

**HENGISTBURY RESIDENTS' ASSOCIATION**  
**MINUTES OF GENERAL MEETING WEDNESDAY 4th MARCH 2020**  
**Venue: St.Nicholas Church Hall, Broadway, Southbourne, BH6 4EP, 7.30pm**  
(Doors were opened earlier than usual at 7pm for viewing BCP plans re Beach House Cafe)

**Additional Note from Avril - As this was the last meeting before the Coronavirus Lockdown, I have transcribed in full the presentations by both of the two speakers.**

**Members Present at Meeting 80**

**There were an additional 19 people who sneaked in but were not members !!**

Committee:

Chairman	Avril Ogden
Vice Chair	Clifford Lux
Treasurer	Brian Miller (Apologies received)
Secretary	Vacant (Temporarily by Avril)
Membership Secretary	Avril Ogden
Henra IT and Website	External
Meet & Greet	Jennifer Ruckley
Socials - In House	Miriam Monaghan (Absent)
Socials - External	Avril Ogden
Programme & Newsletters	Avril Ogden
General Committee	Lester Ruckley (Absent)
Hon President	Tony Yates (Absent)
Hon Vice President	Tony Bayliss (Absent)

**Apologies received from :**

Brian Miller who is ill

The following is a transcript of the evening, prepared by Avril Ogden from the voice recording made on the evening.

**1a)** Welcome to you all. As tonight's meeting is a bit different to usual with an additional speaker, there are a few notices but I'll be as quick as I can.

**1b)** Firstly, please make sure that everyone here tonight has signed in - the forms were at the back of the hall.

May I also take this opportunity of thanking the people who have helped out with putting out the chairs and tables. Particularly to Chris who came in at 6.30pm tonight to help me. Thank you in advance to the people who will help at the end of tonight to put everything away.

**2)** If there are any new members to the meeting tonight, I just want to let you know the **usual format for our meetings** is a general introduction, then the Police, then our Speaker, then the Councillors, then Any Other Business & any final notices. Questions & Answers after each item.

The difference tonight is that we have an **additional speaker** at the end of the meeting to talk to us about the BCP's plans for the rebuilding of the Beach House Café on Mudeford Sandbank. I emailed everyone in advance that the hall would be opened up earlier than usual so that anyone interested could view the plans before the meeting started and obviously a lot of you already have.

**3)** In the absence of a Secretary to take minutes, I have a **Voice Activated Recorder** and I will produce Minutes from this. These will eventually be put up on the Members area of the website.

4) We have now uploaded our **Membership Application** form to our Website. I've already received quite a number of new members through the website. There is now also the option to pay your subscription by direct bank transfer if you prefer.

**Membership Application Forms** for anyone you know who might be interested in joining us are also available in both St.Katharine's Church and Church Hall, and also here at St.Nicholas Church in the foyer, also at the Post Office in the Broadway, and Tuckton Library. The General Store in the Broadway is also going to give us some Front Window space soon. I am looking into other locations.

5) Within the **Members area of the website**, there is now a list of meeting dates and the booked speakers so if you mislay your programme, you can check by going to the website.

6a) **The membership list for this year is now up to date** and with the help of our IT Manager the email list is also now up to date for this season. All unpaid past members have now been deleted from the mailing list. **The password for Members on the Henra website** has now been changed and all members who have provided an email address have been notified. In future, the password will be changed every year.

6b) We are still trying to update the **general areas of the website** but this all takes time so please bear with us. We are aware that some parts of it are out of date. We have been working with a website set up by a previous committee several years ago.

6c) I'm still working on getting **past Minutes** typed up and last week I managed to get the Minutes finished from our AGM last May and these have now been posted on the website. So only one more to go from last season, then on to the Minutes starting in October just gone. I'll catch up eventually, no doubt.

7a) I know that some people don't like to speak out at meetings, or maybe don't get the opportunity to, so last year I introduced a **Comments/Question/Suggestion Box** which is on the table here. There are some forms here that you can write your question/comment on. Or you can Email/Write to me with any questions. If you are writing in with questions or comments, and haven't previously given us an email address, please ensure you let us have a stamped addressed envelope. Everything will be dealt with. All questions will receive a response, either direct from me or will be raised at the next meeting.

I know I've mentioned this before but when you write in or send your membership forms by post, **please** put a stamp on the envelope. I've had several unstamped letters this year and it costs me personally £2 each time. Even though I've let the "culprits" know, so far I've haven't been reimbursed for these.

8) Last week, we held our **Annual Dinner** at Gilbeys Restaurant. For those that attended, you might remember I took my camera with me and I have some copies of the photos here. If anyone would like copies, please let me know which numbers by completing one of the Comments/Suggestion slips. For the two people not on email, (Carol & Ross) I've already printed some copies for you.

9) At our meeting last month, I mentioned that the **Hengistbury Head Visitor Centre would be hosting a "Beach Clean"** as part of the Great British Spring Clean. Volunteers for this are meeting on **Saturday 21<sup>st</sup> March** at the Head Centre, between 10am - 12 noon.

