

South Hams Salcombe Harbour Board



Title:	Agenda										
Date:	Monday, 13th July, 2015										
Time:	2.30 pm										
Venue:	Cliff House, Salcombe										
Full Members:	<p style="text-align: center;">Chairman Cllr Brazil</p> <p style="text-align: center;">Vice Chairman Dr C C Harling</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Mr G Burrell</td><td>Cllr Pearce</td></tr> <tr> <td>Mr M Mackley</td><td>Cllr Wingate</td></tr> <tr> <td>Mr H Marriage</td><td>Cllr Wright</td></tr> <tr> <td>Mr A Thomson</td><td>Cllr Gilbert</td></tr> <tr> <td>Mr M Taylor</td><td></td></tr> </table>	Mr G Burrell	Cllr Pearce	Mr M Mackley	Cllr Wingate	Mr H Marriage	Cllr Wright	Mr A Thomson	Cllr Gilbert	Mr M Taylor	
Mr G Burrell	Cllr Pearce										
Mr M Mackley	Cllr Wingate										
Mr H Marriage	Cllr Wright										
Mr A Thomson	Cllr Gilbert										
Mr M Taylor											
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
Committee administrator:	Member.Services@swdevon.gov.uk										

1. Apologies for Absence

2. Minutes

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to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Board held on 20 April 2015

3. Urgent Business

brought forward at the discretion of the Chairman

4. Division of Agenda

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information

5. Declarations of Interest

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests, they may have in any items to be considered at this meeting

6. Public Question Time

a period of up to 15 minutes is available to deal with questions from the public

7. Feedback from Harbour Community Forums

to receive verbal reports from Board Members who attend the Harbour Community Forums on behalf of the Board

8. Code of Conduct Dispensations

Deputy Monitoring Officer to consider the granting of dispensations for the 2015/16 Municipal Year

9. Final Accounts 2014/15

5 - 24

10. Annual Report

25 - 26

to consider a report that seeks to publish the Annual Report

- | | |
|--|----------------|
| 11. Performance Indicators | 27 - 44 |
| to consider a report that proposes a revised set of Performance Indicators and reports progress made in the first quarter of the financial year against both the proposed and existing PIs | |
| 12. Matters of Topical Interest | 45 - 48 |
| to consider a report that sets out a range of harbour issues that do not warrant their own report | |
| 13. Matters for future consideration | 49 - 52 |
| to consider a report that outlines the content of future Harbour Board meetings | |

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**MINUTES OF THE MEETING OF
THE SALCOMBE HARBOUR BOARD
HELD AT CLIFF HOUSE, SALCOMBE ON MONDAY 20 APRIL 2015**

Members in attendance			
* Denotes attendance		Ø Denotes apology for absence	
*	Cllr J Brazil (Chairman)	*	Mr G Burrell
*	Cllr M J Hicks	*	Dr C C Harling (Vice Chairman)
*	Cllr K R H Wingate	*	Mr M Mackley
*	Cllr S A E Wright	*	Mr H Marriage
		*	Mr A Thomson
		*	Mr M Taylor

Item No	Minute Ref No below refers	Officers in attendance and participating
All agenda items		Salcombe Harbour Master, Executive Director Strategy and Commissioning and Member Services Manager

SH.49/14 MINUTES

The minutes of the meeting of the Salcombe Harbour Board held on 9 February 2015 were confirmed as a correct record and signed by the Chairman.

SH.50/14 DECLARATIONS OF INTEREST

Members were invited to declare any interests in the items of business to be considered during the course of the meeting, and the following were made:

Cllr Wright, Dr Harling, Mr Burrell, Mr Mackley, Mr Marriage, Mr Taylor, Mr Thomson and Cllr Wingate all declared a disclosable pecuniary interest in all related agenda items by virtue of having moorings or paying harbour dues to the Council.

As the Deputy Monitoring Officer had previously granted a dispensation under Paragraph 8.1 (c) of the Code of Conduct (minute SH.06/14 refers), all Members remained in the meeting and took part in the discussion and debate on all agenda items.

SH.51/14 PUBLIC QUESTION TIME

There were no specific issues raised during Public Question Time although a representative of Kingsbridge Estuary Boat Club who attended the meeting commented on the good level of contact and communication between the Club and the Harbour Board.

SH.52/14 **FEEDBACK FROM HARBOUR COMMUNITY FORUMS**

The Board received verbal update reports from the Board Members who attended the Harbour Community Forums. The updates were as follows:

Salcombe Kingsbridge Estuary Association (SKEA)

No update was given at this meeting.

Salcombe Kingsbridge Estuary Conservation Forum (SKECF)

The Forum was due to meet later that week.

South Devon & Channel Shellfishermen

The Shellfishermen had met for their AGM and there were no issues to be raised from that meeting, however, another Board Member asked that the Board note the change of regulations in respect of private pots.

Kingsbridge and Salcombe Marine Business Forum

There was no update to give at this meeting.

Kingsbridge Estuary Boat Club (KEBC)

There was no update to give at this meeting.

SH.53/14 **ADOPTION OF AN ENVIRONMENTAL MANAGEMENT SYSTEM**

The Board was presented with a report that proposed the adoption of an Environmental Management System (EMS). The Harbour Master introduced the report and advised that adoption of the system would ensure that environmental awareness was at the centre of Harbour activity.

Members of the Board strongly supported the adoption of the EMS and congratulated the Harbour Master on the award of EcoPort status.

It was then:

RESOLVED

That Council be **RECOMMENDED** to support and endorse the adoption of an Environmental Management System.

SH.54/14 **REPORT ON TOPICAL HARBOUR ISSUES**

A report was considered that outlined topical harbour issues that did not warrant their own report.

In discussion, reference was made to:-

- (a) feedback from the first meeting of the Port User Group. The Harbour Master advised that this Group consisted of the existing Harbour Community Fora and Salcombe Yacht Club, and would be used as a consultee in the drafting of any future Harbour directions;

- (b) the continuing programme of pontoon replacement;
- (c) the proposal in relation to installation of a new pontoon in lieu of surrendering the existing moorings for the new owners of the ICC (Salcombe). Members sought clarity on the proposal and generally confirmed their support, providing the proposal supported the provision of a safe environment for sailing school activity to continue, rather than specifically support one organisation over another;
- (d) Harbour office IT and telephony. The Harbour Master updated the Board on discussions with South Hams District Council IT specialists to upgrade the existing IT and telephony systems. He confirmed that the Board would have control over the website content.

It was then:

RESOLVED

That the report be noted and the Harbour Master be delegated authority to progress the proposal for a new 25m pontoon for the new owners of the ICC (Salcombe).

SH.55/14 **MATTERS FOR FUTURE CONSIDERATION**

A report was considered that highlighted matters for future consideration by the Board.

There being no matters to discuss, it was then:

RESOLVED

That the report be noted.

SH.56/14 **EXCLUSION OF PUBLIC AND PRESS**

It was then:

RESOLVED

That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item of business as the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act is involved.

SH.57/14 **REVIEW OF THE NOMINATED 'DESIGNATED PERSON'**

The Board considered an exempt report that reviewed the current choice and cost of the Designated Person.

It was then:

RESOLVED

That the situation regarding choice of Designated Person be noted and the Harbour Master directed to pursue alternative arrangements.

(Meeting commenced at 2.30 pm and concluded at 3.20 pm)

Chairman

Report to: **Salcombe Harbour Board**

Date: **13 July 2015**

Title: **Final Accounts 2014/15**

Portfolio Area:

Wards Affected: **All**

Relevant Scrutiny Committee:

Overview and Scrutiny Committee

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **A Parnell** Role: **Harbour Master**

Contact: **01548 843791**

Recommendations:

1. That the Harbour Board **RESOLVES** to note the final accounts for 2014/15.

1. Executive summary

- 1) This report advises Members of the Harbour's final trading position in 2014/2015 together with brief details of the main variations from the original budget. A summary of harbour reserves and balances is also provided.

