



# FALMOUTH HARBOUR

**ANNUAL  
REPORT**  
2023

# OUR VISION

**TO BE THE UK'S BEST HARBOUR TO INVEST IN, LIVE BESIDE OR VISIT.**

**Falmouth Harbour continues to be a vibrant, valuable harbour for the UK, a marine industry hub from boat-building to marine education, and the first and last port in the UK.**

Falmouth Harbour is becoming an increasing focus for blue growth around new marine and environmental technologies as a key part of Cornwall's low-carbon future. Commercial shipping plays a crucial role in the local and regional economy. Falmouth Harbour is prioritising ways to ensure we grasp future opportunities, such as clean fuels and future shipping trends,

so that these can be continued for the benefit of future generations in a way that both protects and enhances the environment.

Falmouth Harbour is the UK's Atlantic gateway, with access to one of the best global sailing and watersports environments and an unparalleled natural beauty on the fringes of Cornwall and the Atlantic ocean.

“Some of the best sailing waters in the world”

**SIR BEN AINSLIE**

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# ABOUT US



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Falmouth Harbour is a statutory harbour authority with responsibility for the Inner Harbour at Falmouth Harbour (excluding Falmouth Docks), the Penryn River up as far as Coastlines Wharf, the southern part of the Carrick Roads and a large part of Falmouth Bay.

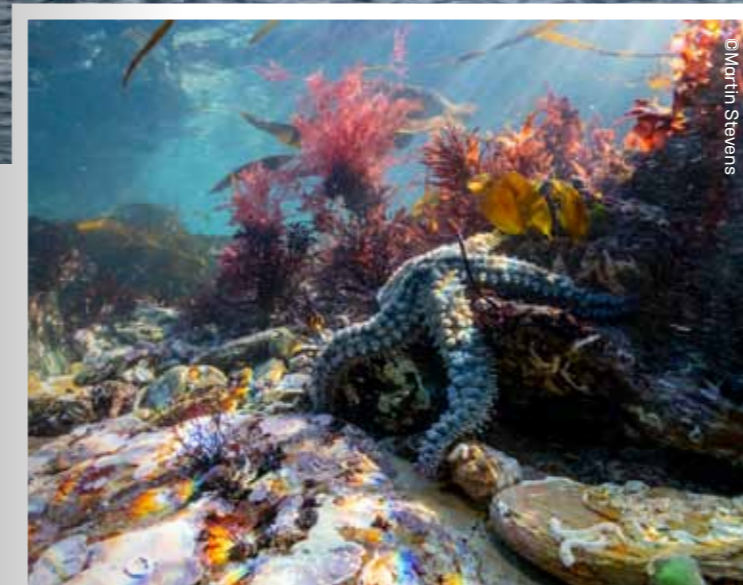
Falmouth Harbour was set up as a Trust Port by Act of Parliament in 1870 to maintain, manage and improve the harbour in the best interests of its stakeholders. In 2020 the Trust celebrated its 150th anniversary.

Falmouth Harbour has a wide variety of stakeholders; from operators of international cruise ships, superyachts and commercial vessels to paddleboarders, jet-skiers and wild swimmers. Importantly, our marine environment; dolphins, whales, seabirds and seals, are also key stakeholders in Falmouth Harbour, as an area of national environmental importance. Both above and below the water there is a rich ecosystem which makes

this area so unique, and provides us with a valuable habitat. Our purpose is to manage over 16sq miles of harbour and to shape and maintain the harbour for the benefit of all stakeholders. Any surplus we make is reinvested into the harbour to benefit everyone, creating jobs and opportunities.

Falmouth Harbour is home to important marine ecosystems and habitats and we understand our role and responsibility in protecting and conserving our environment.

As a Trust Port governed by the Harbours Act 1964, we also have a legislative responsibility to consider the environment during the discharge of our functions.



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We also have responsibility under the Habitats Regulations to act as a relevant authority. The Marine and Coastal Access Act 2009 also places a responsibility on us to permit a small number of activities in our waters, and we need to ensure these are completed sustainably

in accordance with the policies contained within the South West Marine Plan.

Falmouth Harbour manages two business arms: Falmouth Pilot Services and Falmouth Haven Marina.

**Falmouth Harbour is the UK's Atlantic gateway. It is unique; sheltered and deep with a globally important position, being the first and last port strategically placed at the Western approach**

A vibrant, pristine harbour with a thriving marine cluster

Leading national watersports facilities accessing one of the best global sailing and water sports environments

Supporting a thriving coastal community, leading in marine education and where opportunity exists for all to have skilled, well-paid jobs

# ABOUT US



## OUR GOALS

We at Falmouth Harbour aim to be the UK's best harbour to invest in, live beside and visit, through:

**Safe Harbour:** Providing a safe and regulated environment for all users of the harbour

**Sustainable Growth:** Delivering long-term financial sustainability, investing in the long-term future of the harbour, supporting and developing marine employment

**Stakeholder Dividend:** Proactively engaging with external stakeholders and the community to deliver benefits locally and beyond

**Sustainability:** An industry leader and advocate for change through supporting policy shift and demonstrating and highlighting good practice in industry

**A Great Place to Work:** Attracting and retaining knowledgeable and experienced staff with a strong work ethic

## OUR RESPONSIBILITIES

### FALMOUTH HARBOUR SERVICES & CONSERVANCY

Overall corporate activity, environmental responsibility, navigational safety, emergency response and legislation and regulatory compliance for Falmouth Harbour and surrounding waters.

### FALMOUTH HAVEN

Leisure activity and growth, boat moorings, marinas, quays, boatyard services and launch slipway for over 600 mooring and berth holders.

### FALMOUTH PILOT SERVICES

Providing 24/7 pilotage services to the Falmouth Pilotage Area which spans from Black Head to the Dodman.

## OUR GOVERNANCE

**Falmouth Harbour is a Trust Port, designated and recognised by the Department for Transport (DfT). As a Trust Port, Falmouth Harbour must hold itself accountable to its stakeholders and operate openly and transparently.**

Falmouth Harbour has no shareholders or owners. The Board of Commissioners are appointed to oversee the running of the harbour in accordance with a set of duties and powers, as an independent authority. As such, Falmouth Harbour operates within Department for Transport (DfT) guidelines including Ports Good Governance Guidance and the PMSC.

## OUR COMMISSIONERS

**Today, Falmouth Harbour continues to be managed by a board of seven commissioners and a CEO.**

We have a new Harbour User Group (HUG) who represent various stakeholders and users of Falmouth Harbour, as well as our local government and scientific, marine and local resident communities.