Further details can be found on the Facebook page for Hengistbury Head Centre and also on the BCP Council website.

10) Thanks again to all of you who have bought some of the **BH Coastal Lottery** tickets and registered these to support Henra. This is much appreciated and we are already receiving 50% of the ticket sales into the Henra bank account. Next season, we hope to be able to start offering some financial support to some of the ongoing projects based within the Henra-designated area.

Henra members have had winning tickets in the majority of the draws so far and in one of the draws before Xmas, one of our members won one of the larger sums of money.

To date, nobody has actually won the weekly prize of £25,000, so why shouldn't it be a Henra member?

11) I have received a request from one of the **Police & Crime Commissioner Candidates** to address one of our meetings and this will be fitted in during our April meeting.

I don't want to hold up the Police or the Speaker any longer so I'll mention anything else of importance later on. I'll now hand over to our PCSO Annette.

## 12) POLICE PCSO 6754 Annette Long

I asked Annette to speak a little louder/stand nearer to this table as tape doesn't always pick up what she says as she has her back to the recorder. Would members in the audience please speak clearly so the tape can pick up what is said. I have had great difficulty transcribing the Minutes for the website as I cannot hear what has been said, even when I switch my recorder to full blast.

**Annette** - I'm under pressure now to shout a bit louder than usual. I apologize for being a bit late this evening. Avril has been sending me copies of the types of scams that you've been getting. Annette then mentioned some of the scams that have been doing the rounds.

There have been a spate of thefts from vehicles. People have been leaving wallets, bags etc in their cars overnight. There have also been a lot of shed break-ins with things like tools and bikes being stolen. There is going to be a Southbourne Forum public meeting at Immanuel Church on 22<sup>nd</sup> March.

Are there any questions?

**Avril** - Last month we talked a lot with your colleagues about the boy racers and we were advised that it was all sorted out now. Jenny, John and myself were standing outside in the car park talking after everybody else had gone and there were four or five cars went racing past. We did report it but it took ten minutes to get through to 101. This happened about 9.15pm

**Annette** - I'd given Sam & Julia a list of things to tell you and I'm aware that this problem is still ongoing. We're down here when we are on late shift and try and talk to them about it. I try and go every week as I feel it's important to keep going on at them.

There were no further questions or points raised. (Applause from audience)

## 13) SPEAKER - Leanne Colverson of the Dorset & Somerset Air Ambulance

Avril - Now we come on to our speaker for this evening

HENRA have made a donation but I also suggested that Leanne might like to bring a Collection box and this will be available for any donations members might care to make.

**Leanne** introduced herself as the Community Fund Raising Officer for Dorset and explained that she had been tasked to come and talk to Henra about the service. There is another lady who does the fundraising for Somerset. They come out and do talks, presentations, events, look after service of collection boxes, support their charity of the year relationship, so pretty much anything that would come under the fundraising umbrella. And I've come all the way from Fairmile tonight ! So it's lovely to come somewhere quite local.

Leanne said it would be impossible to do her job single-handedly but she has a team of lovely volunteers, about 56 in Dorset now, and joined by two of them this evening (two Henra members).

Leanne then showed us a short video clip (a reconstruction, not real life) but shows how the service operates for a typical call-out where the Dorset & Somerset Air Ambulance Service have had to be involved. Hopefully the clip will open your eyes as to how and why we do what we do.

After the clip - The reality is that they could be going out to something like an asthma attack. They work really closely with the road ambulance crews, we are one team but we are able to offer additional support by bringing the hospital to the patient. Just like you saw in the clip - a road ambulance was there at the scene and they called in for our additional back up and to be able to provide support. The patient was given an anaesthetic and popped to sleep and then taken to the most appropriate hospital. This was just a typical call-out that we might go to on any given day.

Leanne then gave us a little bit of information about air ambulances in general. The first air ambulance to exist was in Cornwall in 1987. The last area to receive an air ambulance was Northern Ireland in 2016 so you can see how much air ambulances have evolved over the years.

Currently, to date, we have 21 air ambulances throughout the whole of the country. That's made up of 20 charities, one NHS helicopter which is based in Scotland and there are actually a total of 36 helicopters operational in the whole of the country. The reason there are 21 organizations but 36 helicopters is because some charities have more than one aircraft. The Dorset & Somerset Air Ambulance Service just operate with the one aircraft. We can attend up to approximately 17 missions a day so we are a really busy part of the emergency services.

We registered with the Charity Commission and launched in March 2000 so this year is our 20<sup>th</sup> anniversary which we will celebrate in June. We receive no direct funding from the Government or the National Lottery which means we are totally dependant on public donations. Every single penny that goes into one of the collections buckets, or raised from an event, raised in Dorset, goes towards keeping our helicopter flying.

The operational costs are over £4 million a year and each time the aircraft goes out, it costs approximately £3,000. We are registered with the Fundraising Regulator which basically means we're doing everything by the book and we are also a member of the Association of Air Ambulances. This is basically like a large air ambulance club where representatives from each air ambulance charity meet on a regular basis to discuss new developments, put ideas together and build connections and developments. Essentially we put our ideas together so that as a collective, how can we save more lives.