2. Background

- 1) The 2014/15 budget was set at a break-even position.
- 2) The Harbour's trading accounts have now been finalised, pending external audit certification. The accounts have been prepared on an accruals basis and take account of all relevant income streams and expenditure items.
- 3) The accounts show how funds have been used to deliver services and form an essential part of public accountability. Inevitably, circumstances that arise throughout the year often differ from the budgeted position, giving rise to financial variations. However, the overall impact is mitigated by continuous monitoring and timely decision making where corrective action is required.

3. Accounts

- 1) The accounts will be formally audited in August.
- 2) Expenditure – see table below:

Item	Explanation	Variance (Under)/Over spend £
Harbour Employees	Lower staffing costs than anticipated. Fewer overtime hours worked than expected (£5,100), savings due to staff turnover (£5,200) and associated reduction in National Insurance and pension contributions (£6,700).	(17,031)
Total Employee Variances		(17,031)
Repairs and Maintenance		
a. General R&M	Unbudgeted expenditure includes Kingsbridge Quay handrails (£5,700), electrical work (£2,100) and alterations to Harbour Office (£2,300) More effective maintenance routines	11,723
b. Piers, Landings & Pontoons	Previous procurement of higher quality items has lengthened in-service life of marks and beacons	(2,131)
c. Marks & Beacons		(3,960)
d. Moorings	Approx 5% more mooring tackle replaced than budgeted	1,479
Total R&M Variances		7,111
Security Patrol	Contract extended at previous year's prices	(937)
Rents	Duchy rent charge is based on actual income earned from the Fundus. Income in the year was higher than budgeted which increases the rent charge.	3,926
Utilities and Insurances	Utility bills (especially water) costs lower than anticipated, and an insurance rebate (£1,100) due to a low value of claims.	(6,275)
Trade waste and cleaning charges	Costs lower than anticipated and better use of each bin	(1,571)
Total Premises Variances (including R&M)		2,254

Printing, Stationery & Advertising	Reduced paper consumption rates	(2,765)
Communications	More communications are by email hence reduced postage bills	(2,967)
Equipment – hardware and software	Upgrades to mobile devices	1,742
Protective clothing	Full budget not required this year	(1,448)
Miscellaneous – consultancy fees	Hydrographic and other surveys	3,155
Total Supplies & Services Variance		(2,283)
Transport	Newer van, smaller outboard engines and reduced fuel consumption and better maintenance routines	(14,874)
New Projects Funded from Revenue	No expenditure incurred against Environmental Projects	(4,958)
Items met from Reserves	Pontoon replacement and refurbishment, new Dories	41,909
Total Expenditure Variations		5,017

3) Income – see table below:

Item	Explanation	Variance Under/(Over) Income £
Harbour Dues	Close to budget estimate	374
Mooring Hire	1.6% below budget estimate	7,107
Small boat pontoon systems	Partly due to removal of unused foreshore moorings to create extra pontoon berths	(29,518)
Water Taxi Service	Close to budget estimate	159
Mooring licences	Close to budget estimate	1,492
Security patrol	Additional income generated	(3,235)
Miscellaneous	Proceeds from sale of equipment, scrap metal and hire of crane, barge, fork lift truck and advertising in Harbour Guide.	(17,495)

Interest Received	Interest rates lower than anticipated	1,300
Contributions from Reserves	Pontoon replacement and refurbishment, new Dories	(41,909)
Total Income Variations		(81,725)

- 4) The overall position: The net position after taking into account variations in both income and expenditure is a generated **surplus of £76,708**. This will be confirmed once the Harbour accounts have been subject to external audit verification. A schedule of actual income and expenditure against budget is included at Appendix 1. The generated surplus will be incorporated into the General Reserve. An analysis of the closing position of each of the Harbour reserves is included at Appendix 2.

4. Proposed Way Forward

- 1) The accounts will be formally audited in August.

5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	The Pier & Harbour (Salcombe) Confirmation Act 1954
Financial	N	A trading surplus of £76,708 was generated in 2014/15. This surplus will strengthen retained reserves to assist with future Harbour initiatives.
Risk		The accounts have not yet been subject to external audit but as all relevant accounting standards and practices have been followed it is unlikely that the overall position will change.
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	No adverse impact
Health, Safety and Wellbeing		No adverse impact
Other implications		

Supporting Information

Appendices:

1. Detailed budget breakdown
2. Reserves.

Background Papers:

None.

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes/No
SLT Rep briefed	Yes/No
Relevant Exec Director sign off (draft)	Yes/No
Data protection issues considered	Yes/No
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	Yes/No

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Committee: Salcombe Harbour

APPENDIX 1

Service : Salcombe Harbour

2014/15 CLOSEDOWN

SUBJECTIVE HEADING COST CENTRE : 3410	ACTUALS			To 04/03/15 £	Budget 14/15 £	Forecast 14/15 04/03/15 £	Variance 14/15 £	Notes
	12/13 £	13/14 £	14/15 £					
EMPLOYEES - OPERATIONAL	343,806	369,567	376,869	400,655	393,900	380,300	(17,031)	
Wages: Summer Seasonal staff	36,750	35,602	37,159	37,159	35,400	37,200	1,759	
Employers NI & Super	59,988	67,437	67,422	62,808	74,100	69,000	(6,678)	
Salaries (inc. Shift Pay)	288,471	308,407	309,155	284,511	317,500	310,000	(8,345)	
Overtime	4,498	3,846	4,905	4,949	10,000	5,200	(5,095)	
Recharge to Headquarters	(52,500)	(53,000)	(53,000)	0	(53,000)	(53,000)	0	
Staff Training	926	649	5,235	5,235	4,000	5,400	1,235	
Medical Fees / Other	240	249	487	487	500	500	(13)	
Recruitment	1,101	1,769	713	713	1,000	1,200	(287)	
Employers Liability Insurance	4,332	4,608	4,793	4,793	4,400	4,800	393	

