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SOUTH HAMS SALCOMBE HARBOUR BOARD - MONDAY, 9TH FEBRUARY, 2015

Agenda, Reports and Minutes for the meeting

Agenda No Item

1. **Agenda Letter** (Pages 1 - 2)

2. **Reports**

Reports to Harbour Board:

a) Item 8 - Report on Port Marine Safety Code Compliance (Pages 3 - 48)

b) Item 9 - 2014 Opinion Meter Survey (Pages 49 - 56)

c) Item 10 - Performance Management (Pages 57 - 64)

d) Item 11 - Report on Topical Issues (Pages 65 - 68)

e) Item 12 - Report on Topical Issues (Pages 69 - 72)

f) Item 14 - EXEMPT - Security Patrol (Pages 73 - 74)

3. **Minutes** (Pages 75 - 80)

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Agenda Item 1

To: Chairman & Members of the Salcombe Harbour Board
(Cllrs J Brazil, M J Hicks, K R H Wingate and S A E Wright)
Co-opted Members – Mr G Burrell, Mr C C Harling,
Mr H Marriage, Mr M Mackley, Mr A Thomson and Mr M Taylor)

Our Ref: CS/KT

cc: Remainder of Council for information
Usual press and officer circulation

30 January 2015

Dear Member

A meeting of the **Salcombe Harbour Board** will be held at **Quay House, Kingsbridge** on **Monday, 9 February 2015** at **2.30 pm** when your attendance is requested.

Yours sincerely

Kathryn Trant
Member Services Manager

<p>FOR ANY QUERIES ON THIS AGENDA, PLEASE CONTACT KATHRYN TRANT THE MEMBER SERVICES MANAGER ON DIRECT LINE 01803 861185</p>

A G E N D A

1. **Apologies for Absence;**
2. **Minutes** - to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Board held on 17 November 2014 (pages 1 to 5);
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. **Report on Port Marine Safety Code Compliance** – to consider a report that appraises the Harbour Board of the Authorities compliance with the Port Marine Safety Code (pages 6 to 48);
9. **2014 Opinion Meter Survey** – to consider a report that sets out the results of the Harbour Authority 2014 Opinion Survey (pages 49 to 56);
10. **Performance Management** – to consider a report that sets out the Harbour’s performance against Performance Indicators (PIs) (pages 57 to 64);
11. **Report on Topical Issues** – to consider a report that sets out a range of harbour issues that do not warrant their own report (pages 65 to 67);
12. **Matters for future consideration** – to consider a report that identifies matters for future consideration by the Harbour Board (pages 68 to 70);
13. **Exclusion of Public and Press** - to consider the following resolution to exclude the public and press:-

“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 items of business in order to avoid the likely disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act”;
14. **Security Patrol** – to consider a report that appraises the Board on the tendering process for a new security patrol contract to succeed that which completes on 31 March 2015 (pages 71 to 72).

* * * * *

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

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AGENDA
ITEM

8

SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM

8

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	9 February 2015
REPORT TITLE	Port Marine Safety Code
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To appraise the Harbour Board of the Authority's compliance with the Port Marine Safety Code.

RECOMMENDATION

That the Harbour Board RESOLVES to:

- a. Accept the findings of the Audit at Appendix 1 and 2.
- b. Endorse and publish the 12th edition of the Safety Management System dated 11 November 2014 at Appendix 3.

Officer contact:

Adam Parnell – 01548 843791 (Internal 7104)

1. BACKGROUND

- 1.1 The Port Marine Safety Code (PMSC) was published in March 2000 and revised in 2012 by Department of Environment, Transport and Regions to establish an agreed national standard for port marine safety and be a measure by which harbour authorities can be held accountable.
- 1.2 The Harbour Authority's independent designated person (Nicholsons Risk Management) reported on 11 Nov 14 that, "There is in place a safety management system which - if maintained actively - complies with the requirements of the PMSC". The report is at Appendix 1.

2. ISSUES FOR CONSIDERATION

- 2.1 The Audit resulted in a number of comments, which are detailed in Appendix 2.

- 2.2 The Harbour's Safety management System has been updated to Issue 12 dated 11 Nov 14. See Appendix 3.
- 2.3 All authorities that fall under the PMSC must report their compliance to the MCA every 3 years, which next falls on 31 Mar 15. Appendix 4 is a draft statement of compliance, which the Chair is invited to sign.

3. LEGAL IMPLICATIONS

- 3.1 Statutory: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).
- 3.2 Non-statutory: Port Marine Safety Code (amd 2012).

4. FINANCIAL IMPLICATIONS

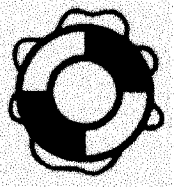
- 4.1 Nil.

5. Risk Assessment

- 5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
Failure to maintain a safe harbour could result in risk to life, limb and property and breach statutory obligations as well as non-statutory guidelines	3	1	9	The Harbour maintains a Safety Management System which is independently reviewed annually.

Corporate priorities engaged:	Community Life. Economy. Environment
Statutory powers	The Pier & Harbour (Salcombe) Order Act 1954
Consideration of equality and human rights:	There are no equality or human rights issues with this report
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background Papers:	Port Marine Safety Code Dated December 2012.
Appendices attached:	1. Report dated 11 Nov 14. 2. Letter dated 11 Nov 14. 3. Salcombe Harbour Board Safety Management System Issue 12 dated 11 Nov 14. 4. Statement of Compliance (unsigned).



Nicholsons

Risk Management

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West Sussex, P018 8HG

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peter@peternicholson.com

REPORT

To the Salcombe Harbour Board.

As the independent designated person appointed by the Salcombe Harbour Board, we report on the Safety Management System, Issue 11, dated 2nd December 2013 and we have reviewed compliance during the past year.

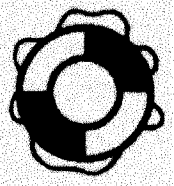
A few revisions are necessary and we drawn up Issue 12, dated 11th November 2014, recording compliance with the Port Marine Safety Code and listing the topics in hand for continuous improvement.

In our opinion there is in place a safety management system which - if maintained actively - complies with the requirements of the Port Marine Safety Code and enables the Salcombe Harbour Board to set out their safety policies, their organisation which can put them into practice and their procedures for a planned and systematic approach to policy implementation.

Nicholsons Management Ltd

11 November 2014

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Nicholsons

Risk Management

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Mobile 07802 441760
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The Harbour Master,
Salcombe Harbour Office,
Whitstrand,
Salcombe,
Devon, TQ8 8BU

11 November 2014

Dear Adam,

Attached is my firm's formal report on the new safety management system, with a few updates following MCA advice, reviewed risk controls and the list of further improvements planned for next year, and the annual certification that the Harbour Board are complying with the Port Marine Safety Code.

I would now add some detailed comments arising out of the review process.

Harbour Activities

Activity was at the normal level with a wet spring followed by a good summer.

At one end of the scale there were larger visiting yachts. At the other the number of paddle boards continued to increase, and they are now trained locally to best practice. Water skiing is still only permitted just outside the harbour limits. Over all though there was no change in Harbour usage to require a change in its safe and efficient management.

The completion of the Batson and the Fish Quay re-development works has made considerable improvements to the Harbour.

A survey was commissioned and it revealed that the bar had receded and the main channel is deeper than before.

Legislative Powers

There is no new legislation to effect management of the Harbour and there are no obvious changes in accepted best practice.

Application has been made for powers of Harbour directions, which will include those to prohibit windsurfing in the main fairway in July and August; prohibiting yachts of 7m or more from sailing between the Salcombe Harbour Hotel and the Saltstone in July and August; and prohibiting scrubbing foulings which might pollute the water.

Staff Changes

Following retirements, Adam Parnell is the new Harbour Master and Cameron Sims-Sterling is Assistant Harbour Master – Moorings. Support staff remain unchanged.

Accidents and Incidents

For another year there were no fatalities, no fires and no significant environmental accidents or incidents. Such pollution as there was came from storm overflow of sewage and a small diesel spill.

There were just four accidents of note.

1. A dory upturned in the surf just outside the harbour limits. Though the kill cord slipped off the helmsman's wrist fortunately no one was injured.
2. Another boat outside the 8 knot speed limit flipped on a wave and seriously injured the back of a lady sitting on the bows.
3. A boat from which a dog had fallen overboard was then capsized by the quay.
4. A lady who should have stayed sitting down on the South Sand ferry got up and fell, cutting her face and needed to go to hospital for stitches.

These accidents were reviewed but there could not be found any SHA responsibility nor any measures that should be taken to prevent a reoccurrence. The emergency services were confused over the incident of the lady with the injured back and took a long time to reach her. Only the upturned dory incident merited being reported to the MAIB.

A summary of incidents is to be published in the annual report.

Risk control

All of the 35 risk assessments, now including a new one for public events, have been reviewed and will be signed and dated in November.

A revised list of all the risk controls has been drawn up.

The SHA training programme makes sure that staff have the necessary skills and awareness of the risk controls, which are implemented through the 17 Method Statements for Operations in Salcombe Harbour. These are now directly linked through an appendix to the Safety Management System.

Consultation

Salcombe Harbour Board communicates with its neighbours, customers and stakeholders through the Annual Report, the Harbour Guide and quarterly newsletters. There is feedback from all of these. This year there was an attempt to use an internet survey to gather a greater response.

The Harbour Community Forums continue to be the formal consultation mechanisms that ensure the Harbour Board has strong links with harbour users and the local community.

- The Salcombe and Kingsbridge Estuary Association
- The Salcombe Kingsbridge Estuary Conservation Forum;
- The Kingsbridge Estuary Boat Club
- South Devon and Channel Shell Fishermen
- Kingsbridge and Salcombe Marine Business Forum
- Committee for the Area of Outstanding Natural Beauty

Among the topics raised were the requirement to place buckets over outboard propellers raised on moorings, the security at gates of the new pontoon, toilets, and the arguments for and against having a water skiing area within the harbour,

Improvements Made

Where actions were identified last year, the following have now been completed,

1. The harbour approach has been made clearer by the removal of the Yacht Club Zero Mark, a white buoy, and the replacement of the Yacht Club's orange race Marks 1, 2 and 3 with Special Marks, which are not similar in appearance to port hand marks.
2. Administration has been improved with the introduction of the E Harbours software.
3. The Designated Person was invited to attend the July meeting of the Harbour Board.

Initiated and ongoing

1. Continue to seek ways of informing and educating harbour users on safety issues, such as wearing lifejackets (automatic ones being the lifejacket of choice), life jacket maintenance, don't drink and drown and the dangers of venturing outside the harbour.
Continue to press the Yacht Club to require adequate personal buoyancy to be worn by all competitors in boats that might capsize, including those sailing yawls.
Publish Notices to Mariners via electronic distribution, on harbour notice boards and on social media.
Advice to call Coast Guard in an emergency, rather than the Police, Fire Brigade or Ambulance.
Promote safe practices in the Annual Report, in newsletters, in magazines and in the Harbour Guide. Continue developing links on social media such as twitter and Facebook.
Promote training and refresher courses for those on sailing boats as well as power. Training is a 6th point added to the original 5 safety recommendations made by the RYA and RNLI.
2. Application for powers of Harbour Directions which will, inter alia, help control windsurfing and large yachts in the main fairway during July and August and scrubbing foulings throughout the year.
3. Regularly review how IT developments can improve communications with customers, whether on the web site, by email or by using social media.

Improvements Planned

The Safety Management System of the Salcombe Harbour Board includes a policy of continuous improvement to bring the risks to As Low as Reasonably Practicable [ALARP]. Currently this includes the following,

1. Development of a 20 Year Plan, to manage the timespan for renewal of the Harbour infrastructure.
2. Renewing pressure on the Council to provide edge protection to protect the public on Whitestrand.
3. Making a complete ban on any lone working with machinery in the workshop.
4. Amending the training record spreadsheet so it shows training needed but not yet booked.
5. The operating procedures need to
 - be reviewed and signed off by each employee to whose work they refer.
 - be cross referenced to the relevant risk assessments
 - have an expanded enforcement procedure.
6. Reviewing the Policy Statement in the Safety Management System.
7. Publishing accident and incident statistics in the annual report
8. Providing training for first aid refreshers, using the Council's defibrillator placed outside the Harbour Office, oil spill response and barge operations.
Keep a record of each staff member's training on the operating procedures relevant to his work.
9. Drawing up a list of highly ranked hazards.
10. Implementing the powers of Harbour Directions, when application has been granted.

I take this opportunity to enclose my firm's fee note.

Many thanks for your help in completing this annual task.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Nicholson', written in a cursive style.

Peter Nicholson

ISSUE No 12, 11th November 2014

SALCOMBE HARBOUR BOARD

SAFETY MANAGEMENT SYSTEM

In Compliance With

THE PORT MARINE SAFETY CODE

Prepared By:

The Harbour Master, with Nicholsons Risk Management

Harbour Board Members

Councillor J Brazil – Chairman

Mr K Harling – Vice-Chairman

Councillor K Wingate

Councillor S Wright

Councillor M Hicks

Mr J Barrett

Mr Peter Waring

Mr H Marriage

Mr M Mackley

Mr A Thompson

SALCOMBE HARBOUR BOARD SAFETY MANAGEMENT SYSTEM

IN COMPLIANCE WITH THE PORT MARINE SAFETY CODE

SUMMARY AND INDEX

Page

Policy: To have a Safety Management system that is structured, cohesive and auditable.

