

Salcombe Harbour Board – 6 June 2007**PROVISIONING AFLOAT SERVICE****Report of Head of Service Salcombe Harbour****Statutory Powers: Pier and Harbour Order (Salcombe) Confirmation Act 1954**

Financial Implications: None in the investigation or provision of an afloat provisioning service, other than officer time.

Purpose

To improve the level of service provided to visiting yachtsmen.

The proposal to investigate a Provisioning service for visiting vessels supports South Hams objective for good jobs (CP2) and value for money (CP6).

Recommendations**That the Harbour Board RESOLVES to:**

- a. **Advertise for expressions of interest to provide a provisioning afloat service within Salcombe harbour.**
- b. **Authorise the Harbour Master, in consultation with the Chairman of the Harbour Board and the Operations Working Group, to select the most appropriate contractor's proposal to provide an Afloat Provisioning Service.**

Background

1. This subject was raised in November 2005 when the Board agreed that the principal was a good idea and directed the Harbour Master to investigate the issue further.
2. A regular complaint from visiting vessels to Salcombe is that they find that the task of provisioning their vessels both difficult and inconvenient. The visiting yachtsmen's problems include but are not limited to the following factors:
 - The shops in Salcombe provide a reasonable range of fresh provisions but not the range of victuals that store and keep well on a yacht without refrigeration.
 - The closest supermarket is at Kingsbridge.
 - Any provisions purchased ashore have to be carried around until the crew return to their vessel.
 - The shortage of alongside berthing dictates that provisions have to be transported in the water taxi or tender.
 - An owner's club rally consisting of ten or more boats is not uncommon, these vessels all require similar stores and the find that Salcombe can not currently provide the volume and range of items they generally require.

3. Vessels have traditionally used ship's chandlers to provision for a voyage or passage. It is therefore proposed that Salcombe look to provide this level of service to vessels in the future. Members will be sensitive to the fact that this proposal may not be universally welcomed by the shopkeepers within Salcombe. However it is suggested that the Harbour Authority should focus on the requirements of visiting vessels.
4. Salcombe Harbour Bye-law 53 prohibits unauthorised trading within the Harbour without the written consent of the Harbour Master. This report has been prepared to enable a service to be provided whilst complying with the Harbour Bye-laws.

The Type of Service Required

5. There are a range of provisioning services that would benefit visiting vessels, these include but are not necessarily limited to:
 - Grocery ordering and delivery service
 - Grocery delivery service
 - Take away food delivery service

Way Forward

6. It is proposed that Members approve the placement of an advertisement in the local press to invite expressions of interest from businesses interested in providing any element of the Provisioning afloat service; a draft has been prepared below:

**INVITATION FOR EXPRESSIONS OF INTEREST FOR THE
PROVISION OF A PROVISIONING AFLOAT SERVICE FOR
VESSELS WITHIN SALCOMBE HARBOUR**

Applications are invited from suitably experienced and qualified contractors who may wish to be considered for a consent to provide a Provisioning Service for leisure vessels within Salcombe Harbour.

Applications should detail the service they propose to deliver and how it would be delivered. Applications will close on 29 June 2007.
Successful applicants will be invited to discuss their proposals with the Harbour Board before a concession is granted.

Value for Money

7. Delivering Value for Money is one of the Harbour Board's Core Principals. A Provisioning Afloat Service would not directly increase income or value for money for the Harbour Authority, however it could potentially greatly enhance the overall customer experience and indirectly influence their decision to remain in Salcombe for longer and or to make a return visit.

Risk Assessment

Risk	Mitigation
The Harbour Authority is not delivering a satisfactory service to harbour users.	The Harbour Board, through its contact with harbour Community Forums will monitor the stakeholders' reaction to the Provisioning Afloat service.
The Harbour Board is accused of discrimination against local traders.	The Harbour Authority will provide the opportunity for all interested businesses to provide the Provisioning Afloat service.
Health and safety.	Harbour adheres to Port Marine Safety Code and is audited annually by an independent advisor. Any contractor or business being considered to provide a Provisioning Afloat service would need to present a satisfactory method statement and risk assessment to the Harbour Authority prior to commencing any service within the Harbour.
Data Protection, disclosure of information and Freedom of Information (FOI).	Harbour records, including customer accounts are maintained within the office. Staff training is given to prevent any unauthorised disclosure. FOI forms are required before any information is given out.

Conclusion

8. The difficulties of provisioning a vessel in Salcombe have been recognised for a number of years. The situation is generally not getting any easier and is directly affecting yachtsmen's decisions about visiting Salcombe. It is anticipated that an efficient Provisioning Afloat service would greatly enhance the visiting yachtman's experience.

Ian Gibson
Head of Service Salcombe Harbour

Salcombe Harbour Board
6 June 2007

Background Documents:

none