In the event that the Licensor reasonably considers that the condition of the Beach Hut is such that remedial works will be insufficient to restore the Beach Hut to good and reasonable repair, the Licensor may serve a notice on the Licensee requiring it to replace the Beach Hut with a new beach hut or an alternative beach hut which is in good and reasonable repair (**'Replacement Notice'**) that complies with the Beach Hut Specification within three months of the date of the Replacement Notice.
- 3.15 To leave the Site in a clean and tidy condition and to remove the Beach Hut and any other property belonging to the Licensee from the Site upon the expiry of the Licence Period. If any such property remains on the Site after 28 days of the expiry of the Licence Period this property will be deemed to be the Licensee's Abandoned Property. The Licensor may serve a notice on the Licensee requiring removal of the Licensee's Abandoned Property from the Site within 28 days (**'Removal Notice'**).
- 3.16 In the event that the Licensee fails to comply with a Removal Notice, the Licensor may dispose of the Licensee's Abandoned Property in any manner that it deems fit without incurring any liability whatsoever. Furthermore, the Licensor is entitled to recover any costs incurred by it in disposing of the Licensee's Abandoned Property from the Licensee.
- 3.17 To take all reasonable fire preventative precautions.
- 3.18 To ensure that the Beach Hut is clearly marked with the correct number.
- 3.19 To indemnify the Licensor and keep the Licensor indemnified against all losses, claims, demands, actions, proceedings, damages, costs, expenses or other liability in any way arising from:
- (a) this licence;
 - (b) any breach of the Licensee's undertakings contained in clause 3; and/or
 - (c) the exercise of any rights granted in clause 2.
- 3.20 Not to make any external alterations (excluding redecoration with paint or preservative) to the Beach Hut without having first obtained the Licensor's prior written consent, such consent not to be unreasonably withheld provided that the proposed alteration complies with the Beach Hut Specification.
- 3.21 Not to replace the Beach Hut with a new beach hut without having first obtained the Licensor's prior written consent, such consent not to be unreasonably withheld provided that new beach hut complies with the Beach Hut Specification.
- 3.22 Not to allow any person to sleep overnight in the Beach Hut.

4. TERMINATION

- 4.1 This licence shall end on the earliest of:
- (a) 31 March 2016.
 - (b) the Licensor giving notice to the Licensee to terminate this licence with immediate effect in the event that the Licensee fails to comply with clause 2.2(d) or any of the obligations contained in clause 3.
 - (c) The Licensor giving three months written notice to the Licensee to terminate this licence in the event that the Licensor requires the Site and no alternative site is offered by the Licensor in accordance with clause 2.2(d). If notice is served under this clause 4.1(c) the Licensee shall be entitled to a refund of the Licence Fee for the remainder of the Licence period.
 - (d) the death of the Licensee.
- 4.2 Termination is without prejudice to the rights of either party in connection with any antecedent breach of any obligation subsisting under this licence.

5. NOTICES

- 5.1 Any notice required to be given under this licence, shall be in writing and shall be delivered personally, or sent by pre-paid first-class post or recorded delivery or by commercial courier, to each party required to receive the notice as set out below:
- (a) to the Licensor at: Public Service Plaza, Civic Centre Road, Havant PO9 2AX ; and
 - (b) to the Licensee at: the address detailed on the first page of this Licence or delivered in person to the Beach Hut or affixing any notice to the Beach Hut in a conspicuous position.
- or as otherwise specified by the relevant party by notice in writing to each other party.
- 5.2 Any notice shall be deemed to have been duly received:
- (a) if delivered personally, when left at the address and for the contact referred to in this clause;
 - (b) if sent by pre-paid first-class post or recorded delivery, at 9.00 am on the second working day after posting; or
 - (c) if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed.
- 5.3 A notice required to be given under this licence shall not be validly given if sent by e-mail.

- 5.4 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

6. LIMITATION OF LICENSOR'S LIABILITY

- 6.1 Subject to clause 6.2, the Licensor is not liable for:

- (a) the death of, or injury to, the Licensee;
- (b) any theft, damage, destruction or loss of the Beach Hut or its contents;
- (c) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Licensee in the exercise or purported exercise of the rights granted by clause 2; or
- (d) any loss or damage caused to the Beach Hut or its contents as a result a Force Majeure Event

6.2 Nothing in clause 6.1 shall limit or exclude the Licensor's liability for:

- (a) death or personal injury or damage to property caused by negligence on the part of the Licensor or its employees or agents; or
- (b) any matter in respect of which it would be unlawful for the Licensor to exclude or restrict liability.

6.3 In the event that the Licensee is prevented from using the Site for the Permitted Use by reason of a Force Majeure Event, the Licensee is not entitled to a refund or dispensation from the Licensor in respect of any part of the Licence Fee already paid or to be paid in accordance with clause 3.1 for the period in which the Licensee is unable to use the Site.

6.4 In the event that the Beach Hut becomes displaced from the Site as a result of a Force Majeure Event, only the Licensor may return the Beach Hut back to the Site and the Licensor may charge the Licensee the Moving Charge for doing so.

6.5 In the event that the Licensor requires the Licensee to transfer to an alternative site in accordance with clause 2.2(d) in the absence of a Force Majeure Event, only the Licensor may move the Beach Hut to the alternative site and the Licensor may charge the Licensee the Moving Charge for so doing.

6.6 The Licensor will only move the Beach Hut in accordance with clauses 6.4 and 6.5 if, following an inspection of the Beach Hut, the Licensor is reasonably satisfied that the Beach Hut's condition is such that it can be moved without creating a danger to those moving it or risking significant further damage to the Beach Hut taking into consideration the following factors:-

- (i) any damage caused to the Beach Hut as a result of a Force Majeure Event or other reason.
- (ii) the overall condition of the Beach Hut taking into account it's condition and age.

6.7 In the event that the Licensor reasonably considers that the Beach Hut cannot safely be moved following an inspection in accordance with 6.6 the Landlord may serve Replacement Notice on the Licensee in accordance with clause 3.13.

7. RIGHTS OF THIRD PARTIES

A person who is not a party to this licence may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

8. GOVERNING LAW AND JURISDICTION

8.1 This licence and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

8.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this licence or its subject matter or formation (including non-contractual disputes or claims).

Signed by and on behalf of Havant
Borough Council

Signed by Licensee

Schedule 1

Beach Hut Specification

1. The floor area of Beach Hut shall not exceed 12 feet by 8 feet
2. The Beach Hut shall not exceed 8 feet in height
3. Any Drawbridge forming part of the Beach Hut shall not exceed 5 feet by 6 feet



HBC OWNED BEACH HUT LICENCE 2015

BEACH HUT NO _____

THIS LICENCE is dated

2015

PARTIES

(1) HAVANT BOROUGH COUNCIL of Public Service Plaza, Civic Centre Road Havant, PO9 2AX (**Licensor**).

(2) **Licensee's name:** _____ (**Licensee**)

Licensee's address: _____

AGREED TERMS

1. INTERPRETATION

1.1 The definitions and rules of interpretation in this clause apply in this licence.

Administrative Fee: the fee charged by the Licensor of £50 plus VAT in respect of any amendment to this Licence required by the Licensee during the Licence Period in accordance with clause 2.3.

Beachlands: all that land known as Hayling Island Beachlands in the ownership and management of the Licensor.

Beach Hut: one beach hut belonging to the Licensor positioned on the Site as the Licensor may in its sole discretion from time to time allot to the Licensee for the Licensee to carry out the Permitted Use

Car Park: the car park adjoining the Beachlands in the ownership and management of the Licensor.

Force Majeure Event: any circumstances not within a party's reasonable control including without limitation acts of God, flood, storm damage, drought, earthquake or other natural disaster, epidemic or pandemic, collapse of buildings, fire, explosion or accident;

License Fee: the amount of **£xxxx for a Resident Licensee** or **£xxxxx for a Non-Resident Licensee** per year or such other amount as the Licensor in its absolute discretion may from time to time determine on giving one months' notice.

Licensee's Abandoned Property: all items and property belonging to the Licensee that remain in the Beach Hut for more than 28 days after the expiry of the Licence Period.

Commencement Date: the 1st day of April 2015.

License Period: the period from and including 1st day of April 2015 until the date on which this licence is determined in accordance with clause 4.

Non-Resident Licensee: a licensee who pays council tax outside of the Borough of Havant.

Permitted Use: occupation of the Beach Hut for private purposes.

Resident Licensee: a licensee who pays council tax to Havant Borough Council

Site: the site forming part of the Beachlands upon which the Beach Hut is positioned.

1.2 A reference to a statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.

1.3 Any obligation in this licence on a person not to do something includes an obligation not to agree or allow that thing to be done and to use his best endeavours to prevent such act or thing being done by a third party.

1.4 Any obligation in this licence on a person to do something includes an obligation to ensure that any person under his control complies with that obligation.

2. LICENCE FOR USE OF BEACH HUT

- 2.1 Subject to clauses 3 and clause 4, the Licensor permits the Licensee to use the Beach Hut for the Permitted Use for the Licence Period in common with the Licensor and all others authorised by the Licensor (so far as is not inconsistent with the Licensee's use of the Beach Hut for the Permitted Use).
- 2.2 The Licensee acknowledges that:
- (a) the Licensee shall use the Beach Hut as a Licensee and that no relationship of landlord and tenant is created between the Licensor and the Licensee by this licence;
 - (b) the Licensor retains control, possession and management of the Beach Hut and the Licensee has no right to exclude the Licensor from the Beach Hut;
 - (c) this licence is personal to the Licensee and is not assignable and the rights granted in clause 2.1 may only be exercised by the Licensee; and
 - (d) without prejudice to its rights under clause 4, the Licensor shall be entitled at any time to move the Beach Hut to an alternative site that forms part of the Beachlands on giving not less than one months notice and the Licensee shall comply with such requirement.
- 2.3 The Licensor may charge the Licensee an Administration Fee for any amendment required to this Licence by the Licensee.

3. LICENSEE'S OBLIGATIONS

The Licensee agrees and undertakes:

- 3.1 To pay to the Licensor the Licence Fee together with such VAT as may be payable on the Licence Fee without any deduction in one instalment payable 21 days in advance of the first day of April.
- 3.2 To pay the Administration Fee (if applicable) within 28 days of the date on which the invoice was submitted by the Licensor.
- 3.3 Not to use the Beach Hut other than for the Permitted Use
- 3.4 Not to hire out the Beach Hut.
- 3.5 Not to display any advertisement, sign or notice in, on or at the Beach Hut, the Site, the Beachlands or the Car Park.
- 3.6 Not to do on or in the Beach Hut anything which is illegal or which may be or become a nuisance (whether actionable or not), annoyance, inconvenience or disturbance to the Licensor or to other Licensees or occupiers of the Beachlands or any owner or occupier of neighbouring property.
- 3.7 Not to cause or permit to be caused any damage (including cutting grass and laying paving slabs) to or at;
- (a) the interior or exterior of the Beach Hut;
 - (b) the Site, the Beachlands or the Car Park; or
 - (c) any neighbouring beach hut.
- 3.8 Not to keep gas bottles in or on the Beach Hut, Site, the Beachlands or the Car Park over night.
- 3.9 To ensure that the Beach Hut is securely locked when not in use.
- 3.10 To observe any reasonable rules and regulations which the Licensor makes and notifies to the Licensee from time to time governing the Licensee's use of the Site.
- 3.11 To take all reasonable fire preventative precautions.
- 3.12 To keep the interior of the Beach Hut and the Site clean, tidy and clear of rubbish and not to deposit rubbish on the Beachlands or Car Park other than in the appropriate receptacles provided by the Licensor.
- 3.13 To maintain the interior of the Beach Hut in good and reasonable repair to the Licensor's reasonable satisfaction. In the event that the Licensee fails to comply with this clause, the Licensor may serve a notice ('**Repairing Notice**') on the Licensee requiring the Licensee to take such remedial action so as to return the interior of the Beach Hut to good and reasonable repair within three months of the date of any such notice.
- 3.14 To leave the Beach Hut in a clean and tidy condition and to remove any property belonging to the Licensee from the Beach Hut upon the expiry of the Licence Period. If any such property remains in the Beach Hut after 28 days of the expiry of the Licence Period this property will be deemed to be the Licensee's Abandoned Property. The Licensor may serve a notice ('**Removal Notice**') on the Licensee requiring removal of the Licensee's Abandoned Property from the Beach Hut within a further 28 days.

- 3.15 In the event that the Licensee fails to comply with the Removal Notice, the Licensor may dispose of the Licensee's Abandoned Property in any manner that it deems fit without incurring any liability whatsoever. Furthermore, the Licensor is entitled to recover any costs incurred by it in disposing of the Licensee's Abandoned Property from the Licensee.
- 3.16 To return all keys to the Beach Hut to the Licensor upon expiry of the Licence Period.
- 3.17 To indemnify the Licensor and keep the Licensor indemnified against all losses, claims, demands, actions, proceedings, damages, costs, expenses or other liability in any way arising from:
- (a) this licence;
 - (b) any breach of the Licensee's undertakings contained in clause 3; and/or
 - (c) the exercise of any rights granted in clause 2.
- 3.18 Not to make any external alterations or additions (including redecoration with paint or preservative) to the Beach Hut.
- 3.19 Not to allow any person to sleep overnight in the Beach Hut.

4. TERMINATION

- 4.1 This licence shall end on the earliest of:
- (a) 31 March 2016.
 - (b) the Licensor giving notice to the Licensee to terminate this licence with immediate effect in the event that the Licensee fails to comply with clause 2.2(d) or any of the obligations contained in clause 3.
 - (c) the Licensor giving notice to the Licensee to terminate this licence with immediate effect in the event that:
 - (i) the Licensor reasonably deems that the condition of the Beach Hut is such that it is structurally unstable; and
 - (ii) that remedial works would not restore the Beach Hut to a reasonable condition.
 - (d) the Licensor giving one month's notice to the Licensee to terminate this licence in the event that the Licensor requires the Beach Hut or the Site.
 - (e) the death of the Licensee.
- 4.2 If this licence is terminated by the Licensor in accordance with either:
- (i) clause 4.1(c) and the condition of the Beach Hut was not caused by an act or omission of the Licensee or
 - (ii) Clause 4.1 (d)

the Licensee shall be entitled to a refund of the Licence Fee paid for the remainder of the Licence Period.

- 4.3 Termination is without prejudice to the rights of either party in connection with any antecedent breach of any obligation subsisting under this licence.

5. NOTICES

- 5.1 Any notice required to be given under this licence, shall be in writing and shall be delivered personally, or sent by pre-paid first-class post or recorded delivery or by commercial courier, to each party required to receive the notice as set out below:
- (a) to the Licensor at Public Service Plaza, Civic Centre Road, Havant PO9 2AX ; and
 - (b) to the Licensee at the address detailed on the first page of this or delivered in person to the Beach Hut or affixing any notice to the Beach Hut in a conspicuous position.
- or as otherwise specified by the relevant party by notice in writing to each other party.
- 5.2 Any notice shall be deemed to have been duly received:
- (a) if delivered personally, when left at the address and for the contact referred to in this clause;
 - (b) if sent by pre-paid first-class post or recorded delivery, at 9.00 am on the second working day after posting; or
 - (c) if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed.
- 5.3 A notice required to be given under this licence shall not be validly given if sent by e-mail.
- 5.4 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

6. LIMITATION OF LICENSOR'S LIABILITY

- 6.1 Subject to clause 6.2, the Licensor is not liable for:
- (a) the death of, or injury to, the Licensee;
 - (b) any theft, damage, destruction or loss of any of the Licensee's property kept in the Beach Hut;
 - (c) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Licensee in the exercise or purported exercise of the rights granted by clause 2; or
 - (d) any loss or damage caused to any of the Licensee's property kept in the Beach Hut as a result a Force Majeure Event
- 6.2 Nothing in clause 6.1 shall limit or exclude the Licensor's liability for:
- (a) death or personal injury or damage to property caused by negligence on the part of the Licensor or its employees or agents; or
 - (b) any matter in respect of which it would be unlawful for the Licensor to exclude or restrict liability.
- 6.3 In the event that the Licensee is prevented from using the Beach Hut for the Permitted Use by reason of a Force Majeure Event, the Licensee is not entitled to a refund or dispensation from the Licensor in respect of any part of the Licence Fee already paid in accordance with clause 3.1 for the period in which the Licensee is unable to use the Beach Hut.
- 6.4 In the event that the Beach Hut becomes displaced from the Site as a result of a Force Majeure Event, only the Licensor may return the Beach Hut back to the Site.
- 6.5 In the event that the Licensor requires the Licensee to transfer to an alternative site in accordance with clause 2.2(d) in the absence of a Force Majeure Event, only the Licensor may move the Beach Hut to the alternative site.

7. RIGHTS OF THIRD PARTIES

A person who is not a party to this licence may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

8. GOVERNING LAW AND JURISDICTION

8.1 This licence and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

8.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this licence or its subject matter or formation (including non-contractual disputes or claims).

**Signed by and on behalf of Havant
Borough Council**

.....

Signed by the Licensee

.....

Phase 1 - Current Financial Position

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Scrutiny Project – Review of Provision of Beach Huts and Public Toilets in the Borough

Financial Brief for Provision of Beach Huts Review

Costs and Income for Beach Hut Service	
<u>Income</u>	
2016/17 – Invoices have been sent out (May) to the value of £212,500 (£179,300 Private Licences + £33,200 HBC Annual Rentals)	
<u>Costs</u>	
2015/16 Staffing costs associated with the management of huts = £38k .	
2015/16 Maintenance costs	
Budget	
	£
Business Rates	2,268
Refurbishments & Alterations	6,800
Repairs And Maintenance	2,000
Premises Insurance Costs	86
Total	11,154
<u>Charges and Fees</u>	
Annual Rent for Beach Huts owned by the Council	£
Residents*	525
Non Residents*	1050
Annual Rent of a Beach Hut Site	
Residents*	800
Non Residents*	1600
*Plus a £100 administration fee for the transfer of a licence between holders	

PTO

Financial Business Case for Building 36 huts an lease out for a period of 7 years

The financial summary set out overleaf was prepared for the proposal to build 36 beach huts off Chichester Avenue and is based on the life cycle of the project over the whole 7 years of its life.

This approach was used as the phasing of the take up cannot be predicted into annual periods.

Documents relating to the Chichester Avenue application (APP/15/00760) may be viewed from the Planning Public Access System on the Council's website or using the following link

https://planningpublicaccess.havant.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=DCAPR_235768

Revenue	Unit	Total
Upfront Payment for Hut lease	£7,000	£252,000
Annual maintenance charge payable by lessee.	£500	£126,000
	<u>£7,500</u>	<u>£378,000</u>
 Expenditure		
Purchase price of Hut	£1,700	£61,200
Annual maintenance cost to the council	£150	£37,800
Legal support required for each hut built	£250	£9,000
Marketing Campaign	£0	£10,000
Hut Replacement costs based on 1 required replacement per year	£1,700	£11,900
Adhoc yearly contingency expenditure	£2,500	£17,500
	<u>£6,300</u>	<u>£147,400</u>
		<u>£230,600</u>

Operations, Environmental Services and Norse Scrutiny and Policy Development Panel

20 September 2016

Questions/Comments submitted by Councillor Weeks

	Question	Response Received	Officer																
1	Last year some beach huts were lost into the sea. Is there potential for this to continue with where the current beach huts are sited especially in the Beachlands area?	Awaiting details	Andrew Pearce																
2 Page 127	The financial brief states that invoices are sent out in May to the value £212,500 for private licenses and HBC annual rental. How long does it take for this money to be received, does it have to be chased with reminders or does everyone pay promptly?	<ul style="list-style-type: none"> Invoices to the value of £220,000 were sent out in May. £96,000 unpaid of which £22,000 has been agreed with customers to pay by instalments. Remaining customers (£74,000) have received first letter requesting payment. Second letter to be sent out. If no response/payment to second letter will need to consider other action. 	Peter Vince																
3	What is the revenue annually from the parking area along from Beachlands to the golf course?	<table border="1"> <thead> <tr> <th></th> <th>West</th> <th>Central</th> <th>Royal</th> </tr> </thead> <tbody> <tr> <td>March</td> <td>£4,267.35</td> <td>£424.40</td> <td>£4,403.75</td> </tr> <tr> <td>April</td> <td>£4,616.80</td> <td>£115.80</td> <td>£4,518.10</td> </tr> <tr> <td>May</td> <td>£8,000.15</td> <td>£2,268.90</td> <td>£6,200.00</td> </tr> </tbody> </table>		West	Central	Royal	March	£4,267.35	£424.40	£4,403.75	April	£4,616.80	£115.80	£4,518.10	May	£8,000.15	£2,268.90	£6,200.00	Michelle Green
	West	Central	Royal																
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May	£8,000.15	£2,268.90	£6,200.00																

	Question	Response Received	Officer																				
		<table border="1"> <tr> <td data-bbox="878 172 1016 240">June</td> <td data-bbox="1016 172 1178 240">£8,165.13</td> <td data-bbox="1178 172 1317 240">£684.10</td> <td data-bbox="1317 172 1469 240">£6,948.25</td> </tr> <tr> <td data-bbox="878 240 1016 309">July</td> <td data-bbox="1016 240 1178 309">£15,077.10</td> <td data-bbox="1178 240 1317 309">£2,439.85</td> <td data-bbox="1317 240 1469 309">£5,930.75</td> </tr> <tr> <td data-bbox="878 309 1016 378">August</td> <td data-bbox="1016 309 1178 378">£26,350.45</td> <td data-bbox="1178 309 1317 378">£3,674.70</td> <td data-bbox="1317 309 1469 378">£11,418.00</td> </tr> <tr> <td data-bbox="878 378 1016 446"></td> <td data-bbox="1016 378 1178 446"></td> <td data-bbox="1178 378 1317 446"></td> <td data-bbox="1317 378 1469 446"></td> </tr> <tr> <td data-bbox="878 446 1016 515">Total</td> <td data-bbox="1016 446 1178 515">£66,476.98</td> <td data-bbox="1178 446 1317 515">£9,607.75</td> <td data-bbox="1317 446 1469 515">£39,418.85</td> </tr> </table>	June	£8,165.13	£684.10	£6,948.25	July	£15,077.10	£2,439.85	£5,930.75	August	£26,350.45	£3,674.70	£11,418.00					Total	£66,476.98	£9,607.75	£39,418.85	
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Total	£66,476.98	£9,607.75	£39,418.85																				
4 Page 128	What is stopping HBC from changing the policy of beach huts to all HBC owned instead of private ownership? Is it cost? Legality? Would it cause WW3?	<ul style="list-style-type: none"> As the Council issues a licence annually it is in the gift of HBC to choose to let as they see fit, in the manner they see fit. Notwithstanding the reaction to any change to a system that has been in place for a number of years. The beach hut rental, licence or lease sales are in a market; like any market there will be a price point or change of system which will drive customer behaviour. For each current user that price point or change will be different. What one would hope to avoid is implementing changes that result in an income less than that already being achieved HBC could terminate licences during the current year in accordance with section 4 of the 'Licence' (please see the the licence template attached to the Beach Hut Service Briefing Note). Legal have advised that as it's a lease as long as we act within the details of the document there should be no legal issues terminating/ not renewing. Legal have suggested the 	Andrew Pritchard/Peter Vince																				

	Question	Response Received	Officer
		<p>obvious political and practical issues that would likely arise but could not provide details of previous examples of this process taking place.</p> <ul style="list-style-type: none"> If HBC were to consider replacing all private huts this would cost at least £650,000 (363 huts x £1,800), this cost is based upon the current specification as detailed in Schedule 1 of the 'Licence'.. An alternative hut may cost more. 	

Observations made by Councillor Weeks

Source	
<p>Survey results of 2014 Page 41 - Heading "Satisfaction with Licensing & Management"</p>	<p>The question posed was 'Do you consider that the annual licence or site rent fee provides good value for money' 59% said no & 13 % said don't know!! So almost three quarters of the people who own or rent are dissatisfied!</p>
<p>Survey results of 2014 Page 36</p>	<p>Did you look at alternative locations before deciding to rent or buy a beach hut on HI 445 of beach hut owners live within 5 miles</p>

Survey results of 2014 Page 38	The public toilets are a very important factor to the beach hut owners 805% and to another 16% important.
General Observation	On the site visit speaking to the beach hut users that were there, and it was only a few some had waited years for a hut. One lady lived in Waterloooville when she first got he hut, but moved to Horndean and now not classed as local .

Phase 1 - Planning Advice

(Review of Scrutiny of the Provision of Beach Huts
in the Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

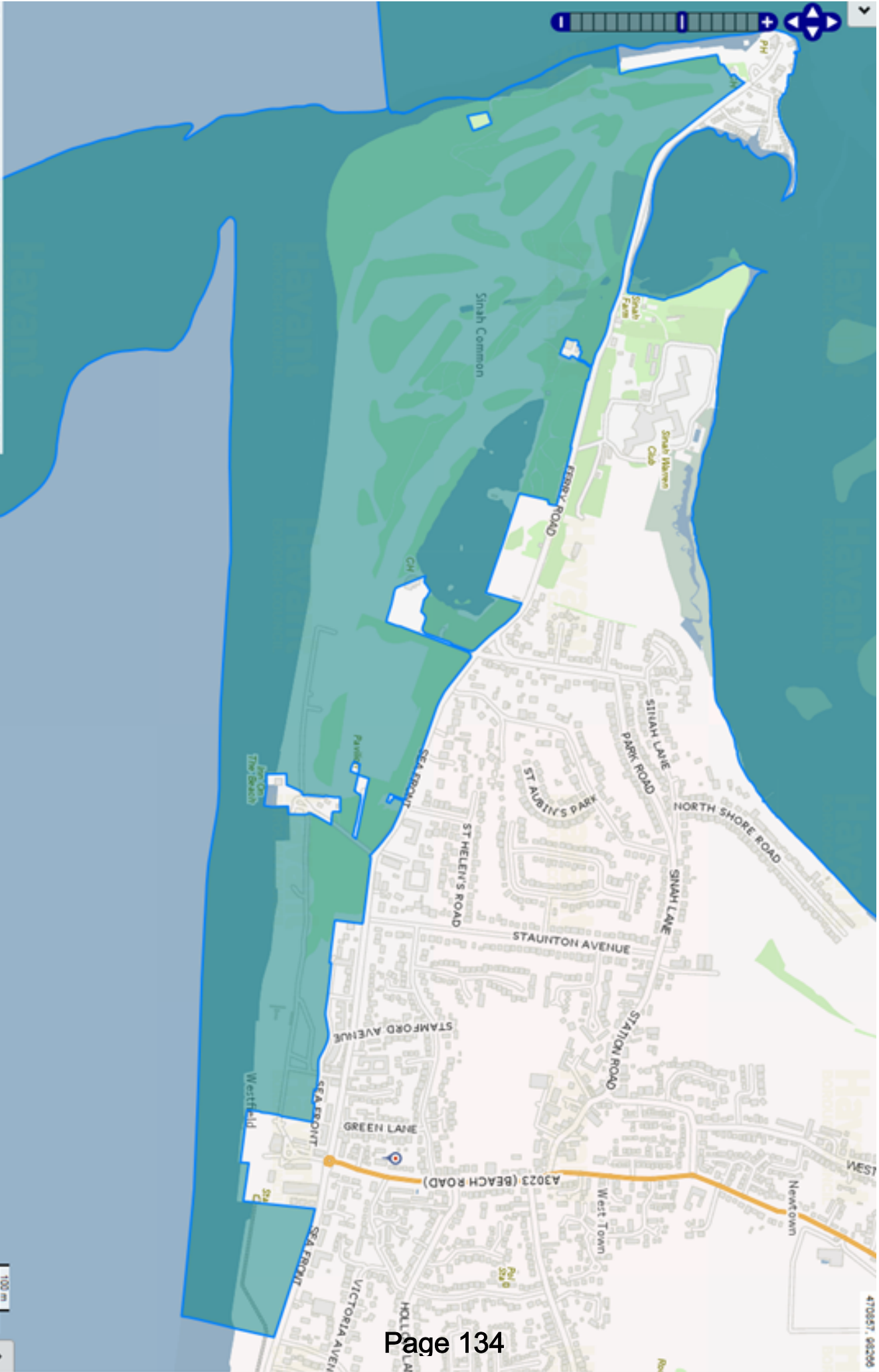
2016

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Briefing Note from Steve Weaver, Development Management Manager

Points covered at Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel meeting, 4 August 2016

- The installation of beach huts is generally regarded as a 'building operation' which is subject to planning processes.
- When installed by a local authority the question arises as to whether they fit within the definition of 'permitted development' which means that a planning application is not necessary.
- This definition is: *The erection... by a local authority... of any small ancillary building... on land belonging to or maintained by them required for the purposes of any function exercised by them on that land otherwise than as statutory undertakers*
- Whilst different local authorities have taken differing viewpoints on this issue, I would consider that the provision of beach huts is ancillary to the Council's function of promoting/improving the economic or social well-being of its area, and therefore permitted development rights are available.
- That being the case, the other permitted development criteria that the Council must observe are that (a) the development does not exceed 4m in height; and (b) does not exceed 200 cubic metres in capacity. This would suggest that a small cluster of beach huts not exceeding 200 cubic metres in capacity and 4m in height could be provided without having to go through the planning process.
- Where there is no need for planning permission it is clearly down to the originating department to undertake all necessary public consultation in respect of any proposals. Even when planning permission *is* required (eg the cumulative total of all beach huts provided on a site exceed 200 cubic metres) it is strongly recommended that public consultation be carried out by the originating department before any planning application is submitted, in order to hopefully identify and address any areas of public concern.
- In cases where planning permission is not required, but where the development would affect a Site of Special Scientific Interest, the Council is under a statutory duty to seek permission from Natural England before installing any beach huts. The area of Beachlands covered by this designation is as follows:



Phase 1 - Advice from Natural England

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Scrutiny Project – Review of Provision of Beach Huts and Public Toilets in the Borough

Natural England Briefing Note

Natural England Advice

Natural England's free advice

You can get free advice from Natural England to check if your development will have a significant impact on protected sites and species.