A1. Introduction

Salcombe Harbour Board's constitution, powers and procedures comply with the Port Marine Safety Code 2009 [PMSC] 4

This document describes the Salcombe Harbour Board's [SHB] Safety Management System comprising the 6 essential elements of policy, organisation, planning, measure, review and record.

A2. Outline Chart of Safety Management System 5

1) Policy -adopting health and safety policies which contribute to business performance 7 while meeting responsibilities to people and the environment in a way which fulfils both the spirit and the letter of the law.

2) Organisation and Training

2.1 - Establishing a positive organisation or culture which puts the policies into effective practice. 10

2.2 - Organisation Chart, "Family Tree" 12

3) Planning

3.1 - Chart of Planning System, for planning, implementation, standards and procedures 14

3.2 - Consultation with Harbour Users 16

3.3 - Assessing risk and then adopting a planned and systematic approach to policy implementation. Risk assessments are the key for judging what safety plans are needed. 17

3.4 Risk Assessments Appendix 1

3.5 Remove Any Unacceptable Risks 19

3.6 Management & Control of Significant Risks 20

3.7.1 Emergency plans 24

3.7.2 Conservancy, including, with SHDC, licensing 25

3.7.3 Environment 26

3.7.4 Management of Navigation 28

3.7.5 Pilotage 29

3.7.6 Marine Services 30

4) Measuring -measuring health and safety performance against predetermined standards. 32

5) Reviewing - auditing, monitoring and reviewing the performance so that lessons 32 are learned from all the relevant experience and are effectively applied. Training and education are implicit as part of good safety management.

6) Recording and publishing –maintaining a record of due diligence. 33

The Board is responsible for policy. The Harbour Master is responsible for the organisation and the facilities. The Staff implement the policy. Together these three categories form the system that puts policy into effective practice.

THE SALCOMBE HARBOUR SAFETY MANAGEMENT SYSTEM

A1 - INTRODUCTION

Background.

The Port Marine Safety Code (PMSC) was first published in March 2000 and revised by the Department of Transport in 2009. It aims to establish an agreed national standard for port marine safety and a measure by which harbour authorities can be held accountable for the legal powers and duties which they have to run their harbours safely.

Salcombe Harbour Authority

The overarching plans and policies of the Harbour are contained in the Salcombe Harbour Authority Strategic Business Plan (2012-2017). They aim to discharge the roles and statutory duties which are placed on the Harbour by the Pier and Harbour [Salcombe] Confirmation Act 1954, and which are empowered by the Act.

The Statutory Harbour Authority for the Salcombe/Kingsbridge Estuary is the South Hams District Council. The Council has set up the Salcombe Harbour Board, which is a committee of Full Council and makes recommendations for approval by the full Council.

The terms of reference of the Salcombe Harbour Board are to administer Salcombe Harbour in accordance with the 1954 Act, the recommendations of the Municipal Ports Review (2006) and the policy of the Council, and to advise the Council on riparian matters affecting the Harbour, subject to overall control of staffing and finance by the Council.

The 1954 Act is based on the 1847 Harbours, Docks and Piers Clauses Act that gives the Harbour Master certain statutory powers concerning the management of the Harbour. Additionally, the 1964 Harbours Act provides for the operation to be self-financing with the Authority able to fix its own rates in order to pay for the work to be done.

The Harbour Limits are published in Admiralty Chart 28 and copied in the Harbour Guide.

The Aim of This Document.

The aim of this document is to describe and direct how the Salcombe Harbour Board complies with the PMSC and how it will continue to do so.

Managing Salcombe Harbour - The Safety Management System.

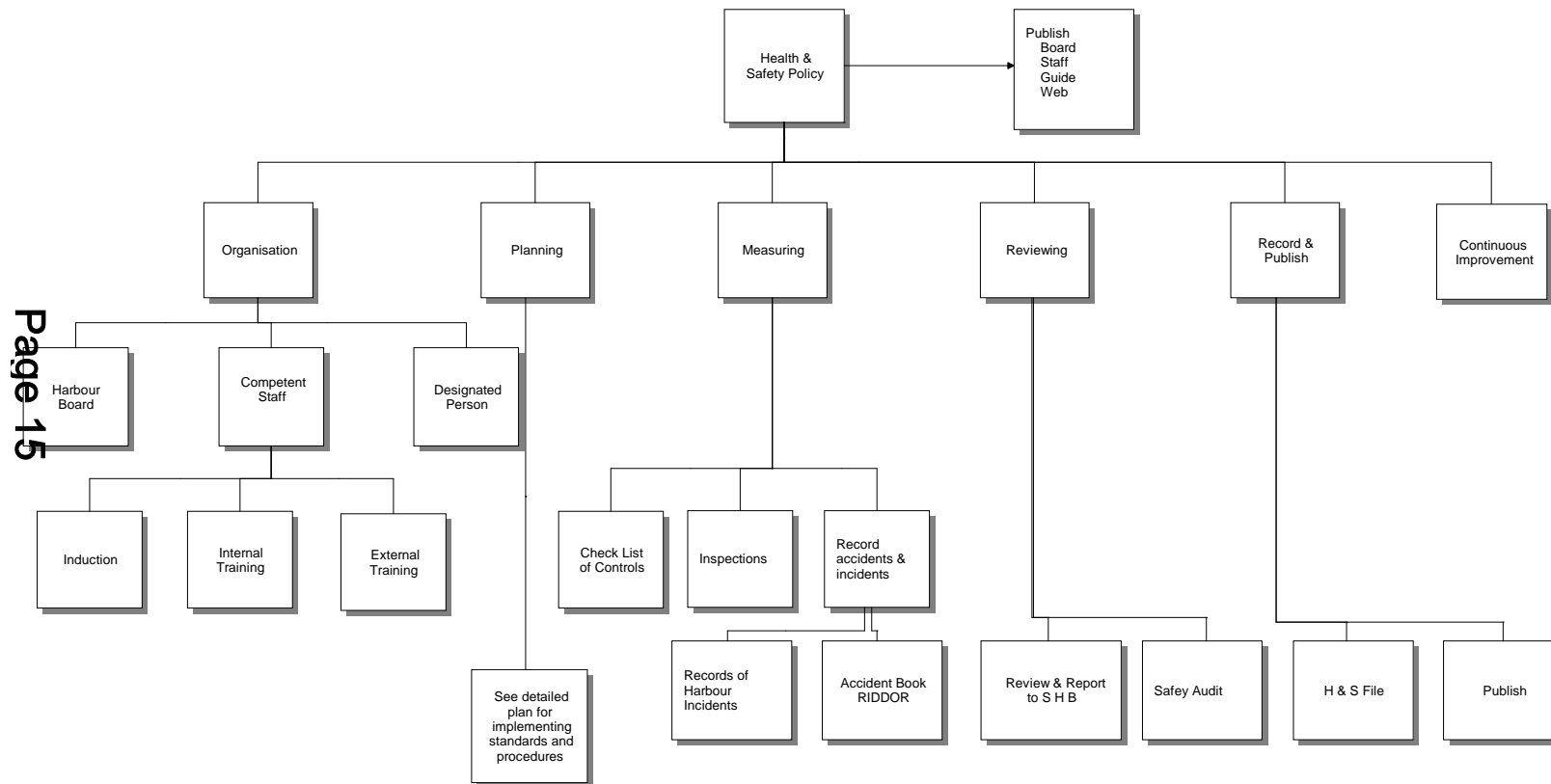
The Salcombe Harbour Board is a safety conscious and a publicly accountable board. It is committed to undertaking and regulating marine operations in a way that safeguards the harbour, its users, the public and the environment

It has an established Safety Management System, the components of which are shown diagrammatically on Page 5.

The safety procedures that form the plan to implement the safety system are set out on Page 15.

A2 - OUTLINE CHART OF SAFETY MANAGEMENT SYSTEM

Comment [A1]: Can this be inserted?



Management of these safety controls and procedures are set out in existing public documents, which, together, form a cohesive web of management. As appropriate, relevant sections of these documents are cross-referenced to PMSC standards:

- Salcombe Harbour Authority Strategic Business Plan (2012-2017)
- Salcombe Harbour Authority Annual Report (2014)
- Salcombe Harbour Authority Moorings Policy 2013
- Salcombe/Kingsbridge Estuary Environmental Management Plan (2005-2010)
- The Pier and Harbour [Salcombe] Confirmation Act 1954
- Salcombe Harbour Board Byelaws (2009)
- Salcombe Harbour Health & Safety at Work - Policy, Orders and Risk Assessment (2001)
- Salcombe Harbour Safety Controls (2014),
- Local Notices to Mariners and Harbour Publications, such as the Salcombe Harbour Guide
- Salcombe Harbour Emergency Plan
- The Oil Spill Response Plan (OPRC) and the Estuary Pollution Plan (EA)
- Salcombe Harbour Waste Management Plan
- Admiralty Chart 28 and 5602.10

1. POLICY - SETTING A STANDARD

Statement of Commitment

South Hams District Council (SHDC) is the statutory harbour authority for Salcombe and Kingsbridge Estuary and is committed to undertaking and regulating marine operations to safeguard the harbour, its users, the public, the local environment and the local heritage. This undertaking is delegated to the Salcombe Harbour Board (SHB).

The six core principles that underpin all the activities of the Harbour Board are:

- safety,
- stakeholder involvement,
- value for money,
- environmental stewardship,
- catalyst for substantial economic development, and
- support for local employment.

The SHB aims to run a safe, efficient, cost-effective, sustainable harbour for the benefit of all users and the surrounding communities. It will strive to manage, maintain and improve the harbour consistent with the income it generates so as to achieve its vision, which is *“to retain and enhance the character of Salcombe and Kingsbridge Estuary whilst updating Harbour facilities to meet the requirements and expectations of residents and visitors for the 21st century.”*

The SHB are committed to meet or exceed all legal requirements and comply with the Port Marine Safety Code. It will ensure that the harbour is operated efficiently and safely and will seek to meet the evolving needs of all harbour users.

The SHB will:

- Comply with all legal requirements.
- Aim to exceed the national requirements of the Port Marine Safety Code.
- Heed the Guide to Good Practice on Marine Operations.
- Conduct its functions openly and transparently in the overall long-term interests of the harbours stakeholders and the surrounding communities.
- Ensure as far as reasonably practical the safety of all those who use and work in and around the harbour.
- Facilitate the safe navigation of the harbour and its approaches.
- Provide and maintain viable harbour facilities.
- Regulate the activities of all harbour users and enforce bylaws and other legislative requirements when appropriate.
- Conserve the environment and maintain measures for pollution prevention and nature conservation.
- Formally review the Harbour Authority’s plans, policies and procedures at intervals of five years or less.

The SHB is committed to ensuring that all harbour staff, users, contractors, stakeholders and members of the public are kept informed. Its staff shall be well trained and committed to the Port Marine Safety Code. The Board recognises that safe operations depend on competent, trained and motivated people and an active Safety Management culture.

All who work or use the harbour have an obligation to contribute to harbour safety.

SHB will provide a safe port within the limits of their jurisdiction, which is open to the public for the transportation of passengers and goods. It will ensure the safety of their Harbour by exercising their statutory conservancy functions to a high standard. It will regulate the use of the harbour by maintaining appropriate byelaws and ensuring that these and other statutory regulations are enforced. The board will ensure such marine services as are required for the safe use of their Harbour are available and are maintained and operated to a high standard. The board will ensure that current plans are available to deal with emergency situations and that the resources required to implement these plans are maintained and exercised.

The Policy incorporates input from officers, harbour staff and harbour users since high standards of safety can only be achieved through dialogue and co-operation.

SHB shall identify, quantify and manage the significant marine risks associated with Salcombe Harbour. This will ensure there is proper control of movements of all vessels by regulating the safe arrival, departure and movement within the harbour.

Existing powers shall be reviewed on a periodic basis, to avoid a failure in discharging duties or risk exceeding powers.

Plans and reports shall also be published as a means of improving the transparency and accountability of harbour authorities, as well as providing reassurance to the users of port facilities. SHB shall consider past events and incidents; to recognise potential dangers and the means of avoiding them.

Salcombe Harbour Board are committed, specifically;

- To ensure that the best channels for navigation are determined, marked and monitored.
- To monitor lights and marks used for navigation within their jurisdiction.
- To provide hydrographic surveys of the estuary when required for the maintenance of up-to-date charts (including charts of all moorings).
- To have an effective system for promulgating navigation warnings affecting the Harbour.
- To consider the effect of weather on harbour safety and promulgating warnings as required.
- To carry out all its functions with special regard to the possible environmental impact, protecting the character of Salcombe and Kingsbridge Estuary.
- To consider the effects on harbour safety of proposed changes in use or harbour works.
- To maintain an up to date set of byelaws in consultation with port users and enforce them so as to effectively regulate harbour use.
- To enforce all relevant statutory Harbour legislation, Health and Safety regulations, the Merchant Shipping Act and Harbour byelaws as necessary.
- To license and control of all moorings and to designate suitable anchorages within Harbour limits.
- To provide suitable resources to deliver effective marine services such as the provision of harbour patrol craft.
- To operate efficiently and safely the Harbour workshops, machinery, plant, equipment, Harbour vessels, mooring berths, pontoons, boat parks and the Fish Quay.

- To ensure that suitable plans for emergency situations are maintained and regularly updated and exercised.
- To keep the duties and powers under review.

