# Platten’s Fish and Chips wins Airbnb appeal amid Wells housing debate



Wells-next-the-Sea has become a focal point for the ongoing debate surrounding short-term rental accommodations, particularly with the recent decision by the Planning Inspectorate regarding Platten's Fish and Chips. Located on Wells Quay in a Grade II-listed building, this family-run fish and chip shop has sought to repurpose its first-floor space into a holiday rental due to operational challenges. The Inspectorate’s ruling in favour of Platten's marks a notable moment in the evolving landscape of local tourism and housing policy.

Platten's Fish and Chips has been a staple of the Wells community since 1966, and the family behind the operation has made substantial efforts to adapt to changing market conditions. The shop has previously expanded its offerings by renting out holiday properties, including an Airbnb located on the top floor of their building. This adaptation reflects a growing trend among traditional restaurants and small businesses, which are increasingly diversifying their revenue streams to remain viable amidst fluctuating customer demographics and rising operational costs.

The North Norfolk District Council initially delayed a decision on Platten's proposal, leading the shop to appeal to the Inspectorate. The council cited the introduction of new rules as part of the neighbourhood plan for Wells, which aims to restrict new holiday accommodations unless they arise from existing holiday complexes. There has been significant local pushback against short-term letting, particularly concerning how it contributes to rising house prices and the diminishing availability of affordable housing in the area. However, the Inspectorate assessed that the plans would not adversely affect housing supply or the character of the listed building, leading to a favourable outcome for Platten's.

This ruling has broader implications for Wells, a town that is grappling with the dual pressures of tourism and housing affordability. The presence of profitable short-term rentals can indeed bolster local economies but also risks displacing long-term residents and exacerbating housing shortages. This delicate balance continues to be a contentious point among residents, as evidenced by the opposition that emerged during the initial proposal phase.

Additionally, Platten's has been in the spotlight for its commitment to innovative working arrangements, having recently participated in a national trial of a four-day workweek. This initiative, aimed at enhancing employee well-being while maintaining productivity, has reportedly led to improved staff retention and satisfaction, setting a precedent in the competitive hospitality sector.

Acknowledged for its quality, Platten's Fish and Chips has not only secured its reputation locally but also garnered recognition nationally, being included among the top ten fish and chip establishments in a prestigious awards programme. This acclaim underscores the business's enduring appeal, while also highlighting the challenges it faces amid evolving consumer preferences and regulatory frameworks.

As Platten's Fish and Chips embarks on this new chapter, its success will resonate beyond its doors, reflecting the broader dynamics of a community navigating the complexities of modern tourism, local culture, and economic sustainability. The decision offers a glimpse into the future of hospitality in Wells, wherein the interplay between heritage and innovation will be critical in shaping the town’s identity.

## Reference Map:

* Paragraph 1 – [[1]](https://www.edp24.co.uk/news/25197380.plattens-fish-chips-wells-wins-airbnb-battle/?ref=rss), [[2]](https://www.northnorfolknews.co.uk/news/24599356.plattens-chip-shop-wells-airbnb-bid-appeal-lodged/)
* Paragraph 2 – [[1]](https://www.edp24.co.uk/news/25197380.plattens-fish-chips-wells-wins-airbnb-battle/?ref=rss), [[4]](https://www.fakenhamtimes.co.uk/news/business/21803879.norfolk-fish-chip-shop-trials-four-day-working-week/)
* Paragraph 3 – [[3]](https://www.fakenhamtimes.co.uk/news/24309281.plans-airbnb-plattens-chippy-wells-harbour/), [[6]](https://www.tripadvisor.co.uk/Restaurant_Review-g315941-d2542342-Reviews-Platten_s_Fish_and_Chips-Wells_next_the_Sea_Norfolk_East_Anglia_England.html)
* Paragraph 4 – [[5]](https://www.northnorfolknews.co.uk/news/23403985.fish-chip-shops-wells-next-to-the-sea-among-uks-best/)
* Paragraph 5 – [[4]](https://www.fakenhamtimes.co.uk/news/business/21803879.norfolk-fish-chip-shop-trials-four-day-working-week/), [[6]](https://www.tripadvisor.co.uk/Restaurant_Review-g315941-d2542342-Reviews-Platten_s_Fish_and_Chips-Wells_next_the_Sea_Norfolk_East_Anglia_England.html)