Natural England will:

- check whether your proposal will significantly affect a protected site or protected species
- check whether your proposal will affect the best and most versatile agricultural land
- advise on what you should include with your planning application

Pay for advice from Natural England

You can pay for advice from Natural England if what you want to do is more complicated. Natural England can:

- help you review your survey results
- advise on your landscape and visual impact assessment
- advise on your mitigation strategies to reduce damage to the environment

You'll normally get this advice before you submit your planning application. In some cases, you can get advice during and after getting planning consent.

How much you'll have to pay depends on:

- the work you need to do, eg multiple mitigation strategies or several surveys
- whether or not a Natural England adviser needs to visit your site You'll pay:
- £500 per adviser for a 90 minute meeting at: •a Natural England office or via conference call
- your office or development site
- £110 per hour per adviser for each additional hour

If an adviser needs to travel to your office or development site you'll pay adviser's:

- travel costs at 45p per mile
- public transport, tolls and expenses over and above the mileage at cost
- travel time as part of the hourly rate

You'll pay £110 per hour if your request is more complicated. This includes:

- reviewing a draft environmental statement
- providing advice to reduce damage to protected sites and species
- providing advice on your landscape and visual impact assessment

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Phase 1 - Results of Consultation Exercise

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Scrutiny Project – Review of Provision of Beach Huts and Public Toilets in the Borough

Results of the Consultation With Hayling Island Ward Councillors

Potential Sites for New Beach Huts

Hayling Island Masterplan

Care should be taken to ensure that the provision of a new beach hut sites should not conflict with the proposed Hayling Island Masterplan

Impact on the Area

The proposed new sites should not have a significant detrimental impact on the visual amenities of the area and should be supported by ecological surveys.

Flood Zones

Any proposed new sites should take into account the coastal erosion patterns for Hayling Island beachfront

Impact on Tourism

Evidence had not be submitted to justify more beach huts on the grounds of tourism.

Management of Existing Beachhuts

Changes should be made in the arrangements for the collection of licence fees and the terms and conditions to maximise income from existing beach huts

Chichester Avenue Site

The Chichester Avenue site previously identified for additional beach huts was not appropriate.

Land near the Hayling Island Skatepark

This would be a preferred site for new beach huts.

The land was:

1. a suitable distance from nearby residential properties;
2. would not a have a detrimental impact on the visual amenities of the area; and
3. in view of its location in a car park, it should not have a significant detrimental ecological impact

Infilling Within Existing Sites

The preferred option for further beach huts would be infilling within existing beach hut sites on Hayling Island.

Source: Meeting between the Operations , Environmental Services and Norse Scrutiny and Policy Development Panel and Councillors: Lenaghan, Perry, Satchwell, Thomas and Turner held on 20 September 2016

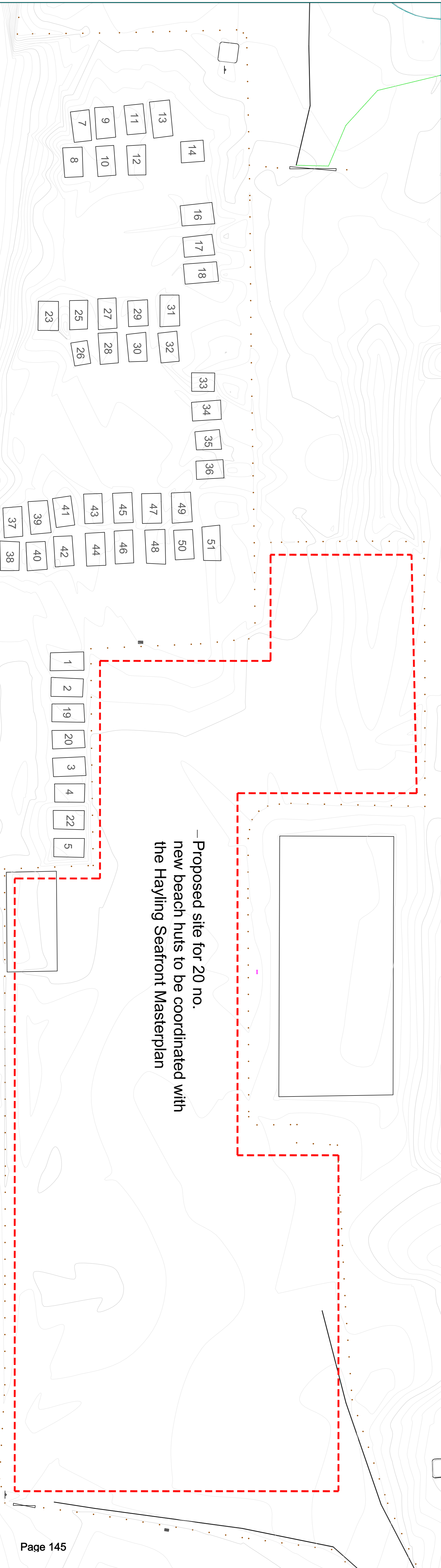
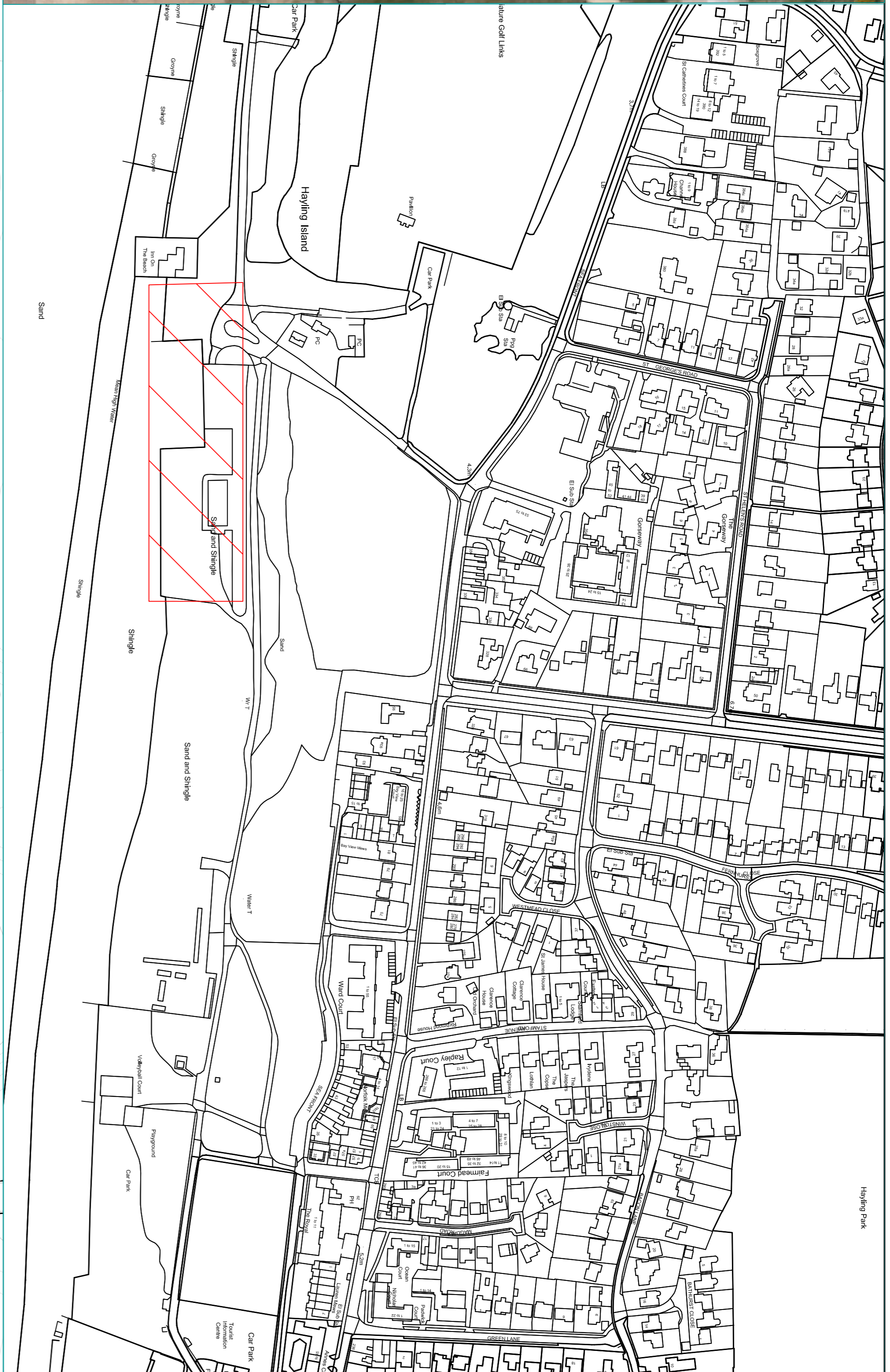
Phase 1 - Proposed Site for New Beach Huts

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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— Proposed site for 20 no.
new beach huts to be coordinated with
the Hayling Seafront Masterplan

THIS DRAWING IS THE PROPERTY OF HAYLING ISLAND BEACH HUTS LTD. IT IS TO BE USED ONLY FOR THE PROJECT AND SITE SPECIFICALLY IDENTIFIED IN THE DRAWING. IT IS NOT TO BE REPRODUCED, COPIED, OR TRANSMITTED IN ANY FORM OR BY ANY MEANS, WITHOUT THE WRITTEN PERMISSION OF HAYLING ISLAND BEACH HUTS LTD.

REV	DESCRIPTION	DATE	BY	CHKD	APPD

CLIENT	

CONSULTANT

Havant
BOROUGH COUNCIL
Planning
Civil Engineering and Landscape

Public Services Plaza
Civic Centre Road
Havant, Hants, PO9 2AX
Telephone: (023) 9247 4174
Email: customer.services@havant.gov.uk
Internet: www.havant.gov.uk

DESIGNER	HMI
CHECKED	MG
APPROVED	
SCHEME	HAYLING ISLAND BEACH HUTS
DATE	13.02.2017
SHEET NUMBER	

DRAWING TITLE	EXISTING LAYOUT AREA C
DATE	2016_38_000_03
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Phase 2

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Phase 2 – Key Findings

(Review of the Provision of Beach Huts in the Borough)

Operations, Environmental Services and Norse Scrutiny and Policy Development Panel

2017

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Key Findings – Phase 2

Material Considerations

Complaints Received

In total, the Council received 78 complaints from beach hut owners concerning beach huts. This is from a total of 389 beach hut holders (20% of beach hut owners). The total number of complaints received by the Council was 81 – with the further three coming from an unidentified licence holder, a Councillor and a beach hut association.

From those who submitted complaints (78), a further breakdown shows that a majority of those were received from beach hut plot licensees (i.e. rent a plot from the Council and provide their own hut). Only 9 were received from those who let a Council-owned hut on an annual basis.

The Council's Financial Position

Although there was an underspend from last year's budget, the Council is facing a £1m per annum deficit over the next four years.

Issues Considered

a) Beach Hut Plot Licence fees

The explanation given for the increase in the licence fee for this year was misleading. The Panel was pleased to note that arrangements have been put in place to reduce the risk of similar problems happening in the future.

The benchmarking exercise revealed that the Council's fees were before and after this year's increase above the average market value of the other Councils surveyed. However, a simple comparison of fees could be misleading as the figures in themselves did not reveal the factors that were taken into account when setting these fees.

It appears that between 2006 and 2012 it was decided to bring the fees charged to existing non residents up to the same level as the fees charged to new non residents. The practice of having a different level of charges for non residents and residents was in line with the fee structure of other Councils.

In view of the Council's budgetary commitments together with the predicted deficit for the next few years, a reduction in the current fee could not be justified.

b) The Beach Hut Transfer Licence fee

A licence transfer fee is justified, in principle, to cover the Council's administration costs; limit profiteering; and to retain an element of financial

control over the use of the Council's land.

However, an increase from £59 to £1200 was too great an increase for a single year. The Panel was pleased to note that the Cabinet Lead had reduced this fee to £500 and prepared to lower this further to £100 at a potential loss to this Council of £22,000.

c) Feasibility and costs of Allowing licensees to pay by instalments

The Panel was pleased to note that in response to these complaints the Cabinet Lead, under delegated powers, had made arrangements for those licensees who were paying in 12 monthly instalments last year to pay the fee by 6 monthly instalments for this financial year.

The extension of this facility to all licensees and for future years would not represent a significant financial burden on the Council.

There would be no significant loss to the Council if an administration charge was not levied for the payment by instalments

d) Implementations of the changes.

Unfortunately the communication with customers was poor and fell short of the standards set by this Council. The initial letter advising licensees of the new charges and changes to the licensing arrangements was aggressive, poorly written and did not give any explanation or justification for the changes. In addition, the responses to complaints were found to be at best misleading and not based on evidence.

The negative impact of the way these changes were introduced has been witnessed by the Panel. The representatives who attended a meeting of the Panel had clearly been financially and emotionally affected, which has in turn damaged this Council's reputation.

Action had been taken to ensure these mistakes were not repeated and action had been undertaken by Norse South East to rebuild the bridges between the Council and the licensees. The newly established Beach Hut Association are willing to work more closely with the Council and want a framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit.

e) Duration of Future Beach Hut Plot Licences

The representatives of the Beach Hut Association considered this change meaningless if the lease contained a revocation clause.

The renewal of a lease each year is a resource intensive activity for both Norse South East and beach hut owners. A 7-year lease would negate these concerns by offering long-term stability and the clear period for owners to

budget for their hut. The revocation clause was required to in the event that the Council required the site for another purpose; this provision had not been used in the past and it was not expected that it would be triggered in the near future.

(e) Management of Beach Huts

There had been change in the management approach prior to Panel's report being submitted to the Cabinet. Although there were issues concerning how this change was introduced, the representatives of the Beach hut licensees supported in principle a more robust attitude towards non payment of fees.

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Phase 2 - Options

**(Review of the Provision of Beach Huts in the
Borough)**

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Beach Hut Plot Licence Fees – 2017/18 – Options

Licence Fees

There is no 'one-size-fits-all' formula for how councils set their local charging policies. The Council's charges take into account a number of factors including a need to balance its budget, market demand, competition from other service providers and comparisons with charges made by other comparable local authorities.

Care should be taken when comparing figures with other Councils as some of these Councils may be able to subsidise the costs of some beach huts through the income derived from other beach huts within their area.

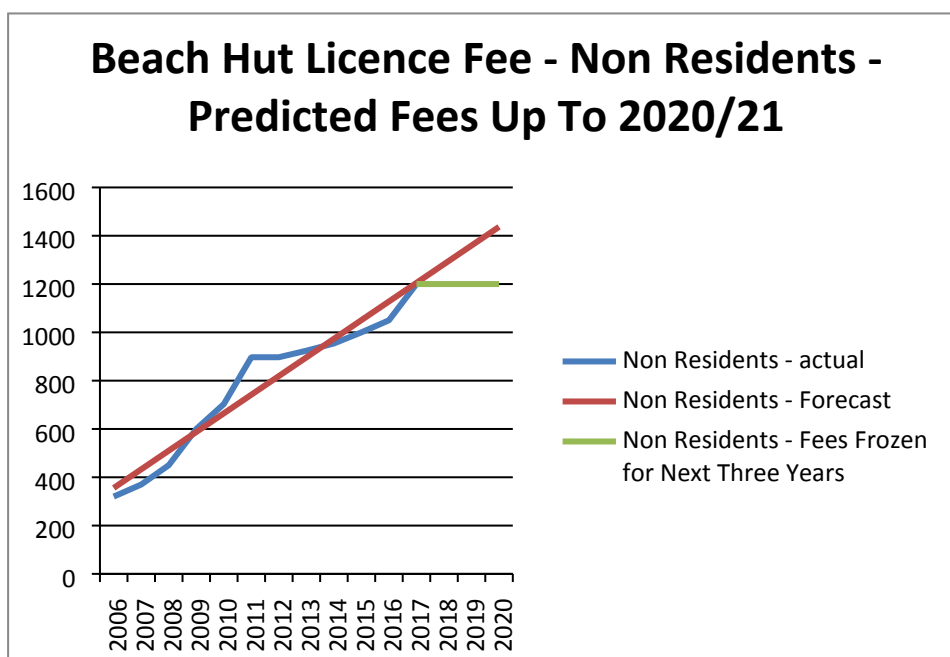
It is acknowledged that the price rise may have had a detrimental impact on the licensees and the following options have been considered:

(a) Reducing the licence fee to the average market rate

This is the option favoured by the licensees. The impact on the budget of reducing the fees for this year has been undertaken (see Appendix A) and the loss cannot be justified at this stage of the financial year particularly at a time when the Council is facing a £1m per annum deficit over the next four years. A full reduction to the average market rate would lead to the Council losing £110,658 in this year alone.

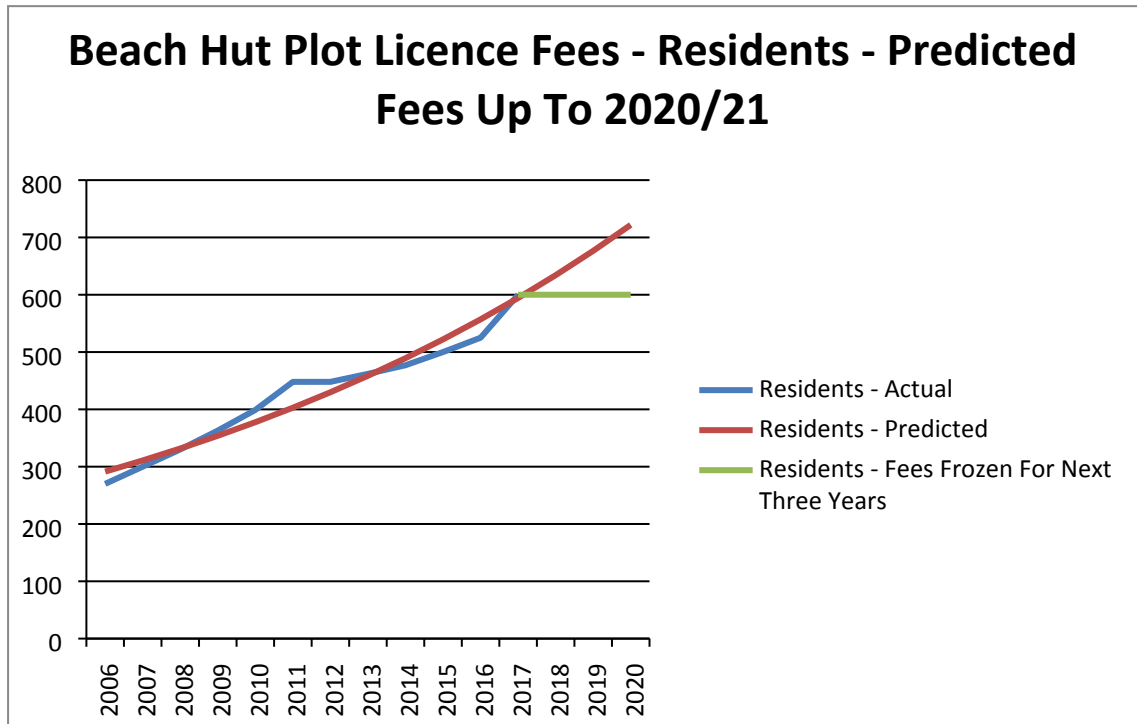
(b) Freezing the current licence fee for 3 years

Although the Council may not, at this stage in the financial year, be in a position to reduce the charges, it can afford to freeze the prices for three years. The projected savings for licensees are



Non Residents	2018/19	2019/20
Predicted Fees	£1282	1360
Predicted Saving for Licensee	£82	£160

Total Saving Over Three Years	£242
--------------------------------------	-------------



Residents	2018/19	2019/20
Predicted Fees	£634	£677
Predicted Saving for Licensee	£34	£77

Total Saving Over Three Years	£111
--------------------------------------	-------------

The projected loss to the Council will be:

	2008/19	2019/20	Total
Plot Hire - Residents	£7,406	£9,213	£16,619
Plot Hire -Non Residents	£8,971	£8,416	£17,387
			<u>£34,006</u>

The projected loss can be budgeted for in the budgets for 2018/19 and 2019/20.

(c) Make no changes

It is accepted that the Council fees in comparison with other Councils is above the average market rate before and after this year's increase. In view of the number of

complaints and the way the increase has had implemented, a lets do nothing attitude is clearly not acceptable.

Beach Hut Transfer Licence Fees

A licence grants permission to use land in consideration of a fee subject to the conditions set out in the licence: the licence does not does not create or transfer an interest in the land and is not transferable.

The beach hut survey found that other Councils have introduced a transfer fee to meet administration costs, limit profiteering, allow the Council to retain an element of financial control, claw back revenue if and when huts are sold on and have income available to provide more beach huts for those on the current waiting list.

Currently, the majority of the money raised by selling a beach hut (huts sell for up to £12,000) goes to a few private individuals and a much lower proportion to support local services.

In view of the practice adopted by other Councils, a transfer fee of £1200 was introduced. In view of the number of complaints received, the Cabinet Lead reduced this fee to £500 and suggested that this could be lowered to £100. This recommended fee will cover the administrative costs However, it would not be unreasonable for the Council to include elements in this fee, which do not relate to administrative costs. This fee will replace the previously charged administration fee.

The number of beach hut transferred is currently up to 10 a year. The income likely to be lost through these changes based on 10 transfers a year is as follows:

		2017/18 Original Transfer Fee		2017/18 Revised Fee		Suggested 2017/18 Fee	
Type of Licence	Number	Licence Fee	Potential Income	Licence Fee	Potential Income	Licence Fee	Annual Income
Private Resident	10	£1,200.00	£12,000.00	£500.00	£5,000.00	£100.00	£1,000.00
Private Non Resident	10	£1,200.00	£12,000.00	£500.00	£5,000.00	£100.00	£1,000.00
Total Potential Income			£24,000.00		£10,000.00		£2,000.00
Difference in Income					-£14,000.00		-£22,000.00

Beach Hut - Private - Licence Fee Comparison Table

Type of Licence	Number	Current Fee		Alternative Fees					
		Licence Fee	Annual Income	Licence Fee	Annual Income	Licence Fee	Annual Income	Licence Fee	Annual Income
Private Resident	219	£600.00	£131,400.00	£575.00	£125,925.00	£550.00	£120,450.00	£390.00	£85,410.00
Private Non Resident	102	£1,200.00	£122,400.00	£1,150.00	£117,300.00	£1,100.00	£112,200.00	£566.00	£57,732.00
Total Annual Income			£253,800.00		£243,225.00		£232,650.00		£143,142.00
Difference in Income					-£10,575.00		-£21,150.00		-£110,658.00

Phase 2 – Complaints Analysis

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Operations, Environmental Services and Norse Scrutiny and Policy Development Panel – Beach Huts Scrutiny

Complainants Analysis

Introduction

Following the changes to fees and charges relating to beach huts agreed at Full Council on 22 February 2017, numerous complaints from beach hut owners were received by the Council.

These changes included a rise in the annual licence fee, the removal of the ability to pay the licence fee in instalments and the introduction of a £1200 transfer fee for the sale of a beach hut.

The Cabinet Lead, under delegated powers, reduced the transfer fee and agreed that the fees could, in some circumstances, be paid by instalments.

In the view of the level of the complaints and at the request of Hayling Island ward Councillors, the Scrutiny Board on 27 June 2017 requested the Operations Scrutiny Panel to consider the issues raised in these complaints.

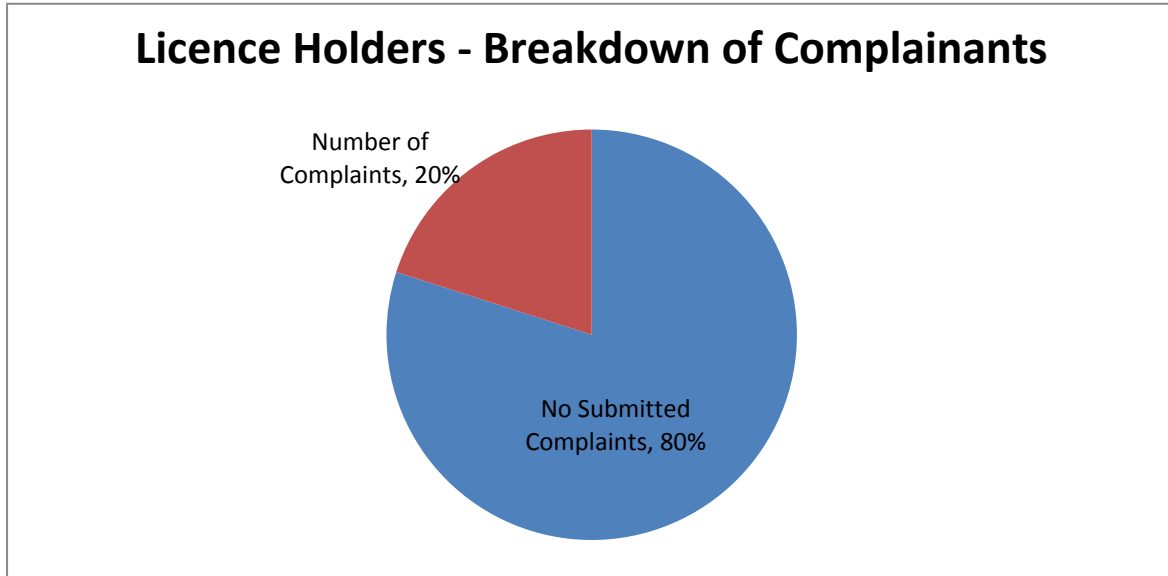
The below analyses the number of complaints received by Democratic Services, provides a breakdown of the split between resident and non-resident complaints and details the issues raised in these complaints. Every attempt has been made to obtain details of those complaints listed as “Not Stated”.

Breakdown of licences

	Total
Annual Plot Licences	335
Vacant Plots	9
Number of Plots Licensed to Residents	217
Number of Plots Licensed to Non Residents	109
Beach Hut Licences	69
Vacant Huts	3
Details Not Known	3
Number of Huts let to Residents	59
Number of Huts Let to Non Residents	4

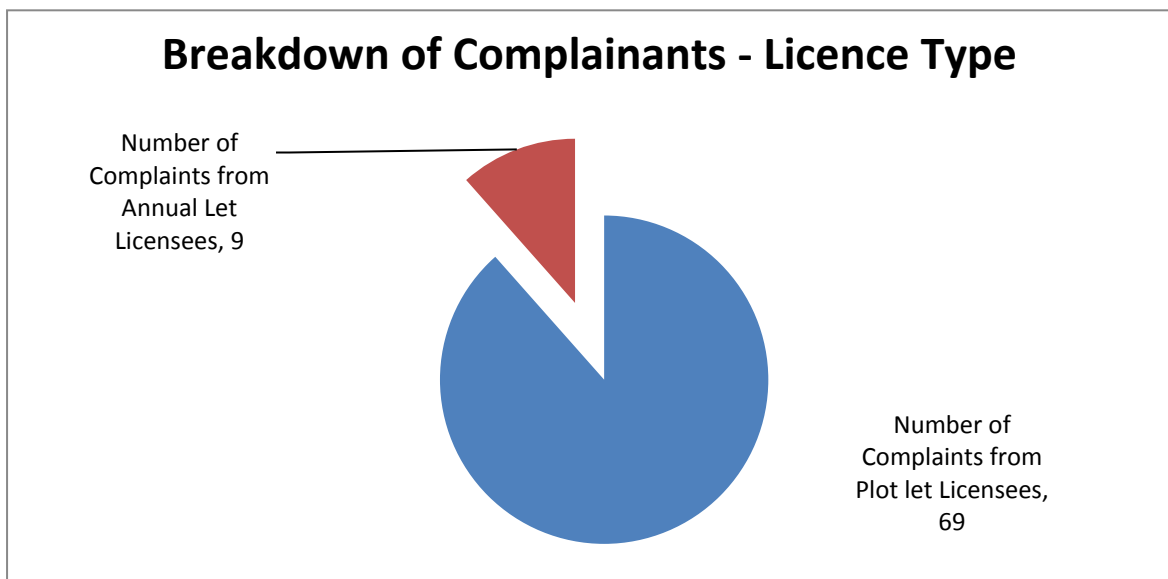
Analysis of Complaints

In total, the Council received 78 complaints from beach hut owners concerning beach huts. This is from a total of 404 beach hut licensees. As the below chart shows, this represents 20% of beach hut owners, who submitted complaints.