**Mark Chanter**  
CHAIR



**Miles Carden**  
CEO & COMMISSIONER



**Natasha Collings-Costello**  
COMMISSIONER



**Adrian Davis**  
COMMISSIONER



**John Elliott**  
COMMISSIONER  
& VICE CHAIR



**Carrie Gilmore**  
COMMISSIONER



**Gerald Pitts**  
COMMISSIONER



**Andrew Williams**  
COMMISSIONER

# OUR PURPOSE

Falmouth Harbour is the UK's Atlantic gateway, conveniently located for the Western Approaches to both The Solent and the Atlantic Ocean.

We are a thriving marine cluster through sailing, water sports, commercial shipping and cruising and are increasingly becoming a focus for Blue Growth around new marine and environmental technologies.

Our strategy is positioning Falmouth Harbour to grasp the opportunity for revolutions within the marine industry, as infrastructure investments deliver better jobs and careers for our local community and new technologies and innovations are tried, tested and implemented across the marine industry.

We are striving to be a strategic leader in Cornwall's low-carbon future and, through our industry connections, have invested in several opportunities to make our vision for Falmouth Harbour, our local community, future technologies and innovations and our commitment to cleaner, healthier waters a reality.

Falmouth Harbour is taking the opportunity to provide for and partner with infrastructure investment, new technologies, recreation and sustainable tourism to support and deliver better jobs and careers for our local community in new industries.



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## COMMUNITY

- Supporting Falmouth projects and events
- Providing opportunities for student research
- Accessibility to Falmouth waters



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## ENVIRONMENT

- Working to restore, enhance, improve and protect our marine ecosystem
- Providing opportunities for student research
- Collaborating with conservation organisations



©Miles Carden

## INNOVATION

- Providing a test-bed for tomorrow's technology
- Trialling new, cleaner products and innovations
- Focussed on marine skills and jobs in Cornwall

AT A GLANCE

# FALMOUTH HARBOUR



Falmouth is famous for its harbour. Together with the Carrick Roads, it is the third-deepest natural harbour in the world, and is the deepest in Western Europe.

It is also famous for being the start or finish point of various round-the-world record-breaking voyages, such as those of Sir Robin Knox-Johnston and Dame Ellen MacArthur.

Falmouth (Aberfal) has come a long way since the early 1600s, when Arwenack Manor House was probably the only property in the area. When Sir Walter Raleigh stayed with Sir John Killigrew at Arwenack in 1598, he was so impressed with its geographical features that he recommended that the site should be developed as a port.

Sir John Killigrew created the town of Falmouth shortly after, in 1613.

Falmouth Harbour was founded over 150 years ago as guardian to and oversight of Falmouth's waters. As a Trust Port, we are responsible for building on the history and legacy of Falmouth, conserving it for generations to come.



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600+

No. of moorings

110km<sup>2</sup>

of sea and 54km of coast cared for

900+

No. of customers

35

Size of our team

10,252

No. of visitors from 35 cruises

73

hectares of maerl protected

42

hectares of seagrass protected

1300+

No. of pilotage movements



# CHAIR'S STATEMENT

Another year has passed and as ever work in Falmouth Harbour continues to be both exciting and challenging, with the aim of our Commissioners and our CEO being the guardianship and improvement of ours, the third deepest natural harbour in the world, for our stakeholders; the local community, our visitors, investors and our natural environment alike.

In the last year we had one Commissioner, Ben Grigg, retire whom we thank for his service. and we welcomed Natasha Collings-Costello to the Board. Natasha comes with experience in business and the environment, and we look forward to Natasha helping us to enhance our environmental expertise among other elements. We recognise that as a harbour, our environment is a significant factor in so many aspects of our work. It is now ingrained in our decision-making - from purchasing office supplies to how we fuel our new pilot boat. Being mindful of the environmental impact of what we do involves achieving a delicate balance sometimes between competing elements but must be done to futureproof the harbour, which is always in our thinking.

2023 was another busy year for events held in and around our waters. Some were regulars returning, such as the much-appreciated Falmouth Classics, and some were new. I would pick out Armed Forces Day and the inaugural Richard Mille Cup as particular highlights. A massive amount of work and coordination goes on behind the scenes to make these events the success they both turned out to be, so much so that we welcome the Richard Mille Cup back to Falmouth for a second year, in 2024, as a reflection on how the organisations involved across our port had looked after them. This confirms what Falmouth has to offer.

On the commercial side the statistics elsewhere in this document speak for themselves and looking specifically at cruise ships, there can be no doubt that these vessels bring a lot of income not only to the wider port but also to Cornwall, whilst not doing much to clog our roads or

take up any available accommodation. On the bunkering side this too is developing with new agents setting up offices in Falmouth. This also brings revenue into the locality and is something we seek to develop further for the benefit of our stakeholders across Cornwall, as our statutory duty requires.

We have experienced a number of staff changes over the year, but I am pleased to report the current team are fully engaged in our vision to provide a quality service to all our customers across all fields of operation. This is reflected in much positive feedback we receive, particularly in respect of the Leisure team.

2023 was another busy year for events held in and around our waters.

An innovation we introduced that has been working well is the new arrangements for harbour-managed moorings strops for the 600 plus moorings we control. It is pleasing to report that since the start of the new system there have been no failures of strops provided by Falmouth Harbour. These have been locally produced reflecting our wish to support local business wherever possible.

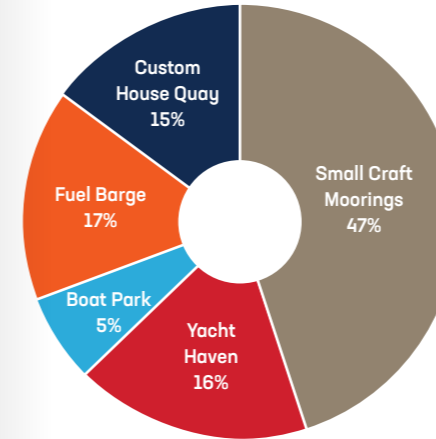
As to Falmouth's position nationally, the efforts of our CEO Miles Carden and other team members, via social media and otherwise, to enhance the wider port's reputation has led to more business and engagement with several exciting research projects, details of which are set out elsewhere in this report.

The Harbour Revision Order, which has to go through Parliament, we started some time ago to modernise our harbour regulations, is progressing but at a disappointingly slow speed due to difficulties in the relevant government department. This is out of our control but we continue to seek ways of sorting this out. Our hope is that our new, revised Order will be in place in 2025. We are already setting a new group to be called the "HUG", the 'Harbour User Group', to improve engagement with our many stakeholders, as part of the new arrangements.

