

**Harbour Board****28 November 2013****Pilotage Accounts for Harbour Board:  
2013-14 - Quarter 2 (April – September 2013)****F-061-F****Report Presented by Executive Manager -  
Finance****Corporate Services****1.0 Summary**

- 1.1 The purpose of this report is to enable the Harbour Board to monitor the financial performance of the pilotage services.

**2.0 Decision Required**

- 2.1 That the Harbour Board RESOLVE to review the Pilotage Accounts, from 1 April 2013 – 30 September 2013.

**3.0 Detail**

- 3.1 There is a requirement to prepare accounts relating to pilotage under Section 14 of the Pilotage Act 1987.
- 3.2 The details of what must be included in these accounts are set out in regulations (The Statutory Harbour Undertakings (Pilotage Accounts) (Regulations) 1988, SI 1988/2216).

The accounts must show the details of:

- revenue from pilotage charges and details of the use of pilotage exemption certificates; and
  - total expenditure incurred in providing the service of a pilot, providing, maintaining and operating any pilot boats and administrative or other associated costs.
- 3.3 These accounts must be available for inspection by the public at the harbour authority's offices. Members of the public shall be able to buy a copy for a reasonable fee.

- 3.4 The Council is also under a duty to keep accounts in respect of the “harbour undertaking” in accordance with section 65 of the Zetland County Council Act 1974, (ZCC Act). Pilotage is part of the harbour undertaking and as such should appear in those accounts. Any surplus on the harbour undertaking is credited to the Reserve Fund set up under Section 67 of the ZCC Act.
- 3.5 The Pilotage Accounts for the period 1 April 2013 to 30 September 2013 are attached as Appendix 1.

## **4.0 Implications**

### Strategic

- 4.1 Delivery On Corporate Priorities  
This report contributes to the Corporate Plan by ensuring that good-quality information is provided regularly.
- 4.2 Community /Stakeholder Issues – None.
- 4.3 Policy And/Or Delegated Authority  
Section 2.1.2(3) of the Council’s Scheme of Administration and Delegations states that the Board may exercise and perform all powers and duties of the Council in relation to any function, matter, service or undertaking delegated to it by the Council; more specifically referred to in paragraph 2.7.
- 4.4 Risk Management – Failure to keep Pilotage Accounts would place the Council in breach of its legal duties.
- 4.5 Equalities, Health And Human Rights – None.
- 4.6 Environmental – None.

### Resources

- 4.7 Financial  
4.7.1 The Pilotage Accounts for the first six months are on target.  
4.7.2 The projected outturn is £9k over budget due to a reduction in tanker traffic resulting in less income.
- 4.8 Legal – The Council has statutory obligations to keep separate accounts in respect of the harbour undertaking and also separate pilotage accounts. Section 3(1) of the ZCC Act states that the harbour undertaking means “the harbour undertaking for the time being of the Council authorised by this Act”. This means that the harbour undertaking must be considered only in terms of what the Council is authorised or duty bound to do under the ZCC Act. Pilotage is part of the harbour undertaking and income and expenditure is accounted for accordingly.
- 4.9 Human Resources – None.
- 4.10 Assets And Property – None.

## 5.0 Conclusions

- 5.1 This report presents the 2013/14 Quarter 2 Pilotage Accounts to the Board for review and the anticipated outturn position is £9k over budget in relation to reduced tanker traffic.

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### List of Appendices

Appendix 1 – 2013/14 Quarter 2 Pilotage Accounts

### Background documents:

None

END



**2013/14 Pilotage Accounts - 1 April to 30th September 2013**
**F-061 - Appendix 1**

	<b>Sullom Voe</b>		<b>Scalloway</b>		<b>Overall Pilotage Account</b>		<b>Overall Pilotage Account</b>	
	<b>Year to Date Budget</b>	<b>Year to Date Actual</b>	<b>Year to Date Budget</b>	<b>Year to Date Actual</b>	<b>Year to Date Budget</b>	<b>Year to Date Actual</b>	<b>Annual Budget</b>	<b>Projected Outturn</b>
	£	£	£	£	£	£	£	£
<b>Charges in respect of :</b>								
Boarding & Landing	(145,647)	(139,169)	(5,650)	(12,242)	(151,297)	(151,411)	(326,094)	(332,984)
Pilotage Services provided as authorised by section 10(1) of the Pilotage Act 1987	(298,493)	(270,069)	(16,500)	(16,269)	(314,993)	(286,338)	(671,231)	(656,298)
Use of PEC issued as authorised by section 10(3) of the Pilotage Act 1987	0	0	0	0	0	0	0	0
<b>TOTAL INCOME</b>	<b>(444,140)</b>	<b>(409,238)</b>	<b>(22,150)</b>	<b>(28,511)</b>	<b>(466,290)</b>	<b>(437,749)</b>	<b>(997,325)</b>	<b>(989,282)</b>
<b>Employee Costs:</b>								
Boarding & Landing	285,816	283,070	3,243	2,727	289,059	285,797	579,241	562,970
Pilotage	261,113	305,392	42,383	12,708	303,496	318,100	608,278	610,667
<b>Total Employee Costs</b>	<b>546,929</b>	<b>588,462</b>	<b>45,626</b>	<b>15,436</b>	<b>592,555</b>	<b>603,898</b>	<b>1,187,518</b>	<b>1,173,638</b>
<b>Supplies &amp; Services</b>								
Boarding & Landing	7,247	8,978	474	259	7,722	9,237	15,443	29,394
Pilotage	2,268	1,019	359	79	2,627	1,097	5,252	5,287
<b>Total Supplies &amp; Services</b>	<b>9,515</b>	<b>9,997</b>	<b>833</b>	<b>338</b>	<b>10,348</b>	<b>10,334</b>	<b>20,695</b>	<b>34,681</b>
<b>Transport &amp; Mobile Plant:</b>								
Boarding & Landing	50,297	32,523	4,956	2,985	55,253	35,508	116,111	116,219
Pilotage	1,263	1,364	52	47	1,315	1,410	2,628	2,628
<b>Total Transport &amp; Mobile Plant</b>	<b>51,560</b>	<b>33,886</b>	<b>5,008</b>	<b>3,032</b>	<b>56,568</b>	<b>36,918</b>	<b>118,739</b>	<b>118,846</b>
<b>Property &amp; Fixed Plant:</b>								
Boarding & Landing	5,704	3,601	96	55	5,800	3,656	16,394	16,394
Pilotage	329	216	-	-	329	216	658	658
<b>Total Property &amp; Fixed Plant</b>	<b>6,033</b>	<b>3,817</b>	<b>96</b>	<b>55</b>	<b>6,129</b>	<b>3,872</b>	<b>17,052</b>	<b>17,052</b>
Meeting Liabilities under Part III of the Act	0	0	0	0	0	0	0	0
<b>Administration and other costs not included above in respect of pilotage functions:</b>								
Boarding & Landing	7,161	2,736	272	129	7,432	2,865	43,227	43,923
Pilotage	24,383	11,832	3,874	607	28,257	12,439	56,509	56,509
<b>Total Admin and Other Costs</b>	<b>31,544</b>	<b>14,568</b>	<b>4,145</b>	<b>737</b>	<b>35,689</b>	<b>15,304</b>	<b>99,736</b>	<b>100,432</b>
<b>TOTAL EXPENDITURE</b>	<b>645,581</b>	<b>650,730</b>	<b>55,708</b>	<b>19,596</b>	<b>701,289</b>	<b>670,326</b>	<b>1,443,741</b>	<b>1,444,649</b>
<b>(Surplus)/Deficit</b>	<b>201,441</b>	<b>241,492</b>	<b>33,558</b>	<b>- 8,915</b>	<b>234,999</b>	<b>232,577</b>	<b>446,415</b>	<b>455,366</b>



**Harbour Board****28 November 2013****6 Month Performance Overview – Ports & Harbours, Infrastructure Services Department****ISD-15-13-F****Director of Infrastructure Services****Infrastructure Services Department****1.0 Summary**

- 1.1 This report summarises the activity and performance of the Infrastructure Services Department as it pertains to the functional responsibilities of the Harbour Board for the second quarter of 2013/14 against the objectives and actions in the Infrastructure Services Directorate Plan endorsed by the Environment and Transport Committee on 6 March 2013 (Min Ref: 12/13) and the Harbour Board on the 28 March 2013 (Min Ref 11/13).

**2.0 Decisions Required**

- 2.1 The Harbour Board should discuss the contents of this report and make any relevant comments on progress against priorities to inform further activity within the remainder of this year, and the planning process for next and future years.

**3.0 Detail**

- 3.1 Progress against the “**this year we will**” priorities from the Councils Corporate Plan involving Ports and Harbours:

**Corporate Plan - Page 17 - "Living within our means"**

We will have reliable arrangements in place to make sure we can manage our finances over the long term.

We will make spending decisions that realistically reflect the money we have.

We will make the best economic, efficient and effective use of our buildings and other physical assets.

We will meet our supply needs economically and efficiently.