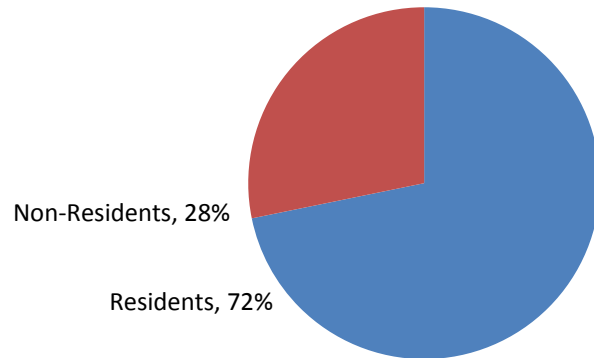
The total number of complaints received by the Council was 81 – with the further three coming from an unidentified licence holder, a Councillor and a beach hut association.

From those who submitted complaints (78), a further breakdown shows that a majority of those were received from beach hut plot licensees (i.e. rent a plot from the Council and provide their own hut). Only 9 were received from those who let a Council-owned hut on an annual basis.



A breakdown of the complainants between residents and non-residents shows that the majority of complaints were received from residents (56 out of 78 raised).

Breakdown of Complainants - Residents / Non-Residents



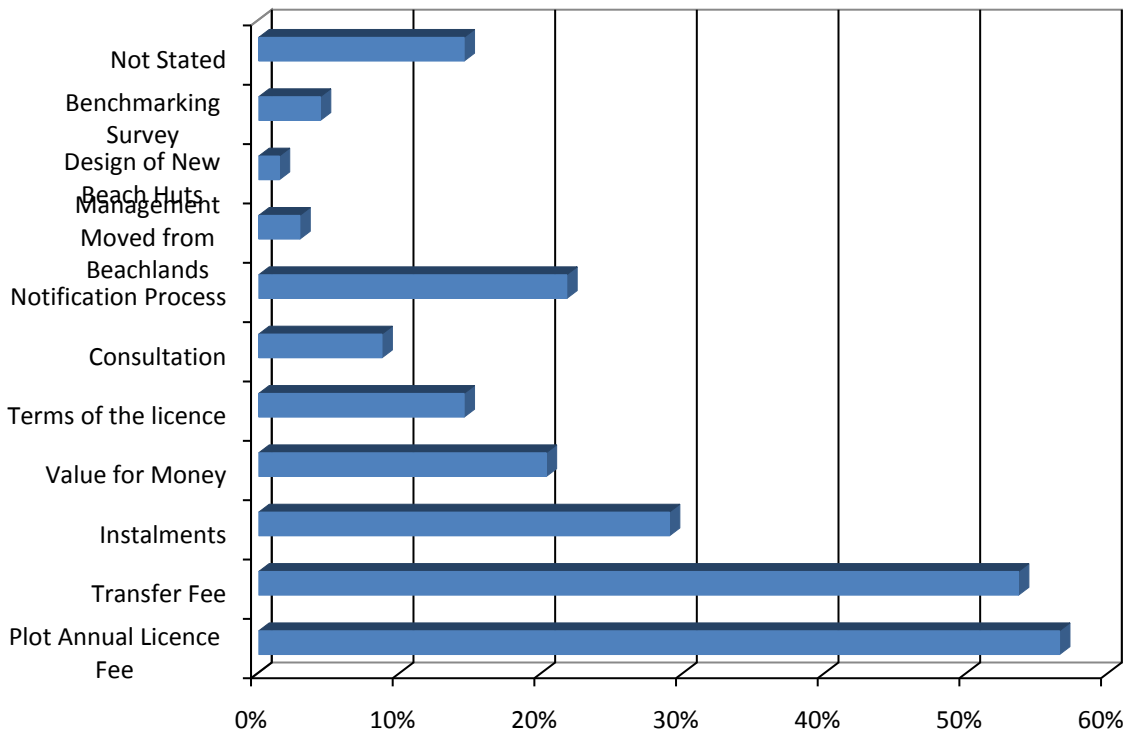
Breakdown of the Issues Raised

Of the complaints received, the following were the key issues raised by beach hut owners:

- Beach Hut Let Annual Licence Fee
- Beach Hut Plot Annual Licence Fee
- Beach Hut Transfer of licence fee
- Instalments
- Lack of facilities
- Terms of the Licence
- No Consultation
- Administrative Process
- Move from Beachlands
- Design of New Beach Huts
- Benchmarking Survey

The below chart shows the number of complainants who raised each of the above key issues, highlighting that the main concerns were:

- Beach Hut Plot annual licence fee
- Beach Hut Plot Transfer of licence fee
- Instalments



Phase 2 – Update

Benchmarking Exercise

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Findings

Plot Hire Fees

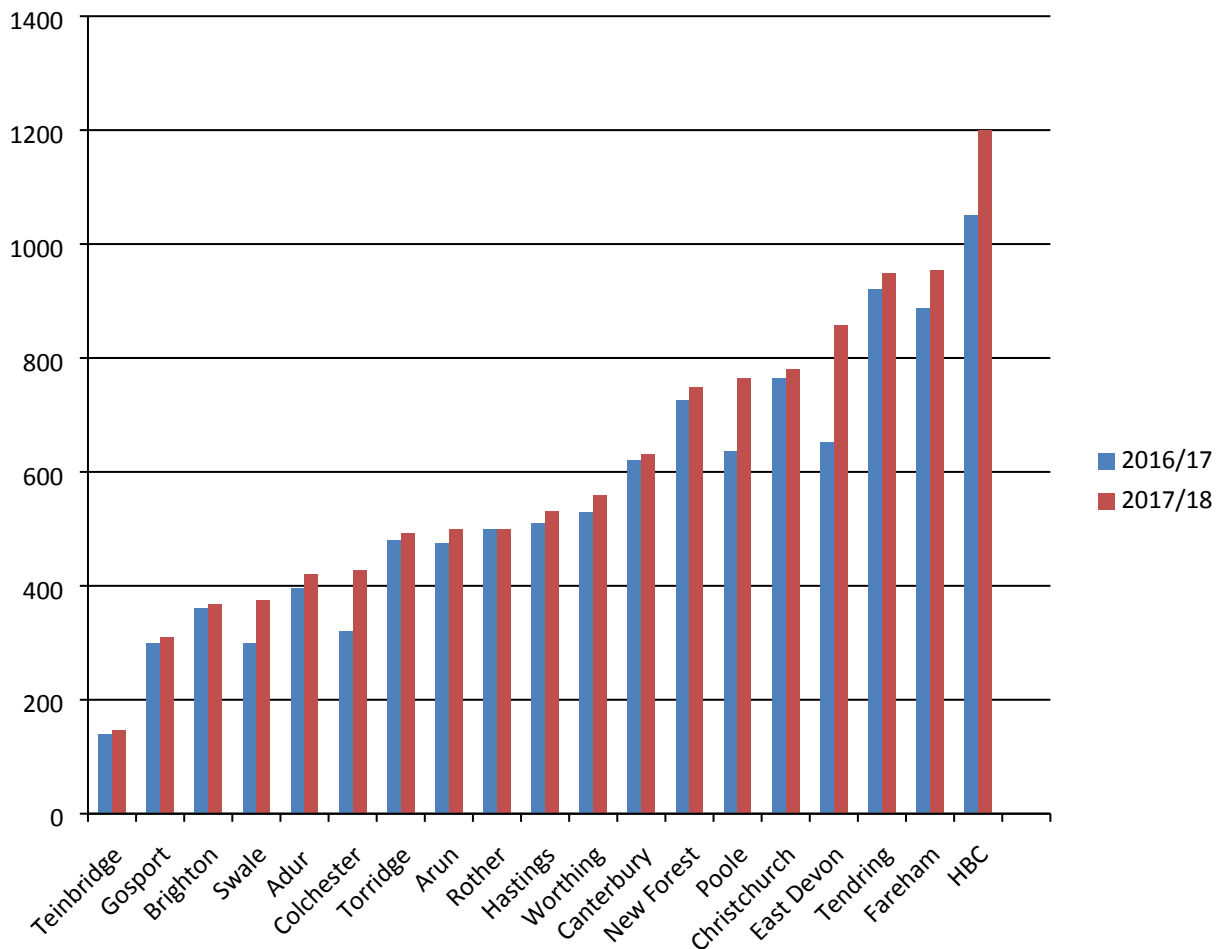
Analysis of All Councils Surveyed

In 2016/17, 19 out of 26 (73%) of the surveyed Councils licensed/leased plots to beach hut owners: the beach huts are privately owned.

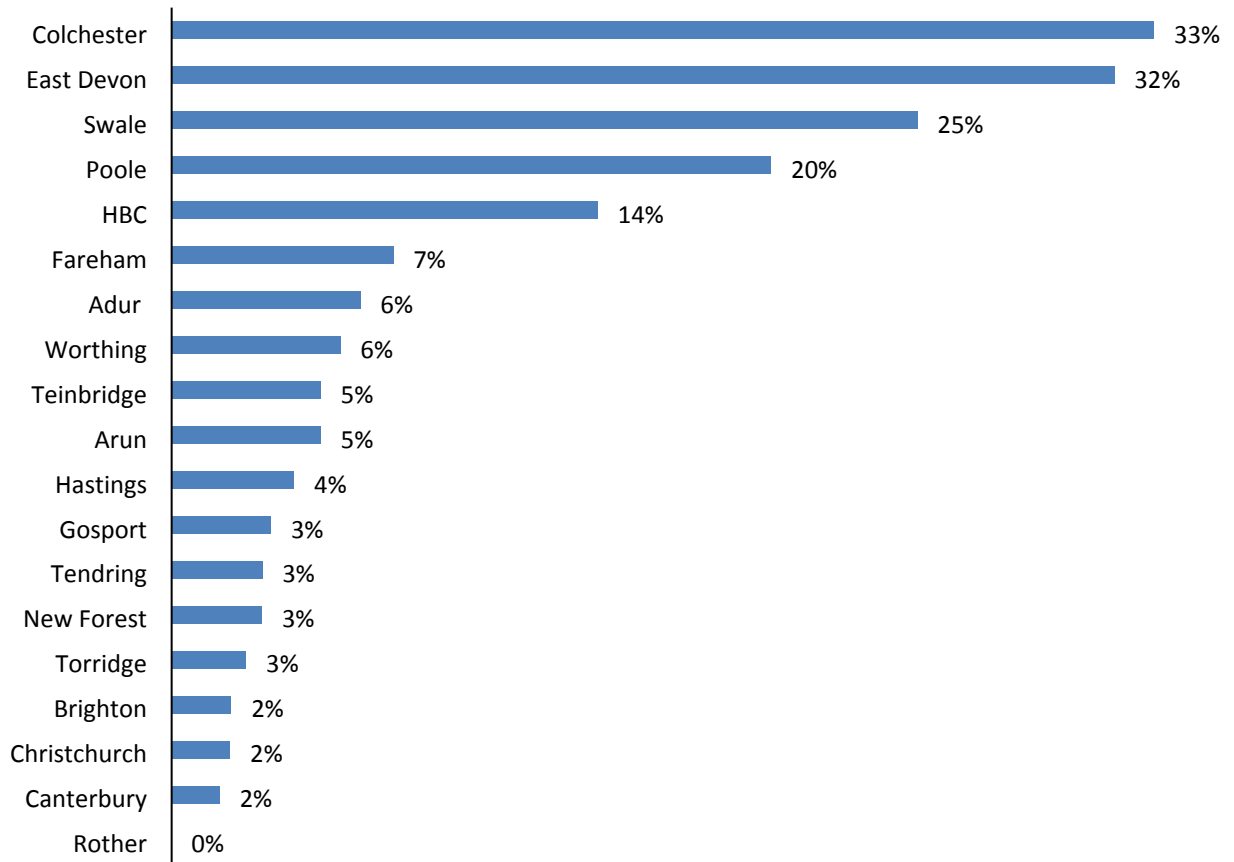
Maximum Fees

A comparison of the maximum fees charged by these 19 Councils shows that in 2016/17 the Council charged the highest maximum fee. Although 4 Councils have significantly increased their fees for 2017/18, HBC is still the highest for 2017/18. HBC's increase is above the median average of 5%. The percentage increases in the maximum fees is also set out below.

Maximum Fees Charged for Hire of Beach Huts Sites - 2016/17 to 2017/18

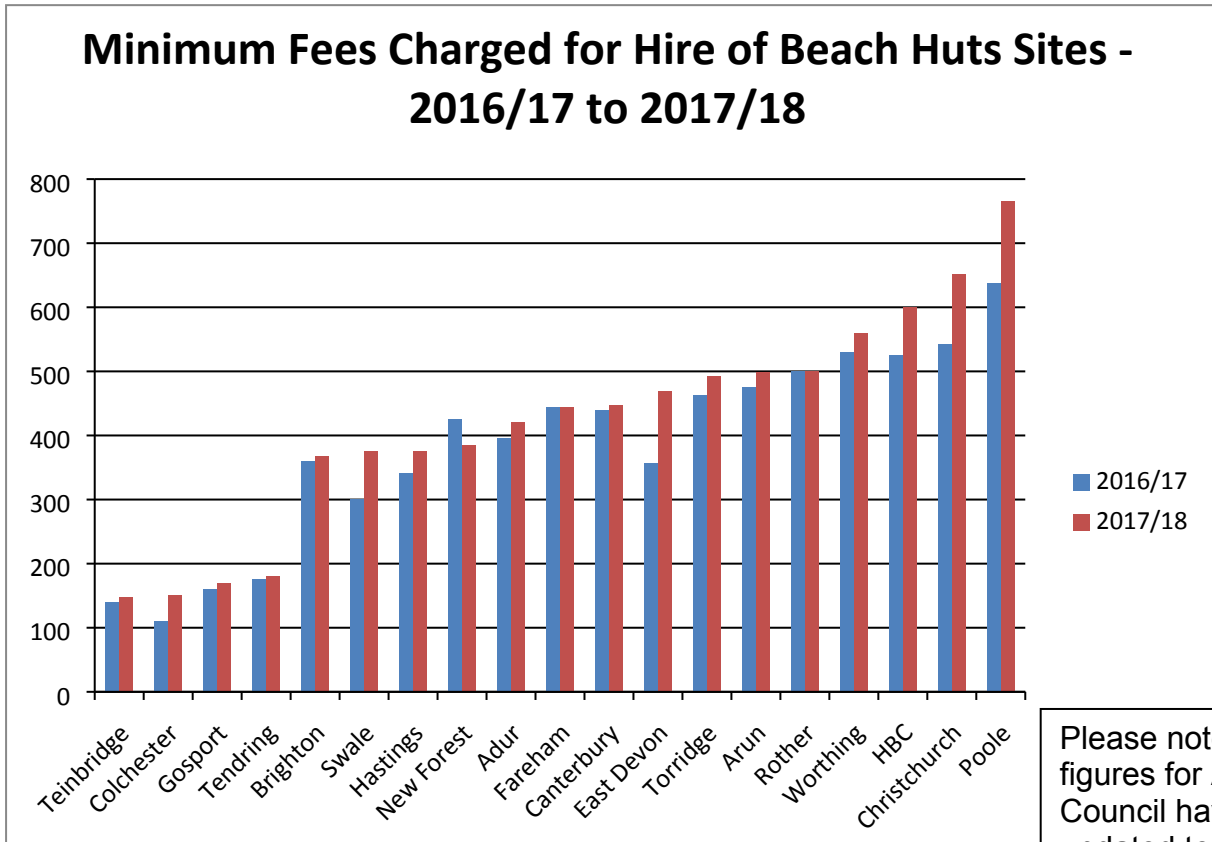


% Increase in Maximum Fees Charged for Beach Hut Plot Hire From 2016/17 to 2017/18



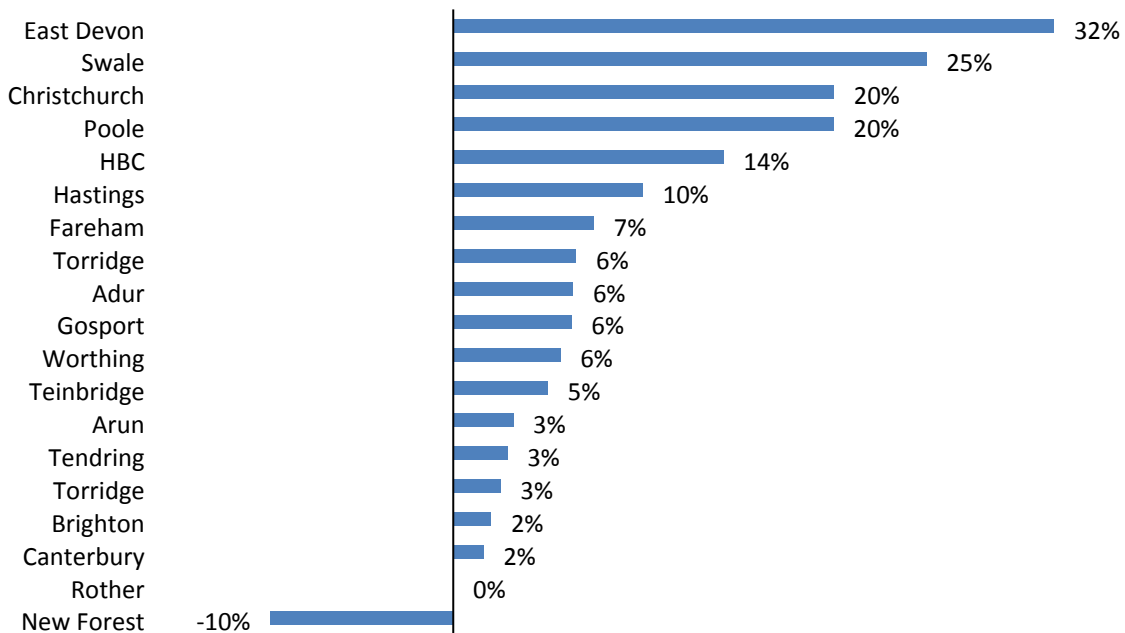
Minimum Fees

A comparison of the minimum fees charged by the 19 Councils shows that for 2016/17 shows that HBC charged the 5th highest minimum fee for the hire of beach huts sites. The Council has now risen to 3rd following the 2017/18 changes. In terms of percentage increases, HBC is above the median average (5%). See charts below.



Please note that the figures for Arun District Council have been updated to accurately reflect the correct minimum fee as £498.96 (the same as maximum).

% Increase in Minimum Fees Charged for Beach Hut Hire From 2016/17 to 2017/18



Analysis of South Coast Councils Surveyed

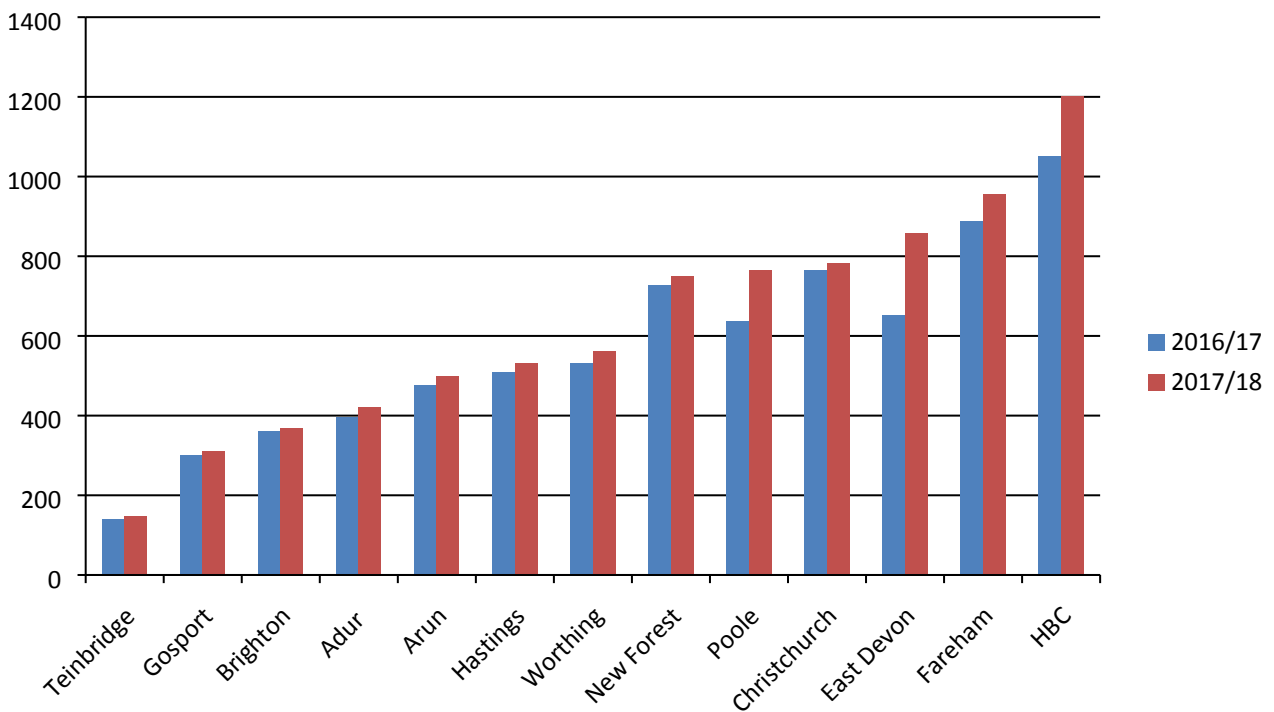
In 2016/17 13 out of the 19 (68%) Councils on the south coast, which were surveyed, licensed/leased plots to beach hut owners: the beach huts are privately owned.

Maximum Fees

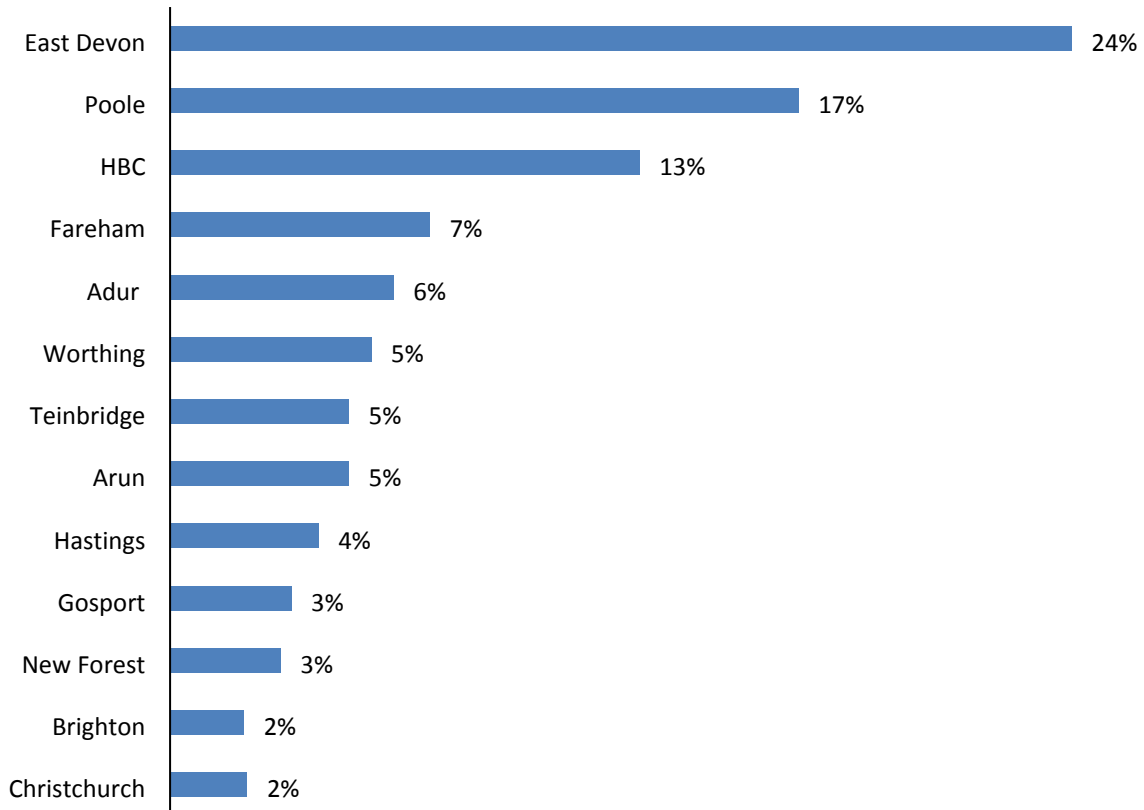
A comparison of the maximum fees charged by these 13 Councils shows that in 2016/17, HBC charged the highest maximum fee. This position has not changed since the 2017/18 increase. HBC's 13% increase is above the median average of 5%.

See charts below

Maximum Fees Charged for Hire of Beach Huts Sites BY Councils Surveyed on the South Coast - 2016/17 to 2017/18



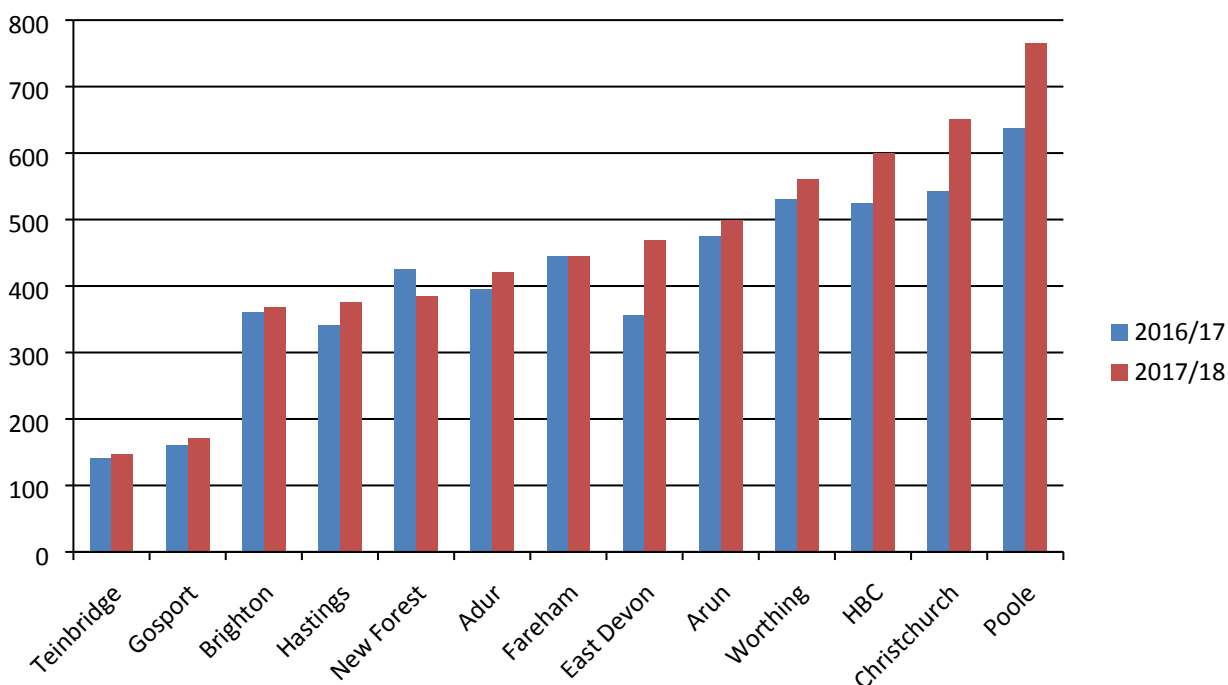
% Increase in Maximum Fees Charged for Beach Hut Plot Hire (south coast councils) From 2016/17 to 2017/18



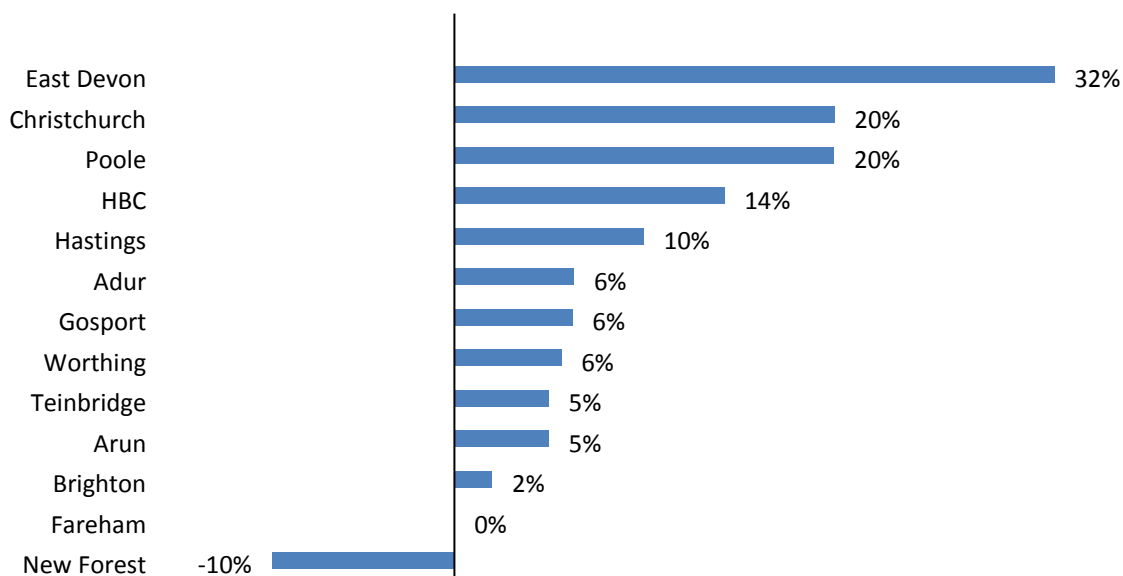
Minimum Fee

A comparison of the minimum fees charged by these 13 south coast councils shows a similar pattern to the results for all Councils surveyed (see above). The graph below illustrates how a majority of these Councils have increased their minimum charges. In terms of percentage increases, HBC is above the median average (6%). See charts below.