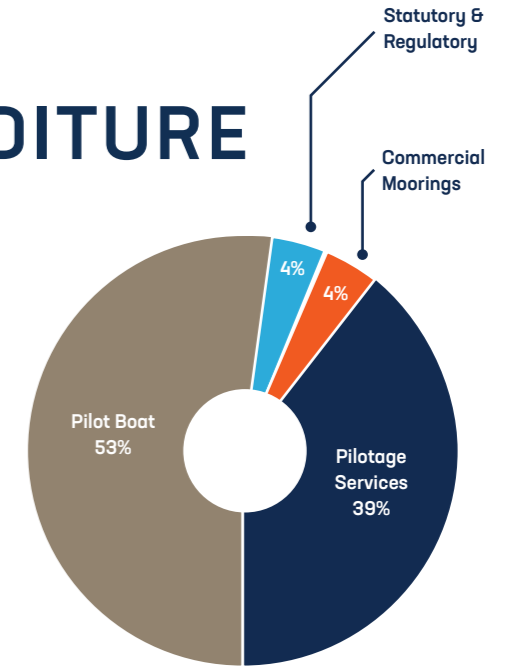
Finally looking ahead to 2024, there is a full set of events in the port and we are eagerly looking forward to the arrival of our new pilot boat from Holyhead Marine, as the result of our £1.6m contract to build a clean, safe, fuel-efficient pilot vessel. The new boat will join the harbour's fleet operating 24/7, 365 days a year and completing more than 1,000 boardings and landings per year within the Falmouth Harbour Pilotage Area.

This shows our desire to invest in the long term future of the port, given she will replace a vessel in service for 45 years. As part of our thinking she has the latest exhaust system to minimise pollution and is designed to be readily adaptable to new types of efficient means of propulsion when they come on stream. In the meantime, we are part of a national project to test electric support craft which will be available to other local organisations - more information on this to come via our Falmouth Harbour website, [www.falmouthharbour.co.uk](http://www.falmouthharbour.co.uk).

# INCOME AND EXPENDITURE



LEISURE INCOME



COMMERCIAL INCOME

## INCOME ANALYSIS

- Commercial Harbour Dues: £373,703
- Falmouth Harbour Moorings, Berths & Commercial: £914,916
- Falmouth Harbour Fuel Services: £400,634
- Pilotage incl. Boarding and Landing: £1,057,606
- Falmouth Harbour Property Services: £221,555
- Statutory & Regulatory: £549,585

## EXPENDITURE ANALYSIS

- Fuel Barge Cost and Operations: £297,075
- Team: £1,943,577
- Depreciation and Insurance: £224,056
- Haven Utilities and Maintenance: £237,346

# STRATEGIC FOCUS



## LEISURE

Enhancing the experience of our local and visiting customers. Promote and encourage social use of the harbour for well being and recreation.



## SHIPPING

Providing a seamless and first-class pilotage and destination for bunkering, superyachts and commercial vessels.



## ENVIRONMENT

Committed to protecting and enhancing our marine environment. Promote the use of our waters as an environmental classroom to educate and encourage young people and other harbour users about the preserving the marine environment.



# CEO STATEMENT

## Year 3 as Falmouth Harbour CEO has been another year where I continue to be surprised by the diversity of activity within Falmouth Harbour.

As our organisational objectives are now set, and we are commencing a process of detailed project plans to deliver these:

- Sustainable Growth
- Great place to Work
- Stakeholder Dividend
- Safe Harbour
- Sustainability

Our purpose as a Trust Port is to “maintain, manage and improve” and as we look to the future, we are concentrating on doing things better, safer, concentrating on internal efficiencies, productivity and providing better services to over 1,500 customers.

In addition to business as usual and growing and sustaining existing operations we do need to be aware of new industry trends and opportunities as we “Horizon Scan” - we are watching areas of the “Blue Economy” carefully around opportunity for local economic gain. These are themed around the following:

- Ocean Energy and Decarbonisation
- Ocean Transport - Innovation, New Technology and the Future of shipping.
- Ocean Climate solutions
- Ocean Tourism
- Ocean People

From those themes the main opportunities we are looking to pursue in next 5 years, are:

- Future Fuels - the industry move towards Hydrogen and interim transition fuels
- Green Corridors - our role in this exciting global initiative.
- Offshore Renewables
- Ecosystems services
- Future Marine Vessels

- Ocean Tech - Data and Monitoring

One example of new Ocean technology is the Open Skies Drone testing project that completed in 2023. This was a short-term - project that:

- Proved our ability to test pre-commercial technology in Falmouth Harbour
- We tested drones in dynamic maritime environment
- It tested a brilliant collaborative partnership that included private and public partners that included the NHS and the Royal Mail

In the Longer term we hope this project will lead to:

- New Commercial shipping volume and demand for Port services
- Harbour operations - make them more efficient and drive new revenues.
- Opportunities for local skills

We are now working post project to look at dedicated safe Airspace for maritime drone operations which should lead to possible commercial operations.

It is important to consider why Falmouth Harbour has a strong proposition for marine and from the new blue industry, at the top of the USP is geography; strategic location as the Atlantic Gateway coupled with; shelter, and depth. The more in-depth Port proposition includes:

- Access to Port facilities
- A&P Falmouth
- Anchorages and commercial moorings
- Safe and capable Pilotage services.
- Welcome and Services to high standard
- Safe, well organised Harbour.
- Strong Team Falmouth (internally and throughout Port) - collaboration
- Vibrant and diverse stakeholder groups and marine sector.

2023 has been a year of both progress and challenges for Falmouth Harbour.

We have continued to balance operational efficiency with our long-term sustainability goals, ensuring that Falmouth Harbour remains a hub of maritime activity while leading on safeguarding the local marine environment.

We have looked to strengthen stakeholder relationships again in 2023 and we hope that the local community now knows a little more about what we do and our services. As CEO of Falmouth Harbour, I have focused on driving innovation, maintaining our financial stability, and fostering a new commercial culture within the organisation.

Challenges Faced - 2023 brought its share of challenges, including continued economic uncertainty, rising operational costs, particularly related to energy and maintenance, that has put pressure on our budgets. However, through careful financial management and adjustments to operational efficiencies, we mitigated these pressures without compromising service quality or overall returns. Good progress is being made to put the Harbour on a good and sustainable financial footing.

## KEY ACHIEVEMENTS AND PERFORMANCE

### Finance:

- With inflation running at an average of 7.5% through 2023 our operational costs only increased by 1.5% this achieved through efficiency measures, asset resilience reducing costs, safety improving losses. Costs increased from £1,48m from £1.46m in 2022.
- We continued to drive turnover in 2023, so it is good to report that overall financial performance saw us grow to £3.58m from £3.4m (2022) and we returned to an operating surplus
- The liability from our Pension fund liabilities continues to affect our financial performance, currently rising

by approximately 8% each year until the year ending 31 December 2028. One of these alone equates to a further £2 million payable from 2024 through to 2028. This continues to be a very significant burden, and we have to continue to drive efficiencies and grow to continue to afford these payments. Total deficit pension payments exceeded £385,000.