As a charity, we launched in 2000 with our Bulko 105 aircraft; in 2007 we upgraded to the EC135 (which is the same aircraft as our Police helicopter). The reason we upgraded was to get more space, more payload and improved safety. In 2008 we moved to a purpose built airbase at Henstridge Airfield where we still are today. In 2013 the DSAA sponsored a 3-year post-graduate education programme for our clinical staff which then meant that in 2015 a restructuring exercise saw the formal creation of our critical care team (who work on the aircraft). Then in 2017 we upgraded our aircraft again to the Agusta Westland 169 helicopter which is actually one of the most advanced air ambulance helicopters in the whole of the country and we are very proud of it. So, as you can see, we've come a long way in quite a short space of time.

On board our aircraft, every single day of the week, we have what we call our critical care team. This is made up of doctors, pilots, critical care practitioners, trainee specialist practitioners and recently joining the team is our patient family liaison nurses, these being to support families after their injury or incident. So not only are we providing the level of care from the moment the incident happens but also afterwards.

Leanne then gave us some examples of what has been achieved recently. One example was about a patient who had received a brain injury along with a spinal injury and was currently in Poole Hospital. The patient had received the injuries from a horse riding accident. Jo & Kirsty (the family liaison nurses), because of their background and having worked inside the hospital and now working with the DSAA have been able to support the family who are now doing fund-raising for the DSAA and recently have also been able to organize for the patient's horse to be brought to a nearby field to Poole Hospital so the patient can be brought out of hospital and see her horse and because they are nurses, they don't take any staff away from the hospital, they can actually assist with keeping that patient safe and stable outside the hospital so she can see her horse. Just being able to go above and beyond for the patient and their families is making a huge difference

The Critical Care team is made up of 4 Pilots, provided by specialist aviation services, carefully selected as air ambulance flights can be a little bit more challenging. We also have a host of visiting pilots who cover things like holidays and sickness.

There are a total of 15 Critical Care Doctors and they are a mixture of senior surgical physicians, intensive care consultants and anaesthetists from our local hospitals. They work on a shift rota pattern, maybe once or twice a week. Then we have our 14 Critical Care Practitioners, a mixture of paramedics & nurses. They have all previously worked on road ambulances for a number of years but have wanted to personally develop into their career and have taken on a university degree in critical care to get that qualification. The charity has supported them and funded them throughout the whole of that journey.

Currently, we have 5 Trainee Specialist Practitioners, Jo & Kirsty who are Patient Family Liaison officers, and 3 Clinical Support Staff at the airbase covering the day to day running of the base. All the critical care team are based at Henstridge Airfield (just outside Gillingham, just on the border of Dorset & Somerset). Exactly where we need to be to cover both counties successfully.

We have some amazing facilities at the airbase thanks to the generosity of the public and have given it a really great refurbishment in recent years. Leanne recalled that when she joined 6 years ago, if a crew member needed to stay at the base overnight they literally had to sleep in a cupboard. There would be a mattress with a blanket inside a cupboard. In recent years, it has had a really good spruce up. We now have a modern clinical training facility for

training sessions, clinical governance meetings and they're able to invite external agencies in. We have an aviation day and night planning room which is where the team that are on duty will congregate when a call comes in. We have rest facilities now with bunk beds, real beds, changing rooms for both male and female, medical equipment & clinical equipment storage areas so everything has a home, as well as a charity meeting room which is great for a charity staff member like myself as I don't need to pay a fee to hire a room locally, I can just go straight to the base and meet with my volunteers. We have our own designated helipad.

On our charity team, we have one chairman (Gillian Bryce, a former consultant in accident & emergency medicine at Musgrove Park Hospital in Taunton), we have eight trustees who are a mixture of experiences & skills coming from health care, aviation, legal, business, finance, military services, charities & other local affairs and they meet on a regular basis to ultimately decide how we spend the money and make sure we spend the donations very wisely. We have a team of 14 whole-time equivalent staff across the charity - that's all of us - myself, the office staff and the management team as well. There's only 14 of us that are whole-time equivalent. We have a head office in Wellington (near Taunton) and our head office where we run our weekly lottery in Wimborne.

Our volunteers are our eyes and ears in the community. We have over 120 volunteers across both counties and they cover over 2636 square miles between them which myself & Debbie, we wouldn't physically be able to do on our own. They help us service our collection boxes within the community and I've got nearly 1000 collection boxes alone in Dorset. So having someone to look after the collection boxes and make sure they are regularly changed over, somebody to attend events & have stalls, sell the charity merchandise, basically helping us to fly the flag and raise awareness. We are very grateful to have such a support network from our volunteers.

Our operating hours are 19 hours a day, 7 days a week, 365 days a year. We're operational from 7am till 2am using two vital resources, our AgustaWestland 169 helicopter and our critical care car. Leanne showed us the aircraft on the screen and explained about the competition they launched in 2017 for the general public to name it. We had all the suggestions you can imagine, hundreds & hundreds including all the silly ones. The winning name was Pegasus and we've now nicknamed the aircraft Peggy.