Minimum Fees Charged for Hire of Beach Huts Sites on the South Coast - 2016/17 to 2017/18



% Increase in Minimum Fees Charged for Beach Hut Plot Hire (south coast councils) From 2016/17 to 2017/18



Trends

It has been difficult to obtain details of previous fees charged by Councils included in the survey. However an analysis of the figures obtained are set out in the tables below

% Increase In Fees for Beach Hut Plots Charged to Residents				
		Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC		100%	34%	26%
Gosport		68%	19%	15%
Teignbridge				13%
Tendring	Max	-34%	12%	9%
	Min	40%	14%	10%
Adur	Max		25%	25%
	Min		25%	20%
Worthing			25%	19%
Fareham				17%

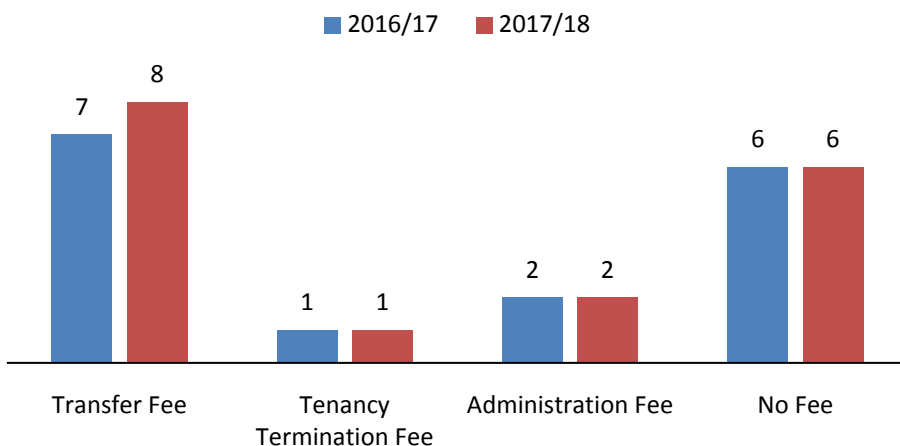
% Increase In Fees for Beach Hut Plots Charged to Non Residents				
		Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC-	Existing Licensees	275%	34%	26%
	New Licensees	122%	34%	26%
Teignbridge				13%
Tendring - Max		-6%	12%	9%
Tendring - Min		74%	31%	27%
Adur			25%	20%
Worthing			25%	19%
Fareham				26%

Beach Hut Plot Transfer Licence Fee

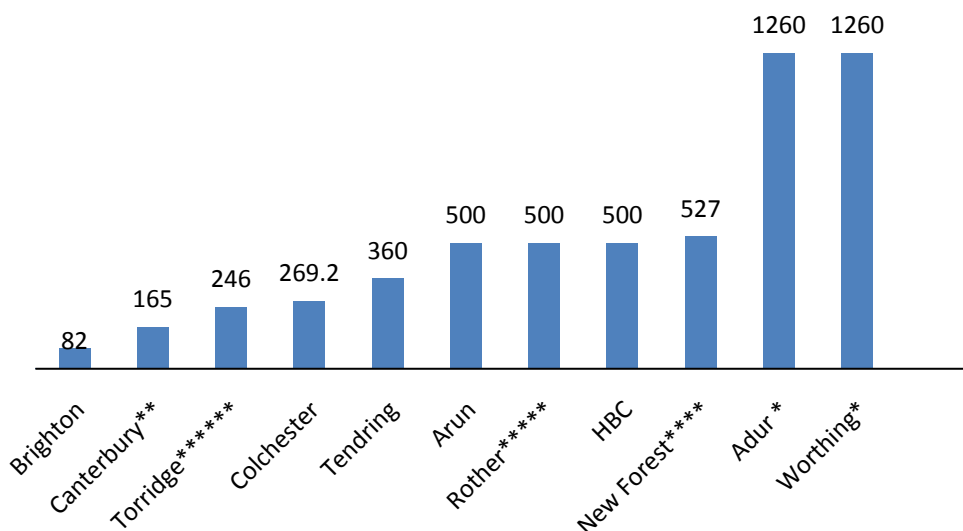
Overall a majority of Councils surveyed charge some sort of fee when a plot is transferred/terminated. In 2017/18 10 out of 16 Councils charged a fee for the transfer of a licence, representing 63% of the Councils surveyed.

It is difficult to compare transfer fees with all Councils surveyed as some have a fee which is based on variable factor e.g. A percentage of the sale price of the beach hut, or square meterage multiplied by the Council's licence fee etc. The following chart illustrates a comparison of the Council's fee with other Councils, where it is possible to quantify the fee. HBC charges the median fee (£500)

How Many Council's Surveyed That Charge a Fee When a Plot is Transferred ?



Fees Charged When Beach Hut Plots Are Sold 2017/18 (£)



- * Minimum Fee that can be charged
- ** Fee charged to outgoing tenant plus fee payable by new tenant)
- **** Minimum Fee
- ***** Free for next of kin transfer
- ***** Minimum Fee

Annual Hut Licence

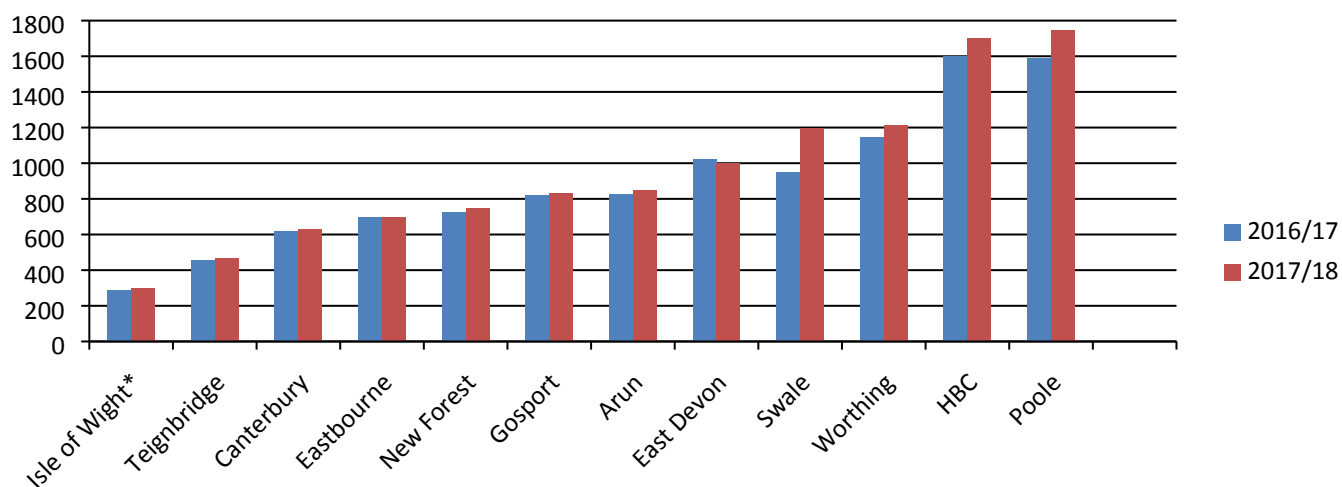
Analysis of All Councils Surveyed

12 out of 26 (46%) of the surveyed Councils included in this analysis, let Council owned beach hut on an annual basis.

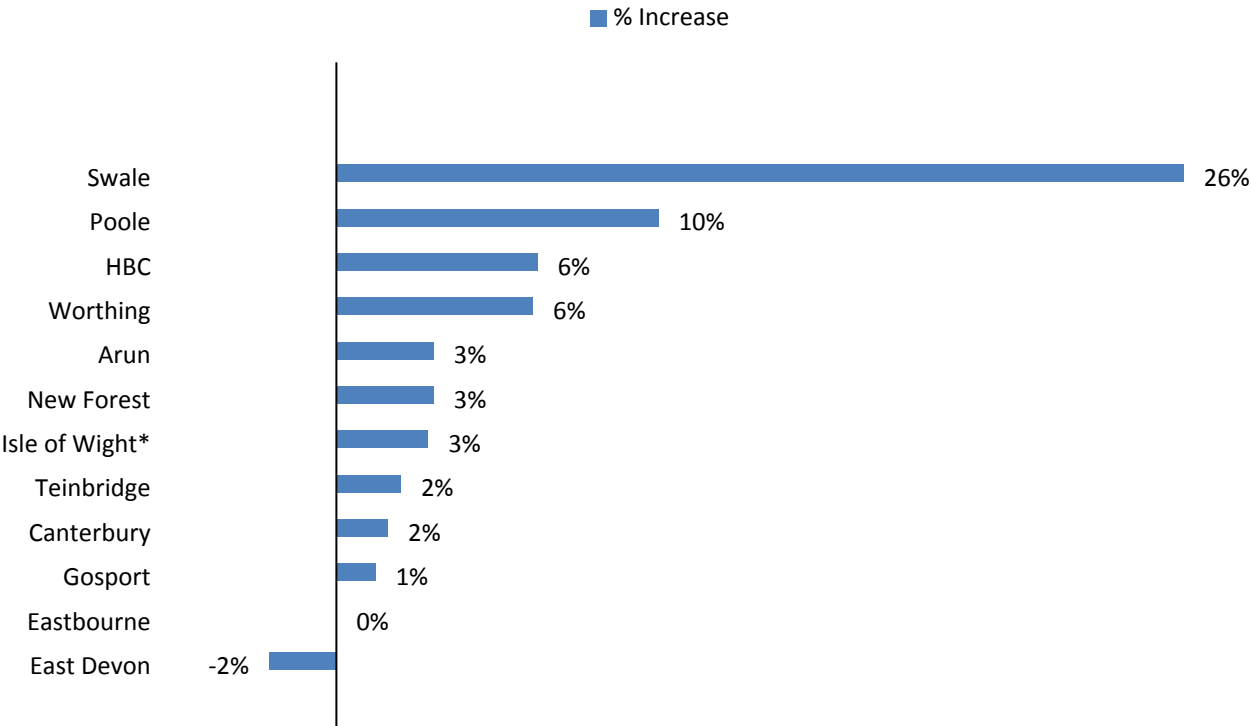
Maximum Fees

A comparison of the maximum fees charged by these 12 Councils shows that in 2016/17 the Council charged the 2nd highest maximum fee. Following the increases in 2017/18 this position has not changed. However, other Councils have significantly increased their fees for 2017/18.

Maximum Fees Charged for Annual Beach Hut Hire - 2016/17 to 2017/18



% Increase in Maximum Fees Charged for Annual Beach Hut Hire From 2016/17 to 2017/18

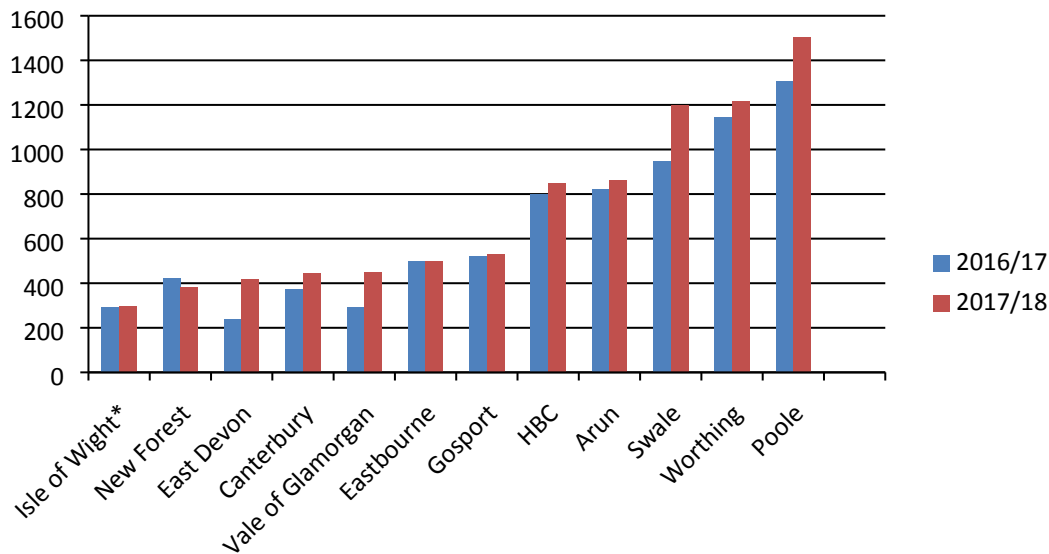


* the Isle of Wight Council fees as been based on their prices book.

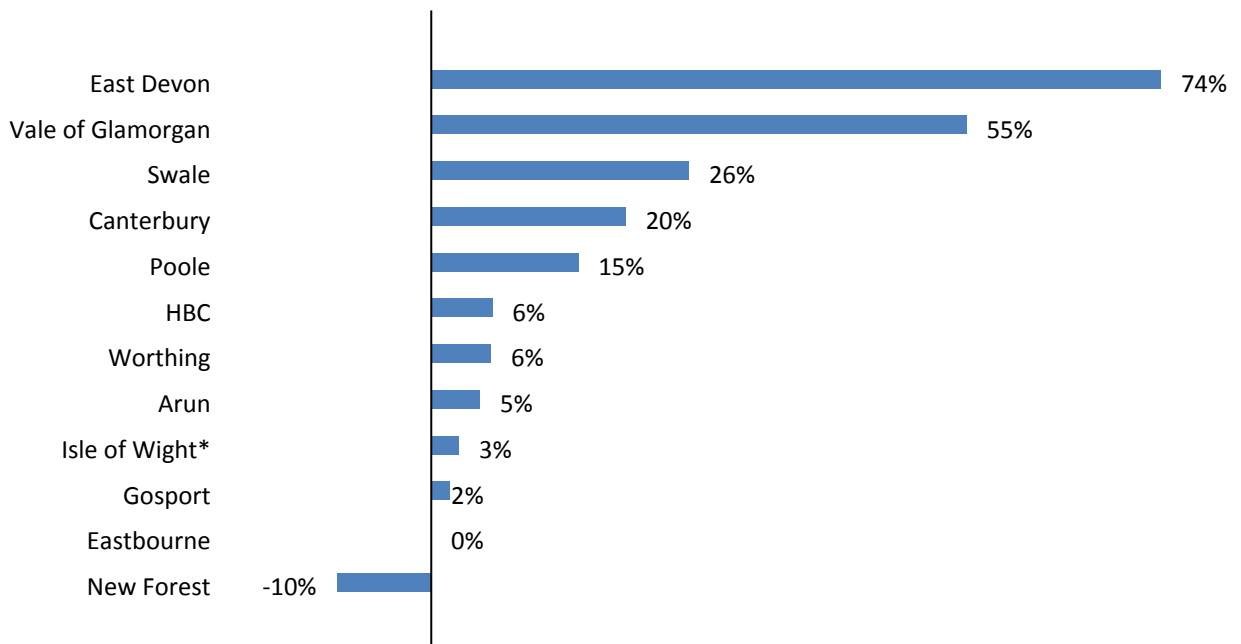
Minimum Fees

A comparison of the minimum fees charged by the 12 Councils show that for 2016/17 HBC charged the 5th highest minimum fee for the hire of beach huts sites. This situation has not changed for 2017/18. HBC's rise is the median percentage rise (6%).

Minimum Fees Charged for Annual Beach Hut Hire - 2016/17 to 2017/18



% Increase in Minimum Fees Charged for Annual Beach Hut Hire From 2016/17 to 2017/18



Analysis of South Coast Councils Surveyed

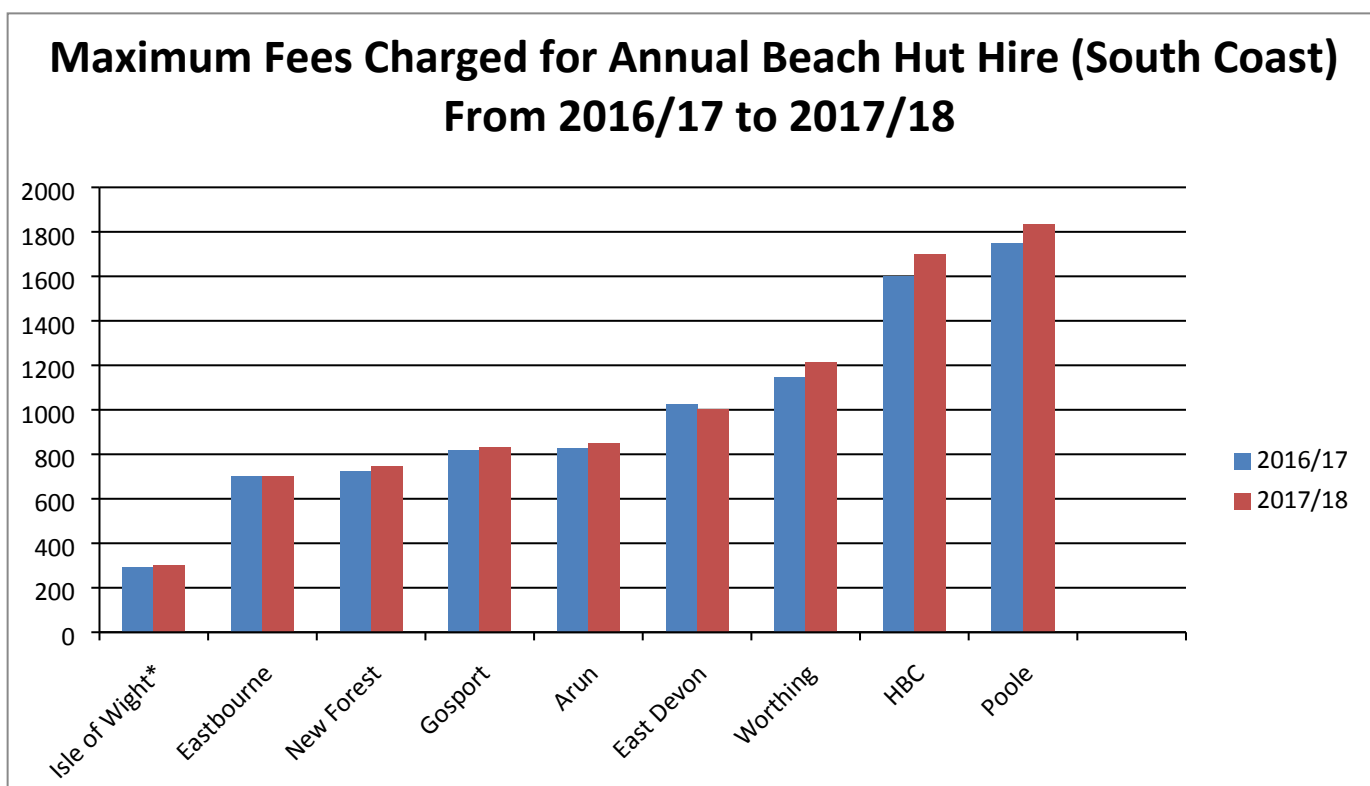
9 out of the 19 (47%) Councils on the south coast, which were surveyed, let Council owned beach huts on an annual basis.

A number of these Council charged different fees for sites. Therefore, a comparison has been made of the maximum and minimum fees charge by the Councils

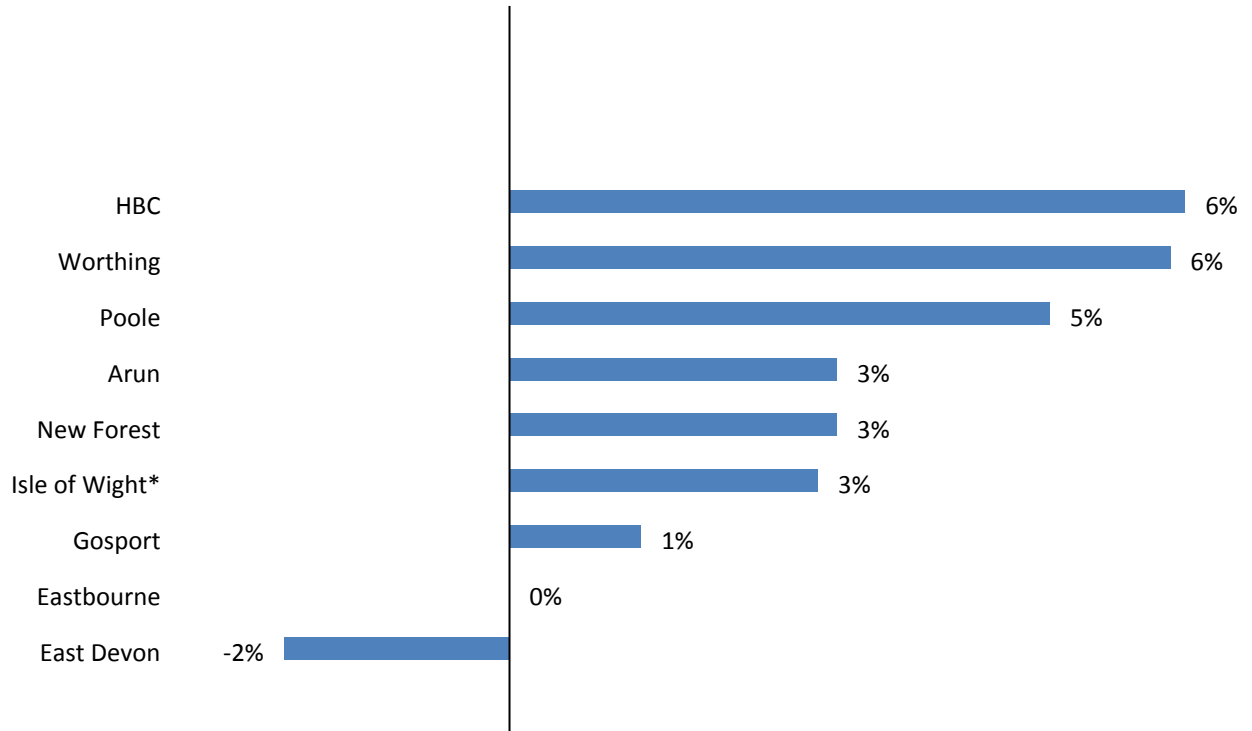
Maximum Fees

A comparison of the maximum fees charged these 10 Councils shows that in 2016/17 the Council charged the 2nd highest maximum fee. This position has not changed for 2017/18. The figure below shows that the Council's fee is not significant higher than the fees charged by Councils with a lower fee. HBC's 6% increase is above the median average of 3%.

See figures below



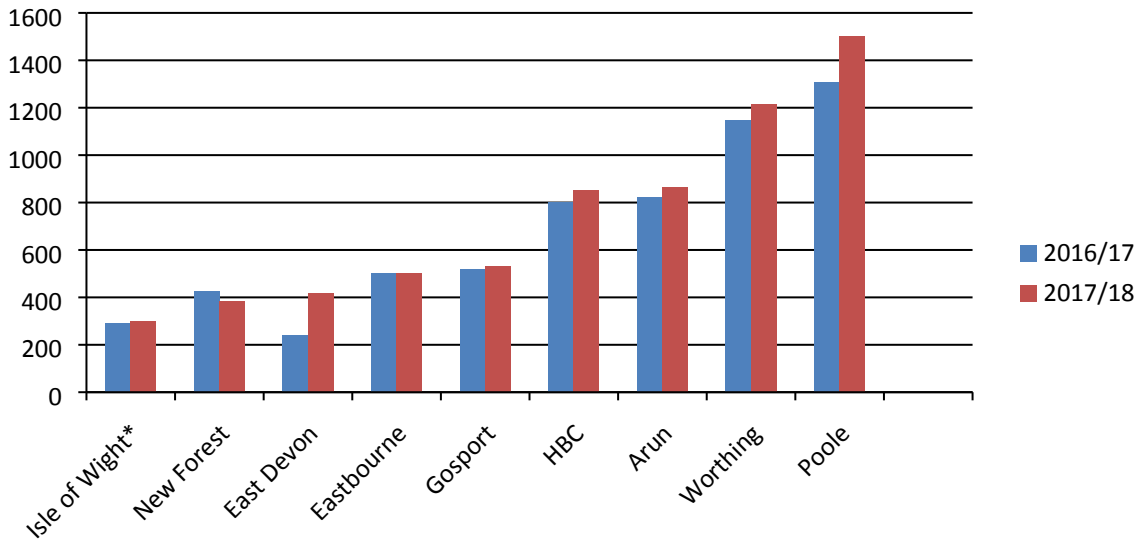
**% Increase in Maximum Fees Charged for Annual Beach Hut Hire (South Coast)
From 2016/17 to 2017/18**



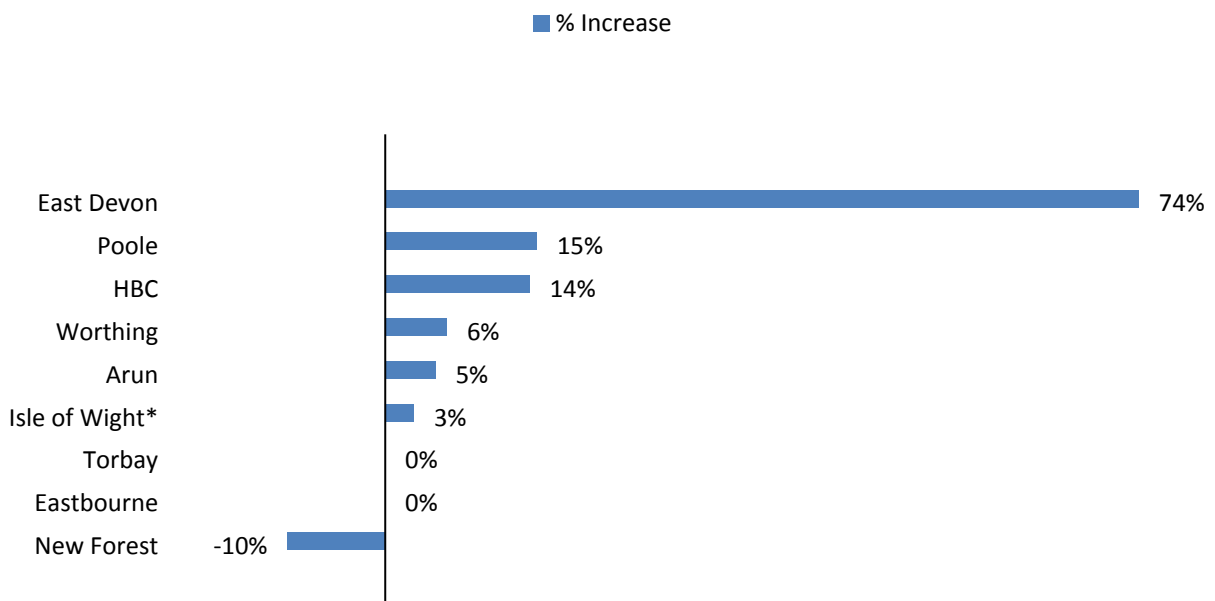
Minimum Fees

A comparison of the minimum fees charged by the 9 Councils shows that for 2016/17 HBC charged the 4th highest minimum fee for the hire of beach huts sites. This situation has not changed for 2017/18 . HBC's rise is above the median percentage rise (4%).