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Committee: <u>Salcombe Harbour</u>					APPENDIX 1			
Service : <u>Salcombe Harbour</u>					2014/15 CLOSEDOWN			
SUBJECTIVE HEADING	ACTUALS			To 04/03/15 £	Budget 14/15 £	Forecast 14/15 04/03/15 £	Variance 14/15 £	Notes
	12/13 £	13/14 £	14/15 £					
COST CENTRES : 3410, 3425								
HARBOUR DUES								
Annual Dues	(182,256)	(183,430)	(189,714)	(189,864)	(190,700)	(189,900)	986	
Casual Yachts	(50,326)	(72,105)	(67,912)	(67,815)	(68,000)	(67,900)	88	
Casual Collected via Creek Boat Park	(14,210)	(15,823)	(17,000)	(16,948)	(16,300)	(17,000)	(700)	
MOORING HIRE								
Annual Deep Water	(169,812)	(177,647)	(181,329)	(181,329)	(173,400)	(181,300)	(7,929)	
Casual Deep Water	(70,093)	(59,473)	(67,889)	(64,978)	(70,000)	(65,000)	2,111	
Annual Foreshore	(141,659)	(145,904)	(133,537)	(133,161)	(142,800)	(133,200)	9,263	
Casual Foreshore	(35,611)	(34,552)	(35,129)	(34,615)	(40,000)	(34,700)	4,871	
Dentridge Mooring	(10,068)	(10,745)	(11,833)	(11,833)	(10,200)	(11,900)	(1,633)	
Store Boxes at Ditch End	(1,883)	(2,048)	(2,220)	(2,220)	(1,800)	(2,200)	(420)	
Overnight berthing fees - Town Landings	(136)	(3,096)	(1,756)	(1,233)	(2,600)	(1,200)	844	
MOORING LICENCES	(23,583)	(22,936)	(23,008)	(22,891)	(24,500)	(22,900)	1,492	
SECURITY CHARGE	(41,151)	(42,848)	(44,035)	(43,961)	(40,800)	(44,000)	(3,235)	
WATER TAXI SERVICE	(31,890)	(37,525)	(35,841)	(35,323)	(36,000)	(35,300)	159	
PONTOONS								
Shadycombe Creek Comm Users	(14,001)	(14,477)	(18,449)	(18,449)	(14,800)	(18,500)	(3,649)	
V Quay, Batson & Kingsbridge	(98,158)	(100,208)	(120,275)	(120,030)	(96,700)	(120,000)	(23,575)	
Whitestrand Licence Fees	(2,489)	(2,755)	(2,590)	(2,590)	(3,000)	(2,600)	410	
Whitestrand Pontoon July/August	(13,849)	(14,686)	(17,682)	(17,986)	(15,200)	(18,000)	(2,482)	
Pontoon for Fishermen, the Spur	(815)	(859)	(1,022)	(1,022)	(800)	(1,000)	(222)	
Miscellaneous Income								
Sale of Tide Tables	(105)	(232)	(141)	(130)	(200)	(200)	59	
Miscellaneous	(7,982)	(4,459)	(7,758)	(7,758)	(3,200)	(8,000)	(4,558)	
Fire Patrol	(85)	(38)	(25)	(25)	0	0	(25)	
Whitestrand Notice Board	(747)	(769)	(951)	(951)	(700)	(1,000)	(251)	
Towing Charge	(329)	(75)	(174)	(153)	0	(200)	(174)	
Crane hire incl wage costs	(7,345)	(4,537)	(5,655)	(5,470)	(4,000)	(5,500)	(1,655)	
Hire of Mooring Barge	(521)	(1,637)	(1,268)	(1,268)	0	(1,300)	(1,268)	
Hire of Fork Lift Truck	(498)	(376)	(212)	(212)	(200)	(200)	(12)	
Boatyard Maintenance	(208)	0	(212)	(212)	0	(200)	(212)	
Hire of Safety Launch	(154)	(50)	(160)	(160)	0	(200)	(160)	
WIFI Spark Commission	(128)	(446)	(53)	(53)	(200)	(100)	147	
Retention Fees	(2,812)	(1,072)	(825)	(825)	0	(800)	(825)	
Harbour Guide	(8,400)	(8,620)	(7,220)	(6,825)	(8,000)	(6,800)	780	
Sale of Equipment - disposals	(1,681)	(7,200)	(5,723)	(5,623)	0	(5,600)	(5,723)	
Sale of Chain/Shackles	0	(668)	0	0	0	0	0	
Passengers Landed	0	(449)	(722)	(722)	(100)	(700)	(622)	
Fuel Duty Repayment	(3,776)	(3,255)	(3,161)	0	(3,000)	(3,000)	(161)	
Cont. from C/Pks re Security Patrol (boat park)	(5,600)	(3,000)	(3,000)	(3,000)	(3,000)	(3,000)	0	
Cont. from H/Waste re refuse collection (Salc. Skip)	(1,900)	(500)	(500)	(500)	(500)	(500)	0	
Other Costs Recovered	(544)	(821)	0	0	0	0	0	
Annual licence fee	(1,500)	(1,875)	(1,125)	(1,125)	(1,500)	(1,500)	375	
Under lease Kingsbridge Estuary	(247)	0	(1,074)	(1,074)	0	(1,100)	(1,074)	
Boat Licence Income	(8,550)	(8,434)	(8,882)	(8,777)	(7,000)	(8,800)	(1,882)	
Ferry Notice Boards	(1,091)	(1,113)	(1,224)	(1,211)	(1,000)	(1,200)	(224)	
Under/Over Bankings	8	(110)	(30)	(132)	0	0	(30)	
	(956,185)	(990,853)	(1,021,316)	(1,012,454)	(980,200)	(1,016,500)	(41,116)	
Contributions from Reserves								
Whitestrand & Normandy pontoons - pontoons reserve	0	0	(41,909)	0	0	0	(41,909)	
3 Fox 440 dories - renewals reserve	0	0	(12,681)	0	0	0	(12,681)	
INTEREST	(2,500)	(1,700)	(1,200)	0	(2,500)	(1,500)	1,300	

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Actual 2012/2013	Actual 2013/2014		Budget 2014/2015 (At outturn prices)	Actual 2014/2015	Variance Actual to Budget
£	£		£	£	£
		Employees:-			
343,806	369,737	Harbour	393,900	376,869	(17,031)
		Premises-Related Expenditure:-			
14,865	27,574	General Repairs and Maintenance	17,600	29,323	11,723
38,347	38,288	Security Patrol	40,000	39,063	(937)
11,661	15,688	Piers, Landings and Pontoons	10,500	8,369	(2,131)
15	1,077	Marks and Beacons	4,000	40	(3,960)
42,897	36,848	Moorings	54,000	55,479	1,479
1,769	1,786	Insurances	2,100	620	(1,480)
18,424	20,641	Utility Charges	27,600	22,805	(4,795)
114,704	115,405	Rents	118,600	122,526	3,926
6,969	7,176	Refuse Collection /Office Cleaning	8,000	6,429	(1,571)
249,651	264,483		282,400	284,654	2,254
		Supplies and Services:-			
15,531	6,463	Equipment	9,900	11,642	1,742
9,954	9,018	Printing, Stationery and Advertising	12,000	9,235	(2,765)
9,806	8,021	Communications (Radios, Telephones, Postage etc.)	11,900	8,933	(2,967)
4,981	3,242	Protective Clothing	5,000	3,552	(1,448)
5,852	6,190	Credit Card Handling Charges	6,500	6,600	100
23,393	20,148	Miscellaneous	22,600	25,655	3,055
69,517	53,082		67,900	65,617	(2,283)
35,507	43,943	Transport-Related Expenses (Launches etc.)	55,900	41,026	(14,874)
51,000	51,300	Central Support Services	51,600	51,600	0
26,000	26,000	Contribution to Renewals Reserve	26,000	26,000	0
45,000	50,000	Contribution to Pontoon Reserve	50,000	50,000	0
-	-	Contribution to Marine Infrastructure Reserve	15,000	15,000	0
4,500	10,101	New Projects Funded From Revenue	10,000	5,045	(4,955)
-	-	Items being met from Reserves	-	41,909	41,909
29,997	29,997	Capital Charges (Net)	30,000	29,997	(3)
854,978	898,643	TOTAL EXPENDITURE	982,700	987,717	5,017
(246,792)	(271,358)	Harbour Dues	(275,000)	(274,626)	374
(429,262)	(433,465)	Mooring Hire	(440,800)	(433,693)	7,107
(129,312)	(132,985)	Small Boat Pontoon Systems	(130,500)	(160,018)	(29,518)
(31,890)	(37,525)	Water Taxi Service	(36,000)	(35,841)	159
(23,583)	(22,936)	Mooring Licences	(24,500)	(23,008)	1,492
(41,151)	(42,848)	Security Patrol Fees	(40,800)	(44,035)	(3,235)
(54,195)	(49,736)	Miscellaneous	(32,600)	(50,095)	(17,495)
-	-	Contribution from Reserves	-	(41,909)	(41,909)
(2,500)	(1,700)	Interest	(2,500)	(1,200)	1,300
(958,685)	(992,553)	TOTAL INCOME	(982,700)	(1,064,425)	(81,725)
(103,707)	(93,910)	(SURPLUS) / SHORTFALL ON TRADING ACTIVITIES	0	(76,708)	(76,708)