**This year we will:**

Item	Description	Due Date	Progress at end September 2013	RA G
	Meet our budget targets set out in the Medium Term Financial Plan	Mar-14	On target for departmental budget- anticipated under spend mainly due to increased income	G
	Put in place all the internal efficiencies we have identified	Jun-13	The draft budget for 14/15 has been prepared and the SOFIE savings which were designed to maximise efficiencies between ferries and ports and harbours have been built into that proposed budget	G
	Work with public-sector partners to buy things cheaper together		Building Efficiencies project with NHS to maximise the opportunities for economies of scale in purchasing across public sector partners and using shared workforce where possible for buildings and grounds maintenance.	G

### 3.2 Progress against **Change Programme** projects led by the Infrastructure Department.

Ref & Item	Start	End	Progress	RAG
HH01 - Implement new Infrastructure management and staffing structures		Dec-13	Report being drafted and finalised for presentation to CMT. Likely December implementation	G

### 3.3 Progress against other **Directorate Plan** priorities agreed for the Infrastructure Department.

Ref	Item	Progress at end September 2013	Due Date	RAG
	Complete Restructure of Infrastructure Services to meet the requirements of the MTFP	Draft Structure agreed and report being prepared for CMT	AUG 13	A
	Implement the Outcome of the Inter Island Ferry Review	Ferry Review implemented, proposed 6 month review to be commenced.	Mar 13	A
	Implement the Public Toilet Service Reviews	Review completed and implemented- status of Bigton and Burra Meal to be reported next quarter	Jul-13	A
	Implement the Viking Bus Station Service Review	Review complete and committee decision being implemented	Jul-13	A
	Implement The Tingwall Airport Service Review	Review complete last	Jul 13	G
	Complete and Implement the SIC Vehicle Fleet Review	Review to be commenced Nov 13	Mar 14	G
	Implement and Review a Bulky	Scheme implemented and	Sep 13	G



	Uplift Scheme	numbers of requests monitored, low scale so no review implemented		
	Identify Additional Savings to move the Directorate to a position of Financial Sustainability	Draft budget prepared to meet target in Medium Term Financial Strategy	Sep 13	G
	Progress Joint Working With NHS for non domestic estate management	Building efficiencies project developed	Jan 14	G
	Review Grounds Maintenance functions across the Council	Review of contracts commenced, opportunity identified for greater joint working across public sector so the review is to be included in Building efficiencies project	Jan 14	G
	Develop Medium/Long term business plans for Scalloway and Sullom Voe Harbours	Reports being prepared by external consultants	Mar 14	G
	Implement the Infrastructure Services Asset Investment Plan	Capital Projects progressing to agreed budgets and to agreed timescales	Mar 14	G
	Develop Clear Policies for Services reflecting the Requirements of the Medium Term Financial Plan	Clarity in policies and communications about the level of services being delivered to public	Mar 14	G
	Deliver Services to the agreed budget for the Directorate	Projecting underspend across directorate	Mar 14	G
	Develop a Climate Change Implementation Plan	Draft Climate Change Plan to be reported to future committee	Mar 14	G

3.4 Overview of service plan progress for Ports and Harbours is attached as Appendix 1.

3.5 The Committee is invited to comment on any issues which they see as significant to sustaining and improving service delivery.

## 4.0 Implications

### Strategic

4.1 Delivery On Corporate Priorities – Effective Planning and Performance Management are key features of the Council's Corporate Plan.

4.2 Community /Stakeholder Issues – Effective performance management and continuous improvement are important duties for all statutory and voluntary sector partners in maintaining appropriate services for the public.

4.3 Policy And/Or Delegated Authority – The Scheme of Administration and Delegations states that the role and authority of the Harbour Board is:

4.3.1 Strategic oversight and direction in all aspects of the operation of the Council's harbour undertaking in accordance with overall

- Council policy and the requirements of the Port Marine Safety Code; and
- 4.3.2 Act as Duty Holder required by the Port Marine Safety Code and ensure that the necessary management and operational mechanisms are in place to fulfill that function; and
- 4.3.3 To consider all development proposals and changes of service level within the harbour undertaking, including dues and charges, and make appropriate recommendations to the Council.
- 4.4 Risk Management – Embedding a culture of continuous improvement and customer focus are key aspects of the Council's improvement activity. Effective performance management is an important component of that which requires the production and consideration of these reports. Failure to deliver and embed this increases the risk of the Council working inefficiently, failing to focus on customer needs and being subject to further negative external scrutiny.
- 4.5 Equalities, Health And Human Rights – The Council is required to make sure our systems are monitored and assessed for any implications in this regard.
- 4.6 Environmental – NONE

#### Resources

- 4.7 Financial – The actions, measures and risk management described in this report has been delivered within existing approved budgets.
- 4.8 Legal – NONE
- 4.9 Human Resources - NONE
- 4.10 Assets And Property – NONE

## **5.0 Conclusions**

- 5.1 The report demonstrates good progress against the priorities identified in the 2013/14 Directorate Plan. For actions that are rated as Red or Amber corrective action has been or will be taken.

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19 November 2013

#### Appendices

Appendix 1 – Ports and Harbours Service Plan Actions

Appendix 2 – Ports and Harbours key performance indicators and measures

Service		Ports And Harbours	
	Section Purpose "Securing The Best For Shetland" by;	Best Value Toolkits / Indicator Guidance	Responsible Officers
	Providing Safe, Complaint and Efficient Ports and Harbour Services	Port and Marine Safety Code, SOLAS, IMO	Bill Davidson - Interim General Manager - Ports and Harbours Colin Reeves - Acting Harbour Master Andrew Inkster - Port Engineering Team Leader Winston Brown - Marine Engineering Team Leader Peter Morgan - Deputy Harbour Master/Operations Manager Sheena Summers - Business Support Manager

**Service Action Plan**

**Note** each Action/Objective will be **SMART** e.g. **S**pecific - (says what the team will do/deliver). **M**easurable - (shows how you are going to measure the achievement). **A**ttainable - (accomplishing the objective is within the teams realm of authority and capabilities). **R**ealistic - (the objective/action is practical, results orientated, deliverable and relevant). **T**ime Bound - (specify when the action/objective needs to be completed).

Business Activity Ref	Business Activity	Action Ref	Outcome for the Customer	Objective	Action	Alignment with Corporate Plans			Targets	Time Scales	Progress				Resources	
						SOA Ref	IP Ref	CP Ref			Q1	Q2	Q3	Q4	FTE	Budget
PHA1	Pilotage operations, Sullom Voe		None	To rebalance the consolidated charges to ensure that each function breaks even	Review Pilotage and Boarding and Landing Charges and develop proposals so that pilotage accounts break even				Proposals reported to Harbour Board	Feb-14	a	a	g		5.22	-£20,245
			Port remains safe and compliant with PMSC	To ensure succession planning in view of age profile of existing pilots	Consider training of new pilots				Succession Plan In Place	Jan-14	r	r	a			
			Port remains safe and compliant with PMSC	Provide a reliable service	Provide ongoing Pilotage service on request.				95% of service requests met	Mar-14	g	g				
			Port remains safe and compliant with PMSC	Ensure trained and competent Pilots	Undertake VTS and pilotage refresher training				Training completed	Mar-14	g	a				
PHA2	Pilotage operations, Scalloway		Port remains safe and compliant with PMSC	Provide a reliable service	Provide ongoing Pilotage service on request.				95% of service requests met	Mar-14	g	g			0.78	£63,588
PHA3	Towage services, berthing, sailings, push-up, fire and stand by		Adequate resources for customers with appropriate redundancy	Bring Solan and Bonxie into full service	Complete Solan / loch Rannoch Incident Report.				Reported to Harbour Board	Apr-13	g	g	g	g	36.00	£1,099,559
			Adequate resources for customers with appropriate contingency	Bring Solan and Bonxie into full service	Address directional stability issues with Solan and Bonxie.				Vessels Re Introduced	Oct-13	a	a				
			Port remains safe and compliant with PMSC	Provide a reliable service	Ensure availability of 4 tugs for harbour operations				95% of service requests met	Mar-14	g	g				
PHA4	Mooring / pilot boat activities including mooring, unmooring and pollution monitoring		Reliable pilotage service	Investigate and resolve problems with Lyrie's main engines	Obtain definite report from local Caterpillar agent				Report Received	Jun-13	r	a			15.00	£288,073
			Port remains safe and compliant with PMSC	To reduce the difficulties associated with shift change over's	Review System of work to ensure availability of launch service				Improved system of work agreed and implemented	Sep-13	r	r				
			Reliable pilotage service	Provide a reliable service	Ensure availability of Launch Service				95% of service requests met	Mar-14	g	g				
PHA5	Operation of Scalloway port, including Fish Market and pilot support		Reduced cost of operation and employment opportunities maximised.	Increase Income and safeguard employment opportunities for the future	Develop and Commission a business development plan for Scalloway				Consultants commissioned by may 13, Study Completed by aug 13 Reported to Council by oct 13	Oct-13	a	a			3.00	£111,428
			Port remains safe and compliant with PMSC	Ensure continued safe and efficient operation in line with PMSC	Conclude and Implement Navigational Risk Assessment and SMS review				Revised SMS and Risk Assessments implemented	Aug-13	a	a				
PHA6	Sullom Voe Harbour Operations VTS		Port remains safe and compliant with PMSC	Ensure continued safe and efficient operation in line with PMSC	Conclude and Implement Navigational Risk Assessment and SMS review				Revised SMS and Risk Assessments implemented by July 2014		g	g			5.00	£3,704,787