SHB shall also:

- confirm the roles and responsibilities of key personnel at the harbour authority;
- outline present procedures for marine safety within the harbour and its approaches;
- measure performance against targets, after building a database recording incidents, including near misses;
- refer to emergency plans that would need to be exercised; and be audited on an annual basis

All employees have a duty to;

- Take reasonable care regarding their own health and safety and that of other harbour users who may be affected by their acts or omissions.
- Comply with all legislation, regulations and codes of practice regarding harbour safety procedures laid down by HSE, Port Marine Safety Code, SHDC standing procedures and those of the Salcombe Harbour Board.
- Ensure that marine operations are undertaken in a safe manner.
- Report hazards, risks, accidents, incidents or near misses to the Harbour Safety Officer.

Harbour users operating both commercially and for pleasure are responsible for;

- Their own health and safety and that of other harbour users who may be affected by their acts or omissions.
- Complying with byelaws, directions and other regulations aimed at ensuring the safe use of the Harbour.

Health and Safety Policy

SHDC are fully committed to provide and maintain, so far as is reasonably practicable, a safe and healthy working environment and to enlist the support of all staff towards these ends. The SHB will implement health and safety management systems which will ensure the assessment of risk and the effective planning, organisation, control, monitoring and review of the preventative and practicable measures necessary to eliminate or control risks. The SHB are committed to ensuring the safety of its employees and anyone else affected by its activities.

The ultimate responsibility for Health and Safety remains with the Salcombe Harbour Authority. The Harbour Master will advise the Authority on all matters related to the discharge of this responsibility and will oversee the implementation of its policies and decisions. The Harbour Master is responsible for the day to day management of the harbour and for the compliance with all Health and Safety legislation and shall operate a health and safety policy that sits alongside that required by the Port Marine Safety Code. The Harbour Master is the safety officer and shall prepare an annual report evaluating the health and safety of the Harbour Authority's activities. He is assisted in discharging these responsibilities by the Assistant Harbour Masters and harbour staff.

In order to discharge its responsibilities the Salcombe Harbour Board will:

- Bring this policy statement to all harbour staff.
- Carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk.
- Communicate and consult with harbour staff on matters affecting their health and safety.
- Comply fully with all applicable legislation, regulations, codes of practice and other requirements.
- Where possible eliminate risks to health and safety through selection and design of materials, buildings, facilities, equipment, processes and procedures. Where risks cannot be eliminated they will be minimised by substitution, the use of physical controls, the use of personal protective equipment or through safe systems of work.
- Maintain harbour premises, and provide and maintain safe plant and equipment.
- Provide an organisational structure that defines the responsibilities for health and safety.
- Provide adequate resources to control the risks arising from our work activities.
- Ensure that emergency procedures are in place at all locations for dealing with health and safety issues.
- In accordance with our Training Policy, provide information, instruction, training and supervision of harbour staff so that all staff are competent to do their tasks safely.
- Only engage contractors who demonstrate due regard for health and safety matters.
- Encourage staff to identify and report hazards so that we can all contribute to an improving safety culture.
- Record, and if necessary report, incidents or near misses and use this information to continually review and refine performance.

All harbour staff have a duty to comply with all harbour safety procedures laid down by SHB and ensure that marine operations are undertaken in a safe manner. They must report hazards, risks, accidents, incidents or near misses to the Harbour Master.

Harbour users are responsible for their own health and safety and that of other harbour users who may be affected by their acts or omissions. Harbour users must comply with bylaws, directions and other regulations aimed at ensuring the safe use of the harbour.

Health and Safety Management System;

The Salcombe Harbour Board have adopted a health and safety management system in compliance with the principles set out in the Port Marine Safety Code.

The health and safety management system includes policies for emergency plans, conservancy, environment, management of navigation, pilotage and marine services.

Nominated Harbour Safety Officer

The Harbour Master is the Safety Officer. In his absence urgent harbour safety matters should be referred to an Assistant Harbour Master.

Emergencies in the Harbour

Emergencies where life is in danger must be notified at once to the Coastguard by dialing 999 or through VHF channel 16.

Other emergencies should be notified to the duty harbour master by VHF channel 14 or the quickest alternative available means.

The nearest hospital is South Hams Hospital, Plymouth Road, Kingsbridge, 01548 852349

Reporting of Accidents Incidents and Near Misses

The public are asked to bring matters of safety - all accidents, incidents and near misses – promptly to the attention of the Harbour Master at the Harbour Office, phone 01548 843791

The reports will be used to help in assessment of the effectiveness of the harbour safety management system.

Marine Safety Policy

The Marine Safety Policy augments the Health and Safety Policy required by the Health and Safety at Work Act 1974. The Harbour Authority is committed to:

- Complying with all legal requirements.
- Managing its assets safely and efficiently.
- Maintaining relevant harbour equipment to agreed industry standards.
- Recruiting and training operational staff to nationally agreed competence levels (National Occupational Standards).
- Ensuring that staff are properly trained for emergencies and contingencies.

In making these commitments the Harbour Authority has appointed the Harbour Master to fulfil the role of Marine Operations Safety officer. This officer will be responsible for:

- Ensuring that the Harbour Authority complies with the Port Marine Safety Code.
- Ensuring that all risks are assessed and eliminated or reduced to as low as reasonably practical (ALARP) in accordance with best practice.
- Carrying out routine safety inspections on marine operations and re-assessing risks dynamically as appropriate.
- Reporting, investigating and recording all incidents and accidents, and ensuring that 'lessons learned' are widely disseminated to all appropriate persons, bodies and institutions.
- Reviewing this safety policy at least every 3 years.

Councilor J Brazil, Chairman

Adopted by the Board 9 February 2014

2. ORGANISATION

Accountability and Responsibility - The Duty Holder, Designated Person and Chief Executive.

The Salcombe Harbour Board set the policy and the strategy. The Harbour Master and staff provide the means of implementing the Policy and the Chief Executive oversees the implementation of policies and decisions.

Any decisions taken or policy set must take into account any issues related to harbour safety. The consideration of such issues is to be minuted. The Board are responsible for deciding where risks are to be insured, disclaimers issued and notices displayed.

The delegation of responsibility is contained in the detailed job descriptions for all harbour staff. The organisation of the harbour staff is shown in the Organisation Plan on Page 11.

The Salcombe Harbour Board, as a Committee of the South Hams District Council, is the designated Duty Holder in accordance with the Port Marine Safety Code and are collectively and individually responsible; they cannot assign or delegate their accountability for compliance with the Code on the grounds they do not have particular skills.

The “Designated Person” as described in the PMSC is Nicholsons Risk Management Limited. The Designated Person has direct access to the Harbour Board.

The Chief Executive is accountable for the operational and financial control of the authority and has overall executive responsibility for the safety of operations and staff. In the context of the Port Marine Safety Code, the Harbour Master also discharges the function of Chief Executive.

Competence Standards.

SHB shall assess the fitness and competence of all persons appointed to positions with responsibility for safe navigation.

Employees of the Harbour are recruited and selected on their suitability to fill their job descriptions. Employees are appraised annually and, at that time, their job description, performance and training requirements are reviewed. Reports on harbour office staff are held in confidential personnel files in the harbour office.

Recruitment

The Harbour Master recruits suitably qualified staff to fill the roles set out in the following Organisation Plan. The roles include duties and responsibilities for safety, confirmed in the Safety policy on Pages 9 to 11.

TRAINING POLICY

It is recognised that the successful implementation of the Harbour's Safety Management System can only be achieved through a policy of continuous training, with regular reviews of specific training requirements.

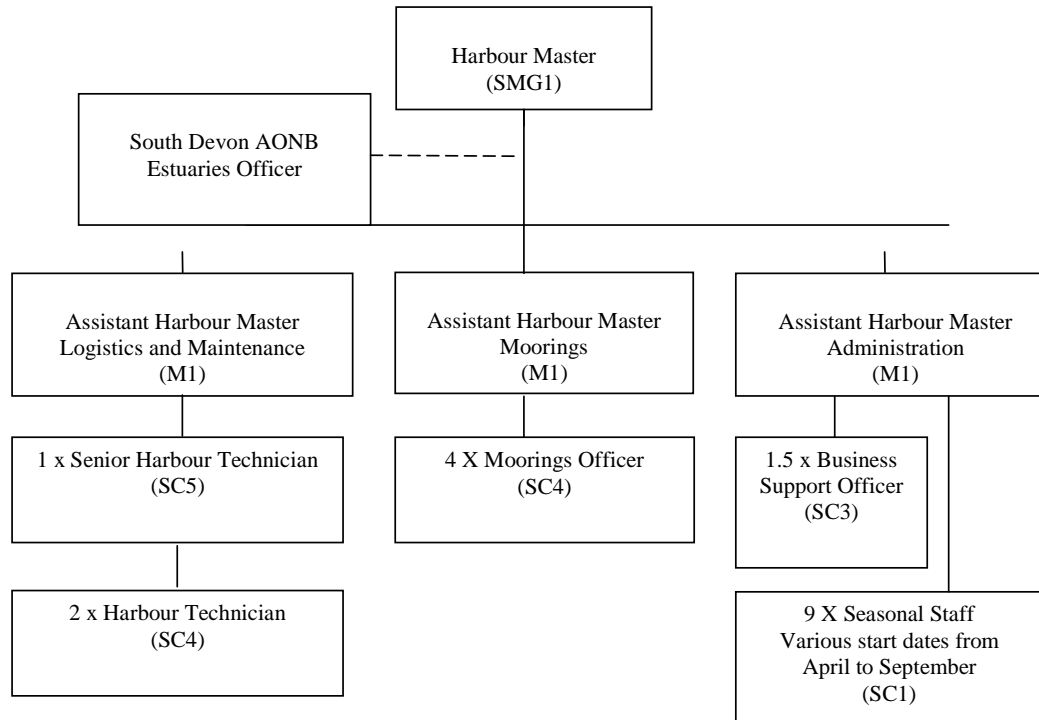
The training policy is to undertake training where appropriate for all members of staff in order to provide the services required by the Authority and expected by the stakeholders. Officers and staff are to be suitably trained to be competent and qualified up to a minimum national standard to fulfil their roles within the organisation.

- Safety training is regarded as an indispensable ingredient of an effective Port Marine Safety Management System and programme as it is with Health and Safety matters. It is essential that all involved in the safe management and operation of the port will be trained to perform their operations safely
- The main training profile for the Harbour Board is to ensure that all members of staff are qualified to operate all the SHB launches and the many items of equipment utilised in the daily operation of the harbour. This includes the re-validation of these qualifications. Training is seen as continuous to meet the ever-increasing demands made on SHB.
- It is vital that new members of staff are promptly qualified in those areas where deficiencies are recognised. Members of staff are trained both internally and externally to achieve the requisite level. Once achieved, the staff member will then be streamed according to the needs of the service centre and his proven skills
- Due to the seasonal nature of the work undertaken by the service centre, most of the harbour staff perform service delivery duties during the summer months and maintenance operations during the winter months. Both aspects require training.
- Records of training show clearly the type and the date of training received, planned dates and required but no date yet fixed.
- Newly recruited personnel whose duties require them to go afloat require a minimum qualification of RYA Powerboat 2. These personnel will be trained locally to drive the vessels operated by the SHA, this will include the requirement to be qualified as a licensed Boatman.
- There will be induction training for seasonal staff prior to commencing their duties, in line with the requirements of the Port Marine Safety Code.
- The importance of "on the job" training in the workplace should not be underestimated as it forms an invaluable part of the overall training requirement.

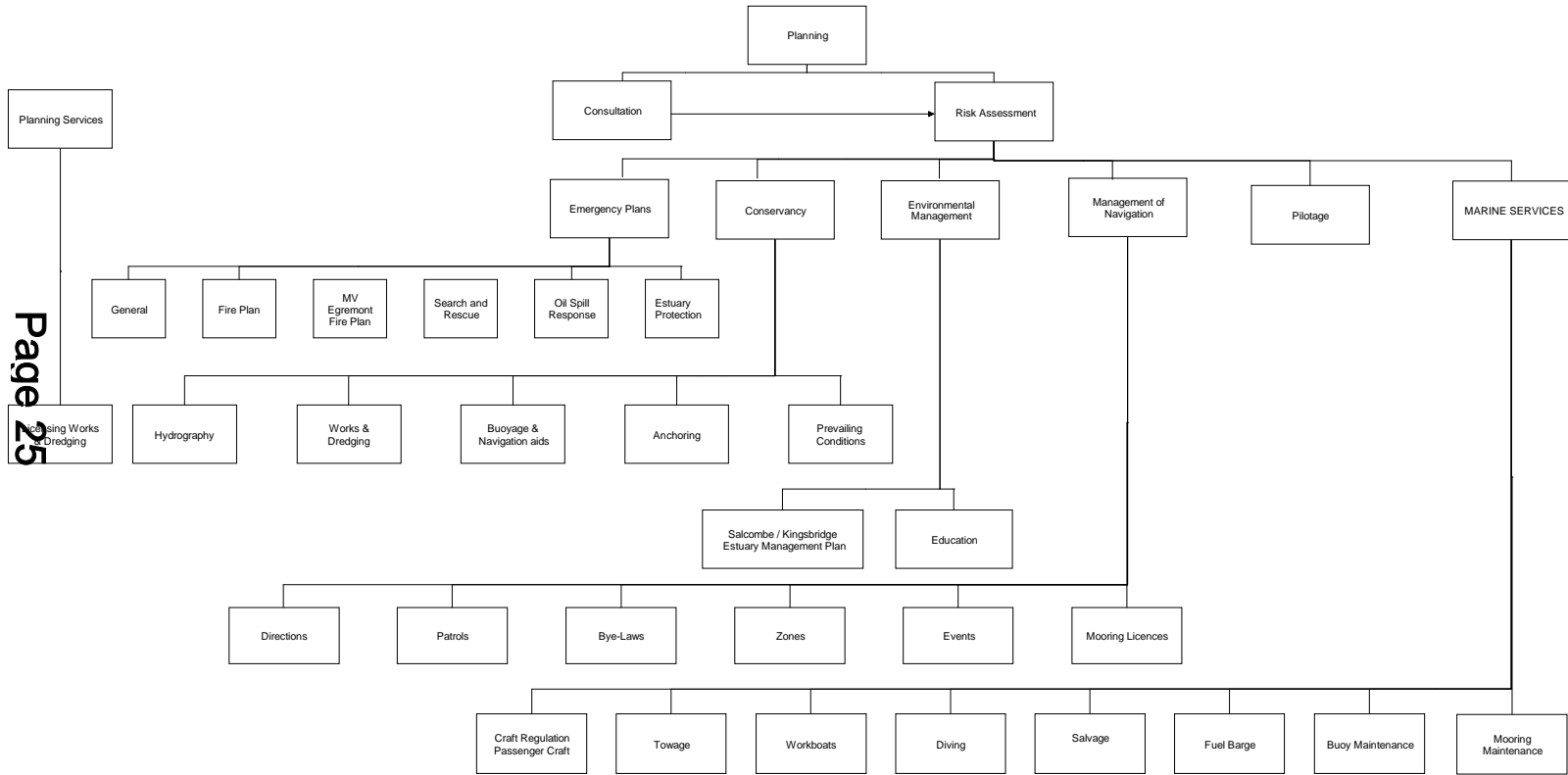
Team Briefing

Regular team briefs are held to ensure good communications and quality, both in service and in delivering health and safety.