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.edp24.co.uk/news/25197380.plattens-fish-chips-wells-wins-airbnb-battle/?ref=rss> - Please view link - unable to able to access data
2. <https://www.northnorfolknews.co.uk/news/24599356.plattens-chip-shop-wells-airbnb-bid-appeal-lodged/> - Platten's Fish and Chips in Wells-next-the-Sea appealed to the Planning Inspectorate after North Norfolk District Council delayed a decision on converting its first floor into a holiday let. The family-run business, established in 1966, sought alternative revenue due to challenges operating the upper floor as a restaurant. The Planning Inspectorate ruled in favour of Platten's, allowing the conversion, as the property already had an Airbnb on the top floor and the change wouldn't impact housing supply or harm the listed building. The ground floor remains a fish and chip shop.
3. <https://www.fakenhamtimes.co.uk/news/24309281.plans-airbnb-plattens-chippy-wells-harbour/> - Platten's Fish and Chips in Wells-next-the-Sea applied to North Norfolk District Council to convert its first-floor restaurant into a holiday let. The business cited difficulties operating the upper floor as a restaurant and identified a shortage of short-term accommodations in the area. The proposal faced opposition due to concerns over the impact of new holiday lets on housing availability and affordability in Wells. The council's decision was pending at the time of reporting.
4. <https://www.fakenhamtimes.co.uk/news/business/21803879.norfolk-fish-chip-shop-trials-four-day-working-week/> - Platten's Fish and Chips in Wells-next-the-Sea participated in a national six-month trial of the four-day workweek, organised by 4 Day Week Global. The trial aimed to assess the impact of reduced working hours on productivity and staff well-being. The business reported increased staff retention, reduced absenteeism, and maintained high productivity levels during the trial period. Following the successful trial, Platten's announced plans to continue the four-day workweek arrangement.
5. <https://www.northnorfolknews.co.uk/news/23403985.fish-chip-shops-wells-next-to-the-sea-among-uks-best/> - Two fish and chip shops in Wells-next-the-Sea, French's Fish Shop and Platten's Fish and Chips, received national recognition in the Fry Awards 2023. French's was named among the top 50 fish and chip shops, while Platten's was included in the top 10 fish and chip restaurants. The awards, organised by Fry Magazine, involved secret visits to hundreds of businesses across the country. Both establishments are located in the same parade of shops in Wells-next-the-Sea.
6. <https://www.tripadvisor.co.uk/Restaurant_Review-g315941-d2542342-Reviews-Platten_s_Fish_and_Chips-Wells_next_the_Sea_Norfolk_East_Anglia_England.html> - Platten's Fish and Chips in Wells-next-the-Sea has received mixed reviews on TripAdvisor. Some customers praised the quality of the food, describing it as the best fish and chips they've ever eaten, with fresh fish and non-greasy chips. However, other reviews highlighted issues such as long waiting times and dry, tasteless chips. The establishment has been operating since 1966 and is known for its traditional fish and chip offerings.
7. <https://www.fakenhamtimes.co.uk/news/24181917.plans-approved-pizza-restaurant-takeaway-wells/> - North Norfolk District Council approved plans to transform the former K’s Burger Bar in Wells-next-the-Sea into a pizza restaurant and takeaway named 'Flour'. The building, located on The Quay, had been closed since October 2022. The approved plans include installing a flue for a gas Neapolitan-style pizza oven and replacing existing signage. The establishment has a history dating back to 1960 when it first opened as Don's Snack Bar, later becoming K’s Burger Bar in the 1980s.