	SV Harbour Ops inc VTS		Port remains safe and compliant with PMSC	Provide a reliable service	Ensure Availability of VTS service				100% availability	Mar-14	g	g			3.00	£3,704,707
PHA7	Support services, including accounts and reception		Creditors and Debtors receive a good service	Provide a clear picture of the financial position of the service	Ensure timely processing of financial records				95% of invoices paid within 30 days	Mar-14	g				8.00	£2,744
PHA8	Management function, including Harbourmaster, Port Engineer, Engineer Superintendent etc		Reduced cost of operation and employment opportunities maximised.	Increase Income and safeguard employment opportunities for the future	Develop and Commission a long term business development plan for Sullom Voe				Consultants commissioned by June 13, Study Completed by sept 13 Reported to Council by dec 13	Dec-13	a	a			11.00	£21,603
			customers have easy access to information regarding facilities	Increase use of facilities.	Develop and Implement Marketing strategy using web site and social media where appropriate				Marketing strategy implemented	Aug-13	g	a				
PHA9	Jetty maintenance		Jetties are operational	Jetties continue to be maintained to required standards	Award new contract for Jetty Maintenance				Contract Awarded and mobilised	May-13	g	g	g	g	0.00	£0
			Jetties are operational	Jetties continue to be maintained to required standards	undertake life extension works to jetty structures				Life extension works completed on 2 Dolphins on jetty 3	Mar-14	g					
PHA10	Maintenance other than tugs		Customers are provided with facilities that are affordable and operating cost are reduced for the tax payer	To reduce the net operating costs of the Service	Review Balta Sound small craft berthing facility				Review recommendations reported to Harbour Board	May-13	a				0.00	£502,398
PHA11	Maintenance Team		Small ports and piers remain safe and operational where economical and appropriate.	Ongoing Maintenance costs are appropriately identified and risks are managed in line with available resources	Develop a 10 year asset management strategy and programme for small Ports and Piers				Strategy and programme reported to Council	Mar-14	g				15.00	£2,242
PHA12	Small ports		Reduced cost to the tax payer of operation	Ensure that all dues are appropriately collected	Review methods of income collection for small ports and piers.				Review completed and reported to Harbour Board	May-13	g	g	g	g	1.00	£435,198
			In the long term this should lead to a fully restored historic dock	To allow for an improvement to the Historic Dock and appropriately manage risks to the Council	Transfer small dock at Symbister to Shetland Amenity Trust				Complete Transfer	Mar-14	a	g				
PHA13	Building maintenance, SV		Council's Assets maintained in effective and Efficient Manner	To Identify synergies across Infrastructure Services to deliver effective and efficient service.	Review Building Maintenance				Review completed and Implemented	Jul-05	g	g	g	g	0.00	£319,442
PHA14	Maintenance, other such as nav aids etc		Improved reliability in the longer term	Replace existing lights and light towers at Gluss with modern LED lighting	Progress discussions with supplier with a view to preparing an application for Capital funding				Complete Gateway process for consideration in a future years capital programme	Nov-13	a				0.00	£387,545
			Improved reliability in the longer term	Existing VTS radar system obsolete and spares no longer manufactured.	Obtain proposals for replacement within next 5 years				Complete Gateway process for consideration in a future years capital programme	Dec-13	g					
PHA15	Maintenance, plant and vehicles		Council's Assets maintained in effective and Efficient Manner	To maintain the life expectancy of the vessel	Shot Blast and Paint one mooring boat				works completed	Sep-13	a				0.00	£268,806
PHA16	Sella Ness Kitchen		Reduced costs to the Tax Payer	To provide appropriate welfare facilities for staff without providing subsidised meals.	Ensure that Kitchen operates without subsidy				Kitchen breaks even	Mar-14	g				1.12	£0
Progress Tracker:									Total	Red	3	2	0	0		
										Amber	9	8	1	0		
										Green	17	11	5	4		
Actions and commitments required from other sections or partners to deliver improvements																
Performance Indicators																
	Council Wide Indicators / Measures			Source / Freq		Baseline			Targets (2012 – 2015)					Actions Ref		
PH1	Full-time equivalents in Infrastructure Services - Contracted Hours only			Monthly from Covalent		March 2013 FTE Count			Reduction in line with MTFP							

PH2	Days lost due to sickness in Directorate - Infrastructure Services	Monthly from Covalent	2012/13 Average	Improvement on previous year	
PH3	Days lost due to long-term sickness in Directorate - Infrastructure Services	Monthly from Covalent	2012/13 Average	Improvement on previous year	
PH4	Days lost due to short-term sickness in Directorate - Infrastructure Services	Monthly from Covalent	2012/13 Average	Improvement on previous year	
PH5	Percentage rate of sickness in Directorate - Infrastructure Services	Monthly from Covalent	2012/13 Average	Less than 4% and Improvement on previous year	
PH6	Overtime Cost in Directorate - Infrastructure Services (non-contractual)	Monthly from Covalent	Budgeted Levels	At or Below Budget	
PH7	Overtime Hours in Directorate - Infrastructure Services (non-contractual)	Monthly from Covalent	Budgeted Levels	At or Below Budget	
PH8	Employee Mileage/Vehicle Cost in Directorate - Infrastructure Services	Monthly from Covalent	Budgeted Levels	At or Below Budget	
PH9	Employee Miles Claimed in Directorate - Infrastructure Services	Monthly from Covalent	Budgeted Levels	At or Below Budget	
PH10	Incident Notifications (PINS) in Directorate - Infrastructure Services	Monthly from Covalent	2012/13 Average	Monthly Average less than 2.75	

	Service Indicators / Measures	Source / Freq	Baseline	Targets (2012 – 2015)	Actions Ref
PH11	% Completed marine incident/accident reports	DPA Report Each Harbour Board			
PH12	% Operational VTS hours	DPA Report Each Harbour Board			
PH13	% Marine Risk Assessments in Date	DPA Report Each Harbour Board			
PH14	% Port marine employees with in date Qualifications	DPA Report Each Harbour Board			
PH15	% Availability of Aids to Navigation	DPA Report Each Harbour Board			
PH16	Sullom Voe Income	Business Support Monthly			
PH17	Scalloway Income	Business Support Monthly			
PH18	Other Income	Business Support Monthly			

Benchmarking Arrangements / Plans					

Risk Register (From JCAD)									
Gross Risk Profile	Uncontrolled Risk Rating	Residual Risk Profile	Current Risk Rating	Risk Ref	Risk	Details	Responsible Officer	Control Measure	% Complete
High	12	Medium	6	PENE0001	Plant/Equipment - breakdown/failure disruption	Non availability of Jetty mooring gear	Andrew Inkster		
	0	Medium	9	P0005	Staff number/skills shortage	Service relies on a range of specialist staff with different skills, experience and qualifications			
	0	High	5	P0001	Escape of pollutant	Safety Management System, Vessel Traffic Service, Compulsory pilotage, Qualified and competent staff			
	0	Medium	9	P0031	Staff number/skills shortage	Port service requires minimum numbers of staff for certain activities and to ensure compliance			
	0	Medium	6	P0027	Loss of IT facilities	ICT link is between Sellaness and Lerwick, and had been known to fail for up to two days. Service relies on ICT link for email, forecasts, etc to deliver service to customers safely,			

	0	Medium	6	P0029	Storm, Flood, other weather related, burst pipes etc	Service manages ports, in northerly location which has frequent severe weather			
	0	Low	3	P0028	Terrorism/Activists	Port services cover a large geographic, dispersed area which cannot have 24 hour security. Ships are often unmanned			
	0	Medium	4	P0026	Fire, lightning, aircraft, explosion	Staff transfer using helicopters, take off and land at Sellaness and work with pilot boats			
	0	Medium	4	P0030	Professional Errors and Omissions	Service requires various certificates of compliance to operate tugs and ports.			
	0	Medium	9	P0025	Breach of Legislation - Data Protection, Human Rights, Employment Practice, Health and Safety etc	Service must work within legislation, etc including working time directive. Staff sometimes have to work excessive hours			
	0	High	5	P0047	Escape of pollutant	Safety Management System, Vessel Traffic Service, Compulsory pilotage, Qualified and competent staff			
	0	Low	3	P0045	Storm, Flood, other weather related, burst pipes etc				
	0	Medium	8	P0044	Failure of Key supplier	Port operations rely on various suppliers and services including fuel, key components, sub-contractors			
	0	High	5	P0043	Physical - People / Property - Other	Many ships/ vessels use the port, much of the larger area is of special interest or protected			
	0	Medium	9	P0042	Staff number/skills shortage	Service relies on a range of specialist staff with different skills, experience and qualifications			
	0	Medium	9	P0041	Industrial action	Current terms and conditions being reviewed and negotiated for Office, marine and other staff Tugs and pilot staff under review			
	0	Medium	9	P0040	Staff number/skills shortage	Port service requires minimum numbers of staff for certain activities and to ensure compliance			
	0	Medium	6	P0039	Storm, Flood, other weather related, burst pipes etc	Service manages ports, in northerly location which has frequent severe weather			
	0	Low	3	P0046	Terrorism/Activists	Port services cover a large geographic, dispersed area which cannot have 24 hour security. Ships are often unmanned			
	0	Medium	4	P0038	Professional Errors and Omissions	Service requires various certificates of compliance to operate tugs and ports.			
	0	Low	3	PENE0002	Storm, Flood, other weather related, burst pipes etc				
	0	Medium	8	PENE0003	Failure of Key supplier	Port operations rely on various suppliers and services including fuel, key components, sub-contractors			
	0	Medium	9	PENE0004	Staff number/skills shortage	Service relies on a range of specialist staff with different skills, experience and qualifications			
	0	Medium	9	PENE0005	Industrial action	Current terms and conditions being reviewed and negotiated for Office, marine and other staff Tugs and pilot staff under review			
	0	Medium	6	PENE0006	Storm, Flood, other weather related, burst pipes etc	Service manages ports, in northerly location which has frequent severe weather			
	0	Medium	9	P0032	Industrial action	Current terms and conditions being reviewed and negotiated for Office, marine and other staff Tugs and pilot staff under review			
	0	High	5	P0033	Physical - People / Property - Other	Many ships/ vessels use the port, much of the larger area is of special interest or protected			
	0	High	5	P0034	Physical - People / Property - Other	Many ships/ vessels use the port, much of the larger area is of special interest or protected			
	0	Medium	8	P0035	Failure of Key supplier	Port operations rely on various suppliers and services including fuel, key components, sub-contractors			
	0	Medium	6	P0009	Storm, Flood, other weather related, burst pipes etc				
	0	Medium	9	P0007	Staff number/skills shortage	Port service requires minimum numbers of staff for certain activities and to ensure compliance			
	0	Medium	8	P0016	Budget control failure	Loss of income			
	0	Medium	9	P0017	Watercraft	New tugs have directional stability issue.			
	0	Low	3	P0002	Storm, Flood, other weather related, burst pipes etc				

