

Minutes of the meeting of the Commissioners held on Monday 20th January 2020 at 2.00pm in the Lymington Town Sailing Club, Bath Road, Lymington.

Present: Richard Jenner (Chairman) (RJ), Alison Towler (AT), Jane Challener (JC), Tim Harford (TH), Bob Mitchell (BM), Chris Lisher (CL), Bill Peach (BP), Andrew Richards (AR), Paul Martin (PM)

Officers present: Ryan Willegers (RW) (Harbour Master & Chief Executive), Sarah Maynard (SM) (Administrator)

In Attendance: Rupert Wagstaff (RWag) (LHAG)

1. APOLOGIES FOR ABSENCE

1.1 Paul Martin (PM)

2. DECLARATIONS OF INTERESTS

2.1 No interests were declared.

3. MINUTES OF THE LAST MEETING

3.1 The minutes of the meeting of the 18th November 2020 were approved.

4. MATTERS ARISING

4.1 LHAG Meeting Attendance (Agenda Item 5.1) – A copy of the draft minute of the November 2019 Board meeting has been circulated to the LHAG Chairman and attention drawn to the attendance point. RWag indicated that for the next meeting he had received confirmation of good attendance but would encourage the designated representative to send a deputy if they could not attend.

4.2 Marketing & Communications Quarterly Report (Agenda Item 10.1) – At the November meeting it was observed that LHC needed to consider how/if it can measure outputs from the community engagement and marketing activities. It was concluded that one way in which this might be achieved was through customer satisfaction surveys, with the Business Development Group (BDG) asked to consider further.

Following the BDG meeting, two electronic customer satisfaction surveys have been produced and implemented. One for resident mooring holders, persons on the waiting list, and long-term visitors to complete and other for visitors. Distribution arrangements for both were described in RW's report

5. LYMINGTON HARBOUR ADVISORY GROUP (LHAG)

5.1 LHAG Meeting – RWag confirmed the next LHAG meeting will be on the 19th May, the day after the Commissioners May board meeting.

6. OFFICERS REPORTS

6.1 Harbour Masters Report - Questions were invited on the items within the report that were not listed for consideration as an agenda item. No questions arose.

6.2 Operations Manager Report – RW commented on the visitor and long-term visitor (LTV) mooring statistics. Although visitor numbers are traditionally low over the winter period, they were adversely affected by the removal of visitor berths/moorings at Town Quay to reconfigure this area and the need to relocate resident boats to the Dan Bran visitor berths until the Christmas break. Despite this, overall visitor income over

November and December remained identical to 2018, helped by visitors to the Dan Bran pontoon over the Christmas period. Long Term Visitor (LTV) allocations were also down for the same reason. The winter dredging programme had been concluded, subject to survey. Questions were invited on the Operations Manager report. No questions arose.

- 6.3 Treasurer's Report – RW commented on the visitor and LTV mooring income. Although visitor income was have adversely impacted due to the restricted berth availability mentioned in 6.2 above, overall visitor income was in line with 2018. LTV income was down by 41% in November (£1.4k) and 27.5% in December (£1.1k), again due to the restricted berth availability.

RW asked if there were any questions on the report which also commented on the principle variances in the Income and Expenditure report. CL noted the YTD overspend on dredging. RW explained that this was due to timings and that year end he was expecting a saving.

7. SAFETY & PORT MARINE SAFETY CODE (PMSC)

- 7.1 Emergency Exercise – RW reported that on the 4th December 2019, a joint desk top exercise was conducted to test the LHC and Wightlink emergency plans. The incident scenario was a W Class ferry running aground in thick fog. Matters considered included initial mobilisation actions, ongoing incident management (including harbour closure), communications (including with emergency services), pollution risk, passenger welfare, hazardous goods, media attention & management, business continuity and finance/insurance implications.