2.2 SALCOMBE HARBOUR AUTHORITY – ORGANISATION PLAN



3.1 PLANNING - RISK ASSESSMENTS AND SAFETY MANAGEMENT



Comment [A2]: Should there be something in here?

Page 25

3.2 - CONSULTATION

Consultation with harbour users continues through public meetings and through the harbour community forum to members of the Harbour Board who represent those groups as recommended in the Municipal Ports Review and the Guidelines for good governance.

Consultation Process

1. To ensure that the Harbour Board has strong and direct links with both harbour users, local communities and other external organisations with an interest in the Salcombe-Kingsbridge Estuary, a formal consultation mechanism has been set up. Four not-for-profit community groups have registered their interest to work with the Council in relation to its future Harbour activities:
 1. The Salcombe and Kingsbridge Estuary Association
 2. The Salcombe - Kingsbridge Estuary Conservation Forum
 3. The Kingsbridge Estuary Boat Club
 4. The South Devon and Channel Shell Fishermen
 5. Kingsbridge and Salcombe Business Forum
2. The five groups are recognised as 'Harbour Community Fora' and form part of a formal consultation mechanism for the Harbour Board.
3. Additionally it is anticipated that a Port User Group will be established, primarily to deal with the development and operation of Harbour Directions, but secondarily to ensure that safety issues are resolved. The above 5 fora will be represented at the Port User Group so that such issues are resolved both bilaterally (via each of the fora) and across the wider domain of the Port User Group.

Consultation is a continuous and wide-ranging process. It includes meetings with Salcombe Yacht Club, the Forums, notice boards, web page, public meetings, twitter and the Harbour Newsletter.

3.3 RISK ASSESSMENT

It is the policy of the Salcombe Harbour Board to have powers, policies, plans and procedures based on a formal assessment of hazards and risks, and to have a formal marine safety management system. The marine safety management system shall be in place to ensure that all risks are controlled – the more severe ones must either be eliminated or kept “as low as reasonably practicable” (ALARP).

ALARP Defined

Guidance offered by the Health and Safety Executive (HSE) defines the concept of ALARP as being at the heart of the British health and safety system. “Reasonably practicable” involves weighing a risk against the trouble, time and money needed to control it, thus ALARP describes the level to which workplace risks are expected to be controlled. The Court of Appeal (in its judgement in *Edwards v National Coal Board* [1949]) defined “reasonable practicable” more narrowly than “physically possible” by introducing the concept of proportionality, judgement and flexibility in determining when a control results in a risk being “as low as reasonably practicable”. Such determinations should consider the application of ‘good practice’ and discussion with stakeholders. Where there is a lack of ‘good practice’ then such determinations should be derived from first principles by applying common sense and/or exercising professional judgement or experience.

If for any reason the safety management system identifies a control measure that is not effective the activity is to cease until suitable control measures are in place and the risk mitigated to as low as reasonably practical.

Detailed Risk Assessments.

The activities and the responsibilities of Salcombe Harbour Authority are covered in specified areas, for each of which there were drawn up a detailed risk assessment following the principles laid down by the Health and Safety Executive.

These comprehensive risk assessments, listed on Appendix 1, have been, revised where necessary and then endorsed by the Harbour Master and his assistants on 5th November 2014.

The aim of this process is to eliminate the risk or, failing that, to reduce risks to as low as reasonably practicable. Formal risk assessments shall be used to:

- identify hazards and analyse risks;
- assess those risks against an appropriate standard of acceptability; and
- where appropriate, consider a cost-benefit assessment of risk reducing measures.

The level of risk was determined after considering the risk to Life, to the Environment, to Port Operations and, to Port Users

The process of compiling the risk assessments is shown in the flow chart.

Each hazard is given a likelihood rating between 1 and 3; 3 being the more likely.

Against each hazard the severity of harm has then been assessed, both in terms of direct injury to people and environmental damage, again using a scale of 1 to 3.

For personal injury a “score” of 3 represents a major injury or a fatality.

For environmental damage, 3 is given if regional assistance is required.

Significant Risks

Significant risks are identified by those activities that attract a score of 6 or more. These risks must be mitigated by the implementation of specific control measures.

A matrix has been drawn up to rank risks. The most significant are the consequences of motor boats speeding, yachts colliding and an oil spill.

Risk Controls

The safety controls for the risks identified, listed on pages 20 to 23, are to be reviewed and amended where necessary.

The Safe Operating Procedures, which are key to the implementation of the risk controls, are listed on Appendix 2. Employees make an annual review of the procedures relevant to their work and record that they have done so.

3.5 - REMOVE UNACCEPTABLE RISKS

THE GREATEST RISKS IDENTIFIED IN THE RISK ASSESSMENTS

There is a preferred hierarchy of risk control principles

- eliminate risks -by avoiding a hazardous procedure, or substituting a less dangerous one;
- combat risks -by taking protective measures to prevent risk;
- minimise risk -by suitable systems of working.

No risk was assessed both as frequently occurring and the consequence being either a serious injury or a pollution incident requiring national assistance.

CONTINUOUS IMPROVEMENTS

Nevertheless, the Harbour seeks to make continuous improvements. The priorities identified by the Harbour Master for next year, in addition to various continuing actions already initiated, and now published are:-

1. Development of a 20 Year Plan, to manage the timespan for renewal of the Harbour infrastructure.
2. Renewing pressure on the Council to provide edge protection to protect the public on Whitestrand.
3. Making a complete ban on any lone working with machinery in the workshop.
4. Amending the training record spreadsheet so it shows training needed but not yet booked.
5. The operating procedures need to
 - be reviewed and signed off by each employee to whose work they refer.
 - be cross referenced to the relevant risk assessments
 - have an expanded enforcement procedure.
6. Review the Policy Statement in the Safety Management System.
7. Publish accident and incident statistics in the annual report
8. Provide training for first aid refreshers, using the Council's defibrillator placed outside the Harbour Office, oil spill response and barge operations.
Keep a record of each staff member's training on the operating procedures relevant to his work.
9. Draw up a list of highly ranked hazards.
10. Implement the powers of Harbour Directions when application has been granted.

3.6 - MANAGEMENT OF SAFETY CONTROLS – CHECK LIST

TYPE OF CONTROL	DETAIL OF CONTROL
Navigation Buoys Etc.	“Conservancy Duties” as implemented through the Salcombe Harbour policies, in compliance with Trinity House guidelines and their software package, PANAR. The annual audits continue. Set and meet Salcombe Harbour Board performance indicators. Local Lighthouse Authority, managing and maintaining 66 marks and beacons to Trinity House standards, checked by annual Trinity House Inspection. Beacons at harbour entrance replaced with 6 lateral buoys. Beacons not removed but surplus to requirement.
Patrol Boats	Salcombe Harbour patrols, backed up by Water Taxi and Night Security Patrol, to give, almost a 20/24 hour coverage in the summer months and 8/24 during the winter. Periodic patrols by police afloat in SHB boat. Police and UK Borders Agency deal with drugs, crime, theft, immigration and customs -. South Devon and Severn IFCA and MMO fisheries patrols..
Notices	Notice Board at Harbour Office, including weather forecast. Signs, e.g. “Speed Limit 6 Knots” Byelaws displayed on Notice Boards, on web and at launching locations. Notices at Fish Quay and Whitestrand. Information and warning notices on some quays and pontoons–RNLI format for beach and slipway notices. Information, advice and warnings in RNLI format on launching slipways.
Publications	Annual Harbour Guide. Annual Report. Notices to Mariners published on HO notice board, on web, to e-mail subscribers and on YC notice board. Admiralty and other charts, Macmillan Reeds. Web sites www.salcombeharbour.co.uk and southams.gov.uk include papers and minutes of SHB meetings Annual Harbour Newsletter and contributions to those of Yacht Club, Yawls and Rial News. Twitter@Salcombeharbour
Personal, Protective Equipment	Life jackets – worn by harbour staff when afloat and when working on quays when local risk assessment consider it necessary – carried by racing boats as ISAF Rules of Racing – worn as Club rules for all but yawl racing – MCA advice on Safety at Sea, but no legal compulsion – One for each passenger on SHB licensed vessels – Waterproof suits for those working on foreshore moorings. Kill cords attached to leg for personal use in boats as required. Workshop hard hats, masks, boots, gloves, goggles and ear defenders. Boots, gloves, wet weather gear and dry suits for environmental work. High visibility jackets.
Access and Guards	No requirement for guards of any sort on private pleasure craft. No requirement for inspection of fishing boat or equipment if under 12m Quays are not normally guarded, as this would negate their function as loading and unloading points. Quays are often unlit. Slipways are subject to a routine inspection and are cleaned of weed. . Fencing round boat parks for winter storage. Salcombe Harbour boats equipped for safe operation. Those carrying passengers are licensed by South Hams DC. The workshop machinery has the necessary guards. Fire alarms and fire extinguishers in harbour offices and workshops. Access to some pontoons managed during large events to prevent overcrowding. Access to Fish Quay controlled by barrier access. Fish quay covered by comprehensive CCTV. Safety distances to be determined between event organisers and harbour staff. Exclusion zones to be established if appropriate and enforced by harbour patrols. Consider temporarily closing part/all of harbour to traffic. For events occurring ashore, consider fencing off area and manning access points. Consider liaising with police/other services for additional public order/control if required.

Inspections of Harbour machinery	LOLA: Six month Inspection by qualified engineer. Twelve month inspection by insurance company PUWER: Power tool inspection – by Insurance Company’s engineers Electrics – Annual Council organised PAT inspection of electrical equipment. The Council’s electrician has inspected electrical installations of office and workshop in 2009. Regular Legionella inspection
Event management	Events occurring afloat within the harbour and/or ashore on SHDC-owned land to have at least some SHA involvement in organisation/management, although they may not necessarily be the event lead, which may be another organization (e.g. SYC, RNLI, Town Council) or third party contractor (e.g. in event of fireworks displays).