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Committee: Salcombe Harbour					APPENDIX 1			
Service : Salcombe Harbour					2014/15 CLOSEDOWN			
SUBJECTIVE HEADING	ACTUALS			To 04/03/15	Budget 14/15	Forecast 14/15 04/03/15	Variance 14/15	Notes
	12/13 £	13/14 £	14/15 £					
COST CENTRES : 3410,3415,3420,3425								
PREMISES (ASSET) RELATED	249,651	264,483	284,654	255,661	282,400	294,100	2,254	
EXPENSES								
General R&M	6,942	17,112	19,159	10,353	10,000	15,000	9,159	
Tools, Materials and O.H. & C.S.	5,973	9,167	9,092	8,731	5,500	13,000	3,592	
Health & Safety	1,358	1,080	1,072	1,017	1,500	1,100	(428)	
Communications R&M	592	215	0	0	600	300	(600)	
GENERAL R&M	14,865	27,574	29,323	20,101	17,600	29,400	11,723	
SECURITY PATROL	38,347	38,288	39,063	39,063	40,000	39,100	(937)	
PIERS, LANDINGS & PONTOON	11,661	15,688	8,369	1,915	10,500	13,000	(2,131)	
MARKS & BEACONS	15	1,077	40	40	4,000	500	(3,960)	
Foreshore Moorings	403	1,253	2,247	1,233	5,000	2,000	(2,753)	
Deepwater Moorings	1,410	3,652	7,590	5,491	4,000	7,600	3,590	
Diving Maintenance Support	18,250	18,250	26,728	26,728	20,000	26,800	6,728	
Chain Purchase	15,212	10,145	18,776	18,776	20,000	19,000	(1,224)	
Replacement Mooring Buoys	7,622	3,548	138	138	5,000	2,000	(4,862)	
MOORINGS	42,897	36,848	55,479	52,366	54,000	57,400	1,479	
Premises-Related Insurance	1,769	1,786	620	1,682	2,100	1,700	(1,480)	
INSURANCE	1,769	1,786	620	1,682	2,100	1,700	(1,480)	
Electricity	2,392	2,256	2,661	2,661	3,100	3,100	(439)	
Whitestrand Showers		265	466		2,500	1,000	(2,034)	
Gas	2,694	2,743	2,693	2,356	3,000	3,000	(307)	
Water	56	18	0		2,500	500	(2,500)	
Whitestrand Showers		1,700	3,007		2,500	2,500	507	
Rates	13,282	13,659	13,978	13,978	14,000	14,000	(22)	
UTILITY CHARGES	18,424	20,641	22,805	18,995	27,600	24,100	(4,795)	
Workshop (1)	12,621	12,621	14,600	14,600	14,600	14,600	0	
Rent To Duchy	102,083	102,784	107,926	104,000	104,000	107,200	3,926	
RENT	114,704	115,405	122,526	118,600	118,600	121,800	3,926	
Trade Waste Collection charges	3,547	4,040	3,302	0	4,000	3,800	(698)	
Cleaning supplies	3,422	3,136	3,127	2,899	4,000	3,300	(873)	
REFUSE COLLECTION/OFFICE	6,969	7,176	6,429	2,899	8,000	7,100	(1,571)	
CLEANING								

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Committee: Salcombe Harbour

APPENDIX 1

Service : Salcombe Harbour

2014/15 CLOSEDOWN

SUBJECTIVE HEADING COST CENTRES : 3410, 3435, 3445	ACTUALS			To 04/03/15 £	Budget 14/15 £	Forecast 14/15 04/03/15 £	Variance 14/15 £	Notes
	12/13 £	13/14 £	14/15 £					
SUPPLIES AND SERVICES:	69,517	53,252	65,617	63,130	67,900	68,200	(2,283)	
Furniture & Fittings	60	995	750	750	1,000	800	(250)	
Equipment - New & R&M	4,970	1,331	1,744	629	3,500	1,000	(1,756)	
Hire of equipment	251	251	251	189	400	400	(149)	
Hardware, Software and IT Support & maintenance	10,250	3,886	8,897	13,213	5,000	9,000	3,897	
EQUIPMENT	15,531	6,463	11,642	14,781	9,900	11,200	1,742	
Printing & Stationery	5,858	3,830	4,526	4,311	6,500	5,000	(1,974)	
Harbour Guide	2,940	4,578	4,540	4,540	4,500	4,600	40	
Advertising	1,156	610	169	169	1,000	300	(831)	
PRINTING STATIONERY & ADVERTISING	9,954	9,018	9,235	9,020	12,000	9,900	(2,765)	
Postage	3,966	3,513	4,316	3,232	5,500	3,500	(1,184)	
Telephones	5,530	4,283	4,392	1,578	6,000	6,000	(1,608)	
Licence Fees	310	225	225	225	400	300	(175)	
COMMUNICATIONS	9,806	8,021	8,933	5,035	11,900	9,800	(2,967)	
PROTECTIVE CLOTHING	4,981	3,242	3,552	3,492	5,000	3,700	(1,448)	
CASH COLLECTION EXPENSES	5,852	6,190	6,600	6,404	6,500	6,500	100	
Fees and Subscriptions (inc Port Marine Safety)	4,982	4,121	3,757	3,757	5,000	4,200	(1,243)	
Conference Expenses/Subsistence	1,444	1,165	2,269	2,191	1,500	2,300	769	
Consultancy Fees	826	826	5,345	5,345	1,000	5,400	4,345	
General Office Expenditure	1,270	389	576	507	500	600	76	
Legal Fees	4,011	210	105	105	0	100	105	
Other Professional Fees	(415)	1,235	1,110	0	2,000	2,000	(890)	
AONB Estuaries Officer Contribution	10,200	10,200	10,300	10,300	10,300	10,300	0	
Chairman - Salcombe Harbour	1,075	2,172	2,193	2,193	2,300	2,200	(107)	
MISCELLANEOUS	23,393	20,318	25,655	24,398	22,600	27,100	3,055	