- Record Fuel sales - 2023 again saw record fuel sales, driven in part by an increase in staycations with almost 300,000 litres of fuel supplied and solid revenues with turnover of £388,000.
- We have seen continued good growth in our leisure revenues, with sailing and boating being a very popular post-COVID safe pursuit with the staycation remaining strong.

### 2023 saw

- Commercial vessel traffic stabilised with 830 piloted moves, with 30% of these bunkering - revenues have improved for pilotage.
- We initiated a number of major sustainability projects outlined later in this review in much detail. We continue to lead and drive a new high bar in terms of our operations.
- Our new Pilot Boat in build with Holyhead Marine - a £1.6m investment in a state-of-the-art Pilot Boat arriving Q3 2024.
- 45 cruise visits a record year and with almost 50 cruise visits predicted in 2024 it is great to see this growth that supports Falmouth's visitor economy.
- One of our busiest years in the history of the harbour for events with three large national events: Armed Forces Day and Tall Ships.
- Consultation was held on our new Harbour Revision Order, a massive step improvement in our legal framework making it more efficient and easier to run our harbour safely.

### 2024 and beyond

Looking ahead, our goals for 2024 are ambitious yet achievable. We will continue to expand our sustainability efforts, with a focus on reducing the harbour's carbon footprint. We also plan to explore new revenue streams, particularly through maritime events, maximise occupancy and visitor tourism initiatives, which will further support the local economy.

At the end of the 2023 Falmouth Harbour £100K from the Government's Shared Prosperity Fund in partnership with Cornwall Council and the Good Growth programme. In 2024 will use this funding to work with local partners on a plan to map out Falmouth Harbour's position as the UK's best place to live, work and visit over the next 15 years. Specifically, it will look at:

- Ways to give people better access to:
- New jobs in offshore industries
- The water in Falmouth and
- Better facilities when they get there.
- How and where this can be achieved and how we make best use of our resources
- Health and wellbeing benefits of the ocean
- Better connections between the town to the sea
- Redefining and promoting of Falmouth as a destination for visitors, opportunities for young people and offshore operators alike.

This is an exciting step, and we will share more details with Stakeholders through 2024.

### Conclusion

In conclusion, 2023 has been a productive and transformative year for Falmouth Harbour. While challenges remain, we are well-positioned to continue our success in balancing economic growth with environmental stewardship.

I am proud of the progress we have made and remain committed to leading the amazing Team Falmouth Harbour through the opportunities and challenges that lie ahead in 2024 and beyond.

A future that is very bright for Falmouth Harbour. However, there are a number of drivers that are critical to steer our future, and these are critical to make progress on in 2024 and beyond:

- **Custodianship** - We are entrusted with a globally important Harbour - this is a heavy but good burden, but we have a responsibility to “improve” so we need to grasp the huge potential from our natural Harbour. In 2024 the hard work begins on this.
- **Climate** - There is a very immediate Climate Change imperative - we have to do much more, much quicker. Ocean could be a massive climate solution, but we have to do a lot with minimal resources.
- **Leadership** - as a Trust Port we have to step up and lead and become a voice for everything Blue Maritime and related growth. Opportunities exist to work with new technologies such as offshore renewable energy.
- **Collaboration** - We need help - from collaborative partners, funders, from all sectors of the economy - but we have to work better together.

If we get this right we will build and sustain a prosperous future for Cornwall and the Harbour, for all.

This great year is all down to an amazing group of people at Falmouth Harbour. My thanks to everyone at Falmouth Harbour who continue to work so hard to deliver to our new agenda. We also can't do this also without the broad support from our town and harbour partners, local stakeholders and funders such as Shared Prosperity and Innovate UK. Thanks all.

# EVENTS

2023 proved a block-buster year of events in Falmouth Harbour waters.



## RICHARD MILLE CUP

Watchmaker Richard Mille gathered some of the world's most beautiful classic superyachts in Falmouth Harbour from June 10 for three days of fierce competition hosted by the Royal Cornwall Yacht Club, which launched the luxury brand's new sailing event.

The first Richard Mille Cup took spectators back to the classic yacht races of the late 1800s - with phase one seeing Falmouth's Harbour and Bay dominated by towering wooden masts and billowing sails on twelve authentic wooden vessels - some of which are well over a century old.

Falmouth Harbour showcased the first events of the two-week competition featuring historical yachts from Great Britain and France. It all began in Falmouth and finished in Le Havre, with three days' hard fought coastal racing in

each of Falmouth and Cowes, and passage races to Dartmouth and Le Havre.

"Classic yachts bear a living, breathing testimony to the highest values of workmanship, heritage and tradition passed on to us through centuries," says Richard Mille. "By creating this challenge, we aim to set sail through history and to bring this high-end craft very much back to life."

Some of the yachts, including the 65m three master Adix and the 42m twin masted schooner Mariette, have been restored or refitted on many occasions over the years by Falmouth's own superyacht specialists Pendennis Shipyard - in between their voyaging and competing across the world.

The Richard Mille Cup returns to Falmouth Harbour's waters for a second edition in June 2024.



## TALL SHIPS RACE

For the first time in nine years, Falmouth again hosted the start of the Tall Ships Race, Magellan Elcano, in August

Over ten vessels, including five Class A square-rigged ships from countries such as Mexico, Denmark, Poland, Uruguay, Spain and Italy congregated in Falmouth's beautiful natural harbour, before racing to A Coruna, Northern Spain.



## FALMOUTH CLASSICS

Blues skies and sun welcomed the 90 vessels arriving in Falmouth Harbour for the annual Falmouth Classics sailing event.

Craft arrived by sea from France, the Essex Coast, the Thames, Northern Ireland, the Channel Islands, Solent and other parts of the West Country and joined local boats from the Fal, Truro River and the Helford, with over 200 vessel-entries. Falmouth Haven marina was abuzz with rafted vessels, as well as a full anchorage and moorings to accommodate the 206 entered vessels against a shoreside backdrop of the International Sea Shanty Festival.

## ARMED FORCES DAY

Falmouth proudly hosted Armed Forces Day 2023 which saw parades and flypasts as just some of the events that took place to thank the military community for their service.

Thousands of spectators and VIPs, including the Duke of Gloucester, gathered to mark the occasion.

More than 1,000 military personnel, veterans and cadets paraded through the town, while there were also spectacular air displays, parachute jumps and more throughout the day.