Hydrographic Survey	As Conservancy Duties and as agreement with the Hydrographic Office. The Bar and the leading line surveyed in 2014 Batson Channel surveyed and dredged in 2014
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Qualification Or Permits	<p>No licence or permit required to sail in Salcombe Harbour; payment of harbour dues prior to launching.</p> <p>Powered craft are not subject to any official safety check. RYA PB2 taken as the minimum pre-requisite for power boat driving before training as a Local Authority Boatman.</p> <p>Fishermen need no requirement or qualification, training or assessment of ability.</p> <p>Fuel barge subject to licensing by Devon County Council.</p> <p>Any diving within the harbour requires a permit granted by Harbour Master.</p> <p>HSE Commercial Diving standards and practices for professionals</p> <p>The general public has no right to shoot over the foreshore, but the Kingsbridge and District Pigeon Shooting Club are given a Council licence.</p> <p>Shotgun Licences. Shooting Club own their own Risk Assessment and method statement for shooting activities around the estuary</p> <p>License, conditional on carrying out maintenance, required to lay a mooring.</p> <p>Salcombe Harbour licence required, after MMO Licence, for any work below the MHW on foreshore, private jetties, hards and sea defences. Only granted if the work is within the Environmental Code of Practice. The conditions of the licence will require safe working.</p> <p>No dredging other than by contractors approved by the Harbour Master.</p> <p>MCA Certificate requirements for trip boats venturing outside the Harbour Limits and for boats carrying more than 12 passengers.</p> <p>Ferry boats, trip boats and hire boats (Under 12 people) as HM, acting for South Hams DC, Licence Requirements.</p> <p>Vessels and Skippers of chartered boats venturing outside the Harbour as MCA Codes of Practice.</p> <p>Ferries operating in the Harbour up to 12 passengers must have SHDC Boat and Boatman’s licenses.</p> <p>Vessels wanting to dry out must book in advance with the office.</p> <p>Experienced workshop staff, with some formal qualifications.</p> <p>See Training spreadsheet for other courses and qualifications</p> <p>The Contractor will own their own method statement and risk assessment and comply with the conditions of the MMO licence.</p> <p>The diving contractor will have a Method statement and risk assessment covering all of their diving activity.</p> <p>All contractors require to have adequate 3rd party insurance to the value of £5 Million public liability and to be registered with Harbour Authority.</p> <p>Crane operators require qualification endorsement card.</p> <p>All personnel involved in lifting and chocking to be trained.</p> <p>Tenders defined as under 3.2m and no more than 6HP engine. All vessels to be registered and pay Harbour dues (£3m third party liability Insurance.</p>
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Supervision & Instruction	<p>Responsible Harbour Staff manage the harbour operations, with job descriptions and operating procedures.</p> <p>Event management to be overseen by appropriate body (e.g. RNLI for SAR displays, RN/RAF for helicopter displays etc.)</p> <p>The public need no qualification, training or ability</p> <p>Responsible organisers such as the sailing clubs and the sailing schools, with responsible race officers, (who may be RYA qualified), as recorded in their risk assessments. Method statement and Risk assessment required for all activities which are not routine, such as regattas and events. Cooperation of SYC briefing regatta competitors</p> <p>Choice of suitable boats; no catamarans, cruisers or sports boats racing in the Fairway.</p> <p>Choice of suitable race areas, particularly for juniors.</p> <p>Safety boats.</p> <p>Kingsbridge and District Pigeon Shooting Club rules.</p> <p>The boatyards in Salcombe Harbour appear to be well and responsibly managed. They must comply with HSE law and regulations.</p> <p>Code of Practice is issued by The Yacht Harbours Association.</p> <p>The skippers of trip boats are responsible and competent.</p> <p>Most of the slipways are supervised in the Summer. Boat park attendant now works all year around to supervise slipway and winter storage operations during winter months.</p> <p>The workshop is managed by the experienced Assistant HM Logistics and Maintenance. Environmental activities and guided walks are managed by the AONB Estuaries Officer, who gives a formal Health and Safety briefing.</p>
Harbour Operating Publications and Standing Instructions	<p>17 SHDC Operating Procedures, reviewed annually and signed off by staff.</p> <p>Reporting of collisions: simplified report form</p> <p>Clothing and equipment.</p> <p>Alder & Allan Ltd retained as Oil Pollution Response Consultants, Oil spill response plan reviewed annually and endorsed by MCA..</p> <p>Use of SHB vessels - guidance to staff</p> <p>Vessel operating procedures, duty boatman, towing, barge, speed limit enforcement, boat park, lifting, lone working, Maintenance of deep water and of foreshore moorings and pressure washing.</p> <p>Harbour Patrols, Harbour Taxi and Collection of Dues</p> <p>Work experience. Guided Walks & Activities</p> <p>Maintained moorings - record of maintenance cycle. Litter pick up.</p> <p>Moorings fully serviced annually, photographic evidence of mooring eyes.</p> <p>6 monthly inspection of strops. Annual Insurance Inspection of hoist.</p> <p>Guided Walks: Inform Office of return time, which should be within working hours. Weather to be considered before starting walks</p>
Command, Control & Comms	<p>Harbour Office monitors VHF #12 and #14 during the working day and the Harbour Master is on call by telephone to the MCA 24 hours a day.</p> <p>Tor24 provide out of hours call out procedure and monitoring of lone working. Fish Quay and Whitestrand covered by CCTV.</p> <p>Mobile phones issued to all staff who are not office based.</p> <p>VHF #16 available throughout the estuary, via MCA rebro.</p> <p>Wi-fi available for visitors.</p>
Environment	<p>Limits set on swinging moorings and on pontoons.</p> <p>Visitor pontoons piled – reducing seabed scouring.</p> <p>Port Waste Management Plan, MCA approved</p> <p>Sewage pump out facility for holding tanks.</p> <p>Local Planning authority, the Environmental Agency and Duchy of Cornwall are always consulted before a licence to work is granted.</p> <p>SHB environmental management systems implemented through the Environmental Officer. See emergency plans below.</p> <p>Operation of environmentally friendly scrubbing grid which removes pollutants from antifouling scrubbing. Power washing of boat hulls to be conducted by approved contractor Slipway cleaning inspections to be recorded. Defects to be reports to Assets at SHDC for rectification.</p> <p>Oil spill kit available if required</p> <p>Event areas to be kept clear of non-participants (see Access Control).</p>

COSHH	Paints Strippers, Extractor fan for welding fumes Slipway cleaner (not bleach) Domestic quantities of fiberglass resin and hardener.
Law	1847 Harbours, Docks and Piers Clauses Act The Pier and Harbour [Salcombe] Confirmation Act 1954, the 1964 Harbours Act and the Health and Safety law and regulation. HSE Regulations on Diving At Work. International Regulations for the Prevention of Collisions at Sea [IRPCS]
Bye Laws	Salcombe Harbour bye laws modified (2008), including Care & Caution, the 6 and 8 knot speed limits, insurance requirements and permit display. Kite windsurfing and water skiing are never permitted. Windsurfing in July and August is not permitted between the Marine Hotel and the Fuel Barge Salcombe Harbour Nature Reserve bye laws IFCA Bye-Laws regarding Bass Fishing. Bait digging for personal use is allowed by the Nature Reserve Bye-Laws, commercial bait digging is prohibited. Public Health Act (Amended 1964) re SHDC boat and boatman licensing. Enforcement policy reviewed annually.
Direction	Special, not general, as authorised by the 1954 Act and by Council decisions. Rules of Racing, ISAF. Risk assessments for events agreed with Harbour Master. Numbers for events limited. Propellers to be covered by bucket to protect other boats and personnel. Discourage swimming in the anchorages or across the harbour or from harbour pontoons. Direct enquiries about open water swimming to use sheltered bays such as North Sands and have a safety boat in attendance.
Harbour Policy	SHB's PMSC compliance policy, Strategic Business Plan, Salcombe Harbour Authority Moorings Policy and S & K Environmental Management Plan. Harbour Authority contributing to SHDC Marine Infrastructure reserve for the maintenance of SHDC Marine infrastructure used by commercial and leisure users.
H & S Policy	Council H & S Policies for Harbour and for staff
H & S Management System	Management System Maintenance of premises.
Training Programme	Induction and training programme. Training records Continuous development
Emergency Plans	Salcombe Harbour Fire Plan, and specific plan for MV Egremont- reviewed in 2011 with Fire Services and SHB. Salcombe Harbour Emergency Plan – Reviewed 2013 The Oil Spill Response Plan (OPRC) and the Salcombe Kingsbridge Estuary Booming (Pollution) Plan (EA) – Reviewed 2013 Regulated VHF procedures and channel allocation H M Coastguard and RNLI emergency plans and resources, including all weather Lifeboat and inshore life boat from Union St boathouse, slipway and pontoon Harbour Offices: Fire drill and fire practices First aiders “Emergency First Aid” trained every 3 years and first aid boxes. Lifesaving apparatus, lifebuoys, fire extinguishers and boarding ladders, located at quays, slipways, boat parks and pontoons. All pontoons to have emergency cabinets with fire extinguisher, life belt with line and boarding ladders. Council supply a defibrillator outside the harbour office. HM trained. If life and limb at risk, Call CG and request Lifeboat. If property at risk, await a full team, no heroics.

3.7.1 EMERGENCY PLANS

Emergency Policy of Salcombe Harbour Board:

The safety management system will include preparations for emergencies – and these should be identified as far as practicable from the formal risk assessment. Emergency plans need to be published and exercised.

Emergency Organisation and Management Responsibility

The Salcombe Harbour emergency plans detail the immediate action to be taken by harbour staff and the emergency services in the event of most foreseeable emergencies.

They are held by all emergency services and local authorities.

The various emergency plans, in addition to the general Salcombe Harbour Emergency Plan, comprise:-

- Salcombe Harbour Fire Plan,
- Specific fire plan for MV Egremont
- The Oil Spill Response Plan (OPRC) and the Salcombe Kingsbridge Estuary (Pollution) Plan (EA)
- H M Coastguard and RNLI emergency plans and resources, now including both an all weather Lifeboat and an inshore lifeboat.
- Lifesaving apparatus located at quays, slipways, boat parks and pontoons
- Harbour Office and Harbour Workshop:
 - Fire drill and fire practices
 - First aiders and first aid boxes.
 - Procedure to call Emergency Services
- Mud Rescue Plan.

The emergency response relies on the regulated VHF procedures and channel allocation. It has been much improved now that channel 16 can be received in Salcombe Harbour.

Training for Emergencies include Oil Spill Response and Emergency Plan Exercises

The MAIB Safety Digest is used to see if lessons can be learnt for Salcombe from accidents investigated at other harbours, relevant lessons are displayed on the Harbour Office Notice Board and distributed to Fishermen and Sailing establishments and clubs.

3.7.2 - CONSERVANCY

Conservancy Policy of Salcombe Harbour Board:

- A. SHB recognises its a duty to conserve the harbour so that it is fit for use as a port, and a duty of reasonable care to see that the harbour is in a fit condition for a vessel to use it.
- B. SHB will aim to provide users with adequate information about conditions in the harbour.
- C. SHB recognises the extent of its duty and powers as local lighthouse authority; and specific powers in relation to wrecks.

Conservancy Organisation and Management Responsibility

Hydrography.

SHB follows the UKHO Code of Practice on the Provision of Hydrographic Information.

Hydrographic records of dredged channels in the harbour are maintained by the harbour office.

The Hydrographic Office receives all hydrographic information and Local Notices to Mariners produced by the Harbour. A formal agreement with Hydrographic Office is in place.

Admiralty Chart 28 and 5602.10 Salcombe Harbour are kept up to date with Hydrographic Notes.

Works and Dredging Licences.

The Harbour has regulations and conditions for the issue and control of works licences. No dredging, other than in exceptional circumstances, is undertaken other than by Salcombe Harbour Authority or by its contractors.

Buoyage and Navigation Aids.

The harbour has a comprehensive, well maintained and modern system of aids to navigation based on risk assessment and installed in consultation with Trinity House. The routine inspection and maintenance regime is laid down and records are kept.

Anchorage.

Anchorage are shown on Chart 28 & 5602.10 and their operation is subject to risk assessment and review. The anchorages and the areas where not to anchor are promulgated in annual publications.

Prevailing Conditions.

The Met Office's Shipping Forecast and their European Synoptic Chart are displayed at the harbour office and updated daily. Information is readily available in the media and on the web.

3.7.3 - ENVIRONMENT

Environmental Policy

To achieve its vision, the SHB recognises its responsibility to reduce the risks of its activities to the environment to a level as low as reasonably practical in order to prevent pollution and to minimise our impact on the environment.

The SHB will:

- Comply with all applicable legislation, regulations, codes of practice and other requirements.
- Systematically identify and assess the environmental risks of our activities, and put in place suitable control measures to minimise their impact.
- Continually review, update and improve environmental standards of all aspects of harbour operations through the use of key performance indicators, annual objectives and targets.
- Work closely with other bodies and interested parties to protect and sustain the environment and biodiversity of the harbour and estuary.
- Promote a culture of environmental awareness and energy efficiency amongst all harbour staff, users, customers and suppliers by implementing a regular programme of publicity campaigns on a variety of issues, and encouraging contractors to maintain sound environmental practices.
- Reduce the number and impact of pollution occurrences by maintaining a high level of preparedness to cope with incidents in the harbour. This includes ensuring harbour staff are correctly trained and equipped to respond quickly to minor incidents and maintaining appropriate regional plans to deal with major incidents.
- Reduce our energy consumption and use of resources to reduce our carbon footprint and consider energy efficiency during routine harbour operations and infrastructure maintenance.
- Incorporate energy efficiency considerations into all procurement and contracting activities.
- Minimise landfill waste by encouraging the increased use of reuse and recycling where appropriate.
- Communicate our environmental policy, procedures and progress to all interested parties and actively take their views into account when addressing common environmental issues.
- Report annually on environmental performance, making all information available to the employees, harbour users, contractors, regulators, stakeholders and the general public
- Maintain 'environmental best practice' in all areas of the Board's activities.

Environmental Management Plan.

The policy and functional objectives for managing the Salcombe-Kingsbridge estuary as a marine Local Nature Reserve (LNR) and marine Site of Special Scientific Interest, within a designated Heritage Coast and Area of Outstanding Natural Beauty, in an environmentally responsible and sustainable way are contained in the Salcombe / Kingsbridge Estuary Environmental Management Plan.

Limits have been set on the total number of moorings and berths.

The Harbour Authority has adopted their Waste Management Plan. The Harbour has an Environmental Management System. There is a sewage pump out facility for holding tanks.

The Harbour Authority's Marine Conservation Officer maintains good liaisons and working links with English Nature and the Environmental Agency, who are consulted on potentially damaging operations (PDO's) before a licence to work is granted.

There are several special emergency plans drawn up to deal with accidents that might potentially threaten the environment

Education.

The harbour has a Marine Conservation Officer with an ongoing programme of environmental education, both formal and informal. This includes a very wide range of awareness raising initiatives, including interpretation boards, information leaflets, illustrated talks and guided walks throughout the estuary.

The Marine Conservation Officer provides close formal links with schools and universities and more informal links with local community and special interest groups in the area.

All known educational activities in the harbour are subject to risk assessments and are led by qualified staff.

