

Salcombe Harbour Board – 12 July 2010**PERFORMANCE MANAGEMENT****Report of Head of Service Salcombe Harbour****Statutory Powers: Pier and Harbour Order (Salcombe) Confirmation Act 1954**

Financial Implications: None.

Purpose

To report the Harbour's performance against agreed Performance Indicators (PIs).

This report supports South Hams objectives of good jobs (CP2), retention of the district's character (CP3), an accessible Council (CP5) and value for money (CP6).

Recommendations

That the Harbour Board RESOLVES to Note Harbour Performance against agreed Performance Indicators.

Background

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).

Performance Report

2. This report of Harbour Performance Indicators covers the period from 1 April to 30 June 2010. The detailed report against the agreed performance Indicators with comments for the first and second quarters is at Appendix A. Detailed comments below are limited to where targets have not been met or have over performed by a considerable margin:

- SH22A(L) Health and Safety Incidents involving Members of the Public – There have been four reportable incidents involving members of the public, three of which have been reported to the Marine Accident Investigation Branch, these were:
 - Provident, landed a casualty who had slipped down a hatch and sustained a fractured shoulder.
 - A customer of the East Portlemouth Ferry fell into the boat and injured her leg.
 - A visiting yacht had a fire onboard, caused by a faulty gas connection; the skipper suffered burns to his legs.
 - A topper sailor participating in a formal training session with SYC injured his leg and required casualty evacuation to Whitstrand.

The final incident involved a member of the public who fell through a private pontoon.

- SH23 (L) Speeding Offences - There have been 11 cautions issued this quarter. This is a considerable increase on previous year for this quarter. Most of the incidents have taken place in Southpool Creek. It is proposed to deploy two additional speed marker buoys within the Creek and improve the signage on the Southpool Pontoon.
- SH24 (L) Minor Collisions – There have been six minor collisions this quarter. Two involving Yawls, the other four involved the ICC, a yacht, a power boat and a racing dinghy.
- SH32 (L) Permanent Staff Turnover – One permanent member of staff departed during the reporting period. A replacement has been recruited.
- SH33 (L) Customer Complaints – There have been eight customer Complaints during the reporting period, two regarding an unfriendly welcome from a member of the harbour staff, three regarding speeding, one regarding inconsiderate parking in the boat park, one regarding a loud PA commentary from a ferry conducting a harbour tour and several regarding boat parking arrangements at South Sands.
- SH35(L) Visiting Yacht Numbers - Although visiting yacht numbers are down by 6%, the yacht nights were up by 13%, indicating yachts stayed longer. In the early months of April and May this was probably due to skippers sheltering from the strong NE winds, in June the good weather has encouraged some boats to stay longer and enjoy the Estuary.

Risk Assessment

Opportunity	Issues / Obstacles	Benefits
The setting and monitoring of realistic Performance Targets will enable the Harbour Board to ensure that statutory obligations are met and that there is real improvement in the service offered to users of Salcombe harbour.	The Harbour Authority is not delivering a satisfactory service to harbour users. Trends and issues can be identified early and policies and strategies developed to address issues.	The Harbour Board, through its contact with harbour Community Forums and by setting and monitoring performance standards will be in a position to amend the Strategic Business Plan ensuring it remains relevant and that Harbour funds are invested wisely.

Conclusion

3. Areas of concern are the conduct of the harbour staff, speeding within the estuary and minor collisions. The complaints regarding South Sands are the result of trying to regulate the boat parking on the beach, which has been the subject of numerous complaints in the past. South Sands beach is a District Council beach and will require sensitive handling.

Ian Gibson
Head of Service Salcombe Harbour

Salcombe Harbour Board
 12 July 2010

Background Documents: None

Appendix:

- A. Salcombe Harbour Performance Management Grid