## RECORD CRUISE CALLS



**A record cruise season through 2023 reinforced Falmouth Harbour's reputation as a world class cruise destination and brought an estimated £4-6 million into the local economy.**

The 44 visits - up from 29 in 2022 - saw 13 of the largest ships at anchor in Falmouth Bay where guests enjoyed the short tender ride through the impressive harbour entrance, past Pendennis and St Mawes Castles, to shore in the port. A further 32 cruise ships called alongside, berthing at A&P Falmouth's dock facilities near the centre of town.

The 216m cruise ship *Ambition*, operated by Ambassador Cruise Line, made four visits to Falmouth during 2023 incorporating passenger turnarounds for the first time - giving Cornish residents the opportunity to join a cruise from their home port without a long drive or flight. Ambassador are looking to continue this offering into 2024 with several cruises from Falmouth UK and other European destinations.

Falmouth Harbour CEO Miles Carden says, "The popularity of cruise is growing and this year has proven that Falmouth Harbour can

accommodate most cruise ships, working closely with Cruise Britain and port partners including A&P Falmouth and with our outstanding pilotage provision ensuring vessels can berth or anchor safely and on time.

"We want these ships and their passengers to have the very best experience here and to come back. The value to Falmouth and Cornwall is immense: with an estimated per passenger spend of £70, this season alone could be worth in the region of £4-6million."

Not only have the cruise ships visiting Falmouth been more numerous in 2023 than ever before but they are also becoming notably bigger and greener. One of the largest vessels of the year was the 331m long *MSC Virtuosa*, with a gross tonnage of 181,541 and capacity for up to 6,200 guests. This size of ship can sit comfortably in Falmouth Bay, overlooked on each side by Henry VIII's twin castles.



## BUILDING A NEW PILOT BOAT

**Pilotage has been a fundamental part of Falmouth Harbour for centuries. The pilot boat's presence historically signified to mariners the nearing of a safe harbour after long journeys. In the past, pilots reached ships using oar-driven gigs and later sail-driven pilot cutters.**

Today, Falmouth Pilot Services, a division of Falmouth Harbour, operates around the clock, every day of the year, in all weather conditions. They cater to the diverse vessels visiting the Falmouth Pilotage Area and support the businesses and organisations operating there.

Despite the evolution of vessel types, the service remains as crucial as ever. Ensuring large vessels can safely navigate the harbour is essential for the prosperity of the many marine businesses dependent on their trade. The service is integral to the local and regional economy, making it vital to remain prepared for future challenges.

In October 2022, Falmouth Harbour awarded Holyhead Marine a contract to build a clean, safe, fuel-efficient, modern pilot vessel to replace the ageing *LK Mitchell* and work alongside the *Arrow* in completing more than 1,000 boarding and landings per year. The contract award, worth £1.6m, followed a competitive tender process where a number of high-quality, specialist builders submitted detailed proposals.

The inclusion of new Scania engines to the new boat will demonstrably improve efficiencies, resulting in the vessel being IMO Tier 3 compliant, meaning that an exhaust-treatment system will remove up to 80% of NOx emissions from the vessel's exhaust.

The design incorporates significant improvements in crew welfare and safety including a vibration-absorbing wheelhouse, cabin noise reduction and a stern-mounted, mechanical person-retrieval system.

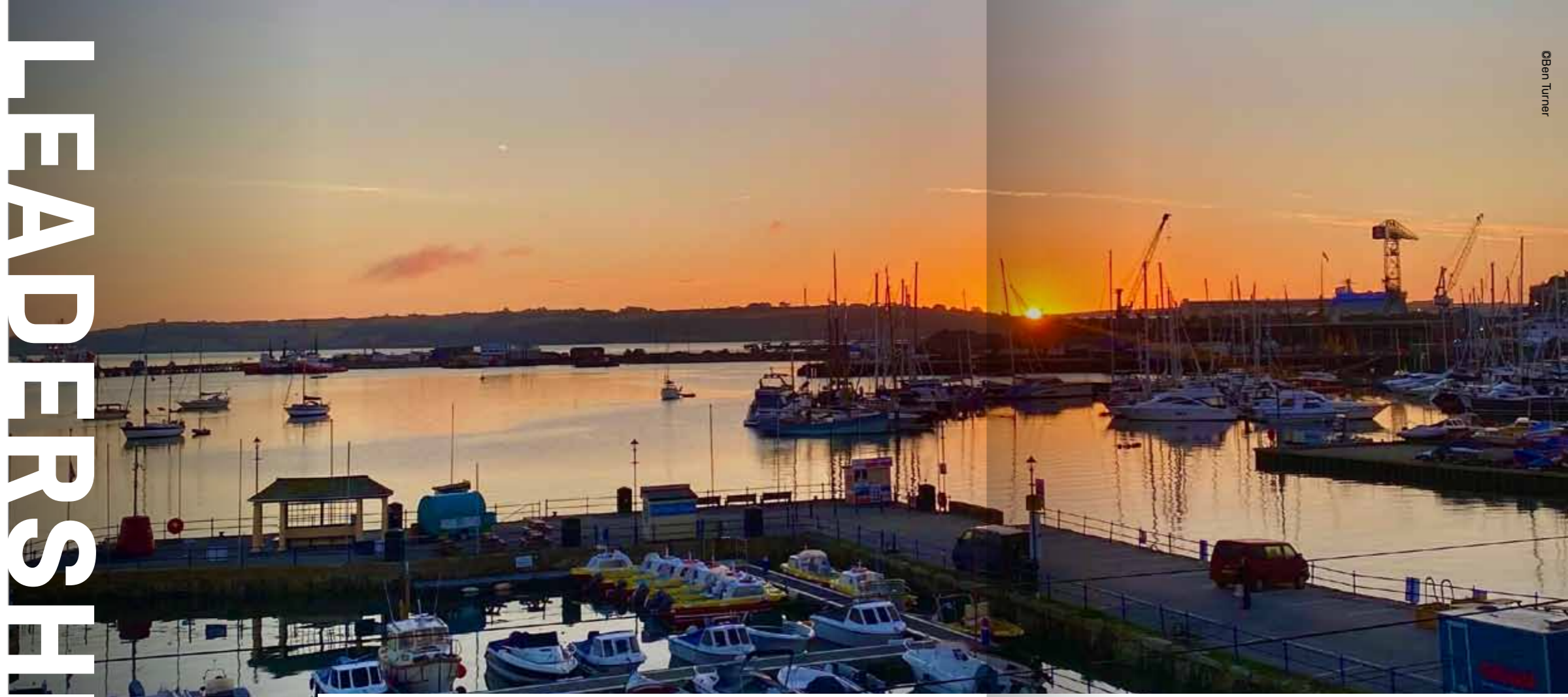
This significant investment is funded by surplus generated by the pilot boat services, primarily from the extremely busy periods between 2007 and 2013. The funds have always been intended to be used to purchase a new pilot boat.