**Minnum Fees Charged for Annual Beach Hut Hire
(South Coast)
From 2016/17 to 2017/18**



**% Increase in Minimum
Fees Charged for Annual Beach Hut Hire (south Coast)
From 2016/17 to 2017/18**



TRENDS

Trends

It has been difficult to obtain details of previous fees charged by Councils included in the survey. However an analysis of the figures obtained are set out in the tables below

% Increase In Fees for Beach Hut Hire Charged to Residents			
	Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC	62%	27%	19%
Gosport	61%	11%	15%
Worthing		236%	19%

% Increase In Fees for Beach Hut Hire Charged to Non Residents			
	Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC	183%	27%	19%
Gosport	62%	27%	19%
Worthing		236%	19%

Beach Hut Benchmarking Survey – Updated July 2017

APPENDIX A

Council	Rent / Licence / Lease	Charge 2016/17 (£)		Charge 2017/18 (£)		% Change	Transfer Fee
Adur	Council Chalets – Rented	Max	1245	Max	1282	+55	
		Min	825	Min	850	+3	
	Beach Hut Sites- Annual Licence	Max	395	Max	420	+6	
		Min	395	Min	420	+6	
Arun	Council Huts -Annual Lease	Max	822.17	Max	863.27	+3	5 yr lease £500 assignment fee
		Min	822.17	Min	863.27	+3	
	Council Sites – Annual fee for lease of the land)	Max	475.20	Max	498.96	+5	
		Min	475.20	Min	498.96	+5	
Brighton and Hove	Council Site – Annual Licence	Max	360	Max	367.20	+2	£82 admin fee but has no involvement in private sale transactions
		Min	360	Min	367.20	+2	
		Max	621	Max	631	+2	Option to sublet – 20% of market rent

Council	Rent / Licence / Lease	Charge 2016/17 (£)		Charge 2017/18 (£)		% Change	Transfer Fee
	licence fee	Min	373	Min	447	+2	Assignment Administration fee £115 (outgoing tenant) Registration Fee £50 (new tenant)
Christchurch	Council Sites – Annual Licence	Max	765	Max	781	+2	Transfer fee determined by square meterage of site multiplied by Council fee
		Min	542	Min	651	+20	
Bournemouth	Council Sites – Annual Site Rental	Max	321	Max	426.70	+33	Transfer fee £269.20 (transfer to husband, wife, child or parent fee of charge)
		Min	109.70	Min	150.40	+37	
East Devon	Beach Huts – Annual Rent	Max	1023.35	Max	1002	-2	
		Min	239	Min	417	+74	
	Council Sites – Annual Rent	Max	652	Max	858	+32	
		Min	356	Min	469	+32	
East Lindsey	Council Chalets (Transferred to Parish Council)						
Eastbourne	Council Beach Huts – Annual	Max	700	Max	700	0	
		Min	400	Min	400	0	
Fareham	Council Sites - Annual	Max	888	Max	954	+7	

Council	Rent / Licence / Lease	Charge 2016/17 (£)		Charge 2017/18 (£)		% Change	Transfer Fee
		Min	Max	Min	Max		
	Rent	Min	444	Min	444	0	
Gosport	Council Beach Huts – Annual Charge	Max	820	Max	830	+1	
		Min	520	Min	530	+2	
	Council Sites – Annual Charge	Max	300	Max	310	+3	
		Min	160	Min	170	+6	
Hastings	Council Sites – Annual Licence	Max	509.42	Max	530.36	+4	Licence terminated when site is sold or transferred
		Min	341	Min	375.17	+10	
Page 18 AVANT	Council Beach Huts – Annual Licence	Max	1600	Max	1700	+6	Plot Transfer fee £500
		Min	800	Min	850	+6	
	Council Sites – Annual Licence	Max	1050	Max	1200	+14	
		Min	525	Min	600	+14	
Isle of Wight	Council Beach Huts ¹	Max	290.70	Max	299	+1047	
		Min	290.70	Min	299	+3	
New Forest	Council Sites, Annual Rental	Max	726	Max	748	+3	Max Transfer fee £789
		Min	425	Min	384	-10	Min Transfer fee £527

¹ There is a discrepancy in the prices book and other information in the Council's web site. The information included in this survey is based on the prices book. It appears that the Council is in the process of providing new beach huts and proposes to lease them for £10,000 over three years.

Council	Rent / Licence / Lease	Charge 2016/17 (£)		Charge 2017/18 (£)		% Change	Transfer Fee
Poole	Council Beach Huts – Annual Hire	Max	1748	Max	1835.40	+5	
		Min	1306	Min	1502	+15	
	Council Sites – Annual Hire	Max	637	Max	765	+20	
		Min	637	Min	765	+20	
Portsmouth	Council Beach Huts – Annual Hire	Max	967	Max	978	+1	
		Min	967	Min	978	+1	
Page 188 Other ²	Council Sites – Annual Hire	Max	500	Max	500	0	1 x annual licence fee charged for transfer of plot licence (free for next-of-kin transfer). Waiting lists are maintained and must be sold to next in waiting list.
		Min	500	Min	500	0	
Swale	Council Beach Huts – Annual Hire	Max	950	Max	1200	+26	
		Min	950	Min	1200	+26	
	Council Sites – Annual Hire ³	Max	300	Max	375	+25	
		Min	300	Min	375	+25	
Teignbridge	Council Sites – Annual Hire	Max	140	Max	147	+5	
		Min	140	Min	147	+5	

² Also has seasonal sites for tents at £348 for tents. Not Known if includes water, gas or electricity supply

³ Must be member of the Minster Beach Association

Council	Rent / Licence / Lease	Charge 2016/17 (£)		Charge 2017/18 (£)		% Change	Transfer Fee
		Max	Min	Max	Min		
Tendring	Council Sites – Annual Licence	Max	920	Max	948	+3	£360 administration fee charged for application for site licence following change of hut ownership
		Min	175	Min	180	+3	
Torbay	Council Beach Huts – Annual Hire	Max	0	Max	731	+41	
		Min	0	Min	731	+41	
	Council Sites – Annual Hire	Max	0	Max	456	N/A	
		Min	0	Min	456	N/A	
Porrridge	Council Sites – Annual Hire	Max	480	Max	492	+3	Tenancy termination fee of between £246 to £492, depending on the time of year
		Min	480	Min	492	+3	
Vale of Glamorgan	Council Beach Huts – Annual Hire	Max	416	Max	600	+44	
		Min	291	Min	450	+55	
Worthing	Council Huts - Rented	Max	1145	Max	1215	+6	
		Min	1145	Min	1215	+6	
	Beach Hut Sites – Annual Licence	Max	530	Max	560	+6	BH Sites – A charge is made to the seller of the beach hut at 3x the current annual licence fee or 10% of the sale price (whichever is the greater value).The charge will be inclusive of VAT at 20%.
		Min	530	Min	560	+6	

Council	Rent / Licence / Lease	Charge 2016/17 (£)	Charge 2017/18 (£)	% Change	Transfer Fee
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Not Included in Survey

Phase 2 - Beach Hut Licence Fees –2017/18

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Beach Huts Fees 2017/18

	Price 16/17 £	Price 17/18 £	% Change
Beach Hut Let (non-Resident)	1,600.00	1,700.00	6.3%
Beach Hut Let (Resident)	800.00	850.00	6.3%
Beach Hut Plot Licence Fee (Non-Resident)	1,050.00	1,200.00	14.3%
Beach Hut Plot Licence Fee (Resident)	525.00	600.00	14.3%
Beach Hut Plot Transfer of Licence*	-	1,200.00	NEW

*amended by Cabinet Lead delegated decision

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**Havant Borough Council
Record of Decision**

Non Key Decision

1. **TITLE:** Approval of Amended Fees and Charges

2. **PURPOSE OF DECISION**

To amend the cricket pitch and cemetery fees and charges that were approved by Council and adjust the “Transfer Fee” and amend instalment payment rule in relation to Beach Huts as outlined in the report.

3. **DECISION MADE BY:** Deputy Leader and Cabinet Lead for Operations, Environmental Services and NORSE

4. **DECISION:**

a. The fees and charges for the following remain at the level set for 2016/17 and not be increased or changed for this financial year

- Cricket Pitch (Senior 18+) (full facilities with attendant)- the charge to be £128
- Cricket Pitch (Senior 18+) (full facilities without attendant) — the charge to be £74.00

b. The Beach Hut fees be amended as follows

- £1200 Transfer of Licence fee to be reduced to £500 in 2017/18 and rising to £1,000 in 2018/19.
- Any beach hut customer who was paying in 12 monthly instalments last year will be offered 6 monthly instalments by direct debit this financial year if they contact Norse SE and in 2018/19 and beyond all fees to be paid in full within 28 days of receipt of a billing letter.

c. The Descriptions of the following fees and charges be amended as follows:

- Cemeteries 1 (Person under 12 years) — To read “Persons under 16 years”
- Cemeteries 2. — Persons of 12 years and over- To read “Person of 16 years and over”

d. The following fees and charges be increased as follows:

- Cemeteries 13e.— the charge to be £250. (This was incorrectly labelled as £190.00 in the 2016/17 charges – the charge was £225.00 in 2016/2017)

5. **DOCUMENT CONSIDERED:** Report

Decision Status	Date of Decision Made	Call In Expiry Date
Recommendations Approved (subject to call-in)	28 June 2017	6 July 2017

HAVANT BOROUGH COUNCIL

Delegated Decision by Cabinet Lead

Decision By: Tony Briggs, Deputy Leader

Issue Title: Approval of amended fees & charges

**Report by: Carl Mathias
Strategic Procurement Project Manager**

Key Decision: No

1.0 Purpose of Report

1.1 To amend cricket pitch and cemetery Fees and Charges that were approved by Council and adjust the "Transfer Fee" and amend instalment payment rule in relation to Beach Huts as outlined in Section 3.

2.0 Decision Required

2.1 The fees and charges for the following remain at the level set for 2016/17 and not be increased or changed for this financial year

- Cricket Pitch (Senior 18+) (full facilities with attendant)- the charge to be £128
- Cricket Pitch (Senior 18+) (full facilities without attendant) — the charge to be £74.00

2.2 The Beach Hut fees be amended as follows

- £1200 Transfer of Licence fee to be reduced to £500 in 2017/18 and rising to £1,000 in 2018/19.
- Any beach hut customer who was paying in 12 monthly instalments last year will be offered 6 monthly instalments by direct debit this financial year if they contact Norse SE and in 2018/19 and beyond all fees to be paid in full within 28 days of receipt of a billing letter.

2.3 The Descriptions of the following fees and charges be amended as follows:

- Cemeteries 1 (Person under 12 years) — To read “Persons under 16 years”
- Cemeteries 2. — Persons of 12 years and over- To read “Person of 16 years and over”

2.4 The following fees and charges be increased as follows:

- Cemeteries 13e.— the charge to be £250. (This was incorrectly labelled as £190.00 in the 2016/17 charges – the charge was £225.00 in 2016/2017)

3.0 **Summary**

3.1 It has been noticed that some of the charges for hire of the Councils cricket pitches and for the internment of additional caskets in an occupied space at the Council’s cemeteries have been increased where the approved budget does not require these increases. It is recommended that these fees and charges remain at the 2016/17 level.

3.2 In response to views expressed by current beach hut owners, it is recommended that the proposed Transfer of Licence fee be introduced over two years and monthly instalment scheme be offered to a limited number of beach hut licensees in relation to beach hut fees.

4.0 **Implications**

4.1 Resources:

The reduction in Transfer Fee will reduce the payment to the Council if any Beach Hut owners sell their huts as per the reduced fees above

4.2 Legal: No issues

4.3 Strategy: In line with the Council's strategy on Fees & Charges

4.4 Risks: Need to manage relationship with beach hut owners/renters

4.5 Communications: (set out details of any third party communications) Charges will be communicated to beach hut owners/renters

4.6 For the Community:

Beach Hut amendments reduce the financial burden to Hut owners who sell their Huts and an instalment option for those previously using this process of payment, responding to concerns raised by beach hut owners/renters.

5.0 The Integrated Impact Assessment (IIA) has been completed and concluded the following: N/A

6.0 Consultation N/A

Agreed  [Councillor Tony Briggs]

Date 

Background Papers: N/A

Signed off by:

Legal Services: 30 May 2017

Head of Service: Tim Slater 30/05/2017

Head of Finance and Assets: 28 June 2017

Contact Officer: Carl Mathias
Job Title: Strategic Procurement Project Manager
Telephone: 01730 234351
E-Mail: carl.mathias@easthants.gov.uk

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Phase 1 - Current Financial Position

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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Scrutiny Project – Review of Provision of Beach Huts in the Borough

Financial Queries on HBC Budget

Responses to Financial Queries on HBC Budget

The total underspend from last years budget

- o Total HBC underspend was £1,285k

How was this was allocated into this years budget

- o Carry forward requests = £571k
- o Remaining underspend added to reserves = £714k

Is there an anticipated underspend this year

- o No, an overspend is being forecast, accepting it is very early in the year, and there is a tendency for the position to be more favourable towards the end of the year.. The current forecast is for a £1,603k overspend

Is the expected profit to the Council more or less than expected from NORSE.

The profit share from Norse was more than had been assumed in the budget. There of course other variances, but the profit share is as follows:

	Budgeted	Actual	Profit/(Loss)
2016/17 HBC Profit Share	£98,000	£145,929	£47,929

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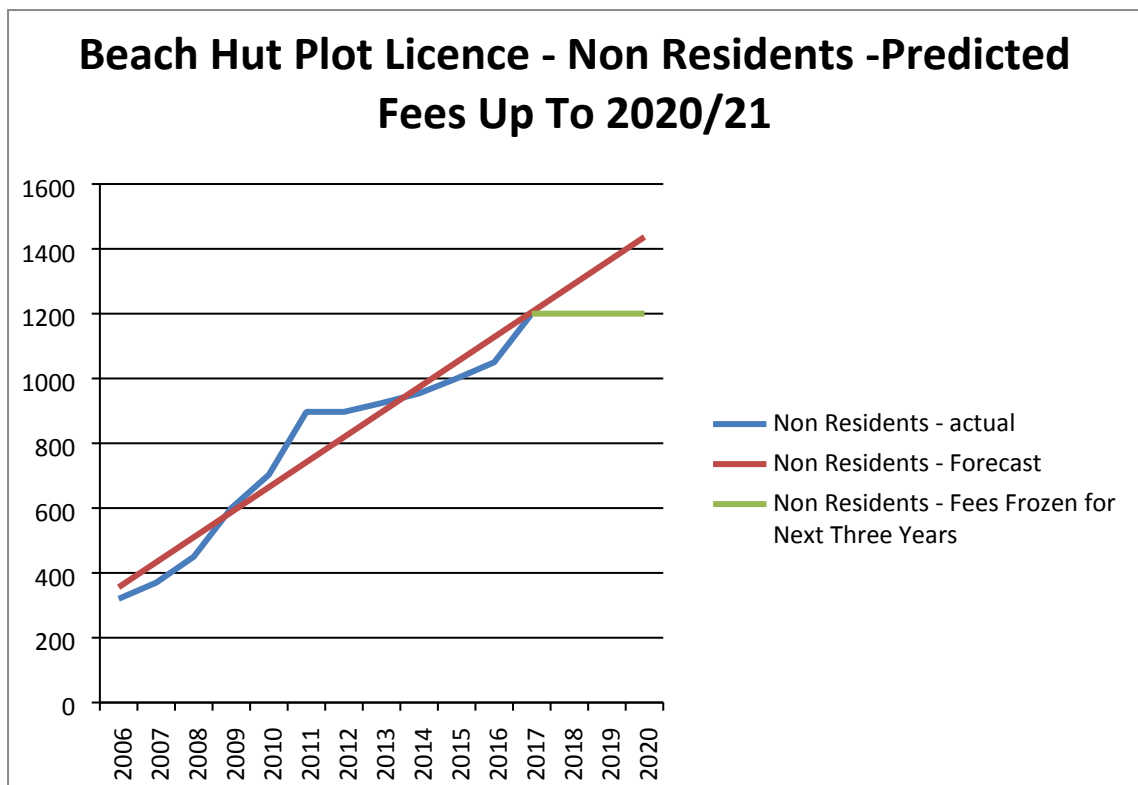
Review of Beach Hut Plot Licence Fees and Charges – Predicted Savings to Licensees if Fees are Frozen until 2020/21

Beach Hut Plots Licence - Non Residents

The projected savings for non residents for plot hire are:

	2018/19	2019/20	2020/2021
Predicted Fees	£1282	1360	1437
Predicted Saving for Licensee	£82	£77	£154

Total Saving Over Three Years	£314
--------------------------------------	------



Beach Hut Plots Licence - Residents

The predicted savings for residents are as follows

	2018/19	2019/20	2020/2021
Predicted Fees	£634	£677	£722
Predicted Saving for Licensee	£34	£77	£122

Total Saving Over Three Years	£233
--------------------------------------	------

Beach Hut Plot Licence - Residents - Predicted Fees Up To 2020/21



Predicted loss in Income

	2008/19	2019/20	2020/2021	Total
Plot Hire - Residents	£7,406	£16,619	£26,448	£50,473
Plot Hire -Non Residents	£8,971	£17,387	£25,804	£52,162
				<u>£102,635</u>

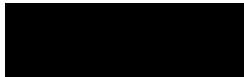
Phase 2 Results of Consultation Exercise

(Review of the Provision of Beach Huts in the
Borough)

Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel

2016/17

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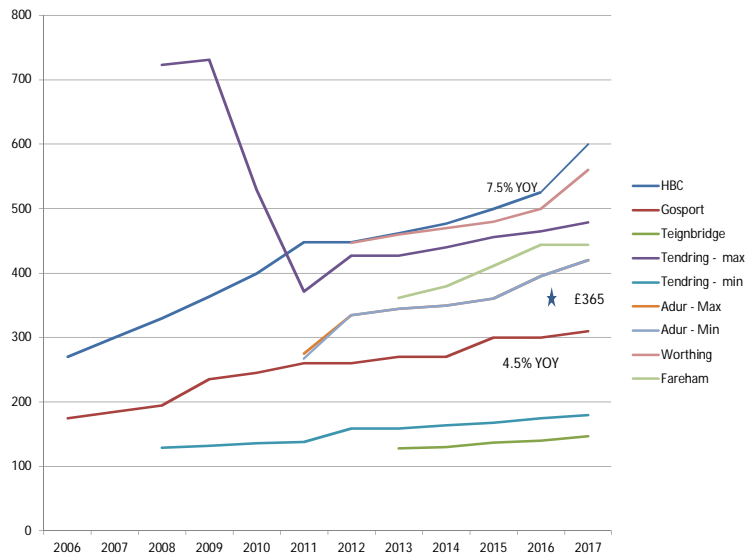
% Increase in Fees for Beach Hut Plots for Residents

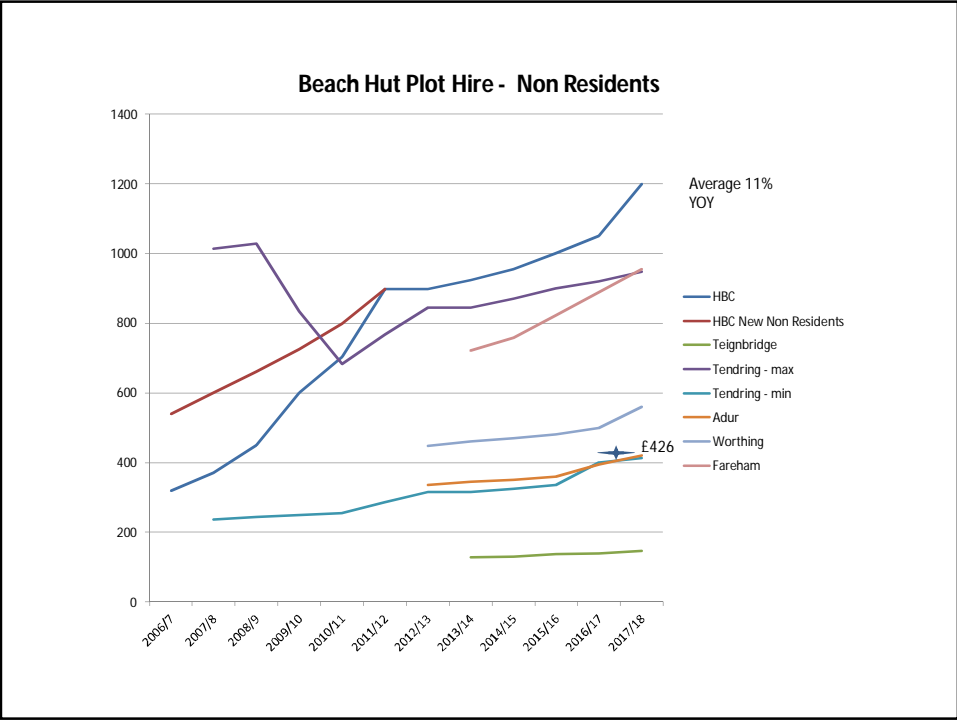
	Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC	100%	34%	26%
Gosport	68%	19%	15%
Teignbridge			13%
Tendring – Max	-34%	12%	9%
Tendring – Min	40%	14%	10%
Adur – Max		25%	20%
Adur – Min		25%	20%
Worthing		25%	19%
Fareham			17%

% Increase in Fees for Beach Hut Plots for Non Residents

	Over 10 Years	Over 5 Years	Over 3 Years
HBC Non Residents -Plots	275%	34%	26%
Teignbridge Non Residents			13%
Tendring - Non Residents max	-6%	12%	9%
Tendring - Non Residents min	74%	31%	27%
Adur Council Non Residents		25%	20%
Worthing Non Residents		25%	19%

Beach Hut Plot Hire - Residents





FAQ document

- Q1 & 2 Why have charges increased and why significantly above the rate of inflation?**

‘The provision of beach huts is a discretionary service offered by HBC; *it needs to cover its cost and ideally generate a modest return* to the Council to then re-invest in its statutory services.

When looking at the beach hut market across the south coast, *huts offered by Havant are some way below the market rate for beach huts. We are starting the process to bring our beach hut offering, and fees and charges, in line with the market rate*’.

Beach hut Income vs Costs 2016

'.. Beach hut service needs to cover its costs and ideally generate a modest return for the council

- From HBC Findings Pack 2016/17, page 109, Current Financial Position:

Projected Income from huts	£212,500
Projected Costs	£49,154
Profit	£163,346

This represents a 332% profit

Easily meets the criteria of 'covering costs and modest return'.

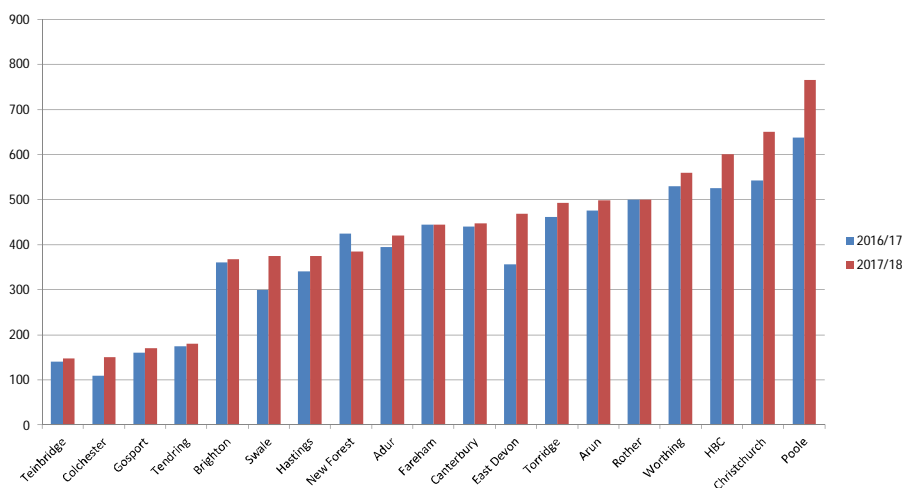
FAQ document

- **Q1 & 2 Why have charges increased and why significantly above the rate of inflation?**

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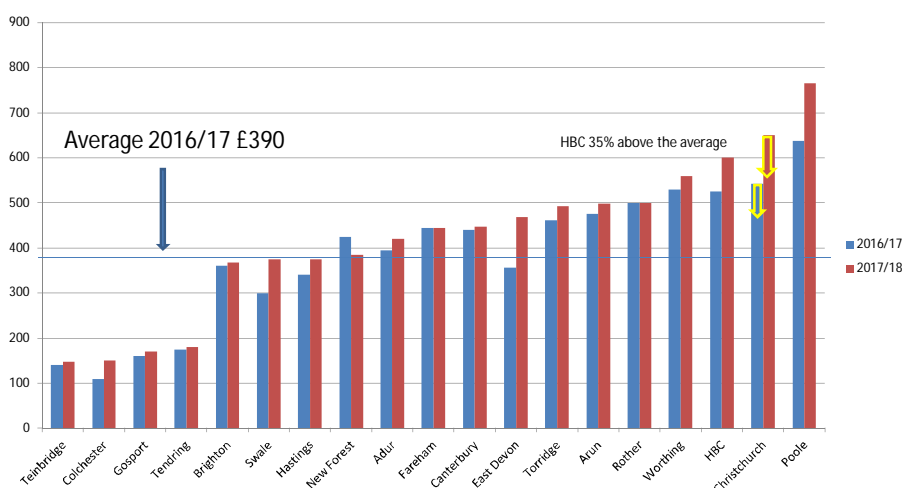
When looking at the beach hut market across the south coast, huts offered by Havant are some way below the market rate for beach huts. We are starting the process to bring our beach hut offering, and fees and charges, in line with the market rate'.

Minimum Fees Charged for Hire of Beach Huts Sites - 2016/17 to 2017/18



Please note updated Arun figure of £498.96

Minimum Fees Charged for Hire of Beach Huts Sites - 2016/17 to 2017/18

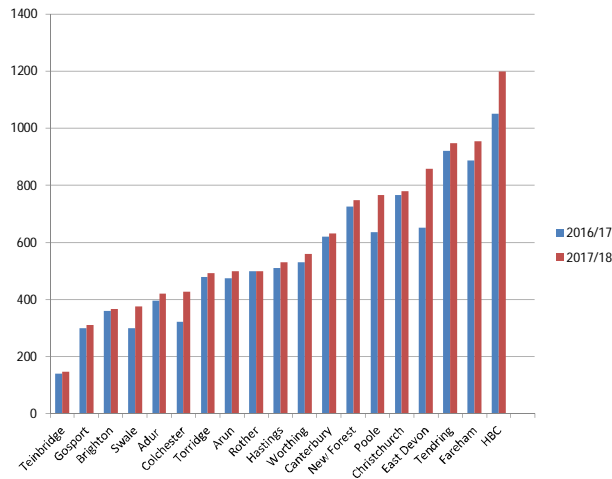


Average 2016/17 £390

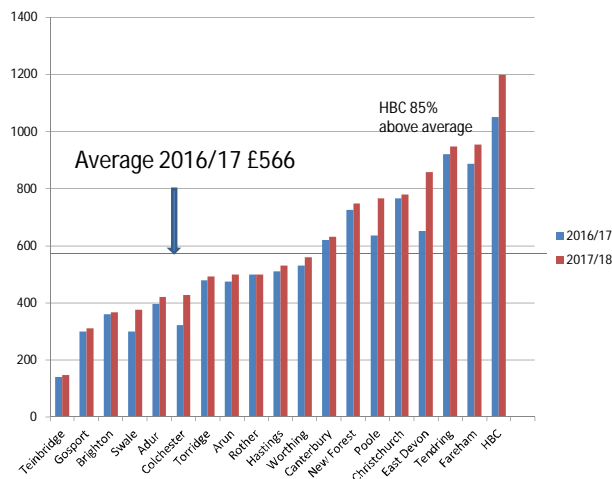
HBC 35% above the average

Please note updated Arun figure of £498.96

Maximum Fees Charged for Hire of Beach Huts Sites - 2016/17 to 2017/18



Maximum Fees Charged for Hire of Beach Huts Sites - 2016/17 to 2017/18



Removal of payment by instalments

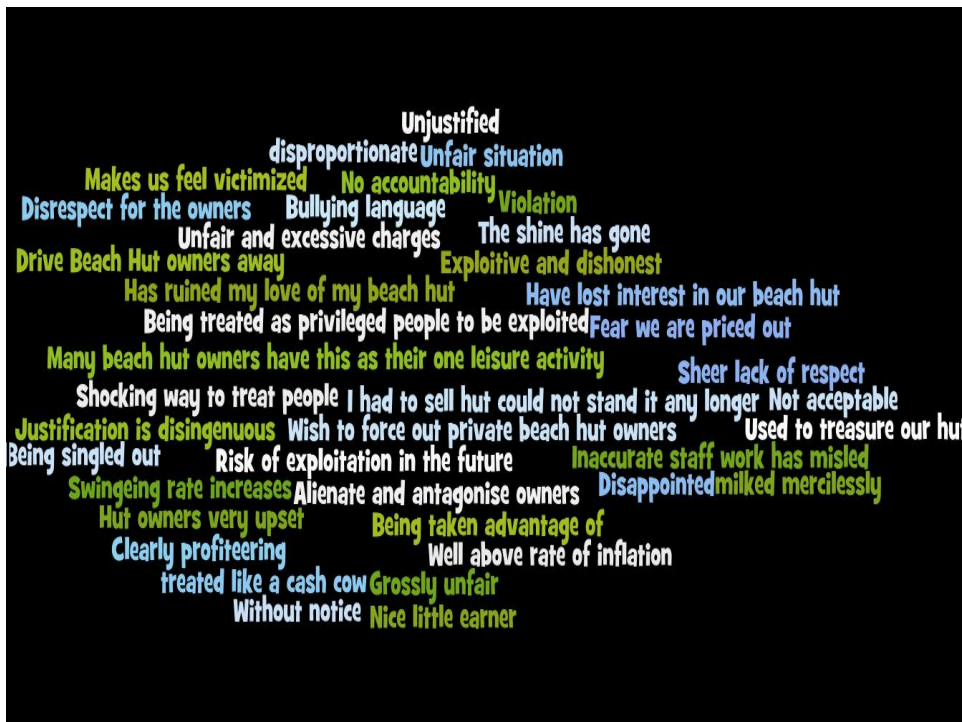
- This seemed harsh and unreasonable and was challenged strongly by many owners. Indeed information given out under FOI enquiries didn't really support the statement that there is a high workload for year-on-year pursuit of non-payments.
- Since relented

Removal of hut in the event of non-payment

- Beach Hut Association support in principle. Grant of licence comes with responsibility. Also comes at a cost

Transfer of Licence Fee

- Justification oddly worded, poorly justified and strongly protested
- For review





Conclusion and what the Beach Hut Association want from this review?