SUPPLIES&SERVICES

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Committee: Salcombe Harbour					APPENDIX 1			
Service : Salcombe Harbour					2014/15 CLOSEDOWN			
SUBJECTIVE HEADING	ACTUALS			To 04/03/15	Budget 14/15	Forecast 14/15 04/03/15	Variance 14/15	Notes
	12/13 £	13/14 £	14/15 £		£	£	£	
COST CENTRE : 3410								
TRANSPORT RELATED EXPENSES	35,507	43,943	41,026	40,671	55,900	44,500	(14,874)	
Fixed car payments	2,163	603	609	559	600	600	9	
Variable car allowances	728	1,962	1,025	936	800	1,000	225	
Repairs & Maintenance:								
Harbour Van	1,490	3,549	766	766	2,500	1,000	(1,734)	
Launches General	11,746	5,787	6,637	6,180	13,000	8,000	(6,363)	
Crane	357	1,641	1,300	1,262	5,000	2,000	(3,700)	
Fork Lift Truck	587	767	491	491	1,200	700	(709)	
Mooring Barge	1,336	2,129	1,575	1,575	3,000	1,800	(1,425)	
Transport Insurance	2,384	11,978	13,380	13,380	13,800	13,400	(420)	
Fuel: Launches	14,716	15,527	15,243	15,522	16,000	16,000	(757)	
HEADQUARTERS ALLOCATION	51,000	51,300	51,600	0	51,600	51,600	0	
Personnel & Payroll	9,900	10,000	10,100	0	10,100	10,100	0	
Strategic Director - Operations	3,300	3,300	3,300	0	3,300	3,300	0	
Drawing Office	900	900	900	0	900	900	0	
Environmental Health	1,400	1,400	1,400	0	1,400	1,400	0	
Financial Services	11,500	11,600	11,700	0	11,700	11,700	0	
IT Section	5,500	5,600	5,700	0	5,700	5,700	0	
Legal	4,200	4,200	4,200	0	4,200	4,200	0	
Property Services	4,600	4,600	4,600	0	4,600	4,600	0	
Committee & Member Services	4,800	4,800	4,800	0	4,800	4,800	0	
Improvement & Development Team (Formerly PR)	2,700	2,700	2,700	0	2,700	2,700	0	
Internal Audit	2,200	2,200	2,200	0	2,200	2,200	0	
CAPITAL CHARGES	29,997	29,997	29,997	0	30,000	30,000	(3)	
Leasing Payments								
Debt Charges (Depreciation & interest)	46,256	45,653	72,684	0	30,000	30,000	42,684	
(Surplus)/Deficit on Capital Charges	(16,259)	(15,656)	(42,687)				(42,687)	
CONTRIBUTION TO RENEWALS RESERVE	26,000	26,000	26,000	0	26,000	26,000	0	
CONTRIBUTION TO PONTOON RESERVE	45,000	50,000	50,000	0	50,000	50,000	0	
CONT. TO MARINE INFRASTRUCTURE RESERVE	0	0	15,000	0	15,000	15,000	0	
ITEMS TO BE MET FROM REVENUE	4,500	10,101	5,045	5,045	10,000	5,000	(4,955)	
Disposal of Pontoons	0	4,640			5,000	0	(5,000)	
Improvements to tender berthing at Whitestrand	4,500	5,461	5,045	5,045	5,000	5,000	45	
ITEMS TO BE MET FROM RESERVES	0	0	41,909	0	0	0	41,909	
res.	0	0	29,228	0	0	0	29,228	
3 Fox 440 dories - renewals reserve	0	0	12,681	0	0	0	12,681	

TRANSPORT-OTA-CAP-RES

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HARBOUR BALANCES

APPENDIX 2

Pontoons Reserve (0745)

	£
Balance 1st April 2014	32,613
ADD	
Contribution 2014/2015	50,000
Interest	<u>100</u>
	82,713
Less expenditure on:-	
Normandy & Whitestrand Pontoons	29,228
Shadycombe Pontoon	47,419
Balance as at 31st March 2015	<u>6,066</u>

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Renewals Reserve (0750)

	£
Balance 1st April 2014	152,487
ADD	
Contribution 2014/2015	26,000
Interest	<u>800</u>
	179,287
Less expenditure on:-	
Volvo D-255 engine	8,000
Hydraulic pumping unit	14,605
3 Fox 440 dories	12,681
Knuckle crane (mooring barge)	14,180
Balance as at 31st March 2015	<u>129,821</u>

General (Revenue Account) Reserve (0755)

	£
Balance 1st April 2014	136,901
ADD	
Surplus 2014/2015	<u>76,708</u>
	213,609
Less expenditure on:-	
Harbour System Upgrade	4,000
Harbour workshop	6,247
	<u>10,247</u>
Balance as at 31st March 2015	<u>203,362</u>

Total Reserves Balances as at 31 March 2015

339,249

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Report to: **Salcombe Harbour Board**

Date: **13 July 2015**

Title: **Annual Report**

Portfolio Area:

Wards Affected: **All**

Relevant Scrutiny Committee:

Overview and Scrutiny Committee

Urgent Decision: **N** Approval and clearance obtained: **N**

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **A Parnell** Role: **Harbour Master**

Contact: **01548 843791**

Recommendations:

1. That the Harbour Board **RESOLVES** to publish the Annual Report

1. Executive summary

- 1) This Annual Report covers the period 1 April 2014 to 31 March 2015 and reports the progress made against the Board's Strategic Objectives up to 31 March 2015.

2. Background

- 1) The Harbour Board published its Strategic Business Plan in March 2012, against which Annual Reports articulate progress.
- 2) The Annual Report is published in September but the lead time for final amendments and the printing process require endorsement now.

4. Options available and consideration of risk

- 1) The Annual Report is published and distributed in hard copy as well as in soft copy on our website, social media and emailed.

5. Proposed Way Forward

- 1) Once final amendments are made this report will be formally published in September

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	The Pier & Harbour (Salcombe) Confirmation Act 1954
Financial	N	There are no new (ie outside the current budget) financial implications contained within this report.
Risk		There is a risk that performance and customer satisfaction could fall if the Harbour does not evolved to remain aligned with customer needs and expectations. These risks are mitigated to ALARP through regular Board meetings
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	No adverse impact
Health, Safety and Wellbeing		No adverse impact
Other implications		

Supporting Information

Appendices:

None. A hard copy will be distributed at the meeting.

Background Papers:

None.

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	No
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	No
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	

Report to: **Salcombe Harbour Board**

Date: **13 July 2015**

Title: **Performance Indicators**

Portfolio Area:

Wards Affected: **All**

Relevant Scrutiny Committee:

Urgent Decision: **N** Approval and clearance obtained: **N**

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **A Parnell** Role: **Harbour Master**

Contact: **01548 843791**

Recommendations:

1. That the Harbour Board RESOLVES to adopt the new PIs
2. That the Harbour Board NOTES the latest PIs

1. Executive summary

- 1) This report proposes a revised set of Performance Indicators and reports progress made in the first quarter of this financial year against both the proposed and existing PIs.

2. Background

- 1) At the last Harbour Board workshop the Harbour Master was asked to review the existing PIs with a view to rationalising their number and increasing their relevance. This report is the result of this review.

3. Outcomes/outputs

- 1) The revised PIs should make the Harbour's levels of output and standards attained easier to understand. This in turn should improve accountability and transparency of governance.

4. Options available and consideration of risk

- 1) The two proposed options are to continue using the existing PIs (the status quo) or to adopt a more streamlined set of PIs which makes measuring and understanding the results easier.
- 2) An alternative is to revisit the review to develop a new set of proposed PIs for a future Board meeting.

5. Proposed Way Forward

- 1) It is proposed that the revised set of PIs is adopted and used for future meetings.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		The Pier and Harbour (Salcombe) Confirmation Order 1954
Financial		None
Risk		None
Comprehensive Impact Assessment Implications		
Equality and Diversity		None
Safeguarding		None
Community Safety, Crime and Disorder		No adverse impacts
Health, Safety and Wellbeing		No adverse impacts
Other implications		

Supporting Information

Appendices:

1. Review of PIs
2. PIs and latest measurements

Background Papers:

None

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes/No
SLT Rep briefed	Yes/No
Relevant Exec Director sign off (draft)	Yes/No
Data protection issues considered	Yes/No
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	Yes/No

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Review of Performance Indicators