Over the past year, Holyhead Marine have been working to build Falmouth Harbour's new, state of the art vessel, due to arrive in our Cornish waters during Summer 2024.



# LEADERSHIP

At Falmouth Harbour, we pride ourselves on having a highly experienced team working across our services to ensure we deliver the best possible experience for our customers.



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## MILES GARDEN CEO

Miles joined Falmouth Harbour as CEO in 2021. Miles's background before joining FH includes property, economic development, marketing, trade and investment and the aviation, aerospace and space industries. Miles lives locally in St. Mawes and has over 40 years' sailing experience in the port. As Chief Executive, Miles is a member of the Board and is responsible for the sustainable growth of Falmouth Harbour, management and development of the organisation.

Miles brings his wide-ranging experience and qualifications from over a decade managing 95 miles of the Tidal Thames with the Port of London Authority. He is one of only a few people to hold a UK Harbour Master's Certificate, a challenging scheme requiring the candidate to demonstrate knowledge of every aspect of port operations.

During his time working on the Thames, Miles rose from Marine Trainee to Deputy Harbour Master in just ten years - with major events falling under his management including the Oxford and Cambridge Boat Race, the Thames New Year's Eve Fireworks, The Great River Race and the Clipper Round the World Yacht Race Start amongst others. In October 2022, Miles was made a Freeman of the City of London.

## MILES FEATHERSTONE Harbour Master

Miles Featherstone joined Falmouth Harbour in June 2023, initially as Harbour Master Designate before almost immediately stepping up to the role of Harbour Master following Duncan Paul's retirement.

## HOLLY MANVELL Head of Commercial Operations

Holly Manvell is a qualified company secretary with a background in legal and business from small start-ups to listed companies.

She is also an experienced yachtswoman who founded the global not-for-profit organisations Clean Sailors and Cleaner Marinas. Holly's strategic focus is on the longer-term growth for Falmouth Harbour, working closely with CEO, Miles, to generate new, profitable, innovative business streams and projects. She is also tasked with improving customer services and the range of harbour services for our various local and international stakeholders.

Integrated Management System. She has always been inspired and fascinated by the marine environment. Vicki studied Marine Zoology at university and found that she wanted to understand more about human impacts and how these can be mitigated. She is motivated to continuously develop ideas and work collaboratively with colleagues and wider stakeholders, to find solutions and opportunities to lead and advocate for change to make a positive impact on our environment and communities

## VICKI SPOONER Environment and Quality Systems Manager

Vicki is responsible for developing and maintaining the organisation's

## ELIZABETH GOOCH Finance Manager

Elizabeth joined as Finance Manager in June 2023 and comes from a finance and consultancy background, having run her own business for many years with several high-profile international clients. She is originally from Sydney and loves the beach life the South West offers.



**Miles Carden**  
CEO



**Miles Featherstone**  
HARBOUR MASTER



**Holly Manvell**  
HEAD OF COMMERCIAL OPERATIONS



**Vicki Spooner**  
ENVIRONMENT AND QUALITY SYSTEMS MANAGER



**Elizabeth Gooch**  
FINANCE MANAGER

Our Team covers three key areas:

Falmouth Harbour as a whole

Falmouth Haven

Falmouth Pilot Services

 OUR OPERATIONS

# FALMOUTH HARBOUR OPERATIONS



# HARBOUR MASTER TEAM



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Supporting Miles Featherstone in ensuring safety and compliance for Harbour Operations there is a highly qualified and experienced team. This team comprises of :-

**IFOR PEDLEY**  
Deputy Harbour Master

Ifor became Assistant Harbour Master (Operations) in January 2022 after previously serving on the pilot boats. In his role, Ifor has responsibility for the pilot boats and crews as well as supporting Miles with port marine safety. Ifor has a background in operations management and has a Masters Degree in Business.

**TIM JONES**  
Assistant Harbour Master

Tim took over as Assistant Harbour Master in March 2021 and is responsible for the Conservancy function of Falmouth Harbour Commissioners. Tim is a keen sailor, having cruised the South Coast all his life, and worked away on larger sailboats for a number of years before joining FH.

He holds a BSc Hons in Environmental Science and is interested in providing sustainable solutions moving forward.

**TOM REDGRAVE**  
Marine Manager

Tom holds over 15 years' experience in commercial shipping and the operation and management of work boats. He is responsible for day-to-day pilot boat operations and acts as a first point of contact for commercial stakeholders.

Tom is also a keen yacht racer and has competed with success at large regattas throughout the UK, Europe and the Caribbean. He is a graduate of the University of Exeter.

**ELISE VOOGHT**  
Harbour Officer

Elise has recently joined our Harbour Master team after two seasons serving Falmouth Haven, overseeing our marina, moorings and fuel operations. Elise has a strong boating background, having spent several years sailing various parts of the world as Deck Stew on a 112-foot superyacht. In her role as Harbour Officer, Elise is responsible for undertaking patrols of the harbour afloat, assisting with incident investigation, maintaining the patrol vessels and generally supporting the Harbour Master team with a wide variety of work.



**Miles Featherstone**  
HARBOUR MASTER



**Ifor Pedley**  
DEPUTY  
HARBOUR MASTER



**Tim Jones**  
ASSISTANT  
HARBOUR MASTER



**Tom Redgrave**  
MARINE MANAGER



**Elise Vooght**  
HARBOUR OFFICER

# HARBOUR OPERATIONS

Falmouth Harbour is a Trust Port with specific statutory duties and powers. Its primary purpose is to maintain a high standard of organisation and excellence in managing Falmouth Harbour.

This management is carried out with a focus on safety and sustainability, aiming to promote prosperity for the port and benefit both the users of the harbour and the broader community.

## COMMERCIAL VESSELS AND SUPERYACHTS

The Falmouth Harbour area caters for a truly diverse range of vessels and offers a complete range of services to the shipping industry including:

- Deep-water bunkering
- Cruise calls
- Ship repair, refit and dry-docking facilities via A&P Falmouth
- Long- and short-term lay-up
- Cargo handling
- Casualty reception
- Anchorages for vessels seeking shelter
- Personnel transfer, stores and other port services
- In-water surveys
- Propellor polishing
- Superyacht berthing, repair and refit
- Deepwater moorings for vessels up to 180m and 10.5m draft
- Crew transfers from Cornwall

Airport Newquay to Europe and the USA via London or Dublin.

## ANCHORAGE & MOORINGS

Our harbour provides several anchorages where vessels of all sizes can seek shelter during adverse weather conditions, for provisioning stops or simply to enjoy the view and access the beautiful South Coast of Cornwall.

