

CONSULTATIVE COMMITTEE MEETING MINUTES

Wednesday 28th September 2022

2.00 pm at Falmouth Marine School



**FALMOUTH
HARBOUR**

UK's Atlantic gateway.

Attendees:

Neil Andrew, Chair	NA
Miles Carden, CEO	CEO
Adrian Davis, Falmouth Harbour Commissioner	AD
Don Garman	DG
Richard Jeffery	RJ
Dave Nicoll	DN
David Owens	DO
Tristan Rowe	TR
Steve Taylor	ST

FHC Staff

Holly Manvell	HYM
Vicki Spooner	VS

Governance

1. Apologies

Matt Borne (Standing down from Committee)	MB
Chris Freer	CF
Victoria Hobson	VH
Mat Spencer	MS

- Thank you to Falmouth Marine School for hosting the meeting and for providing lunch.
- Matt Borne is relocating to Cumbria after being a member for most of this year. Thank you to Matt for his contributions to this committee.
- We now have a vacancy which we will fill in due course.

2. Declarations of Interest

- No declarations of interest.

3. Approval of Minutes of the Meetings held on 12th July 2022

- The minutes from the previous meeting were tabled and approved.

4. Matters Arising

- The Matters Arising were discussed and updated with progress and actions.
- Matters Arising No 17 - Retention for the post of regulation officer as well as seasonal staff has been difficult this year. We are reviewing various options to address this issue. ST offered to work with HYM on recruitment and retention solutions.

5. Stakeholder Engagements

a) Feedback from Dragons Event in June 2022

- HYM reported that feedback was positive with thank you letters from the race director and RCYC. There were many learning points but overall the event went well.
- HYM would like to develop a blue print to support the marketing of future events.
- DO reported that the event was excellent. There were some infrastructure issues which will need some strategic thought for similar events in the future.
- We need to look at how we accommodate all types of boats including dinghies and keel boats.
- The timing of these types of events is important to make the most of weather and sailing conditions.
- Berthing capacity is limited so we need to look at how we can accommodate this.
- High value keel boats and rallies could be suitable events for Falmouth.
- DG commented that with 170 boats Falmouth Harbour hosts one of the biggest classic regattas in The Falmouth Classics.

6. Last 3 Months Activity

a) FH CEO Update

- On occasion, the pilot boat has had to be used to clear the anchorage area for vessel movements from the docks.
- CEO explained why we are charging Harbour Dues. For example, we recovered a large amount of cable that snagged on a large ship in the bay. This sort of activity is funded by Harbour Dues.
- As there are several harbours in Falmouth Bay it would be beneficial for all local marinas to collect harbour dues and then distribute the funds fairly between each harbour.
- It has been a record year for cruise visits with 35+ visits and 40+ estimated for next year.
- Bunkering has increased on last year with much larger vessels involved.
- Procurement of new pilot boat – evaluating tenders received and will seek Board approval to appoint builder and secure build slot at the October Board meeting.
- New slipway pontoons are now in place and working well. We used a local supplier.
- Commercial moorings maintenance is completed.
- Trots visitor moorings have all been refurbished.
- Oak fenders on blackwater pumping station will be installed imminently.
- We should end the year on budget.

b) HM/Operational Update

- No update.

ACTION H&S and Hazman update for December meeting.

c) Marketing & Communications and Media Report

- Media report previously distributed for information.

d) Environmental Strategy

- The Board have approved the Sustainability Action Plan. VS is now in the process of implementing and will update in December.
- The Advanced Mooring System (AMS) trial has been successful but there is a navigation risk with the floats that needs addressing.

ACTION: VS to redistribute Sustainability Action Plan.

e) Berthing Service (Matters Arising No 5)

- The Haven are reviewing the mooring strategy to make sure the right boats are in the right places.
- There are 441 on the waiting list. We are looking at ways of increasing our assets to accommodate this.
- Most visitors want to visit for a day or a few hours to go into town.
- Ownership of boats has increased but cost of living may affect this.
- Haven is collecting data to better understand customer needs, for example, we now collect air draft data.
- Operational maintenance of the moorings is ongoing.
- When existing mooring holders are away from their mooring we can offer that mooring for visitors, events and regattas. We need to make this offer agreeable to our customers.
- The Haven are working towards zero incidents with procedures to further improve moorings and strops safety. Harbour Assist, harbour system software, will help us to achieve this.
- DO requested a regular report to the Consultative Committee to show incidents in order to show that the introduction of Falmouth Harbour strops has reduced incidents. Hazman can provide this data.

ACTION: HM to provide list of incidents at each Consultative Committee meeting.

f) Strops

- Falmouth Haven will provide strops (replacing customers' own) next season to ensure standardisation of equipment and further improve safety. Strops will be provided for 600+ customers.
- Customers often choose a strop that is too large for their boat which then damages our infrastructure.
- Although some customers will remove their own strop the Haven will charge £15 fee to remove any customer strops that have not been removed. About a quarter of our customers currently have their own private strops.
- Customers can opt to have a standard chain strop bespoke to their boat, the cost of which is included in their mooring fee, or they can choose a rope strop which will incur an additional charge.
- As strops are rented customers cannot take the strops with them.
- This change needs to be communicated well to customers. Customers have been told already that strops will be provided next year. This will be better for the customer and help Falmouth Haven to achieve the goal of zero failures.
- The length of a boat will be inclusive of all overhanging booms, bowsprits, swim platforms, tenders etc.

