



Falmouth Harbour
Commissioners

Consultative Committee Meeting Minutes

Tuesday 26th January 2021

14:00 hrs Goto Meeting

Note this meeting was recorded for the purposes of producing minutes.

Members in Attendance: Neil Andrew Chairman (NA), Don Garman (DG), Richard Jeffery (RJ), Peter Grounds (PG), Nick Lewis (NL), David Richardson (DR), David Owens (DO) and Matt Spencer (MS).

Others in attendance: Miles Carden (MC), Vicki Spooner (Minutes) (VS)

Governance

1. Apologies

None – update from the last meeting introduction – introductions were made to ensure all members of CC had been introduced to MC as new CEO.

2. Declarations of Interest

In relation to item 8a

Dave Owens – Trustee of Flushing Sailing Club

Neil Andrew – Long term member of Flushing sailing club

3. Approval of Minutes of the Last Meeting

a) **Draft Minutes of October meeting** – For Approval

NA asked – has anybody got any comments on the minutes of the meeting.

Question from NA for MC. Section 3 make it a bit easier to find stuff on the website. It is difficult to find information on the FHC website. NA has previously asked for notification via e mail when updates are made to the website. NA hasn't received any e mails and therefore has assumed nothing has changed? AD probably not the case as 150th anniversary images have been placed on the website.

MC asked whether the CC received the port notice notifications? Most members do not. **ACTION: MC to check the distribution list for the port notices.**

VS advised she could e mail updates when she has completed them.

NA asked for an update on the Speed limit marker on Trefusis point and sign on the Eastern Breakwater marker – MC advised this was in hand and provided an update, he confirmed this is in progress.

NA asked for an update on Engravers cottage use as a shop for RNLI – AD advised area is currently used as office space with use to be reviewed at a later date in the year. MC provided an update he is going to discuss with RNLI soon, of course all awaiting update on COVID situation.



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NL advised RNLI think a shop would have great potential and would like to pursue it sooner rather than later to make the most of season. NL provided more background on how this would benefit the RNLI station as a whole.

NA Paragraph 5d floating restaurant at N Quay – licencing meeting likely to hear some objections – VS advised the licence was granted without objections. MC provided a short update on planning application as a whole.

Para 7d – RNLI use of swinging mooring to temporally attach a boat towed in in an emergency situation was to be discussed at the FEMSC meeting. VS advised the public FEMSC meeting didn't take place.

NL advised casualties are few and far between. A mooring to accommodate these would be nice to have but understands that it is difficult for commissioners to provide if only used very occasionally.

NA no further comments – minutes are approved.

b) Review of Constitution

NA asked whether everyone had a chance to review the constitution he sent out and asked for any comments, last updated in January 2018.

DG – wide range of stakeholder opinion. Don questioned whether we are covering all of the areas listed in the stakeholder list. Possible local authority, fishing and environmental interests. Can we /should we strengthen this position this in the CC member make up?

NA not much attention has been paid to the constitution list when recruiting new members to join committee which may have led to a lack of representation in the areas DG has identified. We have a couple of vacancies so could proactively recruit for vacancies for members that would represent more of the list. When next recruiting will try to recruit to cover interests not covered at the moment.

DO slightly surprised that the constitution didn't include the methods used for stakeholder engagement. Reference can be included on how consultation is completed and through what media? Can this be cross referenced with the Stakeholder Engagement Plan (SEP)? This was discussed.

Are the members of the committee interested stakeholders or are we representatives of stakeholders? NA both I think, particular group of people who the commissioners consult. No restriction to form of consultation. Can report views of others as well as our own.

DG committee members do get involved in Stakeholder Engagement activities i.e. annual meeting and annual report. NA agreed and highlighted the changes to public meeting and annual report.

DO comment slightly dead end could it be phrased more proactively. AD at the last Stakeholder Engagement meeting we talked about reviewing the SEP and CC will be involved in this.

Agreed to add in 'review and comment on' Stakeholder Engagement Policies.

All agreed to run with the current constitution with above clarification.



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DG matters for discussion could we include consideration for applications for support as this is something the CC has now taken on that perhaps wasn't completed before. Specifically mention role played on commenting on charitable donations.

Both amendments were agreed.

c) Annual Meeting – Election of Chairman

NA final bit of business is to elect chairman for the coming year. NA happy to continue for coming year – This was agreed by the participants.

4. Matters Arising

a) CEO to send NA a copy of the Stakeholder Engagement Plan, for the CC to determine if it is still fit for purpose. – Completed

MS has sent out a copy for review within the meeting papers. Agreed to take time to review the plan and to share comments.

Agreed that CC members will take an action to review and comment no later than one week before the next Stakeholder Engagement Panel meeting. AD to confirm dates of meeting.

b) CEO to circulate the Sponsorship Policy. – Completed

Sent with papers for the meeting. Action to review and comment within the next 2 weeks. Feed comments back in to FHC. Comments to be e mailed.

c) CEO to write to explain that it is not the sort of application we can consider. – Completed

d) CEO to look at a website tidy-up and redesign – In Progress –

NA provided some feedback on why the website was to be reviewed.