Our anchorage locations can comfortably accommodate the largest cruise ships in the world.

Falmouth Harbour also offers deepwater moorings capable of accommodating vessels with a length of up to 180m and a draft of 10.5m.

## CRUISE

Falmouth Harbour is well equipped to handle cruise ships. It has alongside berths for cruise vessels up to 240m in length and 8m in draft. It also provides anchorages that can accommodate the largest

cruise ships in the world, making it a world-class cruise destination. This is advantageous for various types of cruises, including those around Britain and Ireland or as part of larger trans-Atlantic cruises. The unique location of Falmouth's deepwater Cruise Ship Anchorage, with scenic views of landmarks like Pendennis and St Mawes castles and St Anthony's Lighthouse, enhances the cruise experience. The anchorage's proximity to the inner harbour and town allows passengers to enjoy a picturesque and atmospheric tender-ride to shore.

## BUNKERING

Falmouth is a long-established bunker supply port known for quick turnarounds and minimal delays. The Eastern Jetty and fuel terminal provide the UK's most western outpost for deep-water bunkering.

## PORT MARINE SAFETY CODE

Falmouth Harbour remains compliant with the Port Marine Safety Code (PMSC), and an independent audit of the Marine

Safety Management System was undertaken by the Designated Person in Sept 2023. A Designated Person must be appointed to provide independent assurance about the operation of the marine safety management system. The Designated Person must have direct access to the Duty Holder.

The Falmouth Harbour Board of seven Commissioners is the designated Duty Holder, whose members are individually and collectively accountable for compliance with the PMSC, and their performance in ensuring safe marine operations in the harbour and its approaches. They accept they cannot assign or delegate their accountability for compliance with the Code on the grounds they do not have particular skills.

The findings of the independent audit was presented to the Board of Commissioners (and the Audit and Risk sub-committee) who serve as the Duty Holder for the Port under the PMSC. The report detailed that Falmouth Harbour continues to demonstrate best practice and maintain an excellent safety culture.

# 99.65%

Aton reliability rating for 2023. Equates to 516,528 hours of navigation aid availability across the harbour.

# 623

Small-craft moorings serviced

# 550hrs

onboard Aberfal

# 600hrs

on workboats

## Mooring Incidents

Summer 2023 x2  
(x1 Cleat failure on vessel, x1 unknown)

Winter 2023/24 - Zero mooring failures



OUR OPERATIONS

**FALMOUTH HAVEN  
AND LEISURE  
SERVICES**



# HAVEN AND LEISURE

Falmouth's waters are buzzing with people enjoying boats of all shapes and sizes, from modern yachts to the distinctive gaff-rigged Falmouth working boats.

The area is a haven for sailors, combining sheltered waters, accessible in all weathers, with a stunning coastline. Falmouth Haven marina hosts annual berth holders as well as visiting boaters and flotillas from the UK, Europe and beyond. Our Grove Place boat-park facility provides waterside storage plus boat launch and recovery via our convenient slipway, all in the heart of Falmouth.

Our Falmouth Haven serves over 1000 customers, with approximately 600 swinging moorings for small craft, available on a seasonal or annual basis. Visitors to Falmouth Harbour can benefit from berthing for up to 100 vessels on Falmouth Haven marina, as well as 21 deepwater moorings, all located on or near to the main channel.

We also have an anchorage area situated between Custom House Quay and Falmouth Docks, and our team manages car-parking facilities on Custom House and North Quays and oversees the customers and operations of Grove Place Boat Park and Slipway, as well as running our Falmouth Haven marina fuel barge, which is available to all Falmouth Harbour residents, visitors and water-based businesses.

## 160

Boat Park Summer Spaces

## 64

Small boat outhauls

## 37

Annual marina berths

## 223,854

Litres of diesel sold (2023)

## 39

Custom House Quay berths

## 62,160

Litres of unleaded sold (2023)

## 600+

Small craft moorings

©Miles Carden



**Holly Manvell**  
HEAD OF COMMERCIAL OPERATIONS



**David Chaundy**  
MARINE HUB MANAGER



**Sue Cocks**  
LEISURE COORDINATOR



**Daisy Gould**  
TRAINEE MARINA MANAGER



**Karen George**  
MARINE ASSISTANT



**Tim Penaluna**  
MARINE ASSISTANT



**Joe Coombs**  
MOORINGS OFFICER

**OUR OPERATIONS**

**FALMOUTH PILOT SERVICE AND SHIPPING**

**826**

NO. PILOTED MOVES

**45**

CRUISE SHIPS HELMED BY PILOT SERVICES

**116**

NO. BUNKERING CALLS

**291**

PILOT EXEMPTION CERTIFICATE HOLDER MOVES

**754**

BOARDING & LANDINGS

# PILOT SERVICES

We provide 24/7 pilotage service to commercial vessels, including cruise vessels and superyachts, guiding them safely in and out of harbour as well as assisting their refuelling activities.

Our Falmouth Pilotage Area includes Falmouth Harbour and, in partnership with Cornwall Council and A&P Falmouth, a much wider area of the anchorages in Falmouth Bay and Carrick Roads, Falmouth Docks, Truro, Penryn and St Mawes, as well as the Helford River, the Quarries on the East side of the Lizard Peninsula and the Falmouth, Gerrans and Veryan Bays.

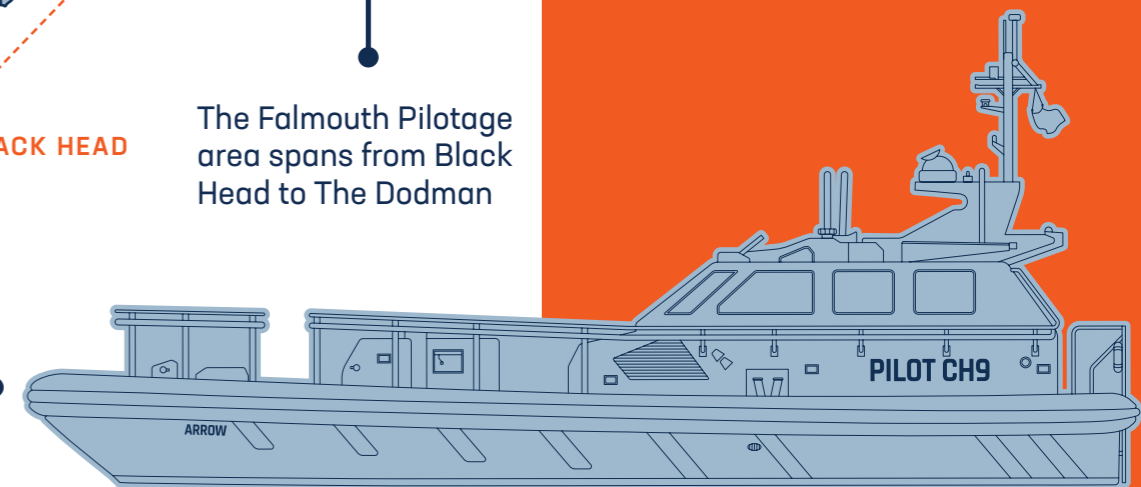
Depending on length, destination and cargo, a Falmouth Pilot is required to assist ships entering the harbour waters. The harbour charges for boarding and landing of the pilot and for use of the pilot boats.