1. Existing Performance Indicators and Targets. Table 1 details the existing Pls and targets to be achieved.

Ref	Performance Indicator	Target
SH1	Visual check of all harbour owned & maintained facilities, landings, pontoons, mooring berths, navigational marks and beacons.	Monthly
SH2	Defect rectification of major harbour infra & facilities	Investigated < 24 hrs, repaired < 7 days
SH3	Launch serviceability	Apr to Sep: 8 available. Sep to Mar: 3 available
SH4	Major Plant u/s (Crane, etc)	Rectified < 5 working days
SH5	Slipways and steps Inspected and cleaned	Inspected weekly, cleaned Monthly
SH6	Failure of nav lights & marks rectified or LNTM issued	<24 hrs
SH7	Patrol of estuary and harbour to ensure no hazards to navigation exist	Daily
SH8	Inspection and preventative maintenance of Deep water and Foreshore Moorings	100% annually
SH9	Mooring failures	Investigated < 24 hrs repaired <7 days alternative facility made available
SH10	Re-allocation of permanent mooring berths surrendered	<4 wks
SH11	Weather forecast posted at Whitestrand	Daily
SH20	Compliance with Port Marine safety Code	100% annual
SH21	Trinity House inspection of local aids to navigation	100% annual
SH22	H&S Incidents and accidents (Staff)	10% reduction yr-on-yr
SH22A	H&S Incidents and accidents (Public)	10% reduction yr-on-yr
SH23	Speeding Offences detected	5% reduction yr-on-yr
SH24	Minor Collisions	5% reduction yr-on-yr
SH30	Crime figures	10% reduction yr-on-yr
SH31	Night Security Patrols	100% of contracted patrols
SH32	Permanent Staff Turnover	<10% annually
SH32A	Staff days Lost to Sickness Absence	<10% annually
SH33	Customer Complaints	10% annual reduction
SH34	Income from visiting yachts	5% increase
SH35	Number of visiting yachts	5% increase
SH36	Average visiting yacht length of Stay	>1.5 days
SH37	Taxi – Passengers carried	5% increase
SH38	Hbr dues collected at Slipway	Annual increase
SH40	Pollution incidents ¹	Zero
SH41	Guided Events ¹	3 per quarter
SH42	Litter Pick Up Events ¹	Quarterly
SH43	Recycling of yacht refuse	Annual increase
SH44	Water quality	Meet/exceed guidelines

¹ AONB officer

2. **Analysis.** Analysing the existing PIs and mapping them back to our Vision and Mission ensures their utility:

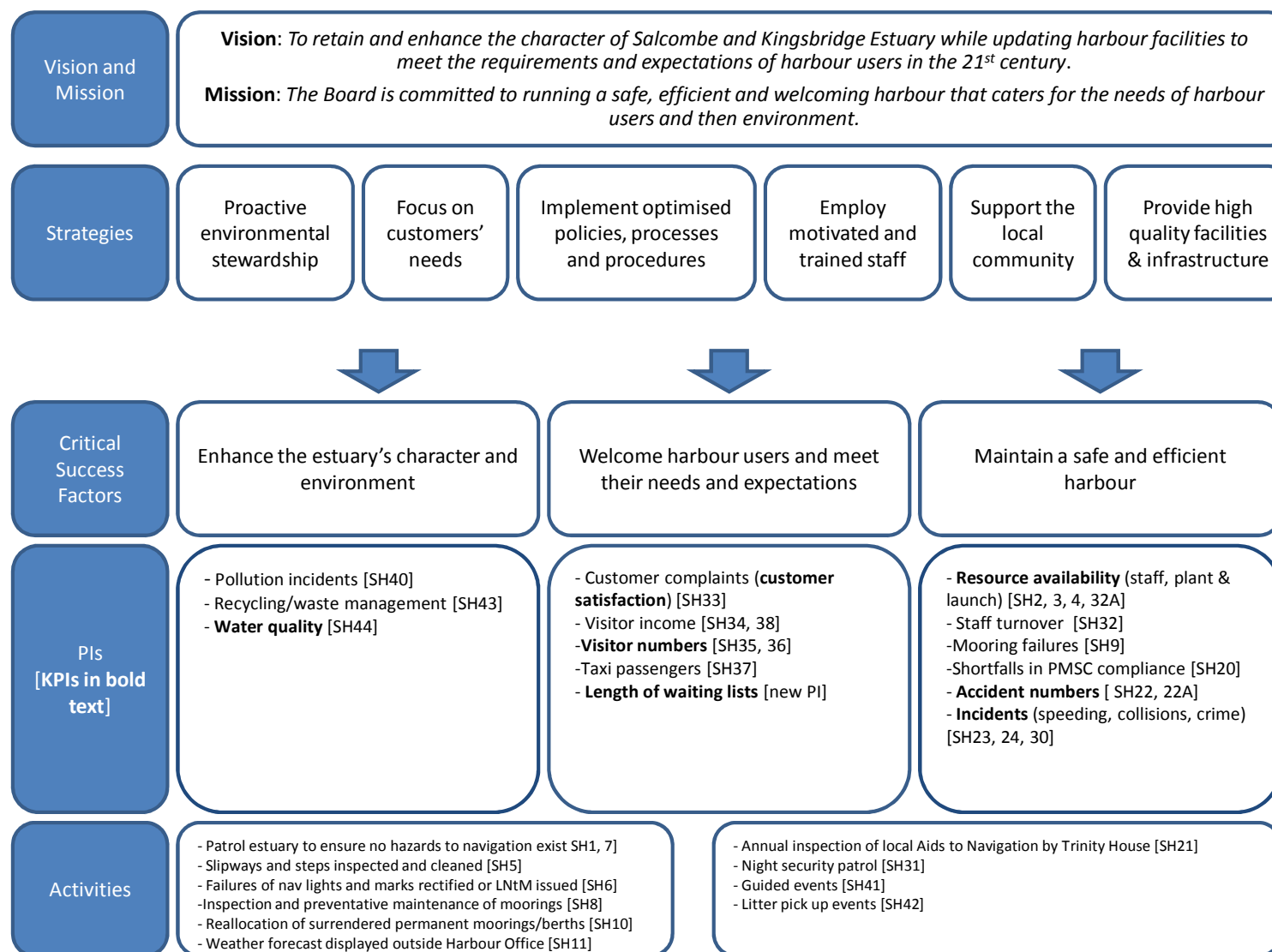


Figure 1: PIs in context

3. **Discussion.** Several of the existing PIs are activities rather than indicators, as shown in table 2, and it is proposed that these are adopted as part of the 'core offering' delivered by Salcombe Harbour staff and not reported on as a PI but instead detailed in the Annual Report.

Ref	Performance Indicator
SH1	Visual check of all harbour owned & maintained facilities, landings, pontoons, mooring berths, navigational marks and beacons.
SH5	Slipways and steps Inspected and cleaned
SH7	Patrol of estuary and harbour to ensure no hazards to navigation exist
SH8	Inspection and preventative maintenance of Deep water and Foreshore Moorings
SH10	Re-allocation of permanent mooring berths surrendered
SH11	Weather forecast posted at Whitestrand
SH21	Trinity House inspection of local aids to navigation
SH31	Night Security Patrols

Table 2: Existing PIs which will become part of the harbour's 'core offering'

The harbour staff 'Core offering':

- Conduct a daily patrol of the estuary to ensure that harbour-owned and maintained facilities (slipways, steps, landings, pontoons, moorings and aids to navigation) are functional, fit for purpose and that no navigational hazards exist. Navigational hazards which cannot be rectified within 24 hrs will be promulgated by Local Notice to Mariners.
- Harbour-owned slipways and steps are inspected weekly and cleaned monthly (or more frequently if necessary).
- Inspection and preventative maintenance (or replacement) of all harbour-owned deep water and foreshore moorings will be conducted annually.
- In the rare event of a mooring failure, repairs will be effected within 7 days, during which time an alternative facility will be made available, usually within 24 hrs.
- Permanent moorings or berths surrendered to the Harbour Authority will be re-allocated within 4 working weeks.
- An up-to-date weather forecast will be displayed outside of the Harbour Office every day.

Figure 2: The harbour's 'core offering' - KPI 1

Reporting against our delivery of the 'core offering' is our first Key Performance Indicator (KPI) with all shortfalls reported.