1. Your data shows that, in 2016/17, HBC were well above the market or average rate, 35% above for residents and 85% for non-residents. And this year, even further ahead.
2. So how can you possibly justify the increases and the statement 'we are some way below the market rate'?
3. We think it perfectly reasonable that we receive a reduction to a fee that, as stated, is in line with the market rate for residents and non-residents.
4. We do not accept the 3-year freeze at the £600 / £1200 as suggested

Conclusion and what the Beach Hut Association want from this review?

(2)

4. We also want assurance that hikes like this will not occur again
5. A fee for covering transfers that is justified.
6. A framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit. (We feel there are many based on the experience of other resorts where BH Associations work with their Borough).

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Good afternoon.

Thank you for inviting us.

I am Mike Bedford. I am a Beach hut owner and I have been asked to attend today to present to you the concerns shared with many Hayling BH owners regarding this year's cost increases and changes. You may be aware we are in the process of forming a Beach Hut Association and I am accompanied today by our Chairperson, Barbara Colson and appointed liaison reps. June Mitchell, Andrew Grant and Annie Bedford. Also in attendance are David Willis from block A beach huts and Debbie Windebank from block B.

I think you are also aware that our concerns are strongly shared by our ward Councillors.

In time, we hope through the Beach Hut Association to develop a positive working relationship with Havant Borough Council to forestall situations like this developing again, We are very aware of how much time and effort is being put into this and so a speedy conclusion must be in everyone's interest.

I understand that, as part of the Scrutiny Process, you are familiar with the main issues and have seen the charts and data that HBC staff have produced. I therefore intend to keep this presentation as brief as possible and will use the HBC-produced charts and communications where possible and try to demonstrate why we feel so completely let down and exploited by Havant Borough Council's actions. We feel we are seen as a small, vulnerable group with no muscle or teeth but bottomless pockets. This is not the case and we feel it must stop.

I will start by describing how events unfolded for us owners.

On or around 13 April we received a letter, accompanied by an invoice. The letter informed us of some changes to previous payment arrangements, namely:

1. The annual licence fee is payable in full within 28 days,
2. instalments are no longer an option,
3. non-payment will result in beach hut removal
4. Further, a new 'Transfer of Licence' Fee of £1200 has been introduced in the event of a sale of a Beach Hut.

I will start with the Invoice. The Licence Fee invoice was for £600 for HB residents and £1200 for non-residents.

% Increase in Fees for Beach Hut Plots for Residents			
	Over last 10 Years	Over last 5 Years	Over last 3 Years
HBC	100%	34%	26%
Gosport	68%	19%	15%
Teignbridge			13%
Tendring – Max	-34%	12%	9%
Tendring – Min	40%	14%	10%
Adur – Max		25%	20%
Adur – Min		25%	20%
Worthing		25%	19%
Fareham			17%

This represented a 14.2% increase on last year's fee and, for Residents of the Borough,

CHART 2 a 100% increase over the last 10 years or an average of 7.5% year on year for the last 11 years. You can see the significant differences with our neighbours.

For owners from outside the Borough it is far worse. While their increase this year is also 14.2%, their costs have gone up 275% in the last 10 years.

	Over 10 Years	Over 5 Years	Over 3 Years
HBC Non Residents -Plots	275%	34%	26%
Teignbridge Non Residents			13%
Tendring - Non Residents max	-6%	12%	9%
Tendring - Non Residents min	74%	31%	27%
Adur Council Non Residents		25%	20%
Worthing Non Residents		25%	19%

CHART 3 The comparisons on your chart with other resorts is pretty horrific.

HBC outstrips all other resorts on every measurement.

In 2006, the difference in fees between residents and non-residents was ONLY £55, around 20%.

But over the next 5 years there were stepped increases in the difference until, in 2011 the difference between Resident and non-Resident charges was 100% (double).

If Service or Utility Providers were to introduce such increases, they would be out of business or the subject of Watchdog attention.

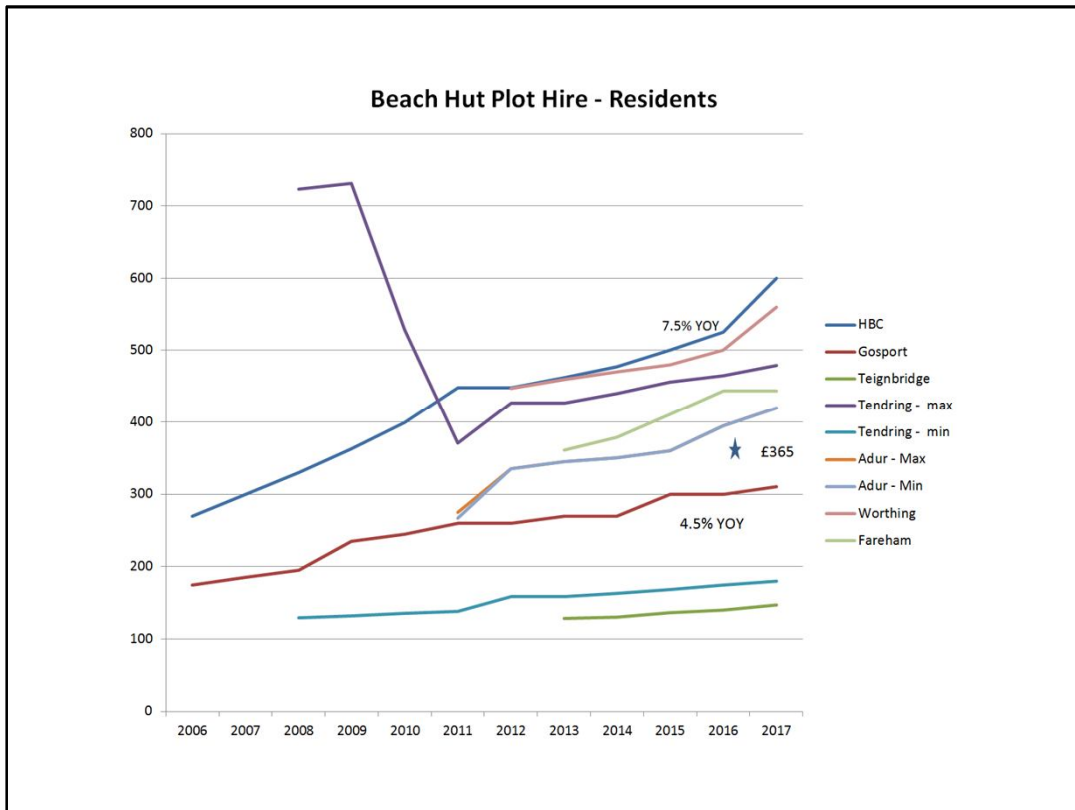


CHART 4 Shows the yearly plots for residents of costs over the past 12 years compared with other resorts- its steep curve vs other resorts is significant.

The star for 2016 at £365 is the theoretical cost had increases tracked the RPI across those years.

The increases average 7.5% year on year over this period.

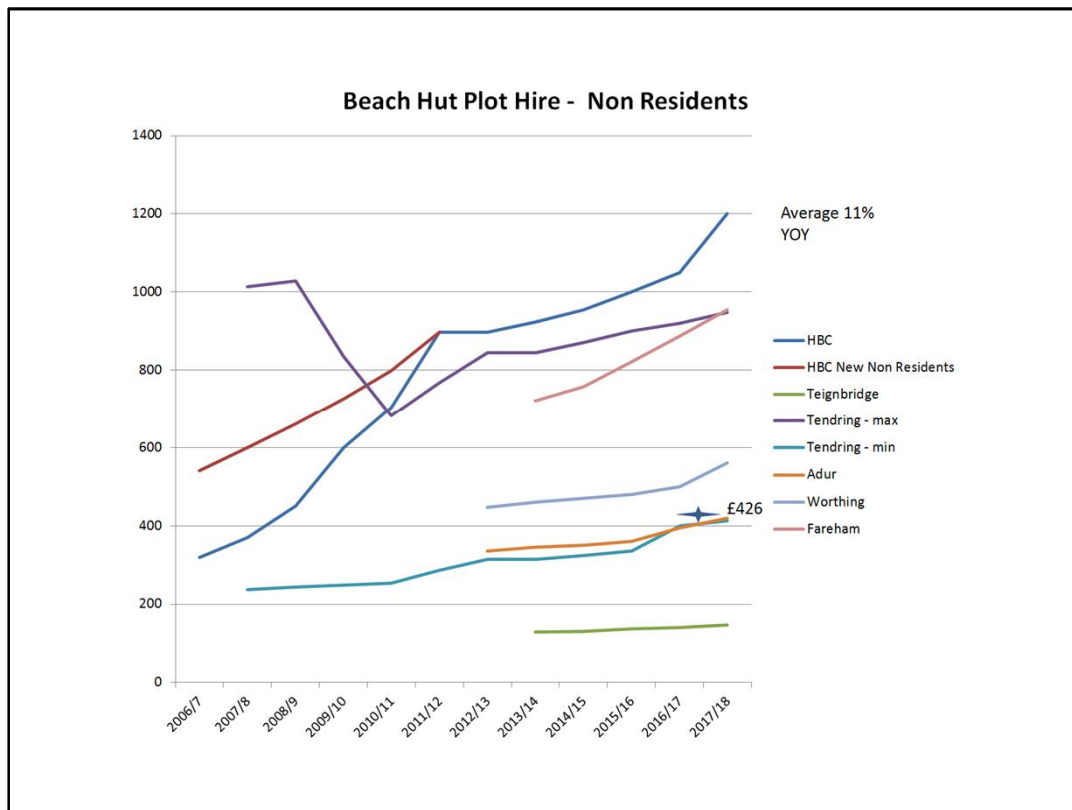


CHART 5 for non-residents shows the **275%** increase over 11 years and the star the theoretical cost of £426 instead of £1200 had increases tracked RPI over that periods.

The steep section of the curve 2006-2011 is where the difference of 20% was increased to 100%

The increases average out to around **11%** year on year.

Many of the owners are retired or unemployed and are on fixed incomes that just do not increase year on year at such rates. Other owners are just ordinary working people with families. **It is a complete fallacy that all owners are privileged and wealthy.**

This consistently above-inflation, year-on-year increase, capped by this eye-watering 14.2% prompted many phone calls and e-mails to Norse SE and we were given an FAQ that was supposed to explain all. **(Wave it)**

FAQ document

- **Q1 & 2 Why have charges increased and why significantly above the rate of inflation?**

'The provision of beach huts is a discretionary service offered by HBC; it needs to cover its cost and ideally generate a modest return to the Council to then re-invest in its statutory services.

When looking at the beach hut market across the south coast, huts offered by Havant are some way below the market rate for beach huts. We are starting the process to bring our beach hut offering, and fees and charges, in line with the market rate'.

Chart 6. .

Q1 & 2. Why have the charges increased and why significantly above the rate of inflation?

*'The provision of beach huts is a **discretionary service** offered by HBC; it needs to cover its cost and ideally generate a **modest** return to the Council to then re-invest in its statutory services.*

So, taking the first point about covering costs and generating a modest return:

Beach hut Income vs Costs 2016

'.. Beach hut service needs to cover its costs and ideally generate a modest return for the council

- From HBC Findings Pack 2016/17, page 109, Current Financial Position:

Projected Income from huts	£212,500
Projected Costs	£49,154
Profit	£163,346

This represents a 332% profit

Easily meets the criteria of 'covering costs and modest return'.

Chart 7 ' *Beach hut service needs to cover its costs and ideally generate a modest return for the council....* '

From page 109 of last year's HBC Findings Pack- Current Financial Position for the 2016/17 season.

Projected income £212,500 against costs of £49,154. A profit of £163,346 or around 330%.

In anyone's book this achieves the stated objective.

330% profit for collecting the money.

FAQ document

- **Q1 & 2 Why have charges increased and why significantly above the rate of inflation?**

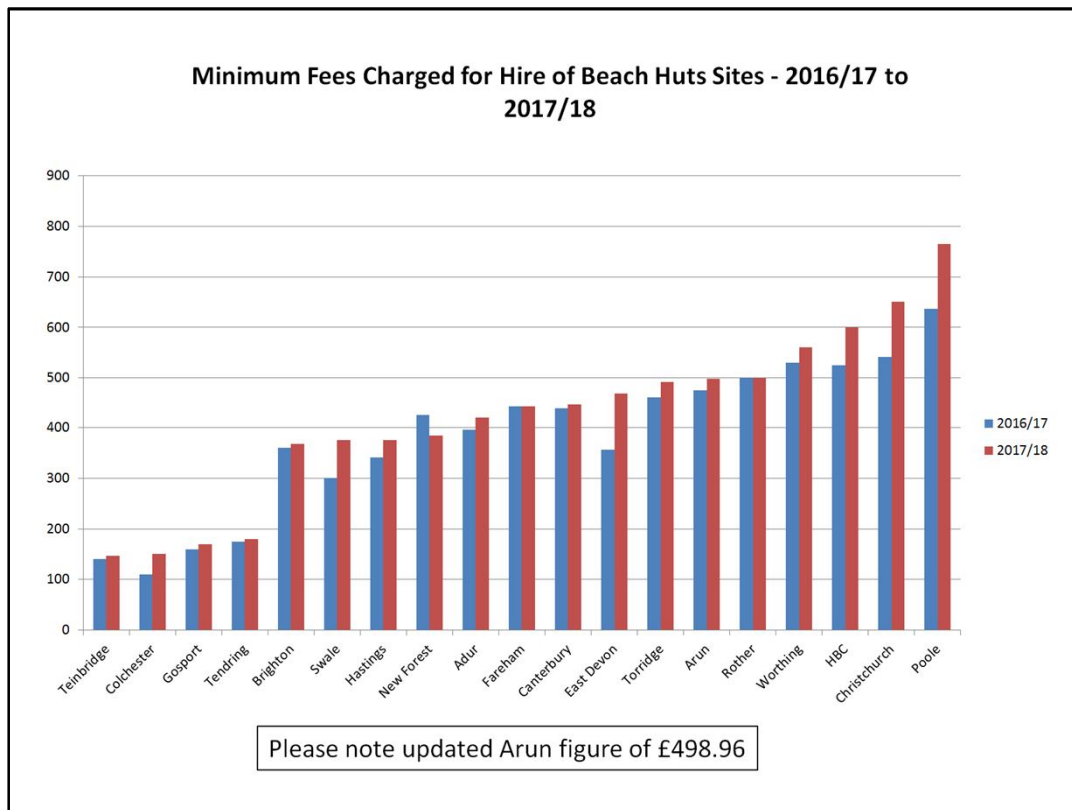
'The provision of beach huts is a discretionary service offered by HBC; it needs to cover its cost and ideally generate a modest return to the Council to then re-invest in its statutory services.

When looking at the beach hut market across the south coast, huts offered by Havant are some way below the market rate for beach huts. We are starting the process to bring our beach hut offering, and fees and charges, in line with the market rate'.

FAQ Again

*The second point - 'When looking at the beach hut market across the south coast, the huts offered by Havant are **some way below the market rate for beach huts. We are starting the process to bring our beach hut offering, and fees and charges, in line with the market rate'**.*

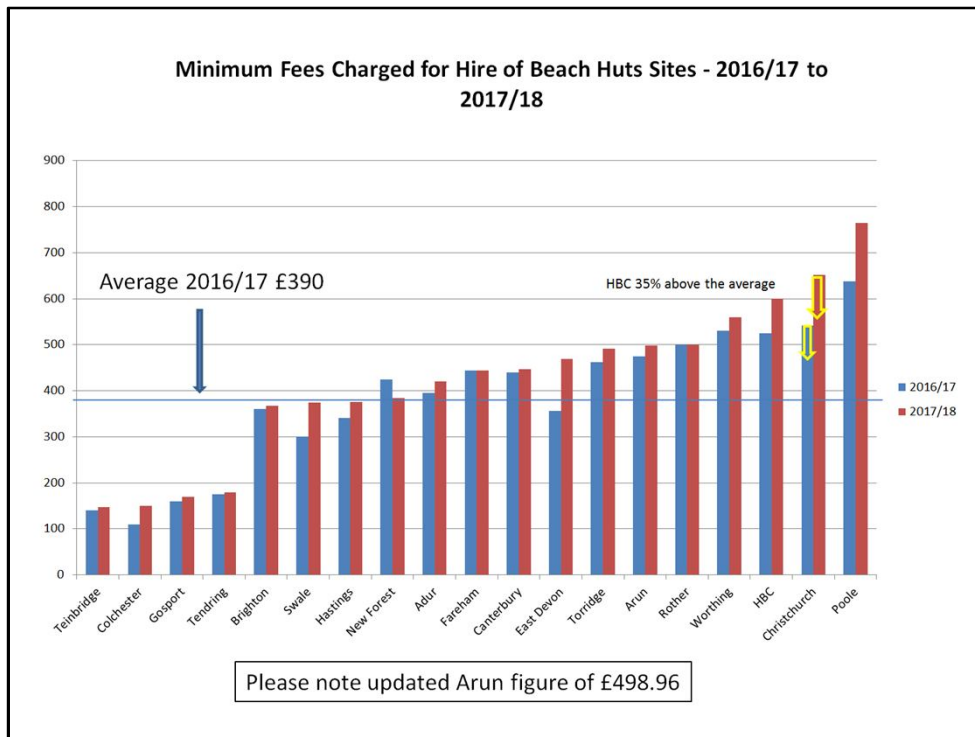
This brings me to **Chart 8** which shows the comparative licence fee costs for those south coast resorts .



This chart shows what is called the minimum charge per resort.

In our case, this is the rate charged to residents of the Borough. I will also show the maximum rate charge per resort. Some resorts such as HBC charge double for non-residents or have higher rates for huts in different locations within their Borough or that are larger than the average,

The blue lines represent the 2016/17 season and the red lines show this season. Last year (the blue lines) HBC was the 4th most expensive resort of all the resorts compared by your research, behind Worthing, Christchurch and Poole.



However, **Chart 9**

Christchurch Borough Council offer 15% discount for early payment to residents of their Borough. Which would bring their charges below HBC for those who take up the option. (i.e £475 last season and £572 this year).

So, last year and this year we are more expensive than Mudeford, one of the most prestigious resort in the land where beach huts cost up to a quarter of a million, sleep 6 people and you can spend holidays in them.

You can also see that the average fee of the resorts surveyed last season was £390, well below Havant's £525.

This year (the red columns) we are the second most expensive resort behind only Poole, with its beaches at Sandbanks, Canford and Branksome.

In 2016/17 HBC was in fact 35% **higher** than the average or market rate. (£135 more) **PLEASE HOLD THAT NUMBER... 35%**

THIS YEAR WE ARE 41% ABOVE THE AVERAGE OF £425

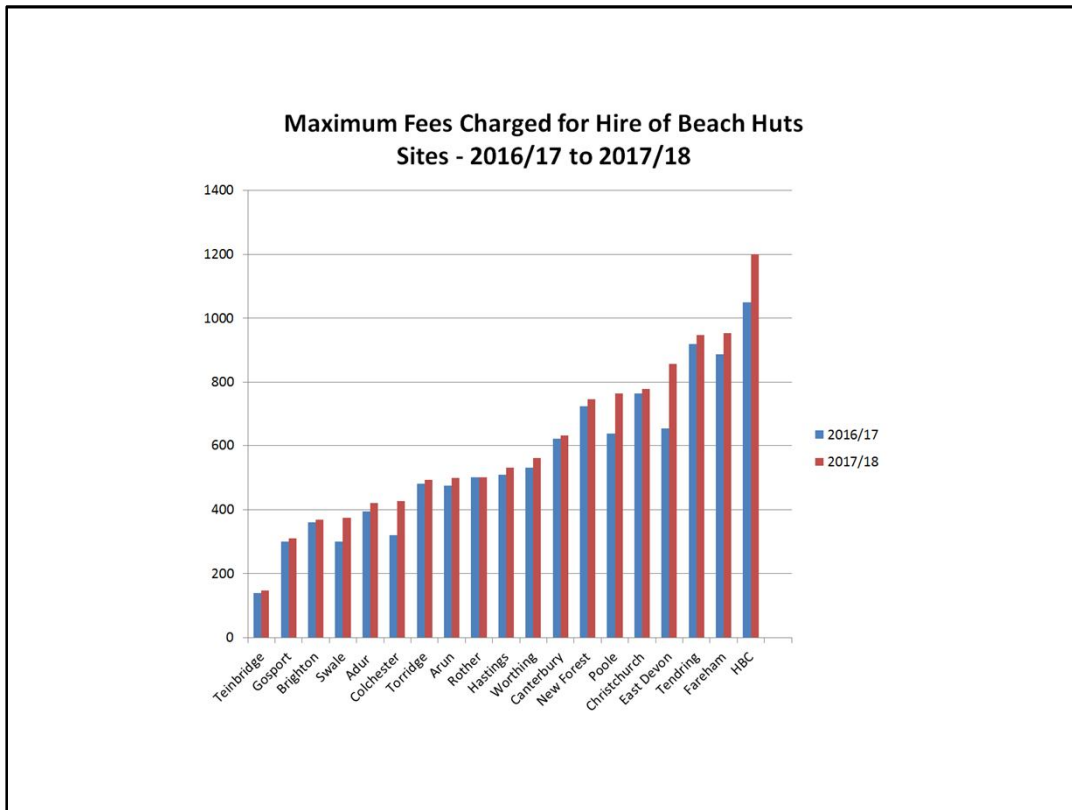


Chart 10 (Non residents)

Last year HBC were easily the most expensive and we are way in front again this year.

Removal of payment by instalments

- This seemed harsh and unreasonable and was challenged strongly by many owners. Indeed information given out under FOI enquiries didn't really support the statement that there is a high workload for year-on-year pursuit of non-payments.
- Since relented

Removal of hut in the event of non-payment

- Beach Hut Association support in principle. Grant of licence comes with responsibility. Also comes at a cost

Transfer of Licence Fee

- Justification oddly worded, poorly justified and strongly protested
- For review

The second point in the April letter, regarding not accepting instalments seems extremely unreasonable. Many of the owners are retired or unemployed and need time to pay. But I believe some lee-way has been made available on this subject.

Regarding the removal for non-payment, the BH Association supports the principle of removal of ownership for long-term non-payment but with obvious caveats for instances of proven hardship.

Further, we believe that the granting of a licence comes with responsibility to keep the hut in a presentable state. This comes at a further cost. Maintenance and insurance cost around £300 to £500, depending on whether you do maintenance work yourself.

We further support any action that HBC feel necessary in cases of neglect where beach huts let down the tone of the beach and the resort in general. There are a number of huts where this seems to be the case, complaints have been made by owner neighbours but little seems to get done. There is a desire to work with Norse SE and HBC in the future to improve relationships and enhance the resort.

Finally, the new 'Transfer of Licence Fee'.

Again, there appears to have been some movement on this with a suggested fee of £100. Whether this is in addition to the existing Administration fee of £50 plus VAT remains to be seen. I cannot speak for other owners but if HBC can justify this then so be it.

.....
 .
 I have just talked the facts so far but there is a very sad human side to this situation.

I have seen many letters and e-mails from owners who feel bullied, victimised, and disillusioned. Many are talking about giving up and have not even visited their huts this year. This seems particularly the case with owners from outside the Borough. Rather than being treated as valued Ambassadors for Hayling they feel exploited and unwanted. No surprise when looking at the relentless price hikes. It seems not to make economic sense to drive them out of the market but they will

leave.



CHART 13

In one fell swoop the entire beach hut community has been alienated, especially those outside the borough who we should be encouraging as welcome visitors.

These are just some of the phrases lifted out of letters and e-mails I have seen

Pause



CHART 14

The 2014 Beach Hut satisfaction survey showed 59% of owners felt the licence fee did not represent good value for money. Since then it has gone up a further 24% in 3 years.

The hikes have continued anyway. What was the point?

Is anybody listening?

.....

...

Conclusion and what the Beach Hut Association want from this review?

1. Your data shows that, in 2016/17, HBC were well above the market or average rate, 35% above for residents and 85% for non-residents. And this year, even further ahead.
2. So how can you possibly justify the increases and the statement 'we are some way below the market rate'?
3. We think it perfectly reasonable that we receive a reduction to a fee that, as stated, is in line with the market rate for residents and non-residents.
4. We do not accept the 3-year freeze at the £600 / £1200 as suggested

In summary:

1. Your data shows that, in fact, in 2016/17, HBC were well above the market or average rate, not below it as stated. 35% above for residents and 85% for non-residents. And this year, even further ahead.
2. how can you possibly justify the increases and the statement 'we are some way below the market rate'?
3. We think it perfectly reasonable that we receive a reduction to a fee that, as stated, is in line with the market rate for residents and non-residents,
4. We do not accept the 3-year freeze at the £600 /£1200 as suggested.

Conclusion and what the Beach Hut Association want from this review?

(2)

4. We also want assurance that hikes like this will not occur again
5. A fee for covering transfers that is justified.
6. A framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit. (We feel there are many based on the experience of other resorts where BH Associations work with their Borough).

4. We also want assurance that future hikes like this will not occur

5. Abolition of the 'Transfer of Licence Fee' and a fee for covering transfers that is justified.

6. And finally we want a framework for the future that enables working with HBC and their agents on issues of joint interest and joint benefit. (We feel there are many based on the experience of other resorts where BH Associations work with their Borough).

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Scrutiny Project – Review of Provision of Beach Huts in the Borough

Results of the Complaints Consultation With Hayling Island Ward Councillors

Issues Raised

- 14% rise in annual licence fee that beach hut owners felt was unjustified.
- Payment required in one transaction and the removal of paying by instalments was considered unfair.
- Introduction of transfer of licence fee at £1200 cost (reduced to £500 by the Cabinet Lead in response to complaints received).
- Lack of financial costings to justify rise in fees and introduction of transfer fee.
- Lack of consultation or prior warning to beach hut owners on rise in fees.
- Poor communication of the increased charges and transfer fee through the letter from Norse

Options Provided by Cabinet Lead

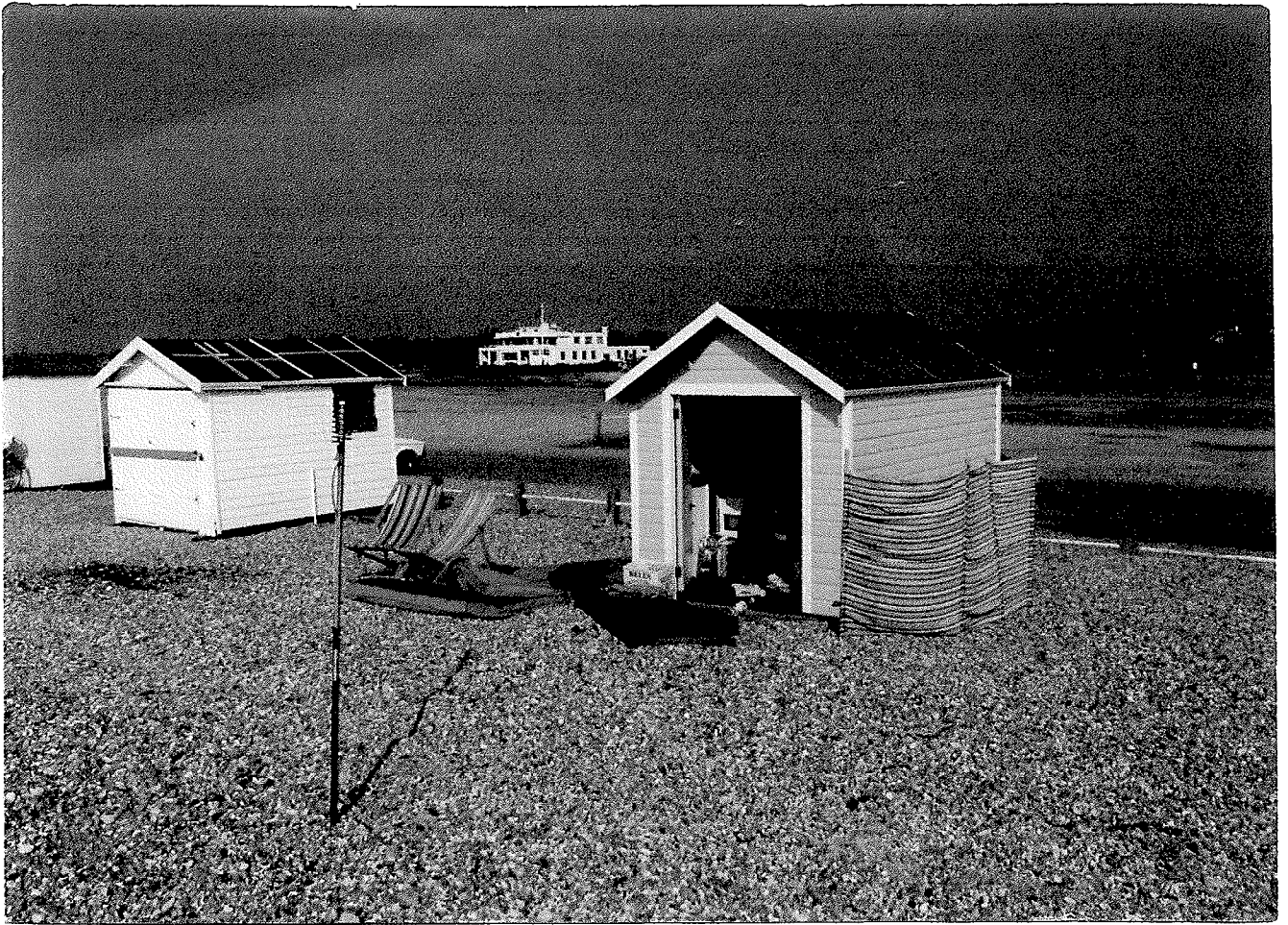
- The 'Transfer of Licence Fee be reduced from £500 to £100
- The licence be extended to a 7-year term (this is subject to final consultation with Legal)
- The current annual licence fees be frozen for the next 3 years and from then on, a review be undertaken every 3 years.
- All beach hut owners be given the opportunity to pay licence fee over a 6 month period.
- All licensees be given an opportunity to pay the licence fee over a 6 month period.

