

Appendix 1

Summary of Consultation & Engagement on Overnight Fishing at Deal Pier

Subject: Sunday 00.00hrs - 08.00hrs – To cease overnight fishing at Deal Pier

Staff consultation: 11 July – 10 August 2017

Stakeholder engagement: 13 July – 27 July 2017

Methodology:

Staff consultation was undertaken with support from EKHR and followed DDC policy and guidance. The purpose was to consult on the impact of ceasing overnight fishing (every Sunday morning 00.00hrs to 08.00hrs) during the summer timetable from April to November. on employee contracts. This involved consulting with a total of five employees.

Stakeholder engagement was undertaken by email. This involved contacting seven organisations or clubs connected to the Pier and are listed below:-

Deal & Walmer Sea Angling Club
Deal 1919 Sea Angling Club
Channel Angling Tackle Shop
Ward Councillors through Dover Town Council
Ward Councillors Walmer Parish Council
Jasin's Restaurant on Deal Pier
Ice Cream Shop on Deal Pier

It should also be noted that Portfolio Holder engagement has continued throughout this process.

Feedback:

Valuable feedback was received and it was agreed to extend the period of review to fully consider and investigate it, a summary of which is provided below.

Staff member A was satisfied with the proposed hours and rota option.

Staff member B was satisfied with the proposed hours and rota option as this did not affect their current allocation. Staff member B explained that he would not like to lose any more hours should there be a revision to the proposed hours and rota option.

Staff member C had no comments to make in relation to the review.

Staff member D explained that the existing rota works well and ideally would like to have more hours; (D) is satisfied with the current allocation and is not in favour of the proposed hours and rota option.

Staff member E commented on the working pattern particularly over the weekend periods and asked if this could be reviewed. Staff member E would be willing to reduce hours to help enable the above.

There was no alternative staff rota proposals put forward by members of staff.

General feedback from staff relating to the proposals included some constructive points such as improving communications among the team, adding further details to work task sheets, review of times for fishing tickets, possible introduction of benefits to customers such as loyalty cards and review of casual review for staff cover on bank holidays.

A total of four responses were received following stakeholder engagement. General feedback included consideration to income generated from other tickets sold such as combined day/night purchased in advance of the midnight shift. Deal Pier was recognised as a community asset and better promotion of the fishing on the pier was suggested. Two comments stated that vulnerability of lone working staff should not attribute to reasons for ending this service. All four responses were not in support of the proposal to cease overnight fishing on the pier from 00.00hrs – 08.00hrs on Sunday mornings.

In response to the feedback the following changes are proposed:-

Staff working shifts have been altered to accommodate the individuals concerns raised within the consultation; this includes some change in hours and working days where necessary.

It is recommended there will be a midnight shift, 00.00hrs to 08.00hrs, once every four weekends during the summer timetable. This is reflected within the revised rota and has an add-on effect for the change in opening hours. As staff is rotaed to work one midnight shift every eight weeks, there is an expectation that annual leave requests will not be made during the week of working the Midnight shift. The dates of midnight fishing will be promoted on the Pier website and on the Pier itself.

Improving team communications will be undertaken by way of introducing new ICT skills as necessary, adapting electronic communications, reducing use of paper forms and phasing in East Kent People Manager.

It was recognised that to support the above changes, a review of Pier Supervisor hours needs to take place. It is proposed that this is considered by Employment Management Group and subject to approval, an increase in hours can be implemented from 1 January 2018 or as soon as possible.

Better promotion of overnight fishing is required and will be addressed on the DDC website, highlighting when this takes place and providing more background information to this service. Communications with the Sea Angling clubs & others will be undertaken to share and promote the service.

Times of fishing ticket charges will be revised to provide a more effective operational approach for administration and ticket management, taking effect from 1st April 2018.

Next Steps subject to Cabinet approval:-

To circulate a copy of End of Consultation Report to Deal Pier staff.

To write to stakeholders to thank them for their participation and share the final recommendation.

To implement recommendations as set out by Cabinet.