4. **Key Performance Indicators.** The analysis conducted in paragraph 2 identifies 7 Key Performance Indicators (KPIs) in addition to the 'core offering' KPI. These are:

Ref	Key Performance Indicator	Indicator type	Reporting threshold
KPI 1	Delivery of the core offering	Operational	100%
KPI 2	Resource availability	Operational	No adverse operational impact
KPI 3	Water quality	Operational	EA sampling does not fall below 'good'
KPI 4	Customer satisfaction ²	Business	Number of compliments Number of complaints
KPI 5	Visitor numbers	Business	Remains within 5% long-term average value
KPI 6	Length of waiting lists	Business	<3 year waiting time
KPI 7	Accident numbers	Operational	All accidents reported
KPI 8	Incident numbers (speeding, crime, collisions, mooring failures)	Operational	All incidents reported

Table 1 Key Performance Indicators

5. **Pls.** Although the KPIs are important, most of the current Pls are also worthy of retention, although their frequency and target threshold could usefully be reviewed. It is therefore proposed that they are reported against as follows:

- **Incorporation into the 'Report on Future Matters' standing Harbour Board Agenda item:**
 - Guided events and litter pick-up events. [SH41, SH42]
- **Items reported by exception.** These items will be reported by exception in the event of their occurrence.
 - Failure of nav lights or marks. [SH6]
 - Pollution reports [SH40]
 - Incidents and accidents [SH22, SH22a]
 - Permanent staff turn-over [SH 32]
- **Items reported in the Annual Report.** These will be reported upon annually:

² Customer satisfaction is expanded upon in subsequent paragraphs.

- Compliance with the Port Marine Safety Code (this is a triennial reporting requirement). [SH20]
- Income from visiting yachts, water taxi and collected at the slipway. [SH34, SH37, SH38]

6. **Customer satisfaction.** Customer satisfaction metrics are currently captured online (via 'Survey monkey') and by 'approach and use' terminal in the Harbour Office. Both have disadvantages: the number of online responses is <10 pa and the users of the office terminal are self-selecting. Furthermore, both are 'passive' collection methods (ie customer, not Authority, initiated). It is therefore proposed that a short questionnaire along the lines of that given below is emailed annually to every customer for whom we hold a current email address. Visitors for whom no current email address is held could either be invited to respond during their visit or their email address captured for subsequent emailing after they have departed (and therefore had the full 'experience').

Example questionnaire

1. How satisfied are you with Salcombe Harbour? (V Sat, Sat, Neutral, DisSat, V DisSat)
2. What do you like most about Salcombe Harbour
3. Is there one specific feature, facility, service (or anything else) which attracts you to Salcombe rather than anywhere else?
4. What could we do to enhance or improve your experience> Is there a service or facility that we don't provide but you'd like to see?
5. Would your answer to Q3 make you want to use the harbour more frequently or stay longer?
6. What would make you less likely to visit or use the harbour, or even drive you away?
7. Are there any other comments you'd like to make?

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Performance Indicators

1. Key Performance Indicators







Ref	Key Performance Indicator	Indicator type	Reporting threshold	Performance				
					Q1 (Apr-Jun)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Dec-Mar)
KPI 1	Delivery of the core offering	Operational	100%	15/16	100%			
				Previous yr	-	-	-	-
KPI 2	Resource availability	Operational	No adverse operational impact	15/16	0			
				Previous yr	-	-	-	-
KPI 3	Water quality	Operational	EA sampling not below 'good'	15/16	0			
				Previous yr	-	-	-	-
KPI 4	Customer satisfaction	Business	No of compliments/complaints	15/16	5/0			
				Previous yr	-	-	-	-
KPI 5	Visitor numbers	Business	Remains within 5% long-term average value	15/16	Met			
				Previous yr	-	-	-	-
KPI 6	Length of waiting lists	Business	<3 year waiting time	15/16	Not met. See below			
				Previous yr	-	-	-	-
KPI 7	Accident numbers	Operational	All accidents reported	15/16	0			
				Previous yr	-	-	-	-
KPI 8	Incident numbers (speeding, crime, collisions, mooring failures)	Operational	All incidents reported	15/16	1 (see below)			
				Previous yr	-	-	-	-

2. Items reported by exception. These items will be reported by exception in the event of their occurrence.








Item	Report
Failure of nav lights or marks.	No failures
Pollution reports	No pollution reports
Incidents and accidents	1 mooring failure – owner's chain parted
Permanent staff turn-over	Nil







3. Previous measurement system

REF	ACTIVITY	YEAR	ANNUAL TARGET 2015/16	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS
SH1	Visual check of all harbour owned & maintained facilities, landings, pontoons, mooring berths, navigational marks and beacons.	Current	Monthly	3 inspect'ns	3				😊	
		Previous			3	3	3	3		
SH2	Defect rectification of major harbour infra & facilities.	Current	Investigated within 24 hours, repaired within 7 days	Defects not repaired within 7 days	0				😊	
		Previous			1	1	0	1		
SH3	Launch serviceability	Current	Apr to Sep: 8 available Sep to Mar: 3 available	8 Available	8				😊	
		Previous			8	8	4	3		
SH4	Major Plant u/s (Crane, etc)	Current	Rectified within 5 working days.	0	0				😊	
		Previous			0	0	0	0		

SH5	Slipways and steps Inspected and cleaned	Current	Inspected weekly, cleaned Monthly	3	3					
		Previous			3	3	3	3		
SH6	Failure of nav lights & marks rectified or LNm issued	Current	Within 24 hours	0	0					
		Previous			0	0	0	0		
SH7	Patrol of estuary and harbour to ensure no hazards to navigation exist	Current	Daily	No of days	91					
		Previous			91	92	89	90		
SH8	Inspection and preventative maintenance of Deep water and Foreshore Moorings	Current	100% Annually	100%	N/A					
		Previous			N/A	N/A	100%	N/A		
SH9	Mooring failures	Current	Investigated within 24 hours repaired within 7 days alternative facility made available	0	1	0				Owner's chain failed
		Previous			0	0	0	0		
		Previous			0	0	0	0		
SH11	Weather forecast posted at Whitestrand	Current	Daily	Daily	Daily					
		Previous			Daily	Daily	Daily	Daily		

SH20	Compliance with Port Marine safety Code	Current	100% Annual audit	Compliance	Y				☺	
		Previous			Y	Y	Y	Y		
SH21	Trinity House inspection of local aids to navigation.	Current	100% Annual Audit	Compliance	Annual Inspection				☺	
		Previous			Annual Inspection	N/a	N/A	N/A		
SH22	H&S Incidents and accidents (Staff)	Current	10% reduction year on year	≤1	0				☺	
		Previous			0	0	0	0		
SH22A	H&S Incidents and accidents (Public)	Current	10% reduction year on year	≤1	0				☺	
		Previous			2	2	0	0		
SH23	Speeding Offences detected	Current	5% annual reduction	≤37	1				☺	
		Previous			11	3	0	0		
SH24	Minor Collisions	Current	5% annual reduction	≤1	3				☺	
		Previous			12	15	0	0		

SH30	Crime figures	Current	10% annual reduction	≤1	0					
		Previous			7	13	2	0		
SH31	Night Security Patrols	Current	100% of contracted patrols	100%	100%					
		Previous			100%	100%	100%	100%		
SH32	Permanent Staff Turnover	Current	< 10% annually	0	0					
		Previous			1	2	0	0		
SH32A	Staff days Lost to Sickness Absence	Current	< 10% annually	≤1	0					
		Previous			0	1	0	0		
SH33	Customer Complaints	Current	10% annual reduction	≤8	0					
		Previous			0	0	1	0		
SH34	Income from visiting yachts	Current	5% increase	42,291						
		Previous			44,361	109,399	3,748			
SH35	Number of visiting yachts	Current	5% Increase	1494	1,493					