3.7.4 - MANAGEMENT OF NAVIGATION

Policy for Management of Navigation:

- A. Salcombe Harbour Board has rules in byelaws and directions, which every user must obey as a condition of his or her right to use the harbour.
- B. Salcombe Harbour Board recognises its duty to make proper use of powers to make byelaws, and to give directions and to regulate all vessel movements in its waters.
- C. These powers shall be exercised in support of the policies and procedures developed in the authority's safety management system, and should be used to manage the navigation of all vessels.
- D. Salcombe Harbour Board has clear policies on the enforcement of directions, and should monitor compliance.
- E. If they were appropriate in a particular case, the powers of direction should be used to require the use of a port passage plan.

Management of Navigation Organisation and Management Responsibility

Local Port Service

SHB regard it as most unlikely that large ships would be able to enter the harbour and assess the risks as not meriting a Vessel Traffic System.

To the extent that there is a Local Port Service this comprises published information in Reeds Almanac, on the Harbour Authority web site and in the annual Harbour Guide.

Plan: Directions and Port Passage Guidance.

There is no standing requirement for any vessel in Salcombe Harbour to file a port passage plan. Special directions are issued when the situation requires such as movement of sail training vessels and others constrained by their draft.

Patrols.

The Harbour maintains a comprehensive patrol presence on the Harbour to enforce byelaws and other directions. There is a 24 hour emergency call out system in operation.

Byelaws.

The Salcombe Harbour Board has byelaws, revised in 2009, that provide effective control measures to manage the hazards identified in the risk assessments. The byelaws have been reviewed and submitted to the DfT.

Harbour Directions

A submission has been made to the Department for Transport for the award of powers of Harbour Directions to the SHA. If granted, such Directions will be developed and published after appropriate consultation with stakeholders.

Events.

The Harbour Master works closely with all sailing clubs and organisations who use the estuary. Special arrangements are made to promote the safety of the events they run.

Moorings.

The Salcombe Harbour Authority maintains moorings to a high standard with all moorings being maintained annually. Procedures are laid down for the safe operation of the mooring barge. Conditions for mooring licences, issued by the Harbour, require that all moorings are fit for purpose and are inspected annually.

3.7.5 - PILOTAGE

Policy for Pilotage:

Salcombe Harbour Board has a duty to keep the need for pilotage and any service provided under constant and formal review.

Organisation and Management Responsibility

Pilotage services are not currently offered within the estuary

The Salcombe Harbour Authority is not a Competent Harbour Authority (CHA), but is a Statutory Harbour Authority (SHA). It does not, therefore, have any powers to conduct or require pilotage.

The comprehensive risk assessments now carried out have not revealed the need for Salcombe Harbour Board to seek any powers of pilotage.

3.7.6 MARINE SERVICES

Policy for Marine Services:

- A. Salcombe Harbour Board's safety management system shall cover the use of harbour craft and the provision of moorings.
- B. The formal safety assessment shall be used to identify the need for, and potential benefits for safety management, of harbour craft.
- C. Salcombe Harbour Board shall ensure that Salcombe Harbour Authority vessels or craft which are used in the harbour are fit for purpose and that crew are appropriately trained and qualified for the tasks they are likely to perform.
- D. Salcombe Harbour Board shall ensure that byelaws and the power to give directions are available for these purposes.

Marine Services Organisation and Management Responsibility

Craft Regulation

- MCA Certification is required for commercial vessels, including trip boats, venturing outside the Harbour Limits and or carrying more than 12 passengers..
- Passenger vessels, including ferryboats, (Under 12 people) require a South Hams DC Licence.
- Vessels and Skippers of chartered boats venturing outside the Harbour are regulated according to MCA Codes of Practice.
- Ferries carrying no more than 12 people must have SHDC Boat and Boatman's licences. Those carrying more than 12 must have MCA certification

Towage

Only those staff who have successfully completed a towage training course are permitted to take vessels in tow.

Workboats.

There are procedures for the safe operation of harbour launches based on the risk assessments.

Diving

Any diving within the estuary requires a permit to dive signed by the Harbour Master.

HSE Commercial Diving standards and practices for professionals.

Dredging

Dredging is only carried out by contractors approved by the Harbour Master.

Salvage

Only suitably experienced staff would be allowed to get involved in a salvage operation.

Fuel Barge Afloat

The fuel barge located in the estuary is subject to an annual Petroleum Licence issued by Devon County licence to sell petrol and DERV. The Harbour Master's approval is required before any licence is issued or renewed.

The Harbour Masters Permission is required before the Fuel Barge gets underway within the estuary. All movements of the fuel Barge will be escorted by a Harbour work boat.

4. MEASURE COMPLIANCE

Recording Accidents and Incidents.

An incident log is maintained on the Harbour Office computer. Records are kept of all accidents, incidents and oral complaints that come to the attention of the Harbour Authority. Any follow up action that may be required is recorded. Written complaints and replies are held on file. Major incidents are subject to immediate review to establish cause and to validate control measures.

Safety Inspections and Checklist of Controls.

There is a calendar for the review of safety topics.

There is also a checklist of control measures.

5. REVIEW

SHB will monitor, review and audit the marine safety management system on a regular basis. Performance of the system shall be assessed against internal performance indicators and where appropriate, by benchmarking against other ports that have adopted good practice.

Procedure for Reviews

The Harbour Master will include in both staff meetings and in Board Meetings a review of any accidents, incidents or near misses.

Investigations by the Harbour Master of marine incidents have two essential purposes:

- a) to determine the cause of the incident, with a view to preventing a recurrence of that incident (or similar); and
- b) to determine if an offence has been committed: if so, there may be the need on the part of a harbour authority to initiate enforcement action that may lead to prosecution in their own right or through an agency of another authority such as the Police or the MCA.

By ensuring that a robust, rigorous, independent investigation has been carried out, the SHB as the duty holder can be assured that their obligations for compliance have been addressed.

Any conclusions from investigations or lessons learned will be included in the minutes together with measures being taken to prevent a recurrence. If appropriate a more detailed report will be submitted to the Harbour Board, the Council's Health and Safety Officer and/or the MAIB, to the chief inspector and any other appropriate authorities, by the quickest means available.

Where necessary the MCA may undertake a verification visit. These verification visits are usually arranged following an MAIB investigation into an incident, but could also be triggered by other indicators of noncompliance.

Annual Review and Report.

An audit of the Safety Management System will be conducted each year by Nicholsons Risk Management and an overview of accidents and failures during the year, with recommendations for addressing shortcomings, will be reported to the Board each year.

Notwithstanding this report, the system will be kept under continuous appraisal and immediate action taken where shown necessary.

Once every three years, the MCA will ask the duty holder to confirm in writing if SHB is complying with the Port marine Safety Code.

6. RECORD AND PUBLISH

Records

The Harbour is careful to maintain due diligence records. This Safety Management System is itself clear evidence of care and commitment. The risk assessments provide considerable further examples of how the safety policy has been put into practice.

Publication of Plans and Reports

To demonstrate SHB's commitment to maritime safety and ensure the involvement of harbour users, the safety plan for marine operations shall be published every year at an SHB meeting open to the press and the public.

The plan shall illustrate how the policies and procedures will be developed to satisfy the requirements under the Code. It shall commit the authority to undertake and regulate marine operations in a way that safeguards the harbour, its users, the public and the environment. It shall refer to commercial activities in the harbour; the efficient provision of specified services and the effective regulation of vessels. It shall also explain how commercial pressures would be managed without undermining the safe provision of services and the efficient discharge of its duties.

The SHB, as duty holder, will also publish an assessment of the harbour authority's performance against the plan. Information gathered from the monitoring and auditing of the marine safety management system, shall be used to support the analysis and conclusions.

RISK ASSESSMENTS

ACTIVITIES	Assessment Number
PUBLIC ON OR IN THE HARBOUR	
Sailing Vessels	1
Powered Craft	2
Rowing (Tenders / Canoes)	3
Windsurfing and Kite Windsurfing	4
Regattas, Racing, Sailing Schools & Events	5
Wildfowling	6
Swimming	7
Recreational Angling	8
Floating Jetties, Pontoons, Bridges & Walkways	9
WORKING ON OR IN THE HARBOUR	
Professional Fishing	10
Boatyard Working	11
Mooring Maintenance	12
Licensed Works (Private Jetties, Hards & Sea Defences)	13
Professional Diving	14
Trip Boats	15
Ferry Boats	16
PUBLIC ASHORE	
Quays	17
Slipways and Landings	18
Scrubbing quays and Foreshore	19
Bait Digging and Archaeological Surveys	20
Car Parks and Boat parks	21
Boatyard activity ashore	22
EMPLOYEE ACTIVITY ON OR IN THE HARBOUR	
Patrolling	23
Mooring Work	24
Navigation Aids Work	25
Salvage & Rescue	26
Cleaning slipways	27
Lifting with mobile crane	28
Lifting with SUBLIFT	28A
Water Taxi	29
EMPLOYEE ACTIVITY ASHORE	
Workshops	30
Environment Work	31
Guided Walks	32
Classroom	33
Office	34

STANDARD SAFE OPERATING PROCEDURES

1. Water Taxi Operations
2. Collector Operations
3. Harbour & Whitestrand Patrol
4. Speed Limit Enforcement
5. Towing Boats
6. Duty Boatman Operating Procedures
7. Foreshore Mooring Maintenance
8. Deep Water Mooring Maintenance
9. Barge Operations
10. Towing a Trailer
11. Boat Park Operations
12. Lifting Operations Including Forklift Truck
13. Collection and Disposal of ICW Plus Attachment
14. Pressure Washing
15. Sublift Operations
16. SHDC Lone Working Policy
17. Slipway Operations

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Adam Parnell, Harbour Master
Salcombe Harbour Office
Whitestrاند, Salcombe, Devon, TQ8 8BU

Telephone 01548 843791
E-mail: adam.parnell@southhams.gov.uk



Navigation Safety
MCA
Spring Place
Southampton
SO15 1EG

Our Ref: 300/1
9 Feb 15

Dear Sir,

PORT MARINE SAFETY CODE – STATEMENT OF COMPLIANCE

I, Councillor J Brazil, the Chairman of the Harbour Board on behalf of the Salcombe Harbour Authority, certify that Salcombe harbour meets the standards required by the Port Marine Safety Code.

Yours Sincerely,

Councillor J Brazil
Chairman of the Board and Duty Holder

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SOUTH HAMS DISTRICT COUNCIL

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NAME OF COMMITTEE	Salcombe Harbour Board
DATE	09 February 2015
REPORT TITLE	2014 Opinion Meter Survey
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of report:

To report the results of the Harbour Authority 2014 Opinion Survey.

Financial implications:

There are no direct financial implications from this report. However, there may be implications if the Board make changes to harbour infrastructure or policy to address the concerns raised by the survey.

RECOMMENDATIONS:

That the Harbour Board RESOLVES to:

- a. **Note** the report;
- b. **Consider** the contents of the report when formulating policy for the future.

Officer contact:

Adam Parnell– 01548 843791 (Internal 7104)

1. BACKGROUND

1.1 An opinion survey of harbour customers has been undertaken annually since 2007 in order to gauge the opinion of harbour users which then informs Harbour Board decision making.

1.2 The 2014 survey took place between May and October in the Harbour Office reception and online using SurveyMonkey. There were 335 responses in total.

2. ISSUES FOR CONSIDERATION

2.1 **Validity.** The number of responses (335) is statistically significant (providing a 95% confidence level +/- 5% confidence interval) but only if the assumption that the respondees are truly random is also true. Given that 97% of the responses were generated in the Harbour Office, this may not be the case since many will only have visited to resolve a query and their answers may therefore be skewed to their query rather than being truly random. Additionally, year-on-year variance analysis should be treated with caution since most of the variances are less than the confidence interval (eg the difference with previous returns is <5%). For these reasons, caution must be exercised in analysing the data.

2.2 **Responses.** The following table gives a summary report of the survey:

Question	Answer	n	%
Are you a Resident or a Visitor?	Resident	142	42
	Visitor	193	58
Have you noticed any improvement in the service and facilities Salcombe Harbour offers to you?	Yes	241	72
	No	94	28
Do you use the water taxi?	Yes	179	53
	No	115	47
Have you made use of the water taxi discount tickets?	Yes*	64	36
	No	115	64
	N/A	156	-
Do you consider Salcombe to be a safe harbour?	Yes	307	92
	No	28	8
Has speeding and anti social behaviour from other harbour users adversely affected your enjoyment of the estuary?	Yes	87	26
	No	248	74
Have you been the victim of marine crime in the last 12 months?	Yes	33	10
	No	302	90
If yes, have you reported the crime to the police?	Yes*	24	73
	No	311	27
Are conservation issues important to you?	Yes	268	80
	No	67	20
Do you consider the Harbour Staff welcoming, friendly and helpful?	Yes	307	92
	No	28	8
Do you consider Salcombe Harbour offers Value for Money?	Yes	283	76
	No	52	24

Will you consider using the Harbour again in the future?	Yes	313	94
	No	22	6
On a scale of 1 to 10 how satisfied are you with the services provided by Salcombe Harbour?	Avg	8.64	

* Of those who responded 'Yes' to the previous question

2.3 Comments from customers who scored the Harbour's performance as less than 10 were invited to state why. While 107 of these were blank, nonsensical (eg random characters) or stated that they didn't give a 10 on principle, the other comments were as follows:

Comment	Number of responses for this comment
Better shower facilities (eg basins, mirrors, more showers)	8
Improve facilities (walk-ashore access, electric/water on pontoons, free wi-fi)	8
Affected by speeding in estuary	3
Normandy/Whitestrans too busy in summer	2
Reduce the waiting list	2
Boats under 5m should not use Normandy	1
Like the idea of protecting skegs with buckets	1
Introduce wakeboard/waterskiing inside estuary	1
Kingsbridge slipway needs major repair	1

2.4 Discussion.

2.4.1 **Better shower facilities:** Although the recent installation of 2 showers on Whitestrans was a big improvement on the previous situation, there is clearly further to go. At present our business model sees visiting yachts (up to 150 vessels per day in peak season) using the public's toilets, which is sub-optimal (and will further be degraded if plans to start charging for access are implemented). We are in discussions with Environmental Services and Assets to scope possible options to provide further ablution facilities in Whitestrans.