MC advised we are starting to look at this. Marketing group has been set up internally, overview of what we need to have on the website and gave an update on what we are planning to review relating to the website. Lot of work to be done so may need to be a long term plan. MC to communicate this in next meeting.

DO recommended a harbour app to be considered as more and more harbours are doing this now and it is easy to use for a wide range of harbour users. Also no social media policy is available on the website. MC list of things to do.

RJ have we considered having one website only rather than 3 separate websites. MC replied yes, and good example is Fowey Harbour Commissioners.

DR looking at mins from 7th August – BB be redeveloping FH website and this will include webcams. MC assuming this will be a public webcam. Let all the permanent berth holders know that this is a facility open to them. MC confirmed the webcams will be public. DR wondered whether he would be able to see his boat or get an update on condition from FH staff.



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NA one last comment on the website – in many cases the FH website will be the first point of call and therefore think the FH website could do more to sell Falmouth as a whole. Would this be a theme that is considered? MC agreed and it may be making sure that the aspects of the current website are promoted more within the website.

ACTION: MC to present the developed marketing plan at the next meeting.

- e) Falmouth Haven General Manager to provide a written response to these points. – Completed

The berthing of visiting craft is a dynamic business with various types of craft arriving and departing all the time. Our staff always seek to maximise the berthing space available whilst balancing this with allowing a safe distance between vessels and taking into account the varying sailing experience of users. It generally manages itself well but staff are not always present to monitor things out of hours.

We have facilitated sub-letting annual berths to visitors in the past but encountered issues with visiting craft damaging adjacent berth holders' vessels. Also, we have tried to isolate the middle arm for long term berthing only so that berth holders do not return to find their berth taken up by a visiting boat. We currently allow sub-letting of the berths for vessels staying for longer periods.

DR comment – trying to maximise revenue. Very often you see 3 -4 boats moored badly preventing further boats berthing. When staff do their rounds in the morning staff could ask the boats to reposition themselves. Why cant the staff go down and be more proactive. MC answered that there may have been challenges related to covid – MC has discussed this with BB and BB is having a look into this looking to develop as a plan for taking to the board.

DR after hours activities – after 6pm lots of ribs come into enjoy the facilities of Falmouth. Only one person needs to pay and get the code and then this can be communicated. Could we implement a key card to access the pontoons. They get round accessing their boats after dark. MC will also discuss this with BB. Challenges with manning out of hours.

RCJ YH management – has been turned away twice due to no availability – when reviewing this it seemed that with a little movement of boats they could have been accommodated.

ACTION: MC to provide an update on how we can provide a different kind of service we provide to our customers. Discuss in more detail with FH to see what we can do to improve this.



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Reports

5. a) Minutes of Harbour Board Meetings: August – November 2020

NA advised reviewing these documents helps to increase our situational awareness.

Anything in the August meeting catch anyone's eye? NA para 7b concerned a drone survey of boat park. VS provided an update on the drone survey completed on CHQ walls to assess condition.

Para 8 – conduct of jet skis – successful prosecution has been achieved by Truro. What is the status of jet skis? When we have tried to prosecute previously it has been unsuccessful. NL – real up hill struggle on boat collision involving alcohol. One thing is the policing of the roads when all of this takes place and getting the proof of the misdemeanour, not sure what the answer is but it is important to get the answer. Prosecutions will help to communicate the message to the local community. Consultation on definition of a vessel is ongoing with government. Keen to educate where we can on key safety issues. NL problem is we have a big stretch of sheltered water DG PWC seen now in Helford that have not generally been there before.

ACTION: Update to be provided by MC on status of consultation

7a NA asked about the person found drunk onboard his boat. VS and AD provided an update.

Section 9 review of red risks discussion of ETVs – discussion with local MP. AD provided an update there is a report that recommended an ETV in our area. No update that can be provided at the moment.

Strategic risk 27 – Anchoring in Falmouth Bay in the SAC. VS provide an update as well as MC provided an update and summary

DG follow up on this, eel grass removing moorings, it seems that the commissioners need to start being much more productive in terms of environmental management. VS advised there are draft plans.

MC very fair challenge, and agreed that we need to do more in this area. Lot of work to be done. Clear plan and projects. Welcome input from CC on this.

DO feels it very important that we are seen to be proactive in its approach, evidence of internal discussions. Needs to happen really quickly. Citing issue at Marazion marshes.

DG 11a – place shaping – CEO hadn't been invites to attend – key element of harbour future. What's happened there? MC advised that Carrie is leading and MC involved now.

November meeting

NA asked where are the moorings that are going to be removed.

ACTION: VS to provide information & map on moorings that we have removed.



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MC stated we could provide a paper at a later date on the Seagrass situations and some of the opportunities that could exist around this removal of moorings.