- 7.2 Town Quay Risk Assessments – AT asked if LHC would be undertaking navigation trials to familiarise with manoeuvring around the new layout. RW confirmed that comprehensive risk assessments (RA) had been undertaken as part of the project development including consideration of navigation within each area and assessment of tidal flows. There will be a period of practical familiarisation once the pontoons and finger berths are fully installed. The RA will be reviewed at the Safety Committee meeting on the 31st January to include a review of the provision of safety ladders and life rings.

8. TOWN QUAY PROJECT

- 8.1 NFDC Public Consultation on New Washrooms/Quay Improvements - The Commissioners noted the update provided in RW's report on the further public consultation on proposals to improve the washrooms and the surrounding area at Town Quay. After taking account of the feedback on the recent public presentations and exhibition, NFDC will finalise the design with a view to submitting an application for planning consent by March.

- 8.2 Pontoon & Moorings Work – The Commissioners noted the update provided in RW's report. RW reported that the piling barge returned to site on the 16th January but was unable to commence works until the following day due to strong winds. Piling works were expected to be completed on Tuesday 21st January and Walcon works are still expected to be completed by the 31st January.

- 8.3 Electricity and Water Installation – The Commissioners noted the update provided in RW's report. Sureline Electrical will commence work to install power/water infrastructure on the pontoon until the 22nd or 23rd January (weather permitting). Cabling and commissioning works are expected to take 3 weeks.

- 8.4 Town Quay Opening Ceremony – The Commissioners noted the update provided in RW's report. A date of the 3rd April 2020 (pm) has been set. The Lynton Town Mayor (Anne Corbridge) and British yachting journalist, author and broadcaster Tom Cunliffe have agreed to 'open' the new pontoon. A discussion will be held immediately after the meeting about the scope of the opening arrangements.

9. BUSINESS DEVELOPMENT/COMMUNITY BENEFIT

- 9.1 Marketing & Communications Report – The Commissioners noted the Q4 (2019) report including changes to the number of subscribers/followers to LHC's newsletters and social media platforms which increased by the following percentages:- Newsletters (+16%), Visitor Newsletters (+155%), LNTM (+10%), Instagram (+35%), Twitter (+25%) and Facebook (+102%). The navigation video posted on You Tube received 1,151 views in 2019.

Questions were invited. No questions arose.

9.2 Lymington Seafood Festival 2020 Participation (8th & 9th August) – The Commissioners noted RW’s report and the Business Development Group’s view that participation at the seafood festival was probably the most effective engagement that LHC had with the local community and should be continued. The price would remain the same at £1,750 (discounted) for principle participant status which included the following benefits:-

- Branding on all outdoor & event signage, website including reciprocal links, and all other printed & digital materials, digital website banner for 6 months.
- Right to run promos/ data capture at the event
- Full page advert in event programme
- Recognition through PR and social media promotions including inclusion in all press releases

RJ highlighted the importance of Commissioners commitment to providing cover for the stand to support officers.

It was proposed to continue with principle participant status in view of the additional publicity opportunities this brings. **Proposed: BP** **Seconded: AT** **Vote: All in favour**

9.3 Lymington Sailability (Free Mooring) – The Commissioners noted the decision of the Business Development Group that LHC should extend the provision of a free berth to Lymington Sailability in 2020. In doing so the BDG considered the 2019 participation report which showed that the bespoke vessel using this berth provided 91 experiences over 39 occasions in 2019. Also, following an approach by a school that provides education for children with special needs, Lymington Sailability were working with Hampshire County Council to implement the additional protocols required to allow those children to get out on the water in 2020.

10. ANNUAL OPEN MEETING

10.1 LHC’s annual open meeting will be held on the 26th March at 19.30. The venue will be Lymington Town Sailing Club. The meeting has already been publicised in LHC’s December newsletter and details are included in the 2019 Annual Report which was now available on the website. Further publicity of the meeting will follow through the January and February newsletters and the Lymington Times and New Milton Advertiser. Details will also be circulated to Lymington Harbour Advisory Group and the two marinas. **Action: RW**

11. AOB

11.1 There was no other business.

12. DATE OF NEXT MEETING

12.1 The next meeting will be on Monday 16th March at 14.00 hours. AR & BP gave their apologies.