2.4.2 **Improve facilities:** There were 2 comments apiece requesting better walk-ashore access, electric on the Visitors' Pontoon, Water on the Kingsbridge pontoon and free wi-fi. All of these are already regularly reviewed as follows:

- More walk-ashore access: Allowing vessels to berth alongside Normandy overnight (as is currently the case on Whitestrans) would generate up to 6 new deep-water walk-ashore berths and there is also potential in the medium term to extend Shadycombe, Kingsbridge and Batson pontoons.
- Electric on the VP: Provision of shore power would likely be very expensive and legally problematic as easements over several land-

owners' properties would be needed. Local generation might be an option but could prove too noisy for 24 hour provision.

- Water on Kingsbridge pontoon: Water is already provided on the adjacent promenade. It could be extended but would be costly and provide very little additional benefit.
- Free wi-fi: Uptake of wi-fi by customers is very low for several reasons
 -
 - Coverage across the harbour is very limited (exacerbated by the aerial on Egremont no longer being in use);
 - There is free access ashore (whereas we charge); and
 - Speed is relatively slow.These issues are being addressed: a coverage survey will be undertaken by Wi-Fi spark (our providers) in Jan 15 and a modified solution designed which may include provision of free access. A further report will be made to a future Board meeting.
- Affected by speed in the estuary: These comments reinforce anecdotal evidence that 2014 witnessed an upsurge in the number of speeding vessels. Plans for the 2015 season include a 'rolling patrol' on the Bar and Widegates and a high profile media campaign to further educate the public on the speed limits.

2.4.3 **Normandy/Whitestrans too busy in summer:** The number of tenders off the town is a recognised problem with no easy solution although more proactive patrolling of the town's pontoons does partially mitigate the problem, so we will redouble our efforts in future. This also illustrates the importance of the water taxi service. Potential courses of action include extending the pontoons or discouraging tenders through price, although neither will solve the problem.

2.4.4 **Reduce the waiting list:** This is only achievable if additional berths are developed within the harbour which is counter to current moorings policy. There is capacity to accept a number of additional berths through sensitive extension of existing pontoons and this should be actively considered.

2.4.5 **Boats < 5 m should not be allowed to berth on Normandy Pontoon:** The improved Salcombe Town Landings have been a great success, particularly the short term berthing for vessels up to 5.5m on the Normandy Finger Berths. The success of this facility has meant that during the high season it is not always possible to get a short term berth immediately. It is not considered appropriate to exclude the smaller boats from using this facility.

2.4.6 **Introduce waterskiing/wakeboarding in the harbour:** This comment was probably included during the debate on this issue earlier in the year.

2.4.7 The following table provides the overall 2014 response and compares it to that of previous years.

		2009	2010	2011	2012	2013	2014	Trend
Question								
1	Have you noticed any improvement in the service and facilities Salcombe Harbour offers to you?	83%	57%	61%	69%	71%	72%	↑ 😊
2	Do you use the water taxi?	73%	57%	48%	50%	56%	53%	↔ 😊
3	Have you made use of the water taxi discount tickets?	40%	14%	34%	32%	23%	36%	↑ 😊
4	Do you consider Salcombe to be a safe harbour?	85%	100%	84%	90%	91%	92%	↑ 😊
5	Has speeding and anti social behaviour from other harbour users adversely affected your enjoyment of the estuary?	37%	28%	26%	20%	25%	26%	↑ 😞
6	Have you been a victim of Marine Crime in the last year?				10%	17%	10%	↓ 😊
7	Have you reported the crime to the police?				42%	10%	73%	↑ 😊
8	Are conservation issues important to you?	83%	100%	71%	72%	74%	80%	↑ 😊
9	Do you consider the Harbour Staff welcoming, friendly and helpful?	83%	100%	80%	87%	87%	92%	↑ 😊
10	Do you consider Salcombe Harbour offers Value for Money?	75%	71%	66%	76.2%	82%	76%	↓ 😞
11	Will you consider using the Harbour again in the future?	90%	85%	86%	94%	91%	94%	↑ 😊

Table 1: Table of 2014 responses compared to previous years

2.5 Analysis

2.5.1 Although table 1 provides an overall response, there are some significant differences between resident and visitor responses, as detailed in table 2.

Topic	Combined return (from table 1)	Resident response (%)	Visitor response (%)
Noticed an improvement	72%	90%	61%
Used the water taxi	53%	60%	49%
Victim of crime	10%	18%	3%
Consider the harbour safe	92%	92%	92%
Consider harbour offers value for money	76%	87%	61%

Table 2: Differences between Resident and Visitor returns

2.5.2 Pleasingly 90% of resident responses noted an improvement in the harbour, although only 61% of visitors agreed. The disparity might be due to several factors:

- Recent improvements have been to residents' facilities (eg Kingsbridge pontoon).
- Residents are more aware of the previous standard of facilities offered, whereas visitors are less so.
- Visitors are more likely to be comparing our harbour facilities to those offered elsewhere.

Although the improvements have been noted there is further room for improvement, as indicated elsewhere in the survey responses.

2.5.3 More residents than visitors appeared to use the water taxi. This can be interpreted in several ways:

- The pricing structure is about right since residents appear content not to use their own tenders.
- Visitor awareness of this facility may need to be improved.
- There is scope to reduce tender congestion if taxi take-up can be improved.

2.5.4 The 3% return from visitors vindicates the ongoing security arrangements undertaken by the harbour. Additionally, the 18% positive response of residents is not borne out by the number of reports made to either the harbour office or police. A more likely explanation is that crime victims are statistically more likely to complete a customer feedback return than a non-victim. However the harbour is not complacent and further security improvements continue to be implemented.

2.5.5 More residents than visitors consider our fees and charges to be value for money and this should be taken into account when future budget considerations are under way.

3. LEGAL IMPLICATIONS

4.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).

3.1 There are no other legal implications to this report.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications from this report, however any policy changes or improvements which are implemented as a result of this report will have to be budgeted for.

5. RISK MANAGEMENT

5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
Opportunity: Robust feedback mechanisms ensure that Harbour Board decisions reflect the needs and wishes of harbour users. Risk: Potential loss of reputation or income if not conducted.	3	3	9	Proactively requesting customer feedback, along with the other harbour fora, will ensure that the harbour board is in a strong position to continue making the correct decisions in the future

6. OTHER CONSIDERATIONS

Corporate priorities engaged:	Community Life Economy Environment
Statutory powers:	Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).
Considerations of equality and human rights:	None
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	None

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SOUTH HAMS DISTRICT COUNCIL

AGENDA
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NAME OF COMMITTEE	Salcombe Harbour Board
DATE	09 February 2015
REPORT TITLE	PERFORMANCE MANAGEMENT
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To report the Harbour's performance against agreed Performance Indicators (PIs) for the second quarter of the current year.

RECOMMENDATION

That the Harbour Board RESOLVES to:

NOTE Harbour Performance against agreed Performance Indicators.

1. BACKGROUND

1.1 The Harbour Board endorsed the introduction of a set of PIs and to have them reported as a standing agenda item (SH 26/06).

2. ISSUES FOR CONSIDERATION

2.1 This report of Harbour Performance Indicators covers the period from 1 Oct to 30 Dec 14. The detailed report against the agreed performance Indicators with comments for the period is at Appendix A. Comments by exception are as follows:

2.1.1 **SH8 Inspection of deep water moorings** – a 100% inspection of deep water moorings was successfully conducted in November with levels of maintenance within historic norms

2.1.2 **SH30 Crime** – 2 thefts were reported during the quarter, both involving outboards.

2.1.3 **SH35 Visiting Yachts** – The number of visiting yachts was up by 225% compared to the previous year, reflecting the exceptional weather and vindicating 'shoulder season' pricing.

3. LEGAL IMPLICATIONS

- 3.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).
- 3.2 There are no other legal implications to this report.

4. FINANCIAL IMPLICATIONS

- 4.1 This report highlights performance issues which may have financial implications at a later date. Should this be the case a separate report will be forwarded for consideration by the Harbour Board.

5. Risk Assessment

- 5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
Performance Indicators assure the Board that statutory obligations are met and service levels are maintained. Trends and issues can be identified early and addressed.	3	2	6	The Harbour Board will ensure that the Strategic Business Plan remains relevant and that Harbour funds are invested wisely.

Corporate priorities engaged:	Community Life. Economy. Environment
Consideration of equality and human rights:	Nil.
Biodiversity considerations:	Harbour Board performance and policies have a bearing on biodiversity.
Sustainability considerations:	Regular consideration ensures current policies are sustainable.
Crime and disorder implications:	The Report considers reported marine crime within the Estuary.
Background Papers:	Strategic Business Plan 2012 to 2017.
Appendices attached:	1. Salcombe Harbour Performance Management Grid.

Adam Parnell
Harbour Master

Salcombe Harbour Board
 09 February 2015

Salcombe Harbour Board – Performance Management Report Third Quarter 2014/15

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	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	4	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	0	0		☺	
		Previous			1	1	0	1		
SH3	Launch serviceability	Current	Apr to Sep: 8 available Sep to Mar: 3 available	8 Available	8	8	4		☺	
		Previous			8	8	4	3		
SH4	Major Plant u/s (Crane, etc)	Current	Rectified within 5 working days.	0	0	0	0		☺	
		Previous			1	1	1	0		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH5	Slipways and steps Inspected and cleaned	Current	Inspected weekly, cleaned Monthly	3	3	3	3		☺	
		Previous			3	3	3	3		
SH6	Failure of nav lights & marks rectified or LNTM issued	Current	Within 24 hours	0	0	0			☺	
		Previous			0	0	0	1		
SH7	Patrol of estuary and harbour to ensure no hazards to navigation exist	Current	Daily	No of days	91	92	89		☺	
		Previous			91	92	89	90		
SH8	Inspection and preventative maintenance of Deep water and Foreshore Moorings	Current	100% Annually	100%	N/A	N/A	100%		☺	
		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	0	0	0		☺	
		Previous			0	0	1	1		
SH10	Re-allocation of permanent	Current	Within 4 weeks	0	0	0	0		☺	Annual reallocation

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
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	mooring berths surrendered	Previous			1	0	0	0		takes place between January and March
SH11	Weather forecast posted at Whitestrand	Current	Daily	Daily	Daily	Daily	Daily		☺	
		Previous			Daily	Daily	Daily	Daily		
SH20	Compliance with Port Marine safety Code	Current	100% Annual audit	Compliance	Y	Y	Y		☺	Inspected 11 Nov 14
		Previous			Y	Y	Y	Y		
SH21	Trinity House inspection of local aids to navigation.	Current	100% Annual Audit	Compliance	Annual Inspection	N/A	N/A		☺	Conducted annually in 1 st quarter
		Previous			Annual Inspection	N/a	N/A	N/A		
SH22	H&S Incidents and accidents (Staff)	Current	10% reduction year on year	≤1	0	0	0		☺	
		Previous			1	1	0	1		
SH22A	H&S Incidents and accidents (Public)	Current	10% reduction year on year	≤1	2	2	0		☺	
		Previous			5	4	0	0		
SH23	Speeding Offences detected	Current	5% annual reduction	≤37	11	3	0		☺	
		Previous			11	17	0	0		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH24	Minor Collisions	Current	5% annual reduction	≤1	7	15	0		☺	
		Previous			12	40	3	0		
SH30	Crime figures	Current	10% annual reduction	≤1	7	13	2		☹	
		Previous			4	6	1	1		
SH31	Night Security Patrols	Current	100% of contracted patrols	100%	100%	100%	100%		☺	
		Previous			100%	100%	100%	100%		
SH32	Permanent Staff Turnover	Current	< 10% annually	0	1	2	0		☺	
		Previous			0	0	0	0		
SH32A	Staff days Lost to Sickness Absence	Current	< 10% annually	≤1	0	1	0		☺	
		Previous			3	0	7	0		
SH33	Customer Complaints	Current	10% annual reduction	≤8	0	0	1		☺	Published taxi times did not meet customer's needs
		Previous			2	7	1	0		
SH34	Income from visiting	Current	5% increase	42,291	44,361	109,399	3,748		☺	

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
	yachts	Previous			40,278	108,056	1,635	522		
SH35	Number of visiting yachts	Current	5% Increase	1494	1,807	6,237	108		☺	Up by 225%
		Previous			1,423	4,299	48	21		
SH36	Average visiting yacht length of Stay	Current	Length of stay ≥1.5 nights	1.5	1.5	1.7	4.1		☺	
		Previous			1.8	1.4	1.3	1.5		
SH37	Taxi – Passengers carried	Current	5% increase	6535	7474	16,998	165		☺	
		Previous			6,224	16,440	153	39		
SH38	Hbr dues collected at Slipway	Current	Annual increase		6,683	11,652	60		☺	
		Previous			6,512	12,488	52	30		
SH40	Pollution incidents ¹	Current	Zero Pollution Incidents	0	0	0	0		☺	
		Previous			1	2	3	2		

¹ AONB officer

REF	ACTIVITY	YEAR	ANNUAL TARGET 2014/15	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
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SH41	Guided Events ¹	Current	3/Quarter	3	4	5	4		☺	
		Previous			4	6	3+	3		
SH42	Litter Pick Up Events ¹	Current	Quarterly	1	3	4	1		☺	
		Previous			3	1	0	3		
SH43	Recycling of yacht refuse	Current	Annual Increase	≥27%	?					In abeyance – not measurable
		Previous			?	?	?	?		
SH44	Water quality	Current	Sampling meets/ exceeds guidelines	≤ 2 samples below guideline		2	0		☺	

AGENDA
ITEM
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SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM
11

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	09 February 2015
REPORT TITLE	Topical Harbour Issues
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To consider topical harbour issues which do not warrant their own report.