So Pegasus is the winning name and the reason we upgraded from the EC135 to the Agusta Westland was firstly it was much larger. It has a much larger cabin. We actually now have 360 degree access to the patient at any time. In the EC135, we only had access to the patient's body from the waist up with the legs in a bit of a tunnelled area so very difficult to access the lower part of the body. So now within this new aircraft, we have a full suite of sophisticated clinical equipment and it's pretty much like a flying A & E cubicle. It has anything and everything you can imagine that our guys would need to be able to assist somebody in a critical condition.

Another reason we decided to upgrade the aircraft is that we wanted to be able to fly at night and the AgustaWestland is night capable whereas before, we were restricted to daylight flying only. This was another big decision for the charity as the EC135 was actually leased but now we own this aircraft. It's one of the most advanced air ambulance helicopters in the whole of the country. We are very proud of this as we did it without any sort of appeal; it was all planned and in the pipeline for a very long time.

Using the visual aid, Leanne then gave us some aircraft data such as cruise speed of 130 knots (approx. 150 mph). We were also shown photos of the inside of the aircraft which also showed loads of space, lots of seating for crew or family members, the first response bags (the super duper first aid kits) which weigh about 25kg each - really heavy pieces of kit but needed because the crew can't always land exactly where the patient is so everything needs to be portable and as lightweight as it possibly can be. These bags contain everything they might need; it's layers upon layers of equipment, mind-boggling when you look at it and you don't know what any of it means but they have everything they could possibly need. Obviously, the more portable and lightweight it is, the more expensive it is. We have the best of the best equipment on board this aircraft as well as the night capability and night vision goggles for all of our crew.

Our second resource is what we call our Critical Care car. This particular car is based out of Henstridge so if the aircraft is grounded, for instance in poor weather conditions or for technical issues, then our crew have a car and they are still able to attend patients by road. Equally, if there's an incident that's just down the road, it can make more sense to go to the patient by car.

There is also another critical care car which is based out of St.Leonards Hospital which currently is covering the whole of East Dorset assisting our land ambulance crews where they need a bit of extra support and where they are faced with people that are potentially critically ill or maybe they can actually get to the scene a little bit quicker. So it's not only an ambulance service by air but we are now developing and broadening our critical care by road.

So how do people call out an air ambulance and how is it deployed? A 999 call is received - all the 999 calls for this area go into a call centre based in Exeter, called the Hub. Leanne showed us more photos of the call centre and staff. The call operator asks lots of questions so that she can place the call into a category of priority. In front of her, she will have a computer screen and be asking lots of questions, where you are and then a host of other questions, using a piece of really high-tech computer equipment. The operator is trying to make sure that you are going to get the right help. There are various categories, anyone in a critical condition goes into category 1 or 2. The operator puts all the details into the computer which then automatically puts everyone into the relevant category.

When you call for an ambulance, the options are a road ambulance, air ambulance, critical care car, paramedics on motorbikes and community first responders.

In Exeter, there is a special desk called the HEMS desk, (Helicopter Emergency Medical Service). This team are responsible for deploying air ambulances across the south region of our country (Cornwall, Devon, Dorset & Somerset, Great Western and Wiltshire). They have lots of computer screens in front of them and they are focusing on all the calls that come under category 1 or 2 as those patients are either in a life-threatening or critical condition. So they are able to listen in and identify patients that would really benefit from an air ambulance. If they feel that the air ambulance is necessary, it might be the patient's condition or a location issue, a road ambulance can't get there, or a patient needs to be taken to a major trauma centre, they are able to be the link between the patient and the hospitals. So this team are making that decision because each time the air ambulance is deployed it costs £3000, a lot of money if the air ambulance isn't actually needed. So we need to protect the public donations from abuse and make sure the air ambulances are only being deployed for people that really need them. So it's the HEMS desk that makes that decision. Their screens in front of them have a map which tells them where any of the air ambulances are at any time because every aircraft or car is fitted with a tracker.

Leanne then showed more photos of some of the paramedics and doctors on duty and they have mobile phones which are carried around on their uniforms. When the HEMS desk communicate with them for a call out, they then take the details and plan the route then give the thumbs up to the pilot to go out and start up the aircraft and get the safety checks started. They then get into their safety gear (flight suits and helmets etc), then final safety checks on the aircraft. They're usually airborne in just a few minutes.

Speed and weather can obviously have an impact on the response times. More visual aids on the screen showing Henstridge right on the borders of Dorset and Somerset. They can be at the furthest point in Somerset, at Exmoor, in under 19 minutes. They can be at the furthest point in Dorset, at Swanage, in under 12 minutes. So wherever our patients are within Dorset and Somerset, we can be with them within 20 minutes.

Obviously, weather can have an impact on the flights so what the charity has done is to install three weather stations, at Henstridge, Dorset County Hospital and Musgrove Park Hospital. They measure cloud base, visibility, wind speed and air temperature. So all our pilots need to do is to tap into their I-pad and look at real-time weather reports so they know they'll have a clear path on their way to the patient.