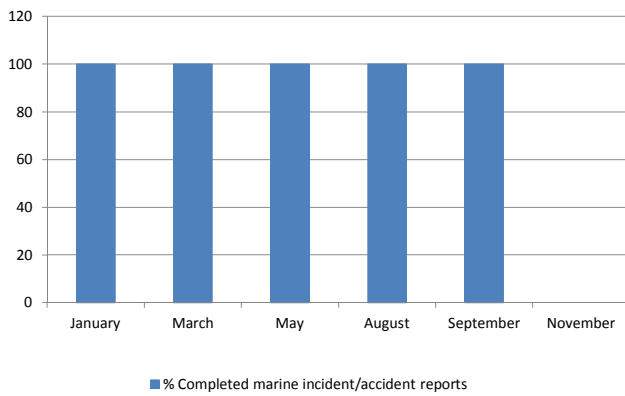
	0	High	5	P0004	Physical - People / Property - Other	Many ships/ vessels use the port, much of the larger area is of special interest or protected							
	0	Medium	9	P0006	Industrial action	Current terms and conditions being reviewed and negotiated for Office, marine and other staff Tugs and pilot staff under review							
	0	Medium	8	P0003	Failure of Key supplier	Port operations rely on various suppliers and services including fuel, key components, sub-contractors							
	0	Medium	6	P0008	Loss of IT facilities	ICT link is between Sellaness and Lerwick, and had been known to fail for up to two days. Service relies on ICT link for email, forecasts, etc to deliver service to customers safely, communicate with customers etc							
	0	Medium	6	P0010	Storm, Flood, other weather related, burst pipes etc	Service manages ports, in northerly location which has frequent severe weather							
	0	Medium	4	P0011	Storm, Flood, other weather related, burst pipes etc	Service manages ports, in northerly location which has frequent severe weather							
	0	Low	3	PENE0007	Terrorism/Activists	Port services cover a large geographic, dispersed area which cannot have 24 hour security. Ships are often unmanned							
	0	Low	3	P0012	Terrorism/Activists	Port services cover a large geographic, dispersed area which cannot have 24 hour security. Ships are often unmanned							
	0	High	12	P0014	Professional Errors and Omissions	Service requires various certificates of compliance to operate tugs and ports.							
	0	Medium	9	P0015	Breach of Legislation - Data Protection, Human Rights, Employment Practice, Health and Safety etc	Service must work within legislation, etc including working time directive. Staff sometimes have to work excessive hours							
	0	Low	3	P0036	Storm, Flood, other weather related, burst pipes etc								
	0	Medium	9	P0024	Industrial action	Current terms and conditions being reviewed and negotiated for Office, marine and other staff Tugs and pilot staff under review							
	0	Medium	9	P0023	Staff number/skills shortage	Port service requires minimum numbers of staff for certain activities and to ensure compliance							
	0	Medium	6	P0022	Loss of IT facilities	ICT link is between Sellaness and Lerwick, and had been known to fail for up to two days. Service relies on ICT link for email, forecasts, etc to deliver service to customers safely, communicate with customers etc							
	0	Low	3	P0021	Terrorism/Activists	Port services cover a large geographic, dispersed area which cannot have 24 hour security. Ships are often unmanned							
	0	Medium	4	P0020	Fire, lightning, aircraft, explosion	Staff transfer using helicopters, take off and land at Sellaness and work with pilot boats							
	0	Medium	4	P0019	Professional Errors and Omissions	Service requires various certificates of compliance to operate tugs and ports.							
	0	Medium	9	P0018	Breach of Legislation - Data Protection, Human Rights, Employment Practice, Health and Safety etc	Service must work within legislation, etc including working time directive. Staff sometimes have to work excessive hours	Sheena Summers						
	0	High	5	P0037	Escape of pollutant	Safety Management System, Vessel Traffic Service, Compulsory pilotage, Qualified and competent staff							
	0	Medium	4	P0013	Fire, lightning, aircraft, explosion	Staff transfer using helicopters, take off and land at Sellaness and work with pilot boats							
	0	Medium	9	PENE0008	Breach of Legislation - Data Protection, Human Rights, Employment Practice, Health and Safety etc	Service must work within legislation, etc including working time directive. Staff sometimes have to work excessive hours	Andrew Inkster						



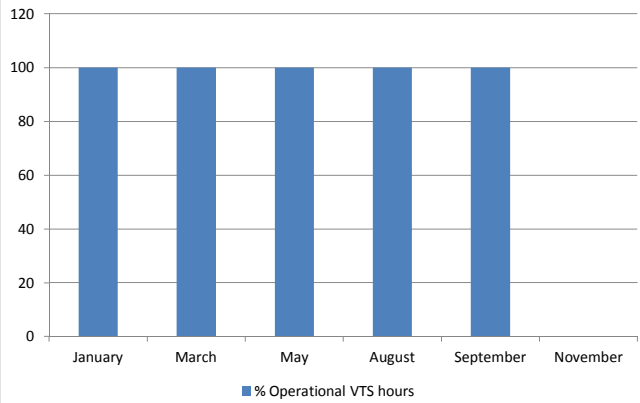


## Ports and Harbours Performance Graphs

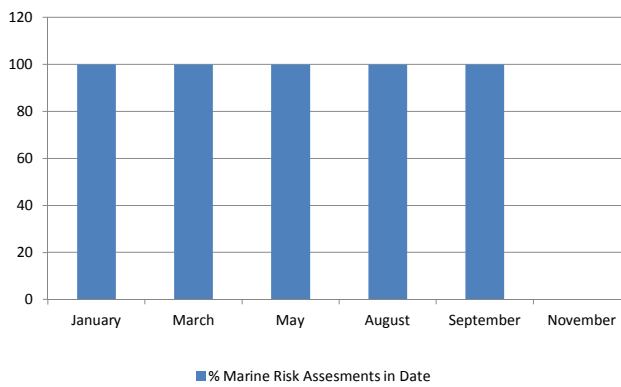
**% Completed marine incident/accident reports**



**% Operational VTS hours**



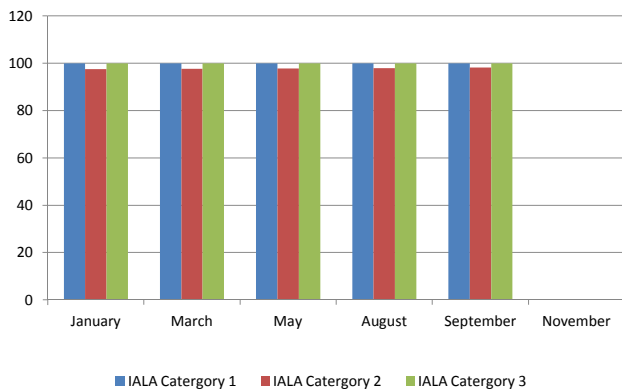
**% Marine Risk Assessments in Date**



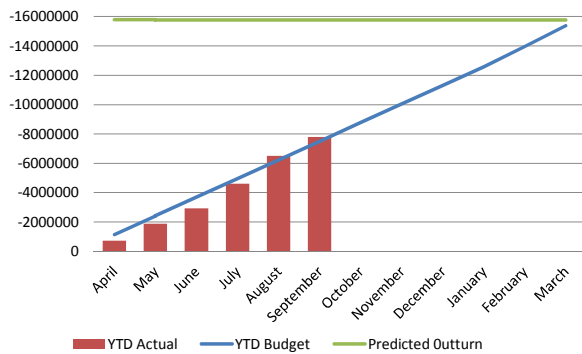
**% Port marine employees with in date Qualifications**



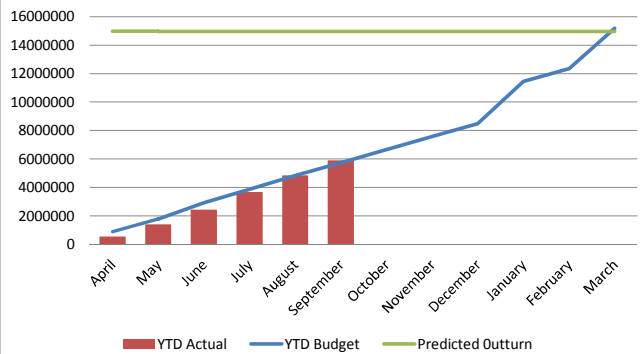
**% Availability of Aids to Navigation**



**Ports - Income**



**Ports - Expenditure**





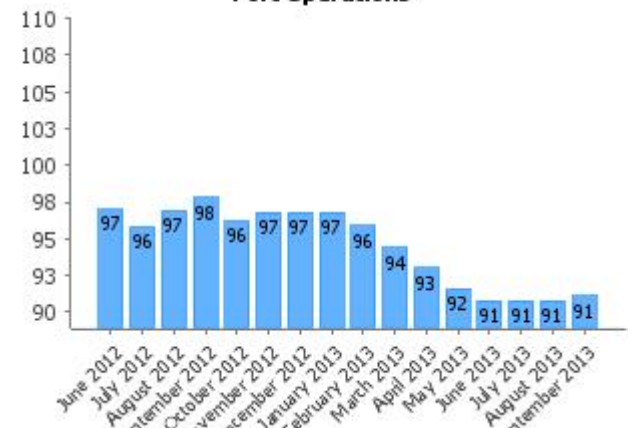


# Monthly Performance Indicators – Ports and Harbours



Shetland Islands Council

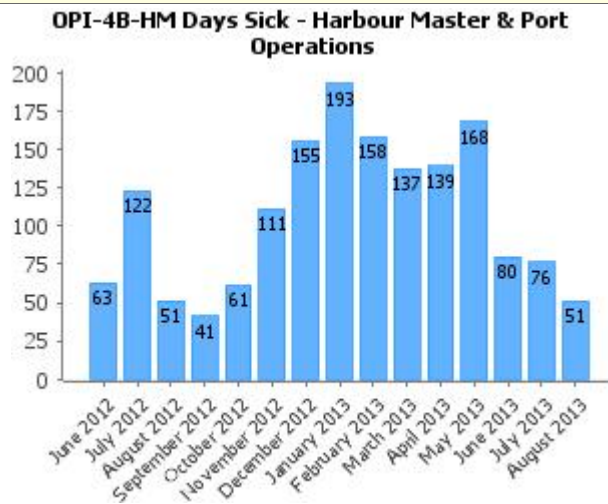
Generated on: 13 November 2013

## Full-time equivalents in Harbour Master & Port Operations - Contracted Hours only

<p>September 2013 result 91</p>	<p><b>OPI-4A-HM FTE (Contracted Hours) - Harbour Master &amp; Port Operations</b></p> 			
<b>Note</b>		<b>Short Trend</b>	Getting Worse	
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Improving	
<b>Linked Performance Indicators</b>	FTE (Contracted Hours) - Infrastructure Directorate	457	<p><b>Purpose &amp; Guidance</b></p> <p>This PI is a measure of headcount, at the moment it only includes contracted hours. It does not include hours worked beyond contract (either straight-time or time-and-a-half overtime). It does not include hours worked by Relief staff, and it does not include hours worked by "passed-to" staff (those staff with multiple contracts who only receive one payslip). Work is ongoing to address these omissions.</p>	
	Sick %age - Harbour Master & Port Operations	1.8%		