Ward Councillor Response

The Hayling Island Ward Councillors present considered that the proposed options did not go far enough and the Council should give a greater concession such as reducing the current fee or staggering the rise in annual licence costs over the next three years.

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BEACH HUTS



THE WAY WE WERE
CIRCA 1990

FROM: DAVID WILLIS

FOR: MR NICHOLAS RODGERS.

QUESTIONS FOR THE SCRUTINY BOARD MEETING 27 AUG 2017

1. COMPLAINTS

REFERENCE HBC LETTER "BEACH HUTS" DATED 3 MAY 2017

LITTLE HAS BEEN DONE TO ADDRESS THE CONCERNS OF HUT OWNERS AND IT APPEARS MATTERS STAND AT THE FINAL PARAGRAPH OF THE REFERENCE IN WHICH MR TIM SLATER DRAWS OUR ATTENTION TO HBC COMPLAINTS PROCEDURE.

IN THE EVENT OF DIS-SATISFACTION WITH THE OUTCOME OF THE PROMISED REVIEW, TO WHICH COUNCILLOR, OFFICER OR OFFICE SHOULD FORMAL COMPLAINT BE ADDRESSED?

2. PROMULGATION OF THE NEW CHARGES TERMS AND CONDITIONS

TIME LINE 2017.

WEDS 8 FEB. NEW CHARGES APPROVED BY HBC CABINET.

TUES 28 FEB 14.2% INCREASE IN SITE FEES CONFIRMED BY A USUALLY RELIABLE SOURCE

WED 1 MAR. DATE ANTICIPATED BY NSE FOR ISSUING THE NEW CHARGES

SAT 1 APR. NEW CHARGES COME INTO FORCE

TUES 4 APR MEETING OF HBC SCRUTINY COMMITTEE.

TUES 11 APR NEW CHARGES ISSUED BY POST BY NSE

THURS 13 APR MAUNDY THURSDAY, NEW CHARGES ARRIVE IN POS.

(2)

QUESTION:

THE ISSUING OF THE NEW CHARGES AFTER THE START OF THE NEW TERM, MADE THEM, TO ALL INTENTS AND PURPOSES RETROSPECTIVE AND OF COURSE, GAVE NO OPPORTUNITY TO CHALLENGE THEM BEFORE THE EVENT, WHY WAS THIS?

COMMENT: DEJA VU (ALL OVER AGAIN)

I ENCLOSE A COPY OF MY LATE WIFE'S LETTER OF 1990 FOLLOWING THIS LETTER, THE COUNCIL CARRIED OUT A SITE VISIT AND EVENTUALLY DECIDED THAT FOR THE BENEFIT OF THE COUNCIL OFFICERS, MANY BEACH HUTS WERE BETTER THAN NO BEACH HUTS AT WHAT IS NOW BLOCK A,

SADLY THIS YEAR, NO COUNCILLORS HAVE TAKEN UP MY OFFER OF A SITE VISIT AND TALK ON THE BEACH.

3. BENEFITS TO BEACH HUT OWNERS.

WE PAY AN ANNUAL SITE FEE AND IN ADDITION, PAY FOR PARKING. ALL THE COUNCIL HAS TO DO IS SEND THE BILL, COLLECT THE MONEY AND COUNT A SIGNIFICANT PROFIT, THE COUNCIL DOES NOT HAVE TO CONCERN ITSELF WITH FEES / CHARGES FOR HUT INSTALLATION, MAINTENANCE, INSURANCE NOR FOR MARKETING. APART FROM NINETY SIX SQUARE FEET OF SHINGLE WHAT DO WE GET FOR £600 PLUS?

4. IS THERE ANY POINT IN PUTTING QUESTIONS? IS ANY BODY LISTENING?

BEST REGARDS.



Havant

BOROUGH COUNCIL

Public Service Plaza
Civic Centre Road
Havant
Hampshire PO9 2AX

T 023 9247 4174
F 023 9249 8031

www.havant.gov.uk

Enquiries to: Customer Services

Our Ref: Beach Huts

Date: 3 May 2017

Dear Sir / Madam

I refer to previous correspondence from Norse South East when you were advised of the updated fees payable from 1 April 2017, the withdrawal of the facility to pay these fees in instalments and the introduction of a £1,200 'Transfer of Licence' fee for Private Beach Hut Owners.

Firstly may I explain the relationship between Norse South East and Havant Borough Council.

Norse South East is a joint venture company owned by Havant Borough Council and Norfolk County Council, the purpose of which is to provide higher quality services at a reduced cost with income to help plug the gap for lost Government grants, this will help the Council maintain zero council tax increases as it has over the last eight years.

As part of its financial strategy the Council is looking at all non essential services to ensure that they are operated efficiently. The provision of beach huts is a discretionary service offered by the Council; it needs to cover its cost and ideally generate a modest return to then re-invest in its statutory services.

The new fees for a beach hut licence reflect the average charge for this service elsewhere and make a contribution towards the cost of keeping the beach clean and tidy and maintaining Hayling's blue flag status.

The change in the method of payment is to alleviate the costly and time consuming pursuance of non payment often resulting in the loss of income and the ability to offer sites to those on the substantial waiting list.

Following representation from beach hut owners and users, some amendments have been made to the payment method and the transfer fee.

Payment for this year can be made, on request, in equal monthly instalments by direct debit, to be paid in full by the end of September, by beach hut owners who paid by instalments last year.

In relation to the new Licence Transfer Fee, this has been introduced because the Council is aware that, despite the explicit provisions in the licence agreement, some licencees do transfer their licences without advising the Council. This provides those members of the public who acquire their beach hut in this way with an unfair advantage over those members of the public who have legitimately joined the waiting list to acquire a beach hut.

A beach hut licensee who seeks to transfer their licence in breach of their licence agreement runs the risk of having the beach hut removed from the site, as its positioning on the Council's land will be unlicensed. The fee has been introduced to avoid this.

If you sell your beach hut it is important that you advise the buyer that they have to pay the 'Licence Transfer Fee' immediately. It is also important for any buyer to understand that whilst they may have purchased a beach hut they do not have a right to occupy the site on the beach until they have paid the 'Licence Transfer Fee'.

Following recent communication it has been agreed to reduce the Licence Transfer Fee to £500.00 for 2017/18, rising to £1,000 in 2018/2019. This supersedes the fee stated in the licence for 2017/18.

I have also agreed to extend the deadline for licence payment by a further two weeks until 23 May 2017.

Please note that payment of the licence fee is deemed by the Council as acceptance of the terms of the Licence.

If you are dis-satisfied with this response please use the Council's Complaints procedure, details of which can be found at <https://www.havant.gov.uk/complaints>.

Yours faithfully

Tim Slater
Executive Head

Mr R Hobbis
Assistant Director Leisure
Borough Of Havant
Civic Offices
Civic Centre Road
Havant
Hants PO9 2AX

6 June 1990

Your Ref ADL/KB17/01/01
Ref: B 01028

Dear Mr Hobbis

BEACH HUTS - SITE A

On June 2nd I took delivery of your letter dated May 30th and wish to make the following points:-

- 1.1 I am fully aware that this part of the beach is designated for windsurfing. That is the reason why I, and most hut owners to the west of our hut, bought beach huts.
- 1.2 The huts are in use all year round by families and groups of friends for changing and keeping a safety look out. And, of course, for keeping young children safe and warm.
- 1.3 On days "good for windsurfing" the sailors need the lee of these huts to rig up.
- 1.4 Moving these huts eastwards could put the windsurfers back among the swimmers.
- 2.1 Why was the letter sent out after the demand for licence payment and after the date by which the council expected repairs to be completed?
- 2.2 In our case we had spent the 3 days of the holiday weekend digging the shingle, totally disassembling the hut in order to repair three walls and the floor damaged by a council bulldozer (ref letters to and from Mr Ridley 19th and 20th December 1989) and reassembling it back in its proper position (it had moved about 2½ ft in the storms). We refelted the roof on Tuesday evening and had intended painting it and putting back the trims on the day your letter arrived.
- 2.3 The huts on Site A, with one exception, are all in a presentable condition. On researching the possibility of spaces on Site B, I was appalled at the state of disrepair of many of these huts. The beach patrol man voiced his frustration of having to make annual beach hut inspections and the council not acting on them.

- 3.1 We paid our licence fee and effected repairs on our hut in good faith. In law it could be assumed our tenancy was secure for the year regardless of the council contract. Unless of course there are good and compelling reasons for it not to be.
- 3.2 No good and compelling reasons have been put forward. In fact there are good and compelling reasons reasons for the windsurfers to remain on this site.

Yours sincerely

P J Willis

COPIES TO:

Mr D Ridley, CEng.MICE, Chief Executive Officer

Members of:-

The recreation and amenities committee

The policy and resources committee

The planning and development committee

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Minutes

(Review of the Provision of Beach Huts in the
Borough)

**Operations, Environmental Services and Norse Scrutiny and
Policy Development Panel**

2016/17

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Section Z

Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Wednesday, 22 June 2016

Present

Councillor: Mackey (Chairman)

Councillors: Bowerman and Weeks

Also Present:

Councillor Anthony Briggs (Cabinet Lead)

Mark Gregory (Democratic Services Officer) and Nicholas Rogers (Democratic Services Assistant)

Apologies: Francis, Howard and Sceal

	Action
<p>1 APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Councillors Francis, Howard and Sceal.</p>	
<p>2 DISCUSSION WITH CABINET LEAD FOR OPERATIONS, ENVIRONMENTAL SERVICES AND NORSE</p> <p>Councillor Briggs circulated a list of NORSE projects and suggested that the Panel might wish to consider undertaking scrutiny projects on the following issues:</p> <p>(a) A strategic review of public conveniences</p> <p>To include a full review of the Council's public conveniences, base budgeting of running costs, and consultation with stakeholders.</p> <p>(b) An investigation into the business opportunities to improve/expand the Council's beach huts</p> <p>To include an investigation into the business opportunities to improve and expand the Council's provision of beach huts and consultation with stakeholders and the identification of potential new sites</p> <p>The Panel agreed that these issues should be combined into one scrutiny project and be the first project to be undertaken by this Panel.</p>	

In response to questions raised about the other work/policies relating to his' portfolio, Councillor Briggs advised that:

(i) Zero Tolerance Contract

The contract with Kingdom was a success with over 50,000 Fixed Penalty Notices being issued and an increase in the use of the public bins. Income generated by the scheme (£25,000) was being used to provide new litter bins and to cover legal costs and the costs of monitoring the contract.

The Council was looking into the benefits of entering into a partnership with EHDC's warden scheme.

(ii) Highways

The County Council was the Highway Authority responsible for the maintenance and repair of highways.

The County Council was looking into the cutting the budget for the Highway Agency Agreement with the Council by 60%. In view of the impact this could have on the traffic management service, Councillor Briggs suggested that a scrutiny review should be undertaken on the future of the agency agreement instead of an investigation into highway maintenance and parking issues.

3 PRIORITISE PROPOSED TOPICS

The Panel completed the action panel as shown in the attached appendix.

The Panel considered that:

- (a) the suggested highways project should be amended to review the Highways Agency Agreement with Hampshire County Council
- (b) It would premature, at this stage, to undertake a scrutiny project on the NORSE scheme; and
- (c) as the Council was in the process of reviewing its corporate strategy, it was inappropriate, at this stage, to include this as a scrutiny project.

4 SCRUTINY PROJECT PLANS

The Panel received and noted the draft project scrutiny plans for:

- Fly posting
- Waste Collection Service
- NORSE
- Taxi Licensing Policy
- Traffic and Highway Issues
- Provision of Public Toilets
- Zero Tolerance Contract

The Panel as advised that these draft plans would be amended to include the amendments/comments made during the meeting.

Mark Gregory

The meeting commenced at 5.00 pm and concluded at 6.23 pm

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SCRUTINY TOPIC PRIORITY MATRIX

Please rate each of the below topics against each of these statements with a score of 1 to 5 (1 = does not fit this statement at all, 5 = key part of selecting this scrutiny topic)	Scrutiny Board's score	This is a strategic and / or significant issue	This issue affects one or more sections of the population	There is evidence to support the need for this scrutiny activity	There is a clear objective for this scrutiny activity	There are adequate resources to carry out this scrutiny activity	It is likely this scrutiny activity can be achieved within the timescale	This issue has been identified by the public (e.g. complaints, member interaction)	This is an area with a large budget / there is a pattern of overspending	This is a key issue for members	There is new government guidance / legislation on this issue	This is a poorly performing service	TOTAL
SUGGESTED TOPICS													
Grants	5	5	5	5	5	5	5	5	5	5	1	3	49
Flood Prevention	3	3	3	2	3	3	2	3	1	3	1	1	25
Tree Policy	3	3	5	5	5	5	5	2	1	4	1	3	39
Economic Development (including town centres)	4	5	5	5	5	5	3	5	5	5	4	3	50
Planning Parking Policy	3	4	4	4	4	4	5	2	2	3	4	4	40
Planning Service	4	5	5	2	1	4	4	1	5	3	5	3	38
EHDC/HBC Partnership	4	5	5	5	5	5	2	1	1	2	1	1	33
Highways Agency Agreement	2 to 4	4	5	5	5	3	5	5	2	5	2	5	46
Taxi Licensing Policy	3	4	4	4	5	5	5	5	2	3	1	1	39
Zero Tolerance	3 to 4	4	5	1	2	5	5	5	1	4	1	1	34
Fly Posting	4	4	5	5	5	5	5	5	1	4	4	4	47
NORSE	2												0
Waste Collection	1	5	5	5	5	3	2	2	5	5	4	5	46
Provision of Beech Huts and Public Toilets	3	5	5	5	5	3	2	2	5	5	4	5	46
Anti Social Behaviour	4 to 5	5	5	5	5	5	3	5	2	5	1	5	46
Devolution	5	5	5	5	5	5	1	5	5	5	5	1	47
Corporate Strategy	3												0

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Monday, 11 July 2016

Present

Councillor: Mackey (Chairman)

Councillors: Francis, Howard, Sceal and Weeks

Also Present:

Councillor Anthony Briggs

Mark Gregory (Democratic Services Officer), Andrew Pritchard (Head of Environmental Services), Nicholas Rogers (Democratic Services Assistant) and Peter Vince (Operations Director, NORSE)

Apologies: Councillor Bowerman

		Action
5	APOLOGIES FOR ABSENCE Apologies for absence were received from Councillor Bowerman	
6	MINUTES It was AGREED that the minutes for the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel on 22 June 2016 be approved as a correct record.	
7	SCRUTINY PROJECT - PROVISION OF BEACH HUTS AND PUBLIC TOILETS Panel members discussed the draft project plan for the scrutiny of the provision of beach huts and public toilets in the Borough. The Cabinet Lead for Operations, Environmental Services and NORSE, the Operations Director for NORSE and the Head of Environmental Services answered members questions in relation to this. The following points were considered as part of the discussion: <ul style="list-style-type: none">• The maintenance of Council-owned toilets was a 7 day-a-week service with different provisions and opening times for various sites. Each toilet was	

cleaned twice a day to a specified standard.

- The review could investigate the possibility of introducing a Community Toilet Scheme with local businesses or charging for the use of Council-owned facilities.
- The Council currently covers the maintenance of buildings with Council-owned toilets. The cleaning of Council-owned toilets is carried out by NORSE.
- 70 people were on a waiting list for privately-owned licensed beach huts, and 60 people were on a waiting list for a HBC-owned rented hut. There is an opportunity to capitalise on this demand by looking at various methods of licensing, leasing and/or selling beach huts.
- There are numerous factors that would influence new sites for beach huts e.g. planning regulations, environmental considerations.
- The Panel would need to consider the marketing aspects of beach huts in order to maximise potential income for the Council.

It was AGREED that;

- 1) The Scrutiny Project Plan would be amended as attached and circulated to all members.
- 2) Democratic Services to organise a meeting with the Planning and Estates Teams to understand planning and leasing factors of beach hut provision.
- 3) Democratic Services to investigate possible dates for site visits to Hayling Island beach huts.

Mark Gregory

Mark Gregory

Mark Gregory

The meeting commenced at 5.00 pm and concluded at 5.47 pm

SCRUTINY PROJECT PLAN

Scrutiny on the Provision of Beach Huts and Public Toilets in the Borough

SECTION ONE – Project Definition Form

<i>Project Title</i>	<i>Scrutiny of the Provision of Beach Huts and Public Toilets in the Borough</i>
<i>Link with the Corporate Strategy and Business Plans</i>	<p>The Council is committed to enhancing the area as a great place to live and work, while also protecting the environment.</p> <p>An improvement in the provision of beach huts would help the local tourist trade.</p>
<i>Project Objectives</i>	<p>To assess whether the Council's current provision of public toilets meets the demands of the residents of the Borough</p> <p>To investigate business opportunities to improve and expand the Council's provision of Beach huts</p>
<i>Benefits to the Council and Its Residents</i>	<p>Maintaining a clean and pleasant place to live for the residents of Havant</p> <p>A more efficient use of resources</p> <p>To meet the customer demand</p> <p>Benefit the local tourism trade</p>
<i>Evidence to Support the need for the project</i>	<p>The current waiting lists for buying / renting beach huts and the potential income for the Council</p> <p>The increasing cost for the provision of Council toilets</p>

SCRUTINY PROJECT PLAN

Project Deliverable

- To produce an assessment of the council's current provision of public toilets.
- To produce an assessment of the residents and visitors demands for public toilets in the Borough.
- To assess the current income from beach huts and consider if this can be improved upon (including manner of delivery to public)

The Project Will Include

- An assessment of the current provision for public toilets and beach huts in the Borough
- Assess customer satisfaction/demand for public toilets and beach huts in the Borough
- Make recommendations for future delivery of public toilets and beach huts in the Borough
- Consultation with stakeholders
- Identification of new sites for beach huts
- Investigation of options for producing revenue from beach huts

The Project Will Not Include

- Recommendations to build new toilets

Success Criteria

Project completed within the agreed timescale
Number of Recommendations agreed by the Cabinet
Number of Recommendations implemented
Number of People Involved in the review
Percentage of members of the Panel who attended and took part in the review
Number of meetings held
If the Review is followed up

SCRUTINY PROJECT PLAN

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Key Officer(s)	Head of Environmental Services
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Lead Councillor	Councillor Briggs
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SECTION TWO – PROJECT PLANNING

Scrutiny Panel	Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel	
Scrutiny Lead	Councillor Mackey	
Panel Members	Councillor Francis, Sceal, Howard, Bowerman and Weeks	

Witnesses to Interview

Who?	Why?	When?
Head of Environmental Services – Andrew Pritchard	Key officer in implementation of public toilets and beach huts	July/August/September 2016
Residents Associations	To provide feedback on the adequacy of the current public toilet provision in the Borough	August/September 2016

SCRUTINY PROJECT PLAN

<i>Business Trade Associations</i>	To provide feedback on the adequacy of the current public toilet provision in the Borough	August/September 2016
<i>Operations Director – Peter Vince</i>	Key officer in implementation of public toilets and beach huts	July/ August/September 2016
<i>Estates</i>	To provide details and requirements on letting of Beach Huts	July/August
<i>Development Control</i>	To provide details on planning requirements regarding beach huts	July/August 2016

Site Visits

<i>Where?</i>	<i>Why?</i>	<i>When</i>
<i>Hayling Island Beach</i>	To look at current beach hut provision and investigate possible sites for new huts	TBC

SCRUTINY PROJECT PLAN

Evidence to Gather

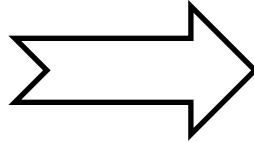
(Please identify any information that is key to research for this scrutiny)

Statistics on number of public toilets in the Borough
Comparative statistics of toilet provision, beach hut provision and beach hut charges by similar Councils
Statistics/details on the number and siting of the beach huts in the Borough
Details on the location of the Public Toilets and beach huts in the Borough
Details on the terms and conditions imposed on the letting of beach huts
Options for leasing, licensing and selling beach hut provisions
Details of toilet and beach hut usage

SCRUTINY PROJECT PLAN

Projected Start Date

July 2016

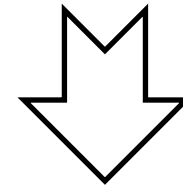


Projected Timescales for:

Evidence gathering – July – September 2016

Interviews/Site Visits – July - September 2016

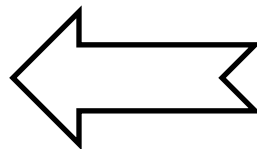
Evidence Analysis – October 2016



Dates for:

Report to Scrutiny Board – December 2016?

Report to Cabinet/Council – 8 February 2016



Project Report Deadlines

Draft Report Produced – November 2016?

Panel to Agree Final Report – 7 November 2016

Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Thursday, 4 August 2016

Present

Councillor: Mackey (Chairman)

Councillors: Bowerman, Francis, Sceal and Weeks

Also Present:

Mark Gregory (Democratic Services Officer), Nicholas Rogers (Democratic Services Assistant) and Steve Weaver (Development Management Team Leader)

Apologies: Briggs and Howard

	Action
<p>8 APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Councillor Howard.</p>	
<p>9 MINUTES</p> <p>It was AGREED that the minutes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel on 11 July 2016 be approved as a correct record.</p>	
<p>10 REVIEW OF THE PROVISION OF BEACH HUTS AND PUBLIC TOILETS IN THE BOROUGH</p>	
<p>10a Discuss Planning Restrictions/Requirements Relating to the Provision of Beach Huts</p> <p>The Development Management Manager was invited by the Panel to discuss the Planning considerations relating to the provision of beach huts. The main points of the discussion are set out in Appendix A to these minutes.</p>	
<p>10b Scrutiny Project Plan</p> <p>Members APPROVED the Scrutiny Project Plan for the review of the provision of Beach Huts and Public Toilets in the</p>	

Borough.

The following points were also discussed:

- a) More information was needed on the Council's current beach hut provision relating to the income and costs.
- b) More information was needed on the waiting lists for beach huts, and whether these featured both residents and non-residents of the Borough.
- c) More information was needed on the boundaries of HBC owned land on Beachlands, and how much of this land is designated as a SSSI.
- d) The proposed consultation of Hayling Island residents and Ward Councillors could necessitate an extension to the proposed timescale.

10c To Discuss the Briefing Note Supplied by Estates Relating to Leases/Licences

Members received the briefing note supplied by Estates relating to leases and licences.

10d Tour of Beach Huts

It was AGREED that;

- a) The date and time of the tour of Beach Huts would be Monday 22 August at 10am, subject to final confirmation from the Operations Director of NORSE.
- b) There would be a meeting prior to the site visit to discuss information relating to the income and costs of the Council's beach hut provision.
- c) Hayling Island Ward Councillors would be invited to attend the site visit.

10e Progress Report

Members received the Progress Report for the review of the provision of public toilets and beach huts.

10f Additional Information

Members received the beach huts survey and the survey of the provision of public toilets, which detailed the provisions at other local authorities.

Members asked for further information on the Councils featured in the beach huts survey to allow for a comparison between similar sized local authorities.

The meeting commenced at 5.00 pm and concluded at 5.51 pm

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Briefing Note from Steve Weaver, Development Management Manager

Points covered at Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel meeting, 4 August 2016

- The installation of beach huts is generally regarded as a 'building operation' which is subject to planning processes.
- When installed by a local authority the question arises as to whether they fit within the definition of 'permitted development' which means that a planning application is not necessary.
- This definition is: *The erection... by a local authority... of any small ancillary building... on land belonging to or maintained by them required for the purposes of any function exercised by them on that land otherwise than as statutory undertakers*
- Whilst different local authorities have taken differing viewpoints on this issue, I would consider that the provision of beach huts is ancillary to the Council's function of promoting/improving the economic or social well-being of its area, and therefore permitted development rights are available.
- That being the case, the other permitted development criteria that the Council must observe are that (a) the development does not exceed 4m in height; and (b) does not exceed 200 cubic metres in capacity. This would suggest that a small cluster of beach huts not exceeding 200 cubic metres in capacity and 4m in height could be provided without having to go through the planning process.
- Where there is no need for planning permission it is clearly down to the originating department to undertake all necessary public consultation in respect of any proposals. Even when planning permission *is* required (eg the cumulative total of all beach huts provided on a site exceed 200 cubic metres) it is strongly recommended that public consultation be carried out by the originating department before any planning application is submitted, in order to hopefully identify and address any areas of public concern.
- In cases where planning permission is not required, but where the development would affect a Site of Special Scientific Interest, the Council is under a statutory duty to seek permission from Natural England before installing any beach huts. The area of Beachlands covered by this designation is as follows:

Present

Councillor: Mackey (Chairman)

Councillors: Francis, Sceal and Weeks

Also Present:

Councillor:

Adam Macey (Beachlands Officer), Nicholas Rogers (Democratic Services Assistant) and Peter Vince (Operations Director, NORSE South East)

Councillors: Lenaghan, Perry, Turner and Wilson

Apologies: Councillors Bowerman and Howard

11 VISIT TO HAYLING ISLAND BEACH HUT SITES

Action

The Panel together with four ward councillors toured the Hayling Island Beach Hut sites. The Operations Director and Beachlands Officer from NORSE accompanied members and answered any questions.

Discussions covered the existing location, condition and provision of huts, the possibility of additional locations and different options regarding the provision of beach huts.

The following points were discussed:

- There is no requirement for a beach hut to be replaced after a defined number of years, as long as the hut was kept in a good condition.
- The Council repaired its own huts when needed and re-painted the huts approximately once a year.
- If a privately-owned hut was in a state of disrepair, the Council would request the licensee to repair the hut. If the licensee did not accede to this request the Council could undertake the works and recharge the licensee or terminate the licence.
- The average life-span of a beach hut was approximately 10 years.
- All beach hut sites were checked daily by Beachlands Officers.
- Natural England had to be consulted over a number of aspects and had the power to veto any changes relating to:

- Any potential development on areas designated as SSSI.
- The removal of certain vegetation surrounding beach hut sites in the SSSI.
- Beach hut sites in the SSSI that had remained vacant for over 2 years.
- The encroaching sea-line had caused a number of beach hut sites to be moved further inland in previous years, which was an important consideration for the development of any future beach hut sites.
- HBC currently charged £525 per year (residents) and £1050 per year (non-residents) for the rent of a beach hut owned by the Council.
- HBC charged £800 per year (residents) and £1600 (non-residents) for the annual rental of a Council owned beach hut site.
- There was also a £100 administration fee for the transfer of a licence between holders.
- It would be useful to obtain parking information for the Beachlands car parks to understand foot fall for the beach area.

Panel members suggested arranging a meeting with Natural England to discuss beach hut considerations.

It was AGREED that a further meeting be arranged to discuss the site visit.

The meeting commenced at 9.30 am and concluded at 12.30 pm

Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Tuesday, 20 September 2016

Present

Councillor: Mackey (Chairman)

Councillors: Bowerman and Francis

Also Present:

Councillor: Councillor Anthony Briggs
Mark Gregory (Democratic Services Officer), Andrew Pritchard (Head of Environmental Services), Nicholas Rogers (Democratic Services Assistant) and Peter Vince (Operations Director, NORSE South East)
Councillors: Lenaghan, Perry, Satchwell, Thomas and Turner

Apologies: Councillors Howard, Sceal and Weeks

		Action
12	APOLOGIES FOR ABSENCE	
	Apologies for absence were received from Councillors Howard, Sceal and Weeks.	
13	MINUTES	
	The minutes of the meeting of the Operations, Environmental Services and NORSE Scrutiny Panel held on 22 August 2016 were AGREED as a correct record.	
14	REVIEW THE FORWARD PLAN AND CABINET BUSINESS PLAN	
	The Cabinet Lead for Operations, Environmental Services and NORSE told the Panel that the NORSE Board had met for a second time and progress was on track. A MOT Testing Station at the Southmoor Depot would be operational by the end of the month. Although there were concerns over the prices of recyclables, other areas were being looked at to overcome the shortfall in projected income.	
15	MONITOR PROGRESS OF PROJECT	
	Panel members noted the Review of the Provision of Public Toilets and Beach Huts Project Report.	

