

**Harbour Board****27 May 2014****Management Accounts for Harbour Board:
2013/14 – Draft Outturn at Quarter 4****F-021-F****Report Presented by Executive Manager -
Finance****Corporate Services****1. Summary**

- 1.1 The purpose of this report is to enable the Harbour Board to review the financial performance of services within its remit. This report details the outturn position on net controllable costs for revenue and capital, and will be subject to final accounting and audit adjustments as part of the year end accounts process.
- 1.2 The outturn position for Ports & Harbours Operations is an increased surplus of £1.883m on revenue and an underspend of £784k on capital against approved budgets.

2. Decision Required

2.1 The Harbour Board is asked to RESOLVE to:

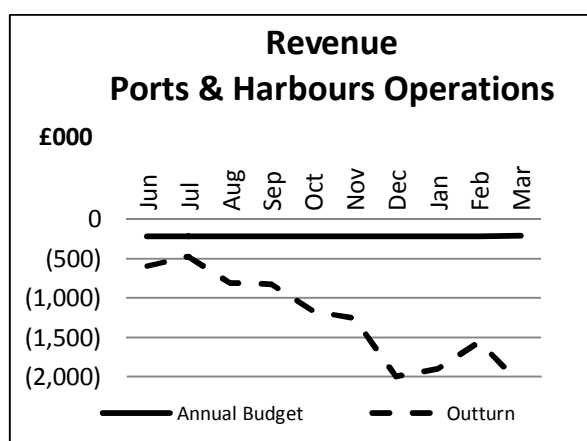
- note the Management Accounts showing the draft outturn position; and
- note the proposed budget carryforwards which will be included in the overall Draft Outturn report to be presented for approval at Policy & Resources Committee on 28 May 2014.

3. Detail

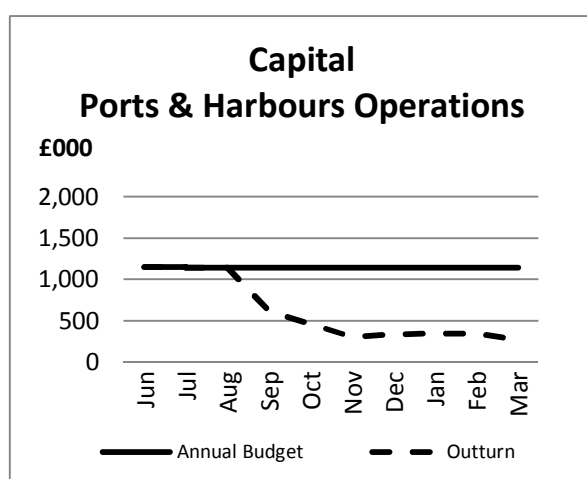
- 3.1 On 20 February 2013 (SIC Min Ref: 9/13) the Council approved the 2013/14 revenue and capital budgets for the Council (including the General Fund, Harbour Account, Housing Revenue Account, Trading Accounts and Spend to Save) requiring a draw from reserves of £27.768m. This is still at an

unsustainably high level and will need to be reduced to ensure that the Council's reserves are not depleted further in the short term.

- 3.2 All charts in this report show a scale range of £2m which increases in increments of £500k; therefore they show variances for each service area at the same scale, regardless of the size of budget, and the “at a glance” variance position can be compared between charts.
- 3.3 The revenue outturn position for Ports & Harbours Operations is an increased surplus of £1.883m (900%), shown on the following chart. This is mainly due to increased harbour activity at Blacksness, underspending on fuel costs and higher than anticipated throughput agreement income at Sullom Voe, and explained in further detail in Appendix 1 attached.



- 3.4 The outturn position on Ports & Harbours Operations' capital project expenditure is an underspend of £784k (38%), as shown on the following chart. This is due to underspending on the Tugs for Sellaness project and Navigational Aids, and is explained in further detail in Appendix 2 attached.



4. Implications

Strategic

4.1 Delivery On Corporate Priorities

There is a specific objective within the Corporate Plan to ensure that the Council is “living within our means” with a range of measures which will enable the Council to achieve financial sustainability over the next four years, and line up spending with priorities and continue to have significant reserves.