		Previous			1,807	6,237	108	49		
SH36	Average visiting yacht length of Stay	Current	Length of stay ≥1.5 nights	1.5	1.3					
		Previous			1.5	1.7	4.1	2.3		
SH37	Taxi – Passengers carried	Current	5% increase	6535						
		Previous			7474	16,998	165			
SH38	Hbr dues collected at Slipway	Current	Annual increase							
		Previous			6,683	11.652	60			
SH40	Pollution incidents ¹	Current	Zero Pollution Incidents	0	0					
		Previous			0	0	0	0		
SH41	Guided Events ¹	Current	3/Quarter	3	3					
		Previous			4	5	4	3		
SH42	Litter Pick Up Events ¹	Current	Quarterly	1	2					.
		Previous			3	4	1	1		

¹ AONB officer

SH43	Recycling of yacht refuse	Current	Annual Increase	$\geq 27\%$?					In abeyance – not measurable
		Previous			?	?	?	?		
SH44	Water quality	Current	Sampling meets/ exceeds guidelines	≤ 2 samples below guideline	0				😊	
		Previous			0	2	0	-		

- Conduct a daily patrol of the estuary to ensure that harbour-owned and maintained facilities (slipways, steps, landings, pontoons, moorings and aids to navigation) are functional, fit for purpose and that no navigational hazards exist. Navigational hazards which cannot be rectified within 24 hrs will be the promulgated by Local Notice to Mariners.
- Harbour-owned slipways and steps are inspected weekly and cleaned monthly (or more frequently if necessary).
- Inspection and preventative maintenance (or replacement) of all harbour-owned deep water and foreshore moorings will be conducted annually.
- In the rare event of a mooring failure, repairs will be effected within 7 days, during which time an alternative facility will be made available, usually within 24 hrs.
- Permanent moorings or berths surrendered to the Harbour Authority will be re-allocated within 4 working weeks.
- An up-to-date weather forecast will be displayed outside of the Harbour Office every day.

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Report to: **Salcombe Harbour Board**

Date: **13 July 2015**

Title: **Matters of topical interest**

Portfolio Area:

Wards Affected: **All**

Relevant Scrutiny Committee:

Overview and Scrutiny Committee

Urgent Decision: **N** Approval and clearance obtained: **N/A**

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **A Parnell** Role: **Harbour Master**

Contact: **01548 843791**

Recommendations:

1. That the Harbour Board Note the report

1. Executive summary

- 1) This report updates the Harbour Board on issues of topical interest which do not merit a separate report in their own right.

2. Egremont

- 1) Egremont trustees have undertaken a number of fund-raising activities although there are still no firm dates for either its refurbishment or longer-term activities. The trustees have been invited to submit

3. Wi-Fi Spark contract

- 1) Wi-Fi is currently provided within the harbour by Wi-Fi Spark, but take up is low. The primary cause for this is believed to be the poor coverage across the moorings and also the availability of free wi-fi ashore. Moreover, the current infrastructure is now several years old and obsolete. Last year the service generated just £108 profit and initial analysis indicates that this was mostly generated from the access point on Egremont.

- 2) Wi-Fi Spark have been commissioned to conduct a site survey to better understand the extent of the present coverage, and to provide cost estimates for both replacing and extending coverage. Informal discussions indicate that costs could exceed £16,000 to ensure even average wi-fi coverage of the Visitors' moorings; the cost and complexity being exacerbated by the dearth of electrical and telephone connectivity around the estuary.
- 3) As both 4G and faster broadband are expected to be deployed around the estuary in the next 18 months, replacement of the existing infrastructure is not seen as cost-effective. Usage will continue to be monitored and if its usage continues to decline then alternatives, including withdrawing provision of a wi-fi service, may be proposed to a future Board meeting.

4. Strategy and marketing workshops

- 1) At the last Harbour Board workshop it was agreed to convene further workshops examining future strategy and marketing. It is proposed that these take place in September.

5. Update on dredging programme

- 1) EcoSpan have been contracted to conduct a survey of the harbour to determine where, and in what volumes, dredging will be required this winter as part of the quinquennial dredging cycle. They will also take samples to confirm that the dredging spoil is classified as non-hazardous. If, as expected, that is the case, then the licencing requirements for dredging are greatly simplified.

6. Proposed customer satisfaction questionnaire

- 1) To augment the electronic customer feedback system available in the Harbour Office, it is intended to conduct a one-shot questionnaire to all customer email addresses. Not only will this increase the sample size, it should also remove the 'self selection' bias of the present system.

7. Installation of raft pontoons

- 1) Several Harbour Board members have raised concerns about the 2 raft pontoon systems in the harbour. Although allowed under the present Moorings Policy, some members are concerned that they might proliferate. This is deemed unlikely because of their cost, but in any event the Moorings Policy could be amended to limit their number in the same way that houseboat numbers are restricted. Five (5) is the proposed cap.

8. Ocean Valour 2015 update

- 1) The 2-man team currently rowing from New York to Salcombe passed the half-way point on 25 June and are expected to make landfall late July. Once the date is more accurately known, the organisers would like to use part of Whitestrand car park to stage a reception, which is likely to attract high media coverage and is a 'good news' story for both Salcombe and the estuary.

9. Proposed Way Forward

1) Maintain current levels of safety and service output.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	The Pier & Harbour (Salcombe) Order Act 1954
Financial	N	There are no new (ie unbudgeted) financial implications as a result of this report
Risk	N	There is a risk that, without regular updates, the Harbour Board's decision making process is sub-optimal. This risk is mitigated to ALARP by these reports
Comprehensive Impact Assessment Implications		
Equality and Diversity		None
Safeguarding		None
Community Safety, Crime and Disorder		No adverse effects
Health, Safety and Wellbeing		No adverse effects
Other implications		

Supporting Information

Appendices:

None

Background Papers:

none

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	No
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	No
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	

Report to: **Salcombe Harbour Board**

Date: **13 July 2015**

Title: **Matters for future consideration**

Portfolio Area:

Wards Affected: **All**

Relevant Scrutiny Committee:

Overview and Scrutiny Committee

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **A Parnell** Role: **Harbour Master**

Contact: **01548 843791**

Recommendations:

1. That the report be **NOTED**.

1. Executive summary

- 1) This report outlines the content of future Harbour Board meetings and assures members that Salcombe Harbour remains compliant with the Port Marine Safety Code.

2. Background

- 1) This is a standing agenda item at all Harbour Board meetings.

3. Outcomes/outputs

- 1) The Harbour Board have sight of key agenda items for future meetings, enabling them to prepare accordingly.

4. Options available and consideration of risk

- 1) Regular meetings allow the Board to respond speedily to changing circumstances, thereby ensuring service delivery remains high.

5. Proposed Way Forward

1) See table below

Meeting	Agenda items
Jun	4 th ¼ (Jan-Mar) Performance Indicators reported.
13 Jul	Previous FY year-end budget reported. Hbr Board Annual Report presented. Hbr annual inspection (before Board meeting)* *Designated Person invited to attend.
28 Sept	1 st ¼ (Apr - Jun) Performance Indicators reported. Following FY revenue budget considered. Hbr fees/charges reviewed. Harbour Board Workshop
2 Nov	2 nd ¼ (Jul - Sept) Performance Indicators reported. Customer satisfaction survey results reported.
29 Feb	3 rd ¼ (Oct – Dec) Performance Indicators reported. PMSC compliance reported (inspection is in Dec).

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	The Pier & Harbour (Salcombe) Confirmation Act 1954
Financial	N	There are no new (ie outside the current budget) financial implications contained within this report.
Risk	N	There is a risk that performance and customer satisfaction could fall if the Harbour does not evolved to remain aligned with customer needs and expectations. These risks are mitigated to ALARP through regular Board meetings
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	No adverse impact
Health, Safety and Wellbeing		No adverse impact
Other implications		

Supporting Information

Appendices:

None.

Background Papers:

None.

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes/No
SLT Rep briefed	Yes/No
Relevant Exec Director sign off (draft)	Yes/No
Data protection issues considered	Yes/No
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	

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