16 DISCUSSIONS ON PROVISION OF BEACH HUTS

Panel members discussed the findings of the Beach Hut site visit on 22 August 2016 and the next steps of the review.

Panel member also received:

- a) A briefing note detailing the necessary processes to seek advice from Natural England.
- b) Questions submitted prior to the meeting by Councillor Weeks and the responses received.

The Cabinet Lead for Operations, Environmental Services and NORSE, the Operations Director at NORSE, the Head of Environmental Services and Hayling Island Ward Councillors were also present.

The following areas were discussed:

- The need to co-ordinate with the review of the Hayling Island Masterplan.
- Actions taken by NORSE to improve the collection of income from Beach Hut Licences.
- On-going work with the Eastern Solent Coastal Partnership to understand future coastal erosion and the impacts on beach huts.
- The Council consider charging a higher fee or take a percentage of sale proceeds when beach huts are sold on privately.
- Suitable sites for beach huts

In response to questions, the Panel was advised that:

- The Chichester Avenue site previously identified for additional beach huts was no longer under consideration.
- The provision of further beach huts was part of the NORSE contract, with an agreement to consider an additional 100 huts on the site. It would be the role of the Panel to identify preferred sites for the additional beach huts. A failure to meet this commitment would have a detrimental impact on the Council's budgets and the income streams from NORSE. As such,

recommendations on beach hut provisions would need to be received by the end of the year to form part of these considerations.

The Panel indicated that the preferred option for further hut provision would be in-filling within existing sites on Hayling Island beach.

It was AGREED that;

- a) Draft proposals for the provision of new beach huts on a site near the Hayling Island Skatepark supported by draft assessment reports be submitted to the next meeting of the Panel;
- b) The Panel would meet on 6 October 2016 to discuss the outcomes of the 'Hayling Island Masterplan' meeting on 5 October 2016 and consider the next steps for the review;
- c) The Council consider charging a higher fee or take a percentage of the sale proceeds when beach huts are sold on privately; and
- d) The results of the on-going work with the Eastern Solent Coastal Partnership be submitted to the Panel.

Andrew
Pritchard, Peter
Vince

Andrew
Pritchard

The meeting commenced at 5.00 pm and concluded at 6.20 pm

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Monday, 9 January 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis, Sceal and Weeks

Also Present:

Councillor: Councillor Anthony Briggs
Mark Gregory (Democratic Services Officer), Andrew Pritchard (Head of Environmental Services), Nicholas Rogers (Democratic Services Assistant) and Peter Vince (Operations Director, NORSE South East)
Councillors: Buckley

Apologies: Councillors Bowerman

	Action
<p>17 MINUTES</p> <p>The minutes of the meeting of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on 20 September 2016 were AGREED as a correct record.</p>	
<p>18 REVIEW OF PROGRESS MADE WITH THE BEACH HUTS SCRUTINY</p> <p>The Panel discussed the progress of the Beach Hut scrutiny review to date and the findings that had been established. The Operations Director of NORSE, the Head of Environmental Services and the Cabinet Lead for Operations, Environmental Services and NORSE were also present.</p> <p>The following areas were discussed:</p> <ul style="list-style-type: none">• Previous issues with beach hut tenants being in arrears of up to 3 years and approximately £74,000 outstanding had been mitigated. This had been reduced to under 10 tenants in arrears, with the total amount outstanding at approximately £20,000.• There is scope to improve the appearance and design of both the sites and beach huts, which could lead to more income. For example, huts with a direct sea view, larger huts and huts in desirable locations near to concessions and amenities could be marketed at a	

premium rate.

- The beach huts represented an opportunity for the Council to increase income streams, which could be used to offset the losses related to the decreasing value of recyclables. The beach huts were on track to achieve approximately £250,000 (as was expected at the start of the financial year).
- The expansion of beach hut provision would need to be co-ordinated with the wider Hayling Island plans to ensure a consistent approach to improving and enhancing the area.
- There were 50-60 people estimated to be on the current waiting list. Preliminary discussions with estate agents suggested beach huts would be highly marketable.
- The current terms and conditions could also be re-evaluated, with consideration given to different types of rent, lease and licence. The Council could also look to ensure a share of or fee for any private sale of beach huts is received by the Council.

The Panel considered the potential site identified between existing sites C and D (as shown in Appendix 1). Members were informed of the following:

- There was space for approximately 20 beach huts in the gap between existing hut sites C and D.
- The proposed site was situated at a suitable distance away from nearby residential properties and would not have a detrimental impact on the visual amenities of the area.
- In view of its location in a car park, it should not have a significant detrimental ecological impact but an ecological survey had not yet been undertaken.
- There was ample disabled parking with sea views situated at other car parking sites across the seafront. If affected, the disabled parking provision on the proposed site could be relocated within the car park.
- The potential site would allow for the market for beach huts to be tested. This could then inform further infill or development of new sites.

- As the site is within a SSSI region, any potential beach hut provision would need approval from Natural England.
- Hayling Island Councillors had considered the proposed site at the previous Panel meeting and no major concerns had been raised.
- The Chichester Avenue application demonstrated the importance of conducting public consultation prior to any scheme being finalised.

It was the view of the Panel that the role of the review was to identify the potential site for use, and that consultation would be carried out by officers following the recommendation of a potential site.

It was AGREED that;

- a) The draft report include recommendations to the following effect:
 - i. the proposed site on Hayling Island beach front (as shown in Appendix 1) be used for further beach hut provision;
 - ii. public consultation be undertaken on the proposed site;
 - iii. an ecological survey and consultation with Natural England be carried out;
 - iv. the current beach hut licences and terms and conditions are reviewed;
 - v. the updated terms and conditions include a higher percentage share / fee for the Council from the private sale of a beach hut; and
 - vi. further consideration is given to infilling options at existing beach hut sites.
- b) The Panel consider the draft report for the review at the meeting of 24 January 2017.

The meeting commenced at 3.00 pm and concluded at 3.44 pm

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Tuesday, 24 January 2017

Present

Councillor: Branson (Chairman)

Councillors: Bowerman, Sceal and Weeks

Also Present:

Councillor:

Mark Gregory (Democratic Services Officer) and Nicholas Rogers (Democratic Services Assistant)

Councillors: Buckley

Apologies: Councillor(s): Francis and Howard

19 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Francis and Howard.

20 REVIEW THE FORWARD PLAN AND CABINET BUSINESS PLAN

The Panel noted that there were currently no items in the Forward Plan relating to the work of the Panel.

21 REVIEW OF PUBLIC TOILETS

The Panel discussed the progress made with the scrutiny of Public Toilets and considered the next stages of the review. The Head of Environmental Services was invited to join the discussion and answered member's questions.

The following points were discussed:

- Norse had acquired counting equipment to enable data on the usage of public toilets to be collated; meaningful data from these counters would be available within the next two months.
- There was significant public expectation around the Council providing public toilets.

Action

- The cleaning of Council-owned toilets was covered by Norse. The Council's Property Team was responsible for the structure, including maintenance and business rates.
- The closure of a public toilet would not be a significant saving, as the Council would still be liable for the maintenance of the building and business rates. The closure of a public toilet would permit Norse to relocate the cleaning resource to other areas.
- The Council had no statutory duty to supply public toilets.

In discussing the scope for the review, the Panel highlighted the following areas to consider;

- (a) A strategic review on where Council-owned toilets were sited, with consideration of usage and proximity to other amenities. This would also need to factor in seasonal usage;
- (b) Whether the current provision represented value for money;
- (c) whether there were options for a more financially viable service;
- (d) Whether closing a toilet would be a suitable option;
- (e) Whether the current opening times for toilets were appropriate; and
- (f) Options for the private maintenance of Council-owned toilets.

The Panel requested further information on the following areas:

- (i) Details from Havant Borough Council to contribute to the LGA Survey on the Provision of Public Toilets
- (ii) Details of the costs of the maintenance, business rates and cleaning costs for each public toilet
- (iii) Confirmation on whether the Council owned the land that Council-owned toilets were sited on.
- (iv) Details on which Council-owned toilets were in stand-alone buildings and which formed part of other buildings.
- (v) Clarification of the status of the public toilet at Warblington Cemetery.
- (vi) Confirmation on whether the Council has investigated a community scheme approach to toilet provision (i.e. where businesses allow the public to use their toilets for a fee from the Council).
- (vii) The current price for purchasing radar keys from the Council
- (viii) The legislation surrounding the requirements for

establishments providing food and drink to have toilet provisions.

- (ix) Details on the location of the toilet usage counters.

It was AGREED that;

- a) The Panel would circulate a survey to all Councillors, asking for their opinions on and any issues with the conveniences in their respective wards. A draft survey would be provided to the Panel for comment prior to wider circulation;
- b) a representative from Norse be invited to attend a meeting of the Panel to provide details on their work relating to the Council's provision of public toilets; and
- c) Democratic Services to provide the above information requested at the next meeting of the Panel

22 REVIEW OF BEACH HUTS

The Panel considered the final draft report for the Review of Beach Huts.

Discussions highlighted the importance of changing current letting arrangements to ensure the Council received a reasonable fee for the private transfer of beach huts.

It was AGREED that the final draft report be submitted to the Scrutiny Board.

The meeting commenced at 5.00 pm and concluded at 6.06 pm

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Monday, 27 February 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis and Weeks

Also Present:

Councillor: Councillor Anthony Briggs

Mark Gregory (Democratic Services Officer)

Councillors:

Apologies: Councillor(s): Sceal

23 MINUTES

The Minutes of the meeting of the Operations, Environmental Services and Norse Scrutiny and Policy Development Panel held on 24 January 2017 were agreed as a correct record.

24 BEACH HUTS REVIEW

The Panel received a revised plan for the proposed new beach huts near to the skate park and discussed the draft beach huts review report with:

- (i) Councillor Briggs, Deputy Leader and Cabinet Lead for Operations, Environmental Services and NORSE.
- (ii) Peter Vince, Operations Director for Norse South East;
- (iii) Michelle Good, Project Leader for the Hayling Island Masterplan,
- (iv) Arron Tickner, Projects Officer; and
- (v) Dan Collings, Transformation Project Manager.

The discussions covered progress made with the proposed new beach huts, the planned timetable for the new beach huts, and how the Council would seek to overcome any objections from Natural England concerning the erection of

Action

new Beach huts in the SSSI.

The Panel confirmed that it no longer required a business case to support its report.

The recommendations set out in the draft report were endorsed subject to the plan showing the site of the new beach huts being replaced with the plan submitted to this meeting.

25 REVIEW OF PUBLIC TOILETS

The Panel discussed the questionnaire to be submitted to all Councillors.

The Operations Director for Norse South East agreed, after consultation with Councillor Briggs, to circulate details of previous reviews undertaken by the Council on the provision of public toilets.

It was Agreed that:

- (i) the questionnaire be revised to seek the views of all members of the Council on how to improve and rationalise the current provision of public toilets in the Borough;
- (ii) the revised questionnaire be circulated to all members of the Panel for comments with the aim of circulating a questionnaire to all members of the Council during the week commencing 6 March 2018; and
- (iii) The results of the questionnaire be discussed at the next meeting of the Panel to held after 18 March 2017.

The meeting commenced at 3.00 pm and concluded at 3.38 pm

Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Monday, 10 July 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis, Howard, Sceal, Weeks, Cresswell and Hughes

Also Present:

Councillor: Councillor Anthony Briggs

Mark Gregory (Democratic Services Officer), Carl Mathias (Strategic Procurement Project Manager) and Tim Slater (Executive Head for Economy and Communities)

Councillors: Buckley, Lenaghan, Satchwell and Wilson

Apologies: Councillor(s): Kerrin

		Action
1	MINUTES The minutes of the meeting of the Panel held on 5 April 2017 were agreed as a true record.	
2	REVIEW OF BEACH HUTS Councillor Satchell, Lengahan and Wilson requested that the Panel review the Beach Huts fees in the light of concerns raised by current beach hut owners, whose charges had increased by 43% over the past five years. The Panel discussed the following issues: (a) the tone of the correspondence initially sent to the beach holders; (b) the level of the increases; (c) the facility to pay by instalments; (d) the process for setting fees and charges; (e) the duration of licences in the future; (f) the benchmarking survey sample and need to ensure that survey's compared "like for like" charges; and	

(g) facilities and charges set by other Councils.

It was AGREED:

- (1) that the review would concentrate on ways to resolve the matter and not look back on past errors or decisions;
- (2) the project review plan as attached as an appendix to these minutes;
- (3) that the analysis of the beach hut benchmarking surveys be reviewed to ensure that the analysis compared “like for like”; and
- (4) that the next meeting of the Panel be held at 5pm on 25 July 2017.

The meeting commenced at 4.53 pm and concluded at 5.54 pm

SCRUTINY PROJECT PLAN

Scrutiny of Beach Huts

SECTION ONE – Project Scoping Form

Project Title	Scrutiny of Beach Huts
Executive Summary – What will this review do?	This review will focus on complaints received in response to the increase in the beach hut fees and charges for 2017/18 and discuss the options available to the Council to mollify these issues.
What are the benefits to the Council and Its Residents?	The review will give a platform for the concerns of the licence holders to be considered.
Link with the Corporate Strategy and Business Plans	<p>The key aspects in the Corporate Strategy are:</p> <ul style="list-style-type: none">• <i>We will balance our finances each year and direct resources to deliver quality services in a targeted way.</i>• <i>Our services will be affordable for customers and sustainable for the Council.</i>• <i>We will develop new income streams and efficiencies to tackle the loss in grant from Government.</i>
Scope of the Project	<p>The project will be a joint scrutiny with the Budget Scrutiny Panel and will include:.</p> <ol style="list-style-type: none">1. an examination of the issues raised by the complaints; and2. consideration of the options available to the Council to mollify the complaints. The issues to be considered will be:

SCRUTINY PROJECT PLAN

- (a) duration of future licences;
- (b) beach hut/site licence fees;
- (c) beach hut site transfer fee;
- (d) feasibility and costs of allowing licensees to pay by licence fees by instalments;
and
- (e) differences between the licence terms/fees set for residents of the Borough
compared to those set for residents who live outside the Borough

The project will not include an examination on how the fees were set and errors made in the past.

Examination of the Issues Raised by the Complaints

To consider a summary of the complaints received

Interviews

To discuss with the key officers and Norse the issues raised by the complainants and the options available to the Council

Benchmarking

To evaluate the Council's current fees and charges in relation to other Councils

Methodology

SCRUTINY PROJECT PLAN

	<p>Consultation with Ward Councillors</p> <p>To enable the views of the ward councillors to be taken into account</p> <p>Consultation Meeting With Complainants</p> <p>A meeting with representatives of the beach hut owners.</p>
Success Criteria	<p>The project will be considered successful if by the end of the study, the Panel has considered the complaints and given the complainants and ward councillors an opportunity to comment on the options available to the Council.</p>

SCRUTINY PROJECT PLAN

SECTION TWO – Who Will Be Involved

Project Team

<i>Scrutiny Lead</i>	Councillor Branson
<i>Scrutiny Panel</i>	Operations, Environmental Services and Norse Scrutiny and Policy Development Panel Councillors Branson, Francis, Howard, Kerrin, Weeks and Sceal Budget Scrutiny Panel Councillor Cresswell
Support Team	
<i>Cabinet Lead</i>	Councillor Briggs
<i>Key Officer(s)</i>	Tim Slater (Head of Development) Carl Mathias (Strategic Procurement Project Manager)
<i>Support Officers</i>	Mark Gregory, Democratic Services Officer Nicholas Rogers, Democratic Services Assistant

People /Organisations to be Included in the Project

<i>Who?</i>	<i>Why?</i>	<i>When?</i>
<i>Tim Slater (Interim</i>	A key role in the delivery of the delivery of the Norse Joint Venture Scheme	On-going

SCRUTINY PROJECT PLAN

Head of Contracts and Commissioning		
Carl Mathias (Strategic Procurement Project Manager)	A key role in the delivery of the Norse Joint Venture Scheme.	On-going
Norse representatives	A key role in the delivery of the Norse Joint Venture Scheme.	
Ward Councillors	To ensure that the views of the complainants are taken into account in this scrutiny	TBC
Representatives of the Beach hut owners	To gain an understanding of the issues and complaints relating to the 2017/18 increase in beach hut fees and to give them an opportunity to comment on the options available to the Council	TBC

Evidence to Gather

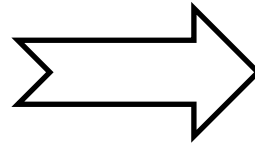
(Please identify any information that is key to research for this scrutiny)

Details of the complaints received
Benchmarking Survey
Analysis of the charges set by Councils included in the benchmarking surveys
Analysis of the complaints received by the Council and passed to the Democratic Services Team

SCRUTINY PROJECT PLAN

Start Date

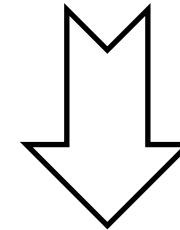
10 July 2017



Projected Timescales for:

Evidence gathering July – Aug 2017

Interviews: July-Aug 2017

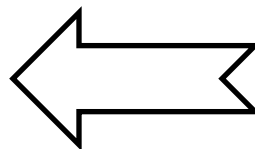


**PLEASE NOTE THAT DATES ARE
PROVISIONAL AND SUBJECT TO
CHANGE**

Dates for:

***Report to Scrutiny
Board: TBC***

Report to Cabinet: TBC



Project Report Deadlines

**Draft Report Produced: Aug to Sept
17**

Panel to Agree Report: Sep 17

Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Tuesday, 25 July 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis, Sceal and Weeks

Also Present:

Councillor: Councillor Anthony Briggs

Mark Gregory (Democratic Services Officer), Nicholas Rogers (Democratic Services Assistant), Carl Mathias (Strategic Procurement Project Manager) and Peter Vince (Operations Director, NORSE South East)

Councillors: Cresswell, Lenaghan, Satchwell and Wilson

Apologies: Councillor(s):

		Action
3	APOLOGIES FOR ABSENCE There were no apologies for absence.	
4	MINUTES The minutes of the meeting of the Operations, Environmental Services and Norse Scrutiny and Policy Development Panel held on 10 July 2017 were agreed as a correct record.	
5	BEACH HUTS REVIEW The Panel held a discussion on the beach huts scrutiny review and considered the concerns raised by residents. Hayling Island Ward Councillors, the Cabinet Lead for Operations, Environmental Services and Norse, the Operations Director for Norse and the Strategic Procurement Manager were invited to join the debate on this item. The Panel received a presentation detailing an analysis of the benchmarking survey of beach hut fees and charges. The analysis focused on local authorities who provided a similar beach hut provision, and the figures highlighted the Council's charges were one of the highest across those authorities surveyed historically and currently.	

Concerns were raised over the following points:

- 14% rise in annual licence fee that beach hut owners felt was unjustified.
- Payment required in one transaction and the removal of paying by instalments.
- Introduction of transfer of licence fee at £1200 cost (reduced to £500 by the Cabinet Lead in response to complaints received).
- Lack of financial costings to justify rise in fees and introduction of transfer fee.
- Lack of consultation or prior warning to beach hut owners on rise in fees.

The Cabinet Lead suggested the following options:

- The 'Transfer of Licence Fee be reduced from £500 to £100
- The licence be extended to a 7-year term (this is subject to final consultation with Legal)
- The current annual licence fees be frozen for the next 3 years and from then on, a review be undertaken every 3 years.
- All beach hut owners be given the opportunity to pay licence fee over a 6 month period.
- All licensees be given an opportunity to pay the licence fee over a 6 month period.

The Hayling Island Ward Councillors present considered that the Council should give a greater concession such as reducing the current fee or staggering the rise in annual licence costs over the next three years. The Cabinet Lead advised however that beach hut charges formed part of the Council's budget and the shortfall would need to be recovered from elsewhere.

The Panel requested:

- a) Predicted financial costings if the annual licence were staggered and details of the resulting budget shortfall;
- b) Breakdown of complainants between residents and non-residents; and
- c) The predicted fees if the licence fee for plot hire as not frozen over the next three years

It was AGREED that;

- a) the analysis of beach hut benchmarking survey be open to view by complainants;
- b) Hayling Island resident presentation be circulated to Panel members; and
- c) a Panel meeting be arranged with beach hut

representatives to hear resident's views and discuss the options available.

The meeting commenced at 5.00 pm and concluded at 6.32 pm

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Wednesday, 23 August 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis, Sceal and Weeks

Also Present:

Mark Gregory (Democratic Services Officer) and Nicholas Rogers (Democratic Services Assistant)

Councillors: Buckley and Cresswell

Action

6 HAYLING ISLAND RESIDENT REPRESENTATIVE CONSULTATION

The Panel received prior to the meeting:

- (a) a copy of the presentation given by Mr Bedford, on behalf of the licensees of beach hut plots (“licensees”), to Councillor Lenaghan and Satchwell;
- (b) a revised analysis of the benchmarking surveys;
- (c) financial implications of the options suggested at the meeting held on 25 July 2017;
- (d) a submission from Mr Willis, a licensee;
- (e) a revised analysis of the complaints received by the Democratic Services Team; and
- (f) financial information requested by Councillor Lenaghan.

The Panel was addressed by the following representatives

A Mr Bedford, who outlined how the recent increase in beach hut plot hire fees (“plot hire fees”) had been communicated to the licensees and licensees’ concerns. In summary the main concerns were:

- 1 the Council’s research showed that in 2016/17 that the Council’s beach hut plot hire fees were well above the market or average rate and not below it as stated in correspondence/information received by the

licensees: 35% above for residents and 85% for non-residents. The increases introduced this year put these fees further above the average rate. How could the Council justify the increase in beach hut plot hire fees and the statement 'we are some way below the market rate?;

2. The Council had not given a satisfactory justification for an increase in the plot hire fees or consulted the licensees before determining this increase: the Council's statement that the income from beach hut fees needed to cover its cost and ideally generate a modest return was not supported by the Council's research;
3. In view of (1) and (2) above, it was reasonable for the licensees to expect to receive a reduction in the fees in line with the market rate for residents and non-residents;
4. the option of having a three year freeze at the £600 /£1200 was unacceptable; a reduction of the current fee to a level more in line with the average market rate was required;
5. giving all beach hut plot hire licensees an opportunity to pay their fee by instalments over a six month period appeared to overcome the concerns relating to the withdrawal of the facility to pay by instalments;
6. although reductions had been made to the transfer fee and further reductions suggested as an option there had been justification given for such a fee. It was also unclear whether this fee was in addition to the administration fee or replace this fee; the transfer fee should be replaced by a fee that could be justified;
7. the perpetual increase in licence fees representing a 100% and 275% increase over the last ten years for resident licences and non resident licences respectively made the licensees feel exploited and unwanted, and gave the impression that the Council considered that any increase in the fee would be affordable by all licensees;

8. the licensees were in the process of forming an association to represent all beach hut licensees. This association would be willing to work with the Council to resolve and discuss issues relating to their members;
9. the way the charges were communicated and complaints were handled made licensees feel bullied, victimised and disillusioned with their beach huts with some considering relinquishing their licences;
10. the 2014 survey attached to the Panel's extant Findings Pack showed that, at time of the survey, 59% of the respondents did not consider the plot licence fee provided good value for money. However the Council had continued to increase its fees leaving the licensees doubting if the Council was prepared to listen to their views and concerns;
11. the licensees supported, in principle, the revocation of a licence for long-term non-payment but with obvious caveats for instances of proven hardship. The licensees also believed that the granting of a licence came with a responsibility to keep the hut in a presentable state and therefore supported the Council's action to improve beach huts which let down the tone of the beach and the resort in general through neglect.

B Mr Willis addressed the Panel and, with reference to a file he had sent to all Councillors and the submission referred to in (d) above, made the following additional points:

12. plot licence fee increases were not affordable by all the licensees and only represented a small amount of income to the Council;
13. the plot hire fees did not represent value for money; and
14. where could the licensees seek redress if they were not satisfied with the Council's response to these concerns?

C Mrs Windebank endorsed the views expressed by Mr Bedford and Mr Willis and emphasised how the way the increases were implemented this year had affected her.

The Scrutiny Lead acknowledged that the way the changes had been communicated was below the standard expected by this Council.

The representatives were advised of the role of the Panel and how the scrutiny process would deal with their complaints.

The Panel discussed in detail other services provided by the Council to provide the beach huts with an acceptable environment. During this discussion, the representatives and observers emphasised how they had been affected by the way the changes had been communicated to them.

In response to questions raised by members of the Panel, the representatives advised that:

- (i) the representatives together with the observers were a mixture of residents and non residents;
- (ii) although the recent reduction in the transfer fee and the option to reduce this fee further was welcomed, it was considered that such a fee should not be levied unless it could be justified;
- (iii) the option to extend the licence period was considered meaningless, if the Council would continue to be allowed to terminate the licence at any time;
- (iv) a survey of other beach hut associations indicated that there appeared to be a correlation between Norse and price increases; and
- (v) the option to freeze plot hire fees for three years was unacceptable; the fees should be reduced to a level more in keeping with the average market value.

The Scrutiny Lead thanked the representatives and observers for their attendance.

(the representatives and observers left the meeting)

It was agreed that the officers be requested to submit figures and reasons to justify the current level of the plot hire fees.

The meeting commenced at 5.00 pm and concluded at 6.40 pm

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Notes of the Operations, Environmental Services and NORSE Scrutiny and Policy Development Panel held on Monday, 2 October 2017

Present

Councillor: Branson (Chairman)

Councillors: Francis, Sceal and Weeks

Also Present:

Councillor:

Mark Gregory (Democratic Services Officer), Nicholas Rogers (Democratic Services Assistant), Carl Mathias (Strategic Procurement Project Manager) and Peter Vince (Operations Director, NORSE South East)

	Action
<p>7 APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Councillors Briggs and Buckley.</p>	
<p>8 MINUTES</p> <p>The minutes of the meeting of the Operations, Environmental Services and Norse Scrutiny and Policy Development Panel held on 23 August 2017 were agreed as a correct record.</p>	
<p>9 BEACH HUTS REVIEW</p> <p>The Panel considered the final recommendations for the Beach Huts Review. The Operations Manager for Norse and the Strategic Procurement Project Manager were invited to join the discussion on this item.</p> <p>Officers detailed the following options for the future beach hut provision:</p> <ul style="list-style-type: none">• Plot hire fees be fixed for three years (including the current financial year) and a review be held by the end of this period to ascertain future fees;• Both new and existing licensees be able to pay their fee via instalments over a 6 month period and this facility be available for future years;• The transfer of licence fee be reduced to £100; and	

- Current beach hut leases be extended to a 7 year period.

During the discussion, the following points were raised:

- The extension of the lease to a 7 year period had been approved by Legal and represented less administration for both the Council and beach hut owners. The Council retained the ability to revoke a licence after a notice period, but officers advised that this power had never previously been used.
- The main grievance from beach hut owners had concerned the rise in the transfer of licence fee, and officers were confident that the proposed reduction would meet these concerns.
- The freeze of plot hire fees for three years would enable beach hut owners to budget for the next two years and save money over this time compared to the usual rise in fees, while a review prior to the next fee-setting would be undertaken.
- Officers admitted that initial communications had been heavy handed and would ensure this would not be repeated. Communications had improved in recent months between Norse and beach hut owners, with a dedicated officer now available for consistent contact.
- Regular meetings would be arranged between beach hut owners and key officers, with the suggestion of pre and post-season meetings to discuss main concerns and issues.
- The Council were not implementing an additional charge for the ability to pay licence fees by instalments.
- 1 beach hut owner had returned their hut licence since the rise in fees, with full payment received from all but 1 of the remaining beach hut provision. Alternative comments had been received that praised the beach hut provision on Hayling Island.
- The Council no longer offered weekly hut lets. Officers found this option was not in demand, yet there was a waiting list for yearly hut lets. The decision was therefore taken to stop weekly hut lets and extend the yearly hire provision.

- The Council also no longer offered partial refunds to yearly hut hirers, as this enabled some hirers to receive discounted prices if they ended their hire prior to the end of the season.
- Hayling Island Ward Councillors and beach hut owner representatives would be invited to attend the Scrutiny Board meeting and comment on the report and findings of the review.

The Panel ENDORSED the proposals provided by the officers.

It was AGREED that;

- a) A draft report be compiled and circulated for Panel members for comment prior to submission to the Scrutiny Board;
- b) The review of public toilets be deferred; and
- c) The next meeting of the Panel be set to undertake scrutiny review of grass and weed maintenance in the Borough with key officers.

The meeting commenced at 4.00 pm and concluded at 4.52 pm

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