At the scene, the team have the ability to support other emergency services when they are faced with critically ill or injured patients. They have the ability to administer drugs including anaesthetics which our road ambulance crews are not in a position to do. They also have the ability to perform surgical procedures and give organ support because of the equipment and also our doctors being on board. They also have the ability to provide blood transfusions. So in 2016, we began carrying and administering blood products. We carry 4 units of group O (red blood cells) on board the aircraft every single day as well as freeze-dried plasma. So if a patient is in a critical condition and they are losing a lot of blood, we are able to provide that life saving blood transfusion right there and then. And that is very kindly transported to and from the airbase every 48 hours by a lovely charity called the Devon Freewheelers. Any unused blood after 48 hours goes straight back to Dorset County Hospital and we get a fresh supply.

The advantage of the helicopter is the rapid transfer of the patient to the right facility. We fly in and out of specialist units every single day. If somebody has been involved in a major trauma incident and they need to go to a major trauma centre. Currently, our major local trauma centres are Bristol, Southampton and Plymouth. Anything burns related, major burns, life-threatening burns, we fly our patients straight to Swansea because they have the best burns unit there with a helipad right outside the doors of the unit. We do fly in and out of our local hospitals but there are three hospitals that we can't as they don't have a helipad. Poole Hospital, Salisbury Hospital and Yeovil don't have a designated helipad right outside the doors of their A & E unit. We can still take the patient there if that's the most appropriate hospital for your needs but we have to use a secondary landing site. For example, for Poole Hospital, we land at Whitecliff and then a land ambulance will be there waiting to cover the short journey to the hospital. So we can fly to any of our local hospitals but we will take you to the most appropriate hospital for your needs.

The day crew start at 7am and work till 4pm and that critical care team consists of a pilot, a doctor, and a critical care practitioner and they're usually airborne within 5 minutes of a call.

The night crew, slightly different, they start at 4pm and finish at 2am, that team consists of a pilot, a critical care doctor and two critical care practitioners. It is a legal requirement for us to carry four team members on board the aircraft when we're flying in darkness. They are usually airborne within 12 minutes of a call.

The reason it takes slightly longer to deploy during darkness is because they have to have three landing sites pre-identified before they've even left the base. So they congregate in the day and night aviation planning room, they then pull up big Google maps on the big TV and they will decide on three possible landing sites. If they get out and see that the first landing site has, for example, an obstruction in the field, they're using their night-vision goggles and it's very difficult to see, then they will opt for the second or third landing site. So that's why, when flying at night it does take that little bit longer.

Just to wrap things up, I'll now just give you a few statistics. We haven't quite finished our statistics for the last financial year, but last year 2018 to March 2019 we attended 1394 missions. That's a 17% increase from the previous year. There were 1118 missions using the aircraft and 276 using the cars. To break this down, 24% of the patients were medical-related, 51% was trauma, 25% were cardiac. The difference between day and night, not a lot of difference really, 767 daytime and 627 at night. So making that decision to extend our flying hours from 12 hours a day to 19 hours a day was the best decision we could have made because potentially, that is 627 patients that we couldn't get to before and now we can. 41 patients received blood products, 41 life-saving blood transfusions. The busiest day of the week happened to be a Sunday and the busiest month of the year was May, so our advice is "don't go out on a Sunday in May"! We also attended 15 time-critical inter-hospital transfers which basically means a hospital was called upon for our help to transport a patient that they had, either going into or out of major surgery and they needed to go to an additional hospital. If we're available, we will do that.

So with £4 million a year, approximately £3000 per mission, you saw how many missions we attended last year. So who pays for what? South West Ambulance Foundation Trust (also known as SWAFT) will supply our charity with a core team of 6 paramedics, SWAFT standard training for those paramedics, and one of our critical care cars. Everything else is funded by the charity; the 14 doctors, the 8 additional paramedics and nurses, the critical support staff, the specialist training, the other critical care car, the specialist equipment, the pilots, the engineering staff, and the operation costs, it's all funded by you, the general public, which is fantastic.

How can people help? Well there's loads of ways that people can get involved with the charity, like having me here tonight to tell you about our charity so you are now armed with information that you didn't know before and you can share that information. You've all been given a magazine or a leaflet. There's loads of ways you can get behind supporting the air ambulance, hosting events, having me come and speak, schools, colleges, having a collection box in your local newsagents, lots of ways. The biggest fundraising event that we have in-house is our lottery. (The audience was asked if anyone was a member of the weekly lottery and several people put their hands up). Thank you so so much - this is our biggest income and this is what keeps our aircraft flying. It's £1 a week, you can join for as little or as long as you like, there's no obligation, you can just do one ticket if you wanted, you can do it by direct debit at £4.34 a month, it's all going towards keeping your local air ambulance flying. We do a jackpot prize every single Friday of £1000 and other prizes as well and our lovely Sue, at the lottery office in Wimborne, gets to ring that person on a Friday to say they've won. I think that's a lovely job. So if you are interested, please help yourself to a leaflet. If it's the gambling aspect you don't agree with, you can just become a regular giver.