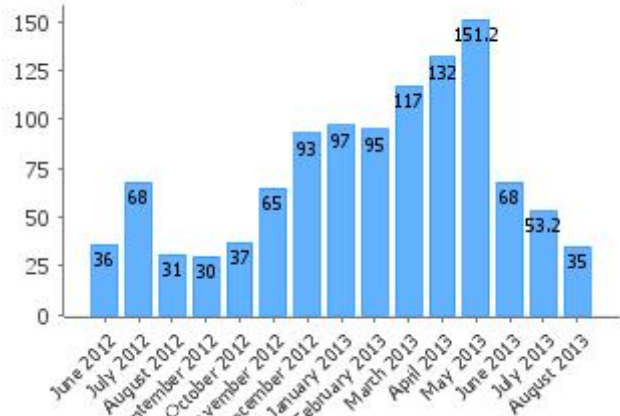


### Days lost due to sickness in Harbour Master & Port Operations

August 2013 result  
51



<b>Note</b>		<b>Short Trend</b>	Improving	↑
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Improving	↑
<b>Linked Performance Indicators</b>	Days Sick - Infrastructure Directorate	316	<b>Purpose &amp; Guidance</b>  This indicator shows the number of CALENDAR days that are "absent due to sickness", it does not measure "working days". It does not include compassionate leave, Maternity/Paternity or any other leave other than sickness. It does not take into account whether a person is on full-pay, half-pay or zero-pay.	
	Sick %age - Harbour Master & Port Operations	1.8%		

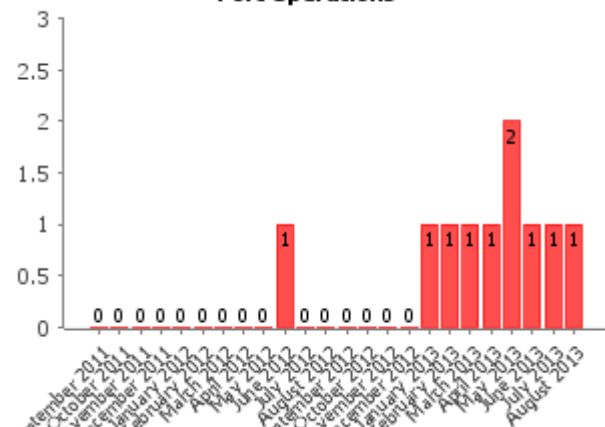


## Days lost due to long-term sickness in Harbour Master & Port Operations

<div>August 2013 result</div> <div>35</div>	<div>OPI-4BI-HM Days Sick (Long-term) - Harbour Master &amp; Port Operations</div> <div></div>				
	Note		Short Trend	Improving	
	Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving	
	Linked Performance Indicators	Days Sick (Long-term) - Infrastructure Directorate	225	<div>Purpose &amp; Guidance</div> <div>This PI measures the number of days, in the overall total number of sick days, that are classed as part of a long-term sickness. Long-term sickness is sickness episode which lasts 4 weeks or more. All Executive Managers should already be aware of absences which last more than 4 weeks.</div>	


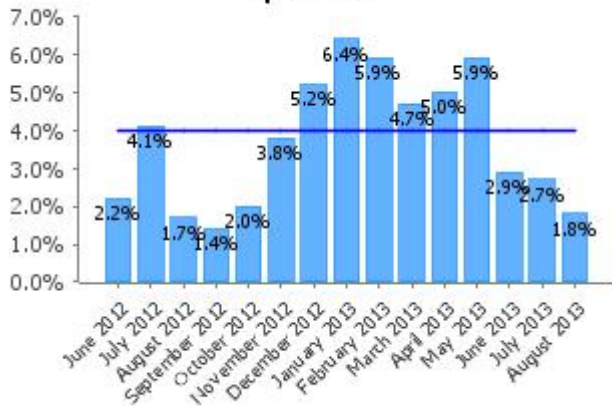


### Days lost due to short-term sickness in Harbour Master & Port Operations

<div>August 2013 result 15.8</div>	<div>OPI-4Bs-HM Days Sick (Short-term) - Harbour Master &amp; Port Operations</div> <div></div> <table><thead><tr><th>Month</th><th>Days Sick (Short-term)</th></tr></thead><tbody><tr><td>June 2012</td><td>26.6</td></tr><tr><td>July 2012</td><td>54.4</td></tr><tr><td>August 2012</td><td>20</td></tr><tr><td>September 2012</td><td>11</td></tr><tr><td>October 2012</td><td>24</td></tr><tr><td>November 2012</td><td>45.8</td></tr><tr><td>December 2012</td><td>62.2</td></tr><tr><td>January 2013</td><td>95.9</td></tr><tr><td>February 2013</td><td>62.7</td></tr><tr><td>March 2013</td><td>20</td></tr><tr><td>April 2013</td><td>7</td></tr><tr><td>May 2013</td><td>16.8</td></tr><tr><td>June 2013</td><td>12</td></tr><tr><td>July 2013</td><td>23</td></tr><tr><td>August 2013</td><td>15.8</td></tr></tbody></table>				Month	Days Sick (Short-term)	June 2012	26.6	July 2012	54.4	August 2012	20	September 2012	11	October 2012	24	November 2012	45.8	December 2012	62.2	January 2013	95.9	February 2013	62.7	March 2013	20	April 2013	7	May 2013	16.8	June 2013	12	July 2013	23	August 2013	15.8
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Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving																																	
Linked Performance Indicators	Days Sick (Short-term) - Infrastructure Directorate	91	<div><b>Purpose &amp; Guidance</b></div> <div>This PI measures the number of days, in the overall total number of sick days, that are classed as part of a short-term sickness. Short-term sickness is sickness episode which lasts less than 4 weeks.</div>																																	

## Very Long-term Sick Headcount in Harbour Master & Port Operations

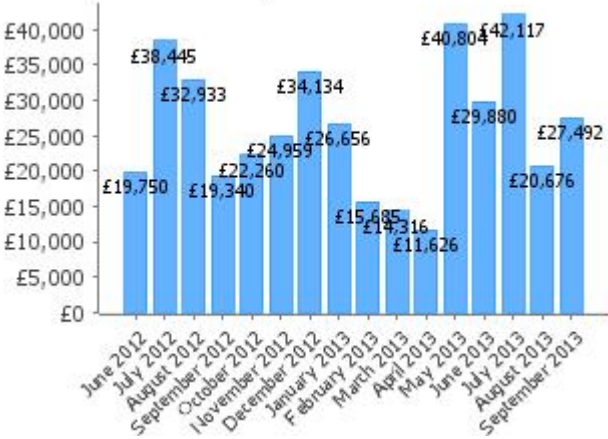


<div>August 2013 result</div> <div>1</div>	<div>OPI-4Bvl-HM Very Long-term Sick - Harbour Master &amp; Port Operations</div> <div><table><thead><tr><th>Month</th><th>Count</th></tr></thead><tbody><tr><td>September 2011</td><td>0</td></tr><tr><td>October 2011</td><td>0</td></tr><tr><td>November 2011</td><td>0</td></tr><tr><td>December 2011</td><td>0</td></tr><tr><td>January 2012</td><td>0</td></tr><tr><td>February 2012</td><td>0</td></tr><tr><td>March 2012</td><td>0</td></tr><tr><td>April 2012</td><td>0</td></tr><tr><td>May 2012</td><td>0</td></tr><tr><td>June 2012</td><td>0</td></tr><tr><td>July 2012</td><td>1</td></tr><tr><td>August 2012</td><td>0</td></tr><tr><td>September 2012</td><td>0</td></tr><tr><td>October 2012</td><td>0</td></tr><tr><td>November 2012</td><td>0</td></tr><tr><td>December 2012</td><td>0</td></tr><tr><td>January 2013</td><td>0</td></tr><tr><td>February 2013</td><td>0</td></tr><tr><td>March 2013</td><td>1</td></tr><tr><td>April 2013</td><td>1</td></tr><tr><td>May 2013</td><td>1</td></tr><tr><td>June 2013</td><td>2</td></tr><tr><td>July 2013</td><td>1</td></tr><tr><td>August 2013</td><td>1</td></tr></tbody></table></div>				Month	Count	September 2011	0	October 2011	0	November 2011	0	December 2011	0	January 2012	0	February 2012	0	March 2012	0	April 2012	0	May 2012	0	June 2012	0	July 2012	1	August 2012	0	September 2012	0	October 2012	0	November 2012	0	December 2012	0	January 2013	0	February 2013	0	March 2013	1	April 2013	1	May 2013	1	June 2013	2	July 2013	1	August 2013	1
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Note		Short Trend	No Change																																																			
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Getting Worse																																																			
Linked Performance Indicators	Very Long-term Sick - Infrastructure Directorate	1	<div>Purpose &amp; Guidance</div> <div>This PI measures the number individuals who have been sick for over 6 months. All Executive Managers and Directors should already be aware of staff in their areas that have been absent for extended periods of time.</div>																																																			