RJ asked whether there is a threat to the anchorage at Trefusis? VS no I don't think so. There is a recreational

DG are we going to have some kind of communication on the positive aspects of these changes.

MC agreed yes, we would like to do this but would like to ensure this is completed properly.

ACTION: Paper on communications around seagrass to be sent for review by CC when available.

b) Stakeholder Engagement Panel Meeting Minutes

NA advised the meeting were fortunate in having AD with us to answer any questions? Has anyone got any questions? DG there is a heavy focus on how we engage lots of people don't really know what FHC does. You can only do so much and at some point you have to say we have done enough. Have we got a media strategy that runs along side our stakeholder engagement plan?

AD review of SEP and looking at what we as an organisation are looking to deliver to have more targeted engagement long before we make change. We are on a journey we are improving but have further to go. NA my impression of attending the SEP is that it has a heavy working load and may get stuck in tram lines and lose focus. CC review of the SEP will be really helpful to the members of the SEP to put their work in focus.

Project Updates

6. a) Projects

1. Marina Expansion

MC provided an updated - Expansion to pontoon breakwater arm, projects is underway and instruction has been provided to the pontoon suppliers.

DR advised MC several boat holders are concerned. 3 areas for improvement of the service to existing customers. 1. When letters are sent out they are addressed dear customer rather than using names, 2. You could improve customer servicing by informing customers of any increase in fees as currently you can only find out on website or when the invoice is sent out including justification for update. 3. I haven't seen boat since September and would like a report on condition of boat. BB has assured me that the staff keep a good eye on the boats. A regular update would be good. NA surprised office don't hold any keys to customer boats to be able to act quickly in the event of an emergency.



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MC addressed some of the points raised. He said that some questions will require further research and will pass some onto Barry to get a response. – key management has been discussed and we need to ensure we do that properly. Update on boat condition – nice thing to do if we can and will discuss with BB to see if we can provide it. Fee increase and justification – agree and will discuss to see. Mailing issues accept the point and we will see what we can do.

ACTION: MC to reply to questions formally to DR on customer service points raised above.

2. Boat Park pontoons

MC 3 additional pontoons for the boat park. Part of a solution to provide pontoons for Tall ships for on water access. Manufacturer of parts have been instructed. May be future expansion beyond this. Waiting on delivery. NL asked whether A&P are providing some berths, MC this is still to be decided.

3. Pump Out Facility

MC & VS provided and update on progress. All operational, few tweaks to ensure all of the relevant equipment available.

VS ran over the proposed charges for the use of the facility.

DR recommended a personalised letter to all berth holders that it is available and available for use. DO would be good for a multi media announcement – significant environmental benefit. Should make a big noise about it.

Consultations

7. a) FHC 150 celebrations

NA main celebrations delayed rather than postponed. Looking to take celebrations across the coming year. Reenergised the 150 sub committee. AD proposing to support the Falmouth Classic as agreed last year.

Lloyd's book has now been published. Last year we were looking to centre celebrations around 3 main events now we are looking to use classics and Tall Ships. AD to report to board this Friday and confirm to DG re. Classics.

NA asked whether everyone had received one of Lloyd's book. Nick Lewis advised he has not received a book. NA to ask LP to send on.

Any other business

8. a. Matters raised by members

1. Flushing Sailing Club Grant Application

NA & DO both have an interest on this as members of the club just an advisory panel. Ultimately up to FHC to make the decision. If it comes to a vote NA & DO wont vote.



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DO provided some background information on the project. Replacement of old clubhouse, multiuse building. Home of a lot of club racing and other clubs including the working boats. Because it is a statement building and we are a charity we have reduced costs of build but still 10% short of budget. Received some funding from other sources such as Sport England.

This was discussed and compared against the criteria within the Donation Policy.

DG would be good to have the form asking more precise information on how the project will benefit other groups around the Harbour. DG had to leave the meeting. DO provided more information on how the building will benefit the local community.

ACTION: Review the form to see whether it can be updated to take on points raised above.

NA broad recommendations of the committee is to recommend this application to the board.

MC asked NA to send a formal e mail with the recommendation from the CC so he can take this to the board in Fridays meeting. Send an e mail to Miles so he can take that to the board.

ACTION: NA to send an e mail to MC with recommendation.

b. Consultative Committee future business

NA normally the work of the committee has been a mix of proactive ideas we have generated ourselves and projects the commissioners have asked us to review.

Whilst not stopping people putting ideas forward, NA recommended the group should be saving your energy for questions that the new CEO has to take the business forward so need to go slow on our own initiatives until the next meeting in June.

NA asked how everyone feels about that strategy. All were agreed.

NL asked for thanks to Mark for his continued support throughout all of the years he was in post.

NA – said quite a bit at the end of the previous joint meeting. Port of Falmouth Sailing association very grateful to Mark POFSA separate send off for Mark

Meeting closed at 16:10

Next meeting in June 2021.