To get involved with becoming a volunteer, you can give the gift of time so if you're interested in volunteering, please chat to me at the end.

Leanne then showed us more screen photos which were some of the people that had come to them after the incidents they had help with to tell their stories. If you are a lottery member, you will get sent one of our Beeline magazines twice a year which contains lovely patient stories and it's a lovely way to keep in touch with the charity, it's the only means of communication that we have with our supporters. We don't send out appeals and letters, just the Beeline magazine that we send.

So I will now welcome any questions that you have.

Q: Are the doctors paid?

A: Basically, we pay the hospitals to release the doctors from their day to day jobs. There are a team of 15 of them and they might come and work for the air ambulance maybe once or twice a week. We then basically pay the hospitals to release them from their jobs within the hospital.

Q: Do you do sea rescues?

A: We work with the RNLI, Search & Rescue, so if a patient did become critically ill at sea, we can't winch patients, we don't have a winch on board the aircraft. However, we do land at the shoreline and we can take patients from the RNLI or the Coastguard if they need the critical care team and their treatment there and then. So it would be a case of working together to get that patient to the shore. We just don't winch anyone - and I don't think any of our crew would want to do it !

Q: What responsibilities do the volunteers have?

A: They become representatives for the charity, they represent us at events, stalls etc, helping to sell merchandise across the county, they look after and service our collection boxes, attend cheque presentations, some volunteers are speakers who will deliver the same presentation that I've delivered this evening and just generally help us in helping to support the community when fundraising for the air ambulance.

There were no further questions

(Loud applause from audience)

Avril - Thank you very much Leanne, very very interesting

#### **14) ADDITIONAL SPEAKER on behalf of BCP Council**

Avril - Before we go to our next speaker, I want to just mention that I did make contact with the **Mudford Sandbank Beach Hut Association** as technically they are geographically within the Henra-designated area. I mentioned that we would be discussing the proposed plans for the Beach House Café and invited them to let their members know about this and also about Henra. Sadly, they haven't had the courtesy to reply.

Someone in the audience spoke out that the MSBHA had emailed their members to let them know

Avril - nobody had acknowledged the contact to me.

**So now we come on to our additional speaker who is Gary Foyle, Community & Recreation Team Leader at the BCP Council .** He is going to speak to us about the plans for the rebuilding of the Beach House Café on Mudford Sandbank and maybe justify the proposed spend of over £1million. There will be time for Q & A's afterwards.

Gary Foyle -

Thanks very much Avril. Good evening and thank you for inviting me to outline the project. What I'd like to do first is just to give you a quick background about myself. I'm a Manager at Bournemouth, Christchurch & Poole Council and I've come all the way tonight from Tuckton. (Cheers from the audience.)

So, I just want to briefly outline the projects and why we are in the position we're in today.

I need to take you back to November 2018 which, on a Friday night, I'd just finished a call to say there was smoke coming from the café on the sandbank. One of my team actually then gave me the call and said he'd got the truck ready and that there were already 8 fire engines on the beach, which I couldn't believe. It was very reassuring to know that they can get there. And of course, it must have been a quiet night for the Fire Service as every fire fighter was down there and wanted to get involved which was great. They could try out their equipment including the high volume pump which you may have heard of and resides at Christchurch Fire Station. They actually got that working and were taking water straight out and putting it straight onto the roof of the café. That was a very difficult situation for us.

One of the reasons why the Council were involved, that was Christchurch Borough Council at the time, pre-joining up as BCP Council, because back in 2015, the tenants couldn't get any insurance and nobody would give them any cover. So we were in a position, unfortunately, where the Council was forced to say that we will cover the buildings insurance and the tenants would cover the contents. Obviously when the building actually caught fire, we had left that for the tenants to do.

Looking at the business case for what we could do, we were looking at various options including a like-for-like replacement and then there was an opportunity to do something a little bit better down there; which could offer a better food service and potentially generate a little bit extra income for the Council which could then be used to support all our essential services.



We worked through that business case during the summer and we started looking at a design with an architectural firm called PAD, based in Lymington, who had done very similar projects in the area and we started to bring together a case that we then took to our Councillors' Cabinet, on 15<sup>th</sup> January this year, and we had costed that project for a Million Pounds. Now that sounds like a lot of money and it is a lot of money but obviously one of the driving factors as to why we wanted to spend that kind of emergency and we really wanted to look at how we can build this great restaurant and food experience, but also as near to carbon zero as we can. Obviously, that's a buzz-word that's going around at the moment but essentially what it means is that we were looking at innovative ways to collect rainwater off the roof which could be used, not in the cooking, but obviously as part of the cleaning and various other services in the building and we were also looking at various other techniques that we could use to try and reduce the energy consumption in the building and also see if we can generate some electricity itself through solar panels.