RECOMMENDATION

That the Harbour Board RESOLVES to note the report.

1. BACKGROUND

1.1 The Board would wish to be kept abreast of topical issues.

2. TOPICAL HARBOUR ISSUES

2.1 ICC Egremont

2.1.1 The trustees of ICC Egremont announced shortly before Christmas that they would cease trading. A receiver has been appointed and is actively seeking the disposal of the vessel. Several unsolicited and informal expressions of interest regarding the development of a similar venture have been made to the Harbour Master and it is likely that one or more proposals may be put to the Board in the near future. Alternatively the Board may wish to formulate its own plans to develop the site. This is a dynamic situation and the Board will be verbally updated on 9 Feb.

2.2 Oil Spill Response Audit and Training

2.2.1 **Audit.** The MCA conducted a formal audit on 18 Dec of SHA's readiness and ability to deal with Tier 1 and 2 oil pollution incidents. Only one observation – that an incident management exercise was overdue – was made, but the auditor was content that this was provisionally planned for Oct 15.

2.2.2 **Training.** The following formal staff training has taken place:

- HM + 2 AHM: MCA 4P (min requirement is 2 x 4P course)
- 6 boatmen: MCA 2P (min requirement is 6 x 1P course)

2.2.3 **Exercises.** The following have planned or have taken place:

- **Communications exercise:** Nov 14, next is due Mar & Oct 15;
- **Mobilisation exercise:** Planned for Apr and Oct 15;
- **Incident management exercise:** Planned for Oct or Dec 15.

2.3 **Adding fingers to Batson pontoon**

2.3.1 Pontoon berths are very popular, and alongside berths even more so. It is therefore intended to add 4 fingers along the north-western edge of Batson pontoon to convert 4 alongside berths into 8 to partially address demand. 4 unused berths in Frogmore will be lifted to compensate. The cost is expected to be £5650 and there is provision (underspend) in the revenue budget.

2.4 **Harbour directions and establishment of Port User Group**

2.4.1 The Board resolved to seek powers of Harbour Directions in Jun 14. The legal process has progressed to public consultation, which closed 16 Jan and in the expectation that legislation will now be forthcoming it is timely to stand up the Port User Group required for award of Harbour Directions. Letters have been sent to each of the existing fora and also to the Salcombe Yacht Club inviting them to take the PUG forward.

2.5 **Granting of EcoPort status to Salcombe harbour**

2.5.1 The European Sea Ports Organisation granted EcoPort status to Salcombe in Nov 14. This recognises the harbour's awareness of its ecological responsibilities and the next step is to undertake a 'bench-marking' exercise against other EcoPorts later in the year.

2.6 **Harbour Board workshop**

2.6.1 At the last workshop there was strong appetite for it to become biannual. It is therefore proposed to hold the next workshop in the morning of April's Board meeting.

3. **LEGAL IMPLICATIONS**

3.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).

3.2 There are no other legal implications to this report.

4. **FINANCIAL IMPLICATIONS**

4.1 This report proposes £5650 expenditure on pontoon fingering and £500 for EcoPort benchmarking.

5. Risk Assessment

5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
The Harbour Authority is striving to deliver an improving service to harbour users.	3	2	6	The Harbour Board, considers many routine issues annually, topical items will be brought to the Board as they arise. The objective being a better service in a safe environment for estuary users.

Corporate priorities engaged:	Community Life. Economy. Environment
Statutory powers	The Pier & Harbour (Salcombe) Order Act 1954
Consideration of equality and human rights:	There are no equality or human rights issues with this report
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background Papers:	Strategic Business Plan 2nd Edition dated 26 March 2012.
Appendices attached:	None

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AGENDA
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SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM
12

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	09 February 2015
REPORT TITLE	Matters For Future Consideration
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To highlight matters for future consideration by the Harbour Board.

RECOMMENDATION

That the Harbour Board RESOLVES to note the report.

Officer contact:

Adam Parnell – 01548 843791 (Internal 7104)

1. BACKGROUND

1.1 Matters for Future Consideration should be reviewed at each meeting.

2. MATTERS FOR FUTURE CONSIDERATION

2.1 Harbour Board Dates

2.1.1 The following dates have been set for Harbour Board Meetings:

- 9 February 2015
- 20 April 2015
- 8 June 2015
- 13 July 2015 (Annual Inspection)
- 14th September 2015

2.2 Report Time-Table

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

2.3 Compliance with the Port Marine Safety Code

2.3.1 The Harbour is audited annually by the designated person in December with results reported to the Board in February.

2.3.2 Compliance must be reported to the MCA every 3 years.

2.4 Long Term Security of Tenure

2.4.1 The Strategic Business Plan 12-17 set out within its key Strategic Objectives task 4.1 - To consider future boating trends and provide suitable and appropriate facilities and Services through an annual Harbour Board Workshop.

2.4.2 The next Harbour Board biannual workshop will be held in Apr 15, date to be confirmed.

3. LEGAL IMPLICATIONS

3.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).

3.2 There are no other legal implications to this report.

4. FINANCIAL IMPLICATIONS

4.1 There are no new financial implications as a result of this report.

5. Risk Assessment

5.1 The risk management implications are:

Risk/ Opportunity	Risk Status			Mitigating and Management Actions
	Impact/ Severity	Likelihood/ Probability	Risk Score	
Regular meetings allow the Harbour Board to respond speedily to changing circumstances	3	1	6	A better service in a safe environment for estuary users is delivered in an effective manner

Corporate priorities engaged:	Community Life. Economy. Environment
Statutory powers	The Pier & Harbour (Salcombe) Confirmation Act 1954
Consideration of equality and human rights:	There are no equality or human rights issues with this report
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background Papers:	Strategic Business Plan 2nd Edition dated 26 March 12. Constitution of the Salcombe Harbour Board (as adopted by Council on 25 Jun 09).
Appendices attached:	None

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**MINUTES OF THE MEETING OF
THE SALCOMBE HARBOUR BOARD
HELD AT QUAY HOUSE, KINGSBRIDGE ON MONDAY 9 FEBRUARY 2015**

Members in attendance			
* Denotes attendance		∅ 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
∅	Cllr H D Bastone (lead Executive Member)		

Item No	Minute Ref No below refers	Non-Board Members also in attendance
All agenda items		Cllr R D Gilbert

Item No	Minute Ref No below refers	Officers in attendance and participating
All agenda items		Salcombe Harbour Master, Group Manager – Commercial Services and Democratic Services Manager

SH.38/14 MINUTES

The minutes of the meeting of the Salcombe Harbour Board held on 17 November 2014 were confirmed as a correct record and signed by the Chairman.

SH.39/14 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 Mackley, Mr Marriage, Mr Taylor 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.

Cllr J Brazil declared a personal interest in Item 11: 'Topical Harbour Issues' (Minute SH.45/14 below refers) by virtue of having been previously a trustee of ICC Egremont. For clarity, Cllr Brazil confirmed that he was no longer a trustee and he remained in the meeting and took part in the debate and vote thereon.

SH.40/14 **PUBLIC QUESTION TIME**

During the Public Question Time session, one issue was raised:

Question from the Owner of Kingsbridge Ferry:

'Is the Basin going to be dredged again?'

In reply, the Harbour Master informed that:-

- a pre-dredging survey would be undertaken to determine what specific areas needed dredging;
- any areas which had not been dredged in the last ten years would not be dredged; and
- there were concerns regarding the lack of water depth.

Before concluding the agenda item, a Member also expressed his concern that the deep water channel could not be moved across slightly.

SH.41/14 **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)

No update was given at this meeting.

South Devon & Channel Shellfishermen

Whilst the Shellfishermen had not met since the last Board meeting, in light of the downward trend of fuel prices, the representative advised that some fishing vessels were contemplating re-fuelling via a road tanker.

Kingsbridge and Salcombe Marine Business Forum

No update was given at this meeting.

Kingsbridge Estuary Boat Club (KEBC)

A Member informed that the Kingsbridge Fair Week Committee was seeking to open dialogue with the Harbour Authority in respect of launching its firework display from a barge.

SH.42/14 **REPORT ON PORT MARINE SAFETY CODE COMPLIANCE**

The Board was presented with a report that appraised it of the Authority's compliance with the Port Marine Safety Code.

In discussion, reference was made to:-

- (a) typographical errors contained within the draft Management System. Whilst the draft document was considered to be fit for purpose, the Board did highlight some typographical errors. In addition, the Harbour Master felt that, in the future, the document could be revised with the particular emphasis on the environmental aspects being strengthened. As part of the revisions process, a Member offered his services to review the accuracy of the document prior to publication. In response, the Board expressed its support for this offer;
- (b) responsibility for the Fish Quay. A Member was of the view that there was a lack of clarity between the Council and the Harbour Authority in respect of responsibility for the Fish Quay. The Member proceeded to express his concern that, inclusion of the Fish Quay in the Code, could lead to the Harbour Authority being liable for this asset;
- (c) racing dinghies. In future publications, a Member felt that reference should be made in the 'Management of Safety Controls – Checklist' section to racing dinghies.

It was then:

RESOLVED

1. That the findings of the Audit (as outlined at Appendix 1 and 2 of the presented agenda report) be accepted; and
2. That the 12th edition of the Safety Management System (dated 11 November and as set out at Appendix 3 of the presented agenda report) be endorsed and published.

SH.43/14 **2014 OPINION METER SURVEY**

A report was considered that reported the results of the Harbour Authority 2014 Opinion Survey.

In discussion, the following points were raised:-

- (a) Whilst the response rates were good, the Board did recognise that the sample was not truly random. Some Members also commented that the numbers could be skewed by respondents who were repeat complainants. Furthermore, a Member questioned the merits of recording the statistics and felt that the Survey should be considered solely as a marketing tool, with the Harbour Authority listening to users and learning lessons from their complaints;

- (b) With regard to wifi provision, Members were informed that this would be the subject of a report to a future Board meeting;
- (c) The Survey demonstrating that 94% of users would consider using the Harbour again in the future was welcomed by a number of Members.

It was then:

RESOLVED

That the report be noted and the findings borne in mind when future policy is being formulated.

SH.44/14 PERFORMANCE MANAGEMENT

A report was considered that advised of the Harbour's performance against agreed Performance Indicators (PIs) for the second quarter of the current year.

In discussion, reference was made to:-

- (a) the overall performance of the Harbour being excellent. With the exception of the crime figures (for which two thefts had been reported), the Board welcomed the fact that every indicator had been on target during this quarter;
- (b) visiting yacht numbers. The boost for the local economy arising from the significant increase in visiting yacht numbers was also welcomed by Members;
- (c) the staff days lost due to sickness absence. In light of the indicator showing that only one working day had been lost due to sickness absence so far this year, the Board wished for its thanks to be passed on to the Harbour staff;
- (d) increased recycling from yacht refuse. It was noted that recycling from yacht refuse would be a matter for further consideration at a future Board workshop.

It was then:

RESOLVED

That the Harbour Performance against agreed Performance Indicators be noted.

SH.45/14 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) an update on ICC Egremont. The Harbour Master provided an update on a proposal from the Egremont Trust to refurbish the vessel and introduce a sailing school in time for the start of the 2016 season. A lengthy debate ensued and the Board concluded that it would be interested to see how the proposal evolved and it would continue to take a keen interest in this matter;
- (b) formal staff training. Officers confirmed that the training undertaken would apply for three years. In addition, the Board wished to record and congratulate the Harbour Master on his recent success in being awarded a distinction accreditation;
- (c) adding fingers to Batson pontoon. The Board felt that this proposal was a good alternative to ensure boat use;
- (d) Harbour Directions. The Harbour Master informed that no objections had been raised during the public consultation exercise on Harbour Directions. As a consequence, the Board acknowledged that it was now timely to establish a Port User Group, which could act as a Forum to bring together each of the existing five Harbour Community Forums.

It was then:

RESOLVED

That the report be noted and that support be expressed for the proposal to add fingers to Batson pontoon.

SH.46/14 MATTERS FOR FUTURE CONSIDERATION

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

In discussion, the following points were raised:-

- (a) Whilst acknowledging the proximity to the upcoming elections, the majority of Members supported the proposal to convene the next Board workshop at Cliff House, Salcombe on the morning of Monday, 20 April 2015;
- (b) Some Members made reference to the concerns of South Pool Parish Council in respect of access issues to both sides of South Pool Creek and questioned the extent and details of any leasing arrangements between the Duchy and the owners of Gullet Farm. Following a brief discussion, the Board requested that this matter be considered in more detail at a future meeting.

It was then:

RESOLVED

That the report be noted.

SH.47/14 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.48/14 SECURITY PATROL

The Board considered an exempt report that appraised it on the tendering process for a new security patrol contract.

It was then:

RESOLVED

That the report be noted and the extension to the contract length (from 3 to 5 years) be endorsed.

(Meeting commenced at 2.30 pm and concluded at 3.55 pm)

Chairman