## Percentage Rate Of Sickness in Harbour Master & Port Operations

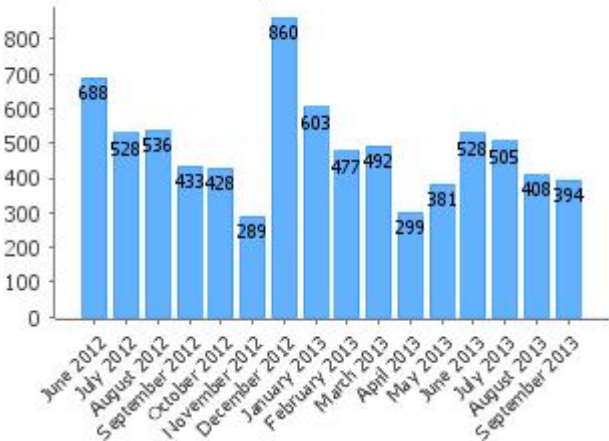


<p>August 2013 result</p> 	<p><b>OPI-4C-HM Sick %age - Harbour Master &amp; Port Operations</b></p>  <p>— Target (Months)</p>			
<b>Note</b>		<b>Short Trend</b>	Improving	
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Improving	
<b>Linked Performance Indicators</b>	FTE (Contracted Hours) - Harbour Master & Port Operations	91	<p><b>Purpose &amp; Guidance</b></p> <p>This indicator shows the percentage of CALENDAR days that are "absent due to sickness", it does not measure "working days". It does not include compassionate leave, Maternity/Paternity or any other leave other than sickness. It does not take into account whether a person is on full-pay, half-pay or zero-pay.</p>	
	Days Sick - Harbour Master & Port Operations	51		
	Sick %age - Infrastructure Directorate	2.2%		




## Overtime Cost in Harbor Harbour Master & Port Operations (non-contractual)

<p><b>September 2013 result</b> £27,492</p>	<p style="text-align: center;"><b>OPI-4D-HM Overtime Cost - Harbour Master &amp; Port Operations</b></p> 			
<b>Note</b>		<b>Short Trend</b>	Getting Worse	
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Getting Worse	
<b>Linked Performance Indicators</b>	Overtime Cost - Infrastructure Directorate	£112,061	<p><b><u>Purpose &amp; Guidance</u></b></p> <p>This PI measures non-contractual, time-and-a-half, overtime cost. It does NOT include any on-costs such as employer's NI contribution. It does NOT include hours worked beyond contract where these are straight time (e.g. a 20 hour per week person working 30 hours one week). It does NOT include contractual overtime (e.g. the 5 hours contracted overtime that most ferry staff have).</p>	

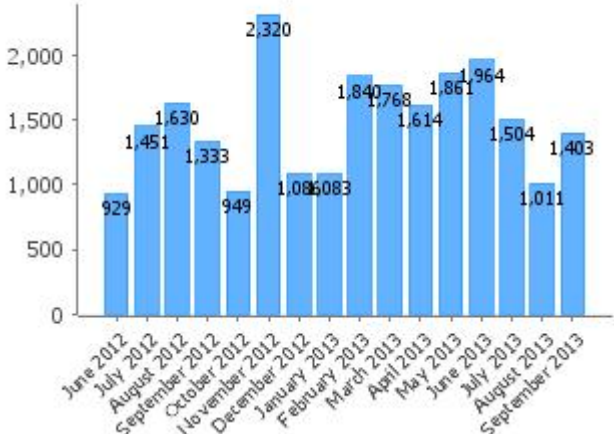


## Overtime Hours in Harbour Master & Port Operations (non-contractual)

September 2013 result 394	<div>OPI-4E-HM Overtime Hours - Harbour Master &amp; Port Operations</div>  <table border="1"><thead><tr><th>Month</th><th>Overtime Hours</th></tr></thead><tbody><tr><td>June 2012</td><td>688</td></tr><tr><td>July 2012</td><td>528</td></tr><tr><td>August 2012</td><td>536</td></tr><tr><td>September 2012</td><td>433</td></tr><tr><td>October 2012</td><td>428</td></tr><tr><td>November 2012</td><td>289</td></tr><tr><td>December 2012</td><td>860</td></tr><tr><td>January 2013</td><td>603</td></tr><tr><td>February 2013</td><td>477</td></tr><tr><td>March 2013</td><td>492</td></tr><tr><td>April 2013</td><td>299</td></tr><tr><td>May 2013</td><td>381</td></tr><tr><td>June 2013</td><td>528</td></tr><tr><td>July 2013</td><td>505</td></tr><tr><td>August 2013</td><td>408</td></tr><tr><td>September 2013</td><td>394</td></tr></tbody></table>				Month	Overtime Hours	June 2012	688	July 2012	528	August 2012	536	September 2012	433	October 2012	428	November 2012	289	December 2012	860	January 2013	603	February 2013	477	March 2013	492	April 2013	299	May 2013	381	June 2013	528	July 2013	505	August 2013	408	September 2013	394
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Note		Short Trend	Improving																																			
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving																																			
Linked Performance Indicators	Overtime Hours - Infrastructure Directorate	4667	<b>Purpose &amp; Guidance</b>  This PI measures non-contractual, time-and-a-half, overtime hours. It does not include hours worked beyond contract where these are straight time (e.g. a 20 hour per week person working 30 hours one week). It does not include contractual overtime (e.g. the 5 hours contracted overtime that most ferry staff have).																																			

## Employee Mileage/Vehicle Cost in Harbour Master & Port Operations

<p><b>September 2013 result</b> £1,456</p>	<p style="text-align: center;"><b>OPI-4F-HM Employee Mileage/Vehicle Cost - Harbour Master &amp; Port Operations</b></p> 			
<b>Note</b>		<b>Short Trend</b>	Getting Worse	↓
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Improving	↑
<b>Linked Performance Indicators</b>	Employee Mileage/Vehicle Cost - Infrastructure Directorate	£9,806	<p><b><u>Purpose &amp; Guidance</u></b></p> <p>This measures the cost to the Council, of Car Allowances and mileage done in employee's own vehicles. This PI includes Essential Car Allowance plus the cost of mileage claimed. It does not include any "employers on-costs". There are some mileage/vehicle claims that are omitted from this indicator, these are usually trivial amounts and do not affect overall trends. It does not include any costs for Council owned vehicles.</p>	
	Employee Miles Claimed - Harbour Master & Port Operations	1,403		

## Employee Miles Claimed in Harbour Master & Port Operations

<p><b>September 2013 result</b> 1,403</p>	<p><b>OPI-4G-HM Employee Miles Claimed - Harbour Master &amp; Port Operations</b></p> 			
<b>Note</b>		<b>Short Trend</b>	Getting Worse	
<b>Service/Directorate</b>	Harbour Master & Port Operations; Infrastructure Services Directorate	<b>12-month Trend</b>	Improving	
<b>Linked Performance Indicators</b>	Employee Mileage/Vehicle Cost - Harbour Master & Port Operations	£1,456	<p><b><u>Purpose &amp; Guidance</u></b></p> <p>This is the number of miles claimed by employees for mileage done in their own vehicles. Some mileage may have been done in earlier months, this is usually due to late mileage claims by employees.</p>	
	Employee Miles Claimed - Infrastructure Directorate	10,775		

**Harbour Board****28 November 2013****Capital and Revenue Project Progress Report****PH-29-13F****Team Leader – Port Engineering****Infrastructure Services Department****1.0 Summary**

- 1.1 This report updates the Board on issues pertaining to the projects relating to Ports and Harbours Operations.

**2.0 Decision Required**

- 2.1 The Harbour Board is recommended to:
- 2.1.1 Note the contents of the report and areas of progress made; and
- 2.1.2 Discuss and highlight any areas of concern.

**3.0 Detail**

Ports and Harbours currently has an interest in the following projects:

**Capital Programme Projects****3.1 Walls – RCM 2316**

- 3.1.1 The contractor Frank L Johnston (Shetland) Ltd started work on site on 16<sup>th</sup> April 2012 with an agreed completion date of the end of June 2013. Progress on the piling was slower than anticipated with the result that the completion date could not be achieved. A revised programme was agreed with the contractor indicating completion by the end of August 2013. The time allowed in the contractors programme to complete all the work required following completion of the piling has been over optimistic. It is now expected that the works will be complete early in 2014.

- 3.1.2 Construction of the piling and capping beam is now complete. Installation of the fenders, ladders, bollards, toe rails and cathodic protection anodes are also complete. The contractor is now working on casting the concrete deck slabs. These have been completed on the outer arm of the pier and the contractor is working back towards the shore.
- 3.1.3 The concrete deck slab along the inner berth is complete and this berth has also had all the deck fittings, fenders and cathodic protection anodes installed.
- 3.1.4 Placing of the primary armour on the south face is complete.
- 3.1.5 The ferry pontoon and walkway have been installed.
- 3.1.6 The new ferry store/waiting room building and storage compound is approximately 95% complete. All major services work into the site is complete, as is the foul drainage and surface water drainage pipe work.
- 3.1.7 Once a clear understanding of the completion date is gained, work will commence on the official opening of the facility. This will be arranged by Ports and Harbours Operations.
- 3.1.8 The project remains on course to be completed within the tender sum.

#### Harbour Account Capital Projects

### 3.2 Plant, Vehicles and Equipment – PCM 2101

- 3.2.1 This budget will be utilised to continue major servicing of Pilot vessel engines, and the replacement of plant and equipment where absolutely necessary.
- 3.2.2 The Scalloway Pilot Vessel “Lyrie” is currently out of the water for its annual docking. As part of the docking, one of the main engines is having a major overhaul.
- 3.2.3 One 4x4 vehicle has recently been replaced, and again, a low mileage second hand vehicle was sourced to maximise efficiencies where possible. The old vehicle, plus three extra vehicles have been returned to Fleet Management Unit, substantially reducing the vehicle fleet at Ports and Harbours Operations.

### 3.3 Navigational Aids – PCM 2104

- 3.3.1 This budget has been used to continue the upgrade of navigational aids and in particular, the adoption of new LED technology. Incorporation of LED lanterns has already proved to be a complete success, with availability much increased through the dark winter months.

- 3.3.2 The Navigation Lights at Lamba have recently been upgraded to LED technology, and a replacement LED light for Queyfirth is due for delivery in early January 2014.
- 3.3.3 Design work for the proposed LED replacement of the Gluss leading lights is now complete, and a final quotation is expected in the very near future. It is planned to procure the equipment this financial year with works taking place in the Spring of 2014, thereby spreading costs over two years and removing the need to seek additional funding this financial year.