I was at the Excel yesterday at a conference called "Future Build" where there were lots of displays of all the ways that you could do it. One fabulous one that I saw was, it was called "Blue Roof" but to me it was green and it was essentially a roof that you grow with local wild flowers, local plants, and actually what that does is it soaks up a lot of the water that lands on the roof and obviously in more positive ways than that. Really there were simple things as well like creating wild life boxes, wild fowl boxes within the building so that there's nesting areas for migratory birds. There's things we can do like that to really try and hammer home this. Unfortunately all these things cost money. So the project is certainly a large sum of money but what we're doing is driving towards achieving those objectives. The target to carbon-neutral in terms of years, 30-50 years, will go by very very quickly.

Tonight, what I've got to do is sit at the back at the end and please come and talk to me. I know that some of you have done that already. I do have plans at the back - this is just our design statement, the actual plans themselves are going to be submitted to the Council hopefully by the end of this month. If anyone has any comments on the plans, that will be available through the normal process.

The time-line ahead of us now is hopefully once we get planning permission then we will go through the procurement phase and then ideally we would like to start construction down there in September. As soon as we can get down there, we will. So, the current content we have down there, the shipping containers, that will all have to go. During the off-season, there won't be any food provision down there, simply the shop. With a fair wind and good weather over the winter, we would hopefully be able to give the keys to the tenants around Easter. Then they'll need to kit the building out so that will take a bit more time.

Someone asked about the buildings - Gary replied - As they were, you have the main restaurant building then you have a gap and then the store. The store is still there; it got fire-damaged but it wasn't a write off so it is still down there. But you have the alleyway in between. That's part of the leased area so it's under the control of the tenants. When they needed to go out and get some food, especially when it was wind and rain, it will now be incorporated into the overall design so the outline will match the existing outline of the site down there but obviously that gap.....(couldn't make out what he said next) .... The Noddy train question....

I've been in this job for 25 years now and the Noddy train has been part of my life. I've got a very fond connection with the Noddy train which is something we need to target as well. Possibly something that's electric. So long as you can get down there. We all agree that the service that was provided was fantastic but unfortunately it was of its' time.

So we currently have an insurance claim with the loss adjusters. The company that we were insured with at the time, obviously was with Christchurch Borough Council, we still have contact with them but not for the full amount we're now looking at. So unfortunately we did have a deficit. Being equal, we will have £800,000 from the Councillors, £100,000 from the insurance will be used up .....(couldn't decipher what Gary said here) ...material....we were all told that asbestos was found in the building, so the demolition alone cost £47,000. Fortunately I borrowed that from the Councillors (laughter) and I've got to pay them back eventually (laughter). So when the insurance claim comes in, the account that paid for that will need to be reimbursed.

At the moment, we've got the separation with the shop being in our old beach office which is serving the beach hut owners and obviously anyone else who wants to buy a paper, loaf, pint of milk etc. That's also doing teas and coffees and ice creams. One of the things we wanted to do is to see if we could separate those two things out so that the restaurant is a restaurant, just doing food. Two types of food - general type food, you can sit down and have a quick pizza with the family or if you want something that's a bit more up-market and a fine dining experience, it will offer that as well.

I spent quite a few of my 25 years in that office; it's getting a bit old, it's getting a bit creaky so we may well need to look at doing something new down there but for the time being we're concentrating on doing something with the

restaurant. We'll need to get the restaurant right.

The tenant has still got a certain amount left on their tenancy. We are thinking of negotiating a new lease with the tenants. We need to make sure that the new lease reflects not only the size of the building, obviously the size of the building is the same but the potential amount of covers you can have is on-going. It's taken quite a long time to do the whole bit.

At the back in the hall here, I have the plans. These are just a general outline of the proposal. We can't make the detailed plans public until we go to the planners and you'll be able to look at the plans in more detail then. I'll stay in touch with Avril and make sure everyone is aware of progress. We want people to feel like this is something that everyone has had an input into it.

I'll be at the back if anyone wants to speak to me.

(Applause)

## 15) WARD COUNCILLORS -

Avril - So the next section is any general questions you might have:

Just in case there is anyone here who doesn't know our Ward Councillors, these are Eddie Coope on my left here and Malcolm Davies in the front row here. And it's very nice to see our ex-Ward Councillor for this area, Rob Lawton is also here tonight, so welcome Rob.

If anyone has any questions, please speak up as the tape doesn't always pick up what is said.

I did have **one question from one member during February**, asking about the approach to **Wick Ferry** being waterlogged and muddy and suggesting that perhaps the path could be raised a bit or a boardwalk placed over the low-lying area.

I passed this to Eddie Coope and received a reply to the effect that there is no money available for this sort of thing!! Having just been told that there's £800,000 being spent towards the rebuilding the Beach House Café, personally I find this unbelievable. **Eddie then said** - it's a different budget !

I would also like to raise a question myself, probably mainly towards Malcolm, regarding the damage **caused to roads and pavements** by some of the building developments that are going on in the area. One such is just around the corner from my own home. What I want to know is who is responsible for the cost of repairing the roads and re-leveling the pavement once they have finished?

Malcolm - It's rather disappointing really because when larger developments, the damage is with JCB's where they screw the tarmac up, the builder said it would be put right which he did after a fashion. The onus is on the builders to put it right the damage that they have caused.