7. Next 3 Months Activity

a) Open Day Thursday 13th October 2022

- The Annual Report will be published in time for the Open Day.
- We hold an annual open day to fulfil our obligation to give an opportunity for stakeholders to engage with us .
- The day will include:
 - Chamber of Commerce breakfast
 - Annual Review for 2021 and activities to date presentation
 - Launch of Open Skies Project
 - Talks on future projects and heritage and history of Falmouth Harbour.
 - Environment Panel hosted by VS with key partners
 - Building superyachts presented by Pendennis Shipyard
 - Falmouth Pilot Services
- These will take place in the auditorium at the National Maritime Museum Cornwall (NMMC) which can seat 100.
- Tickets can be reserved free of charge via Eventbrite.
- The talks will be filmed as content for social media channels and YouTube.
- The Consultative Committee are very welcome to attend.
- Around the presentations there will be networking opportunities.
- There will be staff at the entrance of the NMMC to chat to stakeholders and answer specific questions. However, we want our stakeholders to know that we are available year round to answer questions and all are welcome to come into the shop or email for this purpose. We are always around for stakeholders to drop in at any time to ask questions and meet the team.
- Anyone unable to attend the event or wanting longer conversations will be offered meetings in the Haven shop.
- This event gives us more opportunity to showcase Falmouth Harbour to a wider audience.
- We have marketed the event via local press, universities, social media and direct invitations via email.
- We have moved away from the drop in sessions as this has not been successful with only 5 visitors last year.
- RJ commented that this shows Falmouth Harbour is becoming much more progressive and proactive.

b) Good Governance Audit

- The audit was last done in 2018 with members of the Consultative Committee auditing the Commissioners. The audit was successful.
- In 2018 we were the first port in the country to do a good governance audit.
- NA distributed the audit matrix used in 2018.
- The audit was due to be repeated in 2021. However, various factors have delayed this but the Board would now like to do the audit early in 2023.
- The Good Governance Guide was used to inform the audit matrix given to Commissioners. Three members of the Consultative Committee met with Board members to complete a score card based on their answers to questions.
- The Consultative Committee produced a report which was presented to the Board. The Board then produced a response detailing any actions required.

- DO suggested we need to update the Audit Matrix (Environment section should be expanded, Diversity and GDPR to be included) and get this agreed. We can then add additional items that are important but which are not mentioned in the Good Governance Guide.
- However, we need to ensure questions are consistent over time to enable benchmarking.
- We also need to map the matrix against our objectives and goals.

ACTION: CEO, HYM and NA to work on updated matrix and circulate to the Consultative Committee when available. To be presented at the November Board and discussed at the joint meeting in December. (Added to Matters Arising 19)

c) Harbour Revision Order (HRO)

- Q&A draft document previously circulated for information.
- New draft HRO has recently been submitted to the Marine Management Organisation (MMO) for consideration.
- The HRO timetable has been driven by imminent rises in fees.
- Public consultation likely to be in early 2023.
- It is a modernised HRO that will allow us to better manage the harbour safely and efficiently. The harbour area is not changing.
- The Board felt the risks around the governance of the harbour meant that a new HRO was in order.
- We are addressing historic plans which have some anomalies. All historic documents are being checked to ensure accuracy.
- Harbour area includes Veryan and Gerrans Bay which aligns to our pilotage area.
- The Q&A is aimed at the general public and will probably go out in the new year.
- Leisure and recreation users will be added to the What is Falmouth Harbour section.
- Environment does not usually come under the remit of an HRO.
- Cornwall Council have a new single HRO to cover all their various harbours.
- If anyone would like any further information on the HRO please contact CEO.

8. Business Development (Standing Agenda Item)

- Nothing to add that hasn't been discussed elsewhere.

9. Any Other Business

a) Questions for CEO

La Peniche

- The owners rent the berth alongside Custom House Quay. Sadly the owners have taken the decision to close. We are working with them to look at removal of the vessel.

Anchorage and Clearances

- Boats in the anchorage area off Custom House Quay are sometimes asked to move to allow for movements of vessels from the docks.
- Movements from the wharfs are rare but we inform customers if they need to move. There is a notice at the top of the marina to advise customers of any movements.
- We have moved unattended vessels.
- We prepare up to 3 days in advance to clear the anchorage ahead of any movements.

b) Matters Raised by Members

- None

Meeting closed at 16::40

Dates of 2022 Meetings

Fri 16th Dec 2022 – Joint Meeting with Board starting at 1pm

Dates of 2023 Meetings

Wed 25th Jan 2023

Wed 29th Mar 2023

Wed 28th Jun 2023

Wed 27th Sep 2023

All at 14:00

Fri 15th Dec 2023 – Joint Meeting with Board starting at 1pm