#### Harbour Account Revenue Projects

#### 3.4 Sullom Voe Terminal Jetty Maintenance Contract

- 3.4.1 Malakoff Limited won the three year Contract, and work is progressing well over a number of work areas.
- 3.4.2 The scope of work for 2013 is now complete, and the summer maintenance part of the Contract expired on 1 October.
- 3.4.3 Replacement of the Jetty Two “slops” drainage system is complete and works on the Jetty Three system will commence in the very near future.
- 3.4.4 The concrete repair sub-contract for 2013 is also now complete with the planned repair works on Jetty Three dolphins seven and eight completed on time and within agreed budgets.
- 3.4.5 Particular emphasis is being placed on the Schiehallion shutdown and, where possible, works in 2014 will be directed on Jetty Three to ensure that future delays and disruption to this Jetty are minimised. A significant amount of work and planning is being done to arrange the concrete repair and fender replacement of the Jetty Three berthing dolphins. This work will take Jetty Three completely out of service, and it is imperative that the works are completed before the Schiehallion field shutdown ends. Close contact with Terminal operators and Contractors is being maintained to ensure that this project proceeds in line with this deadline.

#### 3.5 Small Ports – Condition Surveys

- 3.5.1 A local Civil Engineering Consultant has provided condition surveys on all small Ports. This information has been passed to Capital Programme and will be considered in due course.

#### 3.6 Baltasound Small Craft Landing Facility

- 3.6.1 The small craft landing pontoon at Baltasound pier was installed to allow small cruise liners to safely transfer passengers ashore.
- 3.6.2 Despite a comprehensive design specification, the pontoon has been significantly damaged by adverse weather conditions and

currently awaits repair. There is little doubt that the position of the pontoon is too exposed to facilitate a year round service.

3.6.3 Due to the design of the pontoon, a heavy crane is required to lift the structure into and out of the water. The costs of doing so along with the necessary repairs significantly outweigh the income generated by this facility.

3.6.4 Discussions and consultation on this matter continue, and a meeting was held with North Isles Councillors and island representatives where a number of options were discussed. One option in particular, to relocate the pontoon to a more sheltered side of the pier using a conventional mooring was suggested at the meeting, and this is being examined in detail before a further meeting is held.

3.6.5 Once discussions have concluded, a report will be provided to the Board outlining all options for the future of the facility.

## **4.0 Implications**

### Strategic

4.1 Delivery On Corporate Priorities – The actions in this report will contribute to the SOA outcomes 1, 3, 13, 14 and 15 in the Council's Action Plan 2012/13 of

“Shetland has sustainable economic growth with good employment opportunities”

“We have financial sustainability & balance across all sectors”

“Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services”

“We live and work in a renowned natural and built environment which is protected and cared for”

“We deliver sustainable services and make decisions, which reduce harmful impacts on the environment “

4.2 Community /Stakeholder Issues – The community and stakeholders of the Ports and Harbours operation have an interest in ensuring that new capital projects are properly monitored and ensuring that they are completed within budget and on schedule.

4.3 Policy And/Or Delegated Authority – The Scheme of Administration and Delegations states that the role and authority of the Harbour Board is:



- 4.3.1 Strategic oversight and direction in all aspects of the operation of the Council's harbour undertaking in accordance with overall Council policy and the requirements of the Port Marine Safety Code;
  - 4.3.2 Act as Duty Holder required by the Port Marine Safety Code and ensure that the necessary management and operational mechanisms are in place to fulfil that function; and
  - 4.4.3 To consider all development proposals and changes of service level within the harbour undertaking, including dues and charges, and make appropriate recommendations to the Council
- 4.4 Risk Management – Failure to tackle the Advanced Low Water Corrosion where it occurs, will eventually lead to a failure of the structure affected. Failure to address this issue may, over time, also raise the risk of harm to persons or property using the facility. Failure to reduce the net ongoing running costs of the Council carries a significant risk of the Council's financial policies not being adhered to and will require a further draw on Reserves.
- 4.5 Equalities, Health And Human Rights – None arising from this report.
- 4.6 Environmental – None arising from this report.
- Resources
- 4.7 Financial - All current projects remain on course to be completed within the approved budget.
- 4.8 Legal – There are no known legal issues arising from this report. Governance and Law provide advice and assistance on the full range of Council services, duties and functions including those in this report
- 4.9 Human Resources – None arising from this report.
- 4.10 Assets And Property – None arising from this report.

## **5.0 Conclusions**

- 5.1 Projects in this report continue to be monitored in line with Council procedures and guidelines.

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For further information please contact:  
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15 November 2013

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Background documents:  
None.



**Harbour Board****28 November 2013****Harbourmaster's Report****PH-31-13F****Harbour Master, Ports & Harbours Operations****Infrastructure Services Department****1.0 Summary**

- 1.1 The purpose of this report is to brief and inform the Members and Port Marine Safety Code (PMSC) Duty Holder of the professional concerns and current status as reported by the Harbourmaster.

**2.0 Decision Required**

The Harbour Board is recommended to:

- 2.1 consider the content of this report in its role as Duty Holder, and note that the necessary management and operational mechanisms are in place to fulfill that function.

**3.0 Detail**

- 3.1 Navigational Risk Assessment / SMS review. Work is continuing on improving the management in light of the reports from ABPMer reported to the Harbour Board's last meetings.

The new high level manuals have been completed and will be phased in by the end of 2013.

- 3.2 Designated Person. Captain Trevor Auld, appointed as the designated person (Harbour Board Min. ref. 29/12), provides independent assurance directly to the duty holder that the marine safety management system, for which the duty holder is responsible, is working effectively. Captain Auld's report is attached as appendix 1.

- 3.3 Tug DOC audit. The revised manual is in preparation for implementation by the end of 2013.

NCN No	Reason	Progress / Action Taken
1	No contact list in the SMS	A contact list will be incorporated into the next update of the manual.
2	Auditor suggested a formal form for the annual Master's Review rather than the current free-style format.	New form to be produced for next manual update
3	Auditor suggested that improvements could be made to the current defect reporting system.	New system will be introduced in line with that recently developed within ferries. If computer systems will allow, a single system will be used.

## 4.0 Implications

### Strategic

- 4.1 Delivery On Corporate Priorities – The actions in this report will contribute to the SOA outcomes 1 and 3 in the Council's Action Plan 2012/13 of

“Shetland has sustainable economic growth with good employment opportunities”

“We have financial sustainability & balance across all sectors”

- 4.2 Community /Stakeholder Issues – Community and stakeholders have a vested interest in ensuring that the port operation is managed and operated safely and in accordance with legislation and industry best practice.

- 4.3 Policy And/Or Delegated Authority – The Scheme of Administration and Delegations states that the role and authority of the Harbour Board is:

4.3.1 Strategic oversight and direction in all aspects of the operation of the Council's harbour undertaking in accordance with overall Council policy and the requirements of the Port Marine Safety Code; and

4.3.2 Act as Duty Holder required by the Port Marine Safety Code and ensure that the necessary management and operational mechanisms are in place to fulfill that function; and

4.3.3 To consider all development proposals and changes of service level within the harbour undertaking, including dues and charges, and make appropriate recommendations to the Council.

- 4.4 Risk Management – Failure to comply with the requirements of the PMSC could lead to regulatory action.

- 4.4 Equalities, Health And Human Rights – None.

- 4.5 Environmental – None.

## Resources

4.6 Financial – There are no direct financial implications to this report.

4.7 Legal – None.

4.8 Human Resources – None.

4.9 Assets And Property – None.

## **5.0 Conclusion**

5.1 This report is an update of current issues in the operation of Ports and Harbours within Shetland.

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For further information please contact:

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15 November 2013

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## List of Appendices

Appendix 1 Designated Person Report – Captain Trevor Auld

## Background documents:

None



## Designated Person Report – 28 November 2013

This Designated Person report is provided as an independent view on Shetland Islands Council's (SIC) performance against the requirements and standards under the latest edition of the Port Marine Safety Code (PMSC). The report is submitted to the SIC Harbour Board, and copied to the Harbour Master for information.

### Introduction

Since my report to the Harbour Board meeting of 26 September 2013 I have maintained a regular dialogue on marine matters with the SIC's Interim Harbour Master through an exchange of emails. I have also monitored both the SIC's website <http://www.shetland.gov.uk> and SIC's ports specific website <http://www.shetland.gov.uk/ports> for items relating to the reported actions, involvement and decisions taken by the Harbour Board and SIC's appointed officers. Prior to writing this report I had a telephone conversation with the SIC's Interim Harbour Master and Deputy Harbour Master in which we discussed, in accordance with an agreed questionnaire: monitoring measures, assessing measures and effectiveness of the current Marine Safety Management System.

### Duty Holder – Initial point of contact for the Designated Person.

Following the Harbour Board meeting held on 6 September 2012 the Chair of the Harbour Board and Director of Infrastructure, in accordance with Paragraph 2.7 of the Port Marine Safety Code, became the nominated initial point of contact with the Duty Holder for the Designated Person. In this regard I would confirm, and record as evidence of good practice, that I have been notified in a timely manner of the appointment of the new Director of Infrastructure and provided with full contact details.

### Monitoring Measures

**Technical Working Group** – Paragraph 3.12 of the most recent edition of the Port Marine Safety Code states that *'Harbour Authorities should consult, as appropriate, those likely to be involved in or affected by the marine safety management system they adopt. This opportunity should be taken to develop a consensus about safe navigation in the harbour'*. The minutes of the Technical Working Group (TWG) held on 19 September 2013 record the involvement of SIC personnel from different disciplines and port stakeholders in discussion about a range of safety and operational issues including the positioning of navigation marks at Scalloway, ongoing performance trials of the new tugs 'Solan' and 'Bonxie', training of VTS personnel, introduction of the new Marine Safety Management System, operating limitations on operating tugs in fog, the status of the towing winch on board the tug 'Tirrick', a review of port industry incidents and reports, and a review of recent local incident reports and issues raised in person, or by email, by customers of the Harbour Authority. Such meetings which involve and secure the commitment of appropriate stakeholders are evidence of good practice.