Avril - I'm sure my neighbours will agree that the mess that's in Warren Edge Road at the moment is dreadful.

Malcolm - The building control are constantly inspecting the buildings because they're aware very quickly when they see damage. (Lots of people started talking at once so impossible to decipher).

Malcolm continued.....we can bring this to their attention. It's only on some, it's not all over Bournemouth.

Avril - I don't really like to pick out individual ones but it is becoming quite a problem as it's actually quite a busy section of road with all the traffic from the school and so on.

Malcolm - One of the big problems that caused it really, in the olden days they used to hump in the machine, when they put the lock on that really screws into the land. It's ancillary to the building industry because of the design.

Avril - With that particular development, the pavement is really bowing

Malcolm - Well again, you see, you're talking about massive weight, tons, it's like driving a double decker bus over it because they are seriously heavy

Avril - It's too big a development anyway but that's beside the point!

Malcolm - (Laughter) We can't go there!

Avril - It's just incredible that when the BCP Council took over, all the plans for this particular development had been refused before, then BCP went ahead and it's back to the original application. Trees that were supposedly not there have all been chopped down

Question from the floor - Unable to hear properly but was something like - while you're on the subject of tarmac, the end of Autumn.....

Malcolm - You know what February's been like. So when the weather is kind to us, then they said March

Eddie - The notices go out two weeks in advance but they have done some of the potholes in Thornbury last week but not all of them

(Too many people talking at once to pick up what was actually being said but I believe it was all about filling in the potholes and re-tarmac roads)

Question - About the lights on the bridge, there's very little in terms of a footpath. I was told they're having to hire a barge to work under the bridge in order to put the light and it's still not been done

Eddie - They cannot get the barge apparently, until the weather is right, they will not go out in this bad weather and they have to hire a special barge to get under there for the lighting people.....

Interrupted - couldn't they put some temporary lights up.

Eddie - They've got no cables under the bridge

Questioner (very angrily) - I walked over that bridge and a bicycle came over and knocked a wing mirror off a car. (Couldn't make out the rest of what was said).

Eddie - this will be looked at.

Question from Frances S - couldn't make out exactly what was said but it was to do with the proposal from someone at our wonderful BCP that the wind farm should be looked at again. I thought this had all been put back to bed the first time.

Eddie - it was up to the membership here. As far as I'm concerned, and Malcolm, and probably Bob would agree, it was all agreed two years ago when Henra put a representation in, they fought it strongly. The person who did all this, he's not here tonight, he was the instigator, he set it up. Whether we should write a letter to the new Chief Exec expressing our concerns that they carry out the wishes from two years ago.

Avril - I was going to raise this tonight - I've printed out the article from the paper.

Malcolm - you know what the make up of the BCP is, it just wasn't us involved

Frances - And it wasn't just because it spoils the view, which is what he said, it was multiple reasons

Eddie - mainly environmental

Eddie & Malcolm talking at the same time so couldn't decipher from the tape what was being said

Malcolm - others living near similar wind farms had sleep deprivation. They found that if the sound, what you have to remember is that the sound of the turbines on water, the sound bounces.

Frances - Every turbine has a red .....(couldn't decipher as too many people talking at once)

Another audience member - shouted out that it was green and he wanted the wind farm built

Numerous people talking at once - impossible to hear anything specific.

Malcolm - what you have to remember is that one of the main issues is our economy, the tourists

Audience member shouted out that a lot of tourists come to see things like a wind farm. In Denmark, they take bus loads of people to see wind farms.

Everyone talking at once again.....

Eddie brought the hall to order by using the gavel.....

Avril - I don't think there's a lot of point in discussing the wind farm any further until we know what the situation is. We've had several years of that in the past and I don't think we need to precipitate it again.

Does anyone wish to raise anything else?

Eddie - I have been passing some leaflets out which I've been asked to do by our officers down at the Town Hall regarding the new Community Engagement Strategy. If you've got one, please go on the website, it's a form like this which will take you about 5-8 minutes

Avril - It's a very long form

Eddie - ...to fill in and if you can, it helps to get the feed back from you to learn what you want and what you don't want. So if you could, that's very kind of you.

Any other questions?

## 16) ANY OTHER BUSINESS

So with no other questions, just to close off:

Our **next meeting is on Wed 1<sup>st</sup> April** - some of you might remember that last year we welcomed Steve Roberts who very enthusiastically gave us a presentation about Dad's Army. At our April meeting he will give a presentation about Harry Selfridge, what is fact and what is fiction.

There will also be an additional speaker. One of the candidates for the Police & Crime Commission election in May has asked to come and address us. That will be about this time in the evening.

A reminder - there is a collection box here for any donations for the Dorset & Somerset Air Ambulance Service

So unless, there's anything else, be safe getting home, and I look forward to seeing you all next time

Meeting Closed at.....9.05pm

**Total Number of People present at meeting 99**

**Actual Paid-Up Members Present at Meeting 80**

**There were an additional 19 people who sneaked in but were not members and didn't sign in!!**