

**CITY & COUNTY OF SWANSEA
MANAGEMENT ACTION PLAN –FOLLOW-UP
FORESHORE AND LETTINGS – 2019/20**

REPORT REF	RECOMMENDATION	CLASS (HR;MR;LR;GP)	AGREE ACTION/ COMMENTS	RESPONSIBILITY FOR IMPLEMENTATION	IMPLEMENTATION DATE	CURRENT POSITION
2.1	<u>Foreshore Lettings</u>					
2.1.2	a) Invoices should be raised at the start of the season.	LR	Acknowledged and invoices for 19/20 were created as soon as ledger opened.	Cultural Services	Start of each letting period commenced 1 st April 2019	Invoices will be raised and issued before 1.4.20
2.1.3	b) Checks should be made to ensure previous year's fees have been paid before licences are renewed.	MR	Acknowledged and understood. Outstanding debtors have now been referred to A/R team with supporting evidence of contract. Will not be used in the future and has not been engaged for 19/20.	Cultural Services	Immediate and Ongoing	Checking and monitoring process in place to ensure fees are paid in advance before licences issued.
2.2	<u>Langland Bay Beach Huts</u>					
2.2.2	The Strategic Manager for Leisure, Partnerships, Health & Wellbeing should approve the results of the	GP	Draw manager will send email of results for approval to	Cultural Services	March 2020	This action now written into draw process in readiness for 2020.

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2.2.3	<p>draw to confirm it has been conducted correctly.</p> <p>The section should consider marketing the huts on a wider basis to ensure that more residents are aware that the huts are available for seasonal hire.</p> <p><i>(If there is sufficient demand, an uplift in fees could be considered, increasing income to the Service.)</i></p>	GP	<p>appropriate senior line manager. Not necessary for this to be the Strategic Manager.</p> <p>Proportionate marketing at no cost ensures that supply meets demand. No budget available to consider external marketing, however social media can be used to generate wide awareness. Fees are uplifted in line with Council guidance circa 5% and this has been consistent annually for a period of years.</p>	Cultural Services	January 2020	Foresore Co-ordinator liaising with Council's website officer in regard to the creation of an on-line booking system together with updated web pages with view to going live in 2020.

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2.2.4	Evidence should be retained to show cheques have been returned to unsuccessful applicants.	GP	Log has now been kept of cheque destroyed or returned by Destination Manager.	Cultural Services	Implemented	The on-line booking and payment system once implemented will hold all evidence required. Cheques will no longer be in use as payments will be made online and via card system.
2.2.5	Receipt Books and C&D Books should be held securely and retained for audit purposes.	MR	a) LTS and retirement of previous administrator meant that some books could not be located. b) Specific books for specific service are now in place.	Cultural Services	Implemented	Receipt books would no longer be in use once on-line booking system in place as this will automatically generate a receipt.
2.3	<u>Boat Parking</u>					2.3.2
2.3.2	Official invoices should be raised to collect all income due for spaces where ownership is known.	MR	Boat Parking at the site is now managed under the supervision of the Marina management team who will implement the procedures adopted at the Marina. All boat	Highways and Transportation	June 2019 – September 2019	Follow up telephone calls have been made to known users who have still not returned signed contracts or paid, this has resulted in further payments being received relating to 19/20 storage. Currently the IT connection at Knab Rock is very poor and limits what recovery action can be actioned on

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2.3.5	<p>Advice should be obtained from Legal Services on how to remove the boats that are illegally parked.</p> <p><i>(Previous Audit recommendation – has been accepted but not implemented since 2006/7)</i></p>	MR	<p>owners at Knab & SBA have been written to and payments have been requested. Invoices will be raised to collect unpaid fees during September with recovery action to follow.</p> <p>a) Advice was sought over a period of time (2016/17/18) and concluded that the most appropriate systems should be those adopted by officers at the Marina, using TORTs and a weekly muster log of craft onsite. Support was sought in 2018 however owing to workload pressures little progress was made.</p>	Highways and Transportation	September 2019	<p>site. ICT are in the process of upgrading the connection. This should be completed early January.</p> <p>2.3.5 A meeting is due to take place early January between Marina, Audit & Legal to agree the best way forward in relation to long term debtors. Discussions will centre around historical supporting documentation being used in legal action against long term debtors. This will determine what action we can legally take on historical debts.</p>

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			<p>Options are currently being considered on what is the most efficient way to dispose of low value craft. Alternative sites are being considered to hold craft until disposed/sold.</p> <p>b) From 1st April 2019, all services relating to boat parking and income generation at the Knab site have been the responsibility of Marina, with an integrated system linked to the Marina's office system. A new (Highways &Transportation) cost centre has been created and all income is recorded here. Services and staff</p>	Cultural Services	Fully completed and services transferred by April 2020	

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			will continue to transfer through 2019/20, with the anticipation that a full transfer will be effected by 2020/21.			
2.5	<u>Caravan Parks</u>					
2.5.2	a) Regular checks should be made to ensure that site-holders have paid their invoice or are making payments by instalments.	MR	A further system to be developed to keep a log of all invoices generated, invoice numbers, narrative, debtor and amount. These to be checked monthly and a status column updated for paid/unpaid/part paid etc.	Cultural Services	01 st September 2019	Monitoring and check list system has been devised by the Lettings Administrator.
	b) Licences should not be issued to site-holders who are in arrears.	LR	Accepted. No payments will evoke a separate correspondence to demand payment or commence	Cultural Services	Immediate	Foreshore Co-ordinator monitoring debtors and liaising with finance in regard to those licenceholders with monthly payment plans.

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2.5.3	Licences should be issued on an annual basis.	LR	<p>eviction proceedings.</p> <p>a) Agreed, although there have been previous issues in relation to the return of signed licences due to the capacity and resources to check, chase and follow up Licences returned.</p> <p>b) Officers to investigate the option to send licences with an overarch that assumes responsibility on the caravan owner to tell the Council if they do not accept the terms outlined in the licence and the virtue of their caravan being on-site is therefore acceptance of the said terms.</p>	Cultural Services	1 st September 2019	<p>Foreshore Co-ordinator and Estates Officer are conducting a site monitoring visit during February 2020 with a view to updating licence agreements in readiness for renewals in April 2020.</p> <p>Following site visit the review of the licence will include terms, which will also be included on the online system, following guidance from Legal.</p>

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			Licence issue will also include a cover note of owners' responsibilities - operationally and financially.			