It is noted that clarification of the IMO's position with regard to Precautionary Areas, the areas to be avoided in bad weather, around the Shetland Islands' coast remains an outstanding agenda item.

In my last report to the Harbour Board, as evidence of good practice in stakeholder engagement, I recorded that a letter had been sent to the Shetland Fishermen's Association requesting the organisation's cooperation in bringing the correct VHF reporting procedure for fishing vessels entering or leaving Sullom Voe Harbour Area or transiting Yell Sound to the attention of its members. It is of note that since the issue of this letter no reports of fishing vessels failing to report to VTS have been brought to the Harbour Master's attention.

**Examination Panel** – It was agreed in the TWG meeting of 19 September 2013 that a meeting of the Examination Panel should be convened to discuss a near miss involving the vessel 'Calamity Jane'. A date for this meeting has yet to be advised.

**Safety Sub-Committee - Ports** – The minutes of the 60<sup>th</sup> meeting of the Safety Sub-Committee – Ports, record an improved level of attendance by marine staff.

From the minutes it is noted, as evidence of good practice, that each safety issue is either addressed directly or further action is identified and assigned to nominated officers. It is of particular note that a significant proportion of the issues recorded in the minutes relate to the importance of correct procedures and effective communication, both of which are essential elements of an effective Marine Safety Management System.

It is noted, as further evidence of good practice, that whilst there were no articles of direct relevance to SIC's marine operations in the latest edition of the Marine Accident Investigation Branch (MAIB) Safety Digest, the Harbour Master reported on a couple of interesting incidents and advised that there were learning points from all the reports.

**Incidents and Accidents** – No marine incident or accident reports have been submitted to the Harbour Master since 5 September 2013.

**Audits** – No internal or external audits of marine operations have taken place since the DNV (Det Norske Veritas) audit of 9 & 10 July 2013.

**New Marine Safety Management System** - Following minor amendments to the text, DNV has confirmed that the new Marine Safety Management System for Sullom Voe is deemed suitable for ISO 9001 - 2008 compliance.

It was anticipated that, pending receipt of DNV's decision, the new Marine Safety Management Systems for Sullom Voe and Scalloway Harbour would be in place by the time of this report. However, I am advised that due to unforeseen delays it is now expected that both ports will be using the Marine Safety Management Systems by the time of the January 2014 Harbour Board meeting.

The SIC's ports specific website <http://www.shetland.gov.uk/ports> continues to show the current Marine Safety Management System. I am advised that the new Marine Safety Management Systems will be posted on the same website before the end of 2013. The two Marine Safety Management Systems will then be available to view on line for a period of approximately two to three weeks before the older system is withdrawn.



**Consultation** – Active engagement with port and harbour stakeholders by members of the Harbour Board and its appointed officers continues to provide evidence of SIC's commitment to the importance of meaningful and ongoing consultation with local and national organisations. Activities include:

- A representative of the Harbour Board attended a SOTEAG (Shetland Oil Terminal Environmental Advisory Group) meeting on 24 September 2013.
- The Harbour Master continues good lines of communication with attendance at a range of meetings as a stakeholder and Harbour Authority representative, these include:
  - Scalloway Development Plan, 27 September 2013 ;
  - Sullom Voe Oil Spill Advisory, Committee (SVOSAC). 29 October 2013 ;
  - Emergency Preparedness meeting with emergency services, responders, etc. 1 November 2013;
  - Tidal Energy Farm meeting, 1 November 2013; and
  - Harbour Panels A and B, 5 November 2013.
- The public agenda for the Harbour Board meeting of 26 September 2013 was posted on the website [www.shetland.gov.uk](http://www.shetland.gov.uk) in a timely manner. However, the Decision Note for the meeting of 26 September 2013 had not been posted on the website [www.shetland.gov.uk](http://www.shetland.gov.uk) at the time of preparing this report.

No marine circulars have been issued since 30 August 2013.

**Training** – The three training matrices continue to be reviewed regularly and updated as training courses are completed and qualifications obtained or revalidated. Following the recent appointment of four new relief Small Ports Officers a total of thirty eight employees are now identified in the matrices as requiring 'essential' qualifications.

All Marine Pilots are due to complete an Electronic Chart Display and Information System (ECDIS) course by the end of November 2013. Whilst attendance on this course is not identified in the training matrix as an 'essential' requirement it is included in the pilots' training programme, as the promotion of good practice, to ensure that they remain fully conversant with ongoing developments in the forms of marine navigation chart display equipment and information systems they will encounter on board national and international vessels.

The Harbour Board should be aware that Vessel Traffic Service (VTS) V103 refresher courses now scheduled for dates in 2014 may be cancelled if insufficient bookings are secured by the training provider. It is possible, therefore, that some VTS Officers (VTSOs) and Marine Pilots will not be able to revalidate their VTS certificates within the time scale set by the Maritime and Coastguard Agency (MCA), the National Competent Authority for VTS. If this situation occurs the Harbour Authority can not formally provide a Traffic Organisation Service<sup>1</sup> (TOS) VTS when the VTSOs and marine pilots without

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<sup>1</sup> TOS = A service to prevent the development of dangerous maritime traffic situations and to provide for the safe and efficient movement of vessel traffic within the VTS area MGN 238 (M+F) Vessel Traffic Services (VTS) and Port Information in the United Kingdom

revalidated certificates are on watch and the Sullom Voe VTS must revert to the provision of an Information Service<sup>2</sup> (INS) VTS.

The Harbour Board should also be aware that the availability of training courses will have a direct impact upon two of the current Key Performance Indicators (KPI). Without suitably trained staff the KPI used to assess the number of hours in which Sullom Voe's VTS functioned as a TOS will fall, and the KPI used to assess the number of employees with in-date 'essential' qualifications will also fall.

## Assessing Measures

### Key Performance Indicators (KPI):

- 1 Number of completed marine incident/accident reports for Sullom Voe and Scalloway Harbour reviewed by the Technical Working Group expressed as a percentage of all completed marine incident/accident reports.

All incidents and accidents have been reviewed in accordance with the applicable Marine Safety Management System procedure.

KPI = 100%

- 2 Number of hours in which Sullom Voe's Traffic Organisation Service (TOS) VTS functioned as a fully operational service expressed as a percentage of the total number of operational hours.

VTS functioned as a Traffic Organisation Service (TOS) VTS from 00:00 hours on 1 January 2013 to 00:00 hours on 12 November 2013 with a 12 hour break in service on 27 July and another 12 hour break in service on 28 July when the VTS functioned as an Information Service (INS) VTS

Total number of operational hours from 00:00 hours 1 January 2013 to 00:00 hours on 12 November 2013 = 7560

Total number of hours within this period that VTS did not function as a TOS = 24

Total number of hours within this period that VTS functioned as a TOS = 7536

KPI = 99.68%

- 3 Number of Marine Risk Assessments for Sullom Voe and Scalloway Harbour exceeding the review date as a percentage of the total number of marine risk assessments.

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<sup>2</sup> INS = A service to ensure that essential information becomes available in time for on-board navigational decision making MGN 238 (M+F) Vessel Traffic Services (VTS) and Port Information in the United Kingdom

In my last report I informed the Harbour Board that the review dates of the marine risk assessments for Sullom Voe and Scalloway Harbour had been extended to coincide with the implementation of the new Marine Safety Management Systems. However, as implementation has been delayed, all the marine risk assessments are now approaching their formal review date. Whilst the Port Marine Safety Code and the Guide to Good Practice place great emphasis upon a proactive approach to formal risk assessment, scope exists for pragmatic interpretation of the process and in this regard I have discussed the current situation with the Harbour Master and Deputy Harbour Master and remain satisfied that marine safety will not be compromised by a further extension of the risk assessment review dates to coincide with the revised implementation date of the new Marine Safety Management Systems.

KPI = 100%

- 4 **Number of port marine employees with in date qualifications required for their job role, expressed as a percentage of the total number of employees undertaking port marine activities and requiring job specific qualifications.**

The total number of employees undertaking port marine activities and requiring 'essential' job specific qualifications is 38.

VTS and Marine Officers:	14	(2 Marine Managers, 6 Pilots, 5 VTSOs and 1 relief VTSO)
Launch crews:	15	(5 Skippers and 10 Deckhands)
Scalloway:	9	(4 Small Ports Officers (SPOs) and 5 relief SPOs)

The total number of employees from this group with in-date 'essential' job specific qualifications is 36.

The two employees with out of date qualifications are:

Two Pilots – A VTS V/103 revalidation course booked for the start of the new 2013 academic year was cancelled and the pilots must now wait for a course to become available in 2014.

KPI = 94.4%

- 5 **Availability of Aids to Navigation (in three classification bands) expressed as a percentage of total availability over the three year period 26 July 2010 to 11 November 2013**

KPI	IALA Category 1	Availability	100.00%	Target	99.8%
KPI	IALA Category 2*	Availability	98.31%	Target	99.0%
KPI	IALA Category 3	Availability	100.00%	Target	97.0%

\*After successfully addressing issues with bridge lights the availability of Category 2 Aids to Navigation has continued to rise but still remains below the availability criteria (target) laid down by the Northern Lighthouse Board.

## Effectiveness of the Marine Safety Management Systems

The monitoring and assessing measures described above provide assurance that the ports and harbours of Sullom Voe and Scalloway Harbour are functioning safely and efficiently and in full accordance with good practice. However, I am not in a position to give the Harbour Board an assurance about the effectiveness of the current Marine Safety Management System in ensuring compliance with the Port Marine Safety Code.

Whilst implementation of the new Marine Safety Management Systems has, unfortunately, been delayed I am assured that all necessary consultations, approvals and administration processes are now complete and a phased introduction is planned for the period between the November 2013 Harbour Board meeting and the January 2014 Harbour Board meeting. As a consequence, I expect to confirm that both Sullom Voe and Scalloway are using the new Marine Safety Management Systems in my next report to the Harbour Board.

**Captain Trevor Auld**  
**Designated Person (PMSC)**