## THE FALMOUTH PILOTAGE AREA









The Falmouth Pilotage area spans from Black Head to The Dodman

Operating two boats 24/7



## SUPPORTING SERVICES AVAILABLE TO SHIPPING IN FALMOUTH

- REFUELLING 
- CHANGING CREW 
- REPAIRS 
- CARGO HANDLING 
- SHELTER 
- CRUISE CALLS 
- TAKING STORES 
- DIVE SURVEYS 
- DRY DOCKING 
- SUPERYACHT SERVICES 
- SERVICE CALLS 
- WAITING ORDERS 

# BUILDING A NICHE HABITAT TO PROTECT OUR ENVIRONMENT.



## SEAWALL TILES

October 2023 saw the Falmouth Harbour maintenance team install 30 Arc Marine Habitiles to the east wall of Church Street Car Park in the inner harbour. The habitiles are designed to provide niche habitats for a wide variety of inter-tidal marine species which we hope will increase and maintain marine biodiversity in the heart of the harbour.

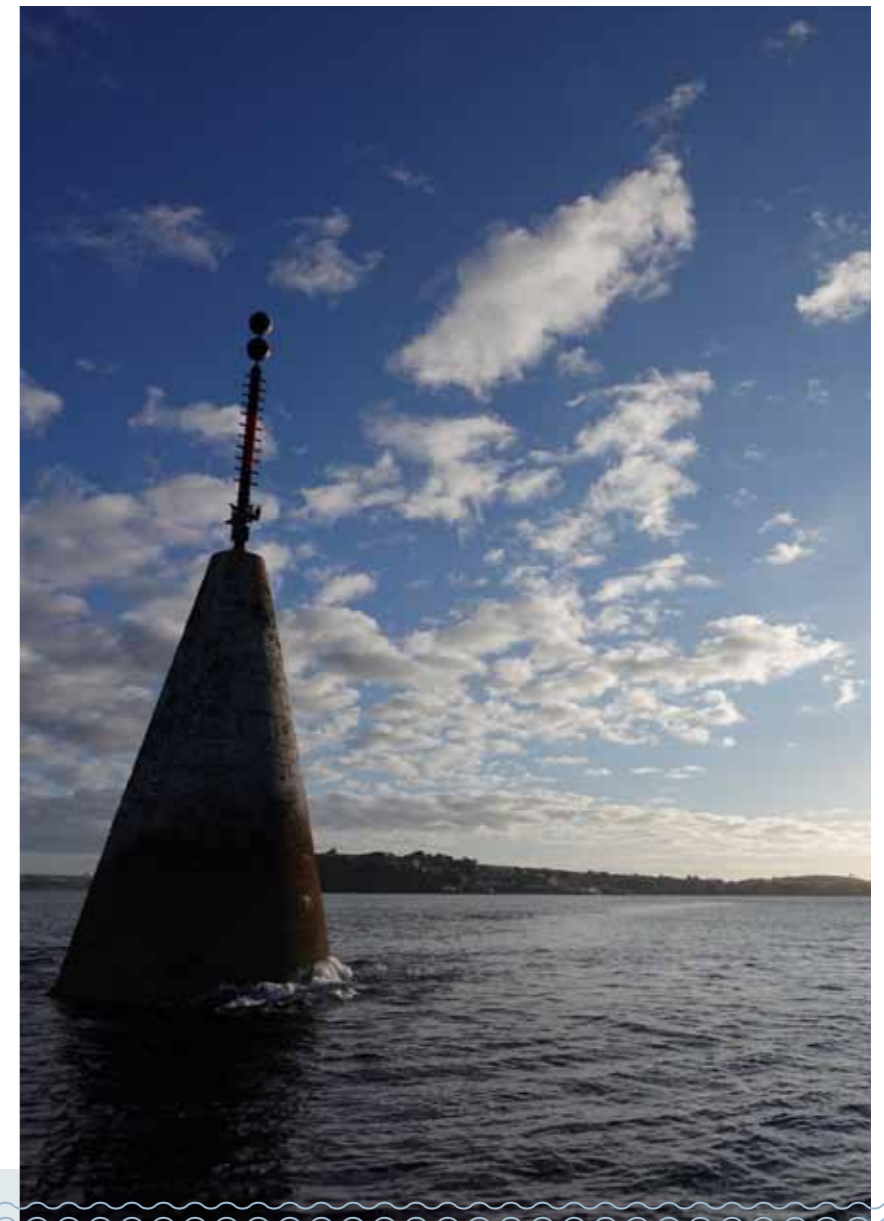
The textured tiles designed by ARC Marine are made locally in Truro, Cornwall utilising the waste by products from the granite and quarrying industries. ARC Marine's concrete has 91% reduced emissions when compared with Ordinary Portland Cement (OPC) and will soon be certified carbon neutral. They have also been certified to ensure they do not leach any toxic material into the environment and do not contain any plastics or steel reinforcement which can lead to concrete degradation once exposed to seawater.

A baseline biodiversity survey was conducted prior to attaching the habitiles to the seawall which will allow an assessment of how effective the intervention has been.

In the meantime we have students from the University of Exeter and Newquay College monitoring the colonisation.

Permission has been granted from the Marine Management Organisation to also install some ARC Marine intertidal reef cubes, these will be installed in 2024 and again be monitored for colonisation.

It has been fascinating to watch the tiles colonise. It certainly looks as though they are making a difference when visually compared with the sea wall.



## WATER QUALITY

Understanding how water quality influences seagrass health provides us with information to help develop effective management strategies.

This awareness allows us to contribute proactively to the preservation of seagrass habitats. The collaboration between Natural England, Falmouth Harbour, and the University of Exeter to install a water turbidity monitor in August

2023 exemplifies the significance of partnerships in the realm of environmental stewardship.

Live water quality data is now available on the Falmouth Harbour website.





# FALMOUTH HARBOUR

+44 (0)1326 213537  
Info@falmouthharbour.co.uk  
44 Arwenack Street  
Falmouth TR11 3JQ  
United Kingdom

Lat/Long  
50.1397° N, 5.0846° W