The Medium Term Financial Plan also includes a stated objective to achieve financial sustainability over the lifetime of the Council.

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. The Council approved both revenue and capital budgets for the 2013/14 financial year. This report provides information to enable the Board to review the financial performance of the services within its remit against the approved budgets.

4.4 Risk Management - None.

4.5 Equalities, Health And Human Rights – None.

4.6 Environmental – None.

Resources

4.7 Financial

4.7.1 At present the Council's level of expenditure is not sustainable and, if left unchecked, will result in reserves continuing to decrease further, eventually becoming fully depleted.

4.7.2 The outturn revenue position for Ports & Harbours Operations is an increased surplus of £1.883m against approved budget.

4.7.3 The outturn position for Ports & Harbours Operations' capital projects is an underspend of £784k against approved budget.

4.8 Legal – None.

4.9 Human Resources – None.

4.10 Assets And Property – None.

5. Conclusions

- 5.1 The outturn position for Ports & Harbours Operations is an increased surplus of £1.883m on revenue and an underspend of £784k on capital project spend against approved budget.

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List of Appendices

Appendix 1 – Ports & Harbours Operations – Draft Revenue Outturn Position 2013/14

Appendix 2 – Ports & Harbours Operations – Draft Capital Outturn Position 2013/14

Background documents:

[Approved Budget Report, SIC 20 February 2013](#)

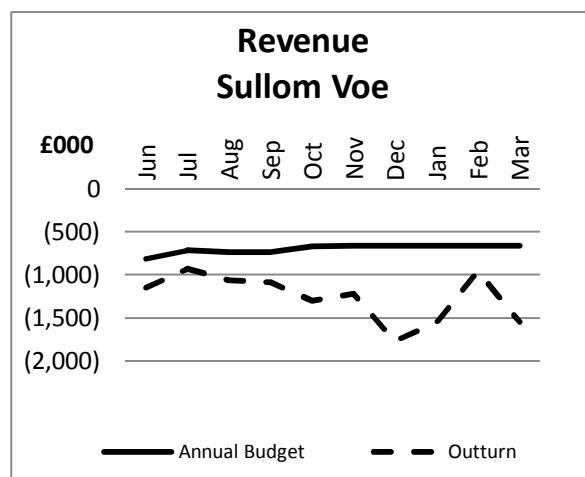
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1. Ports & Harbours Operations - Draft Revenue Outturn Position 2013/14

Description	Annual Budget 2013/14 £000	Draft Outturn 2013/14 £000	Budget v Draft Outturn Variance (Adv)/ Pos £000
Sullom Voe	(762)	(1,550)	788
Scalloway	165	(608)	773
Other Piers	387	65	322
Total Surplus	(210)	(2,093)	1,883

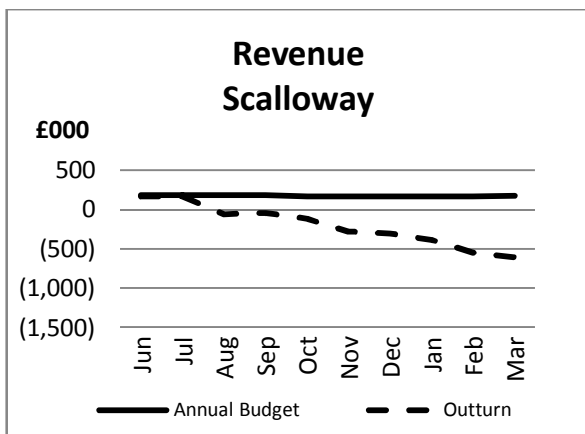
1.1 Sullom Voe - £788k (103%) increased surplus mainly relating to:

- Income from Harbour throughput agreement higher than anticipated £303k;
- Reduction in Port Management and Engineering charges due to vacant posts £290k;
- Underspend on vessel fuel, mainly Solan & Bonxie which have not been in operation during the year £328k;
- Minor underspends across all vessel maintenance £184k;
- Offset by reduction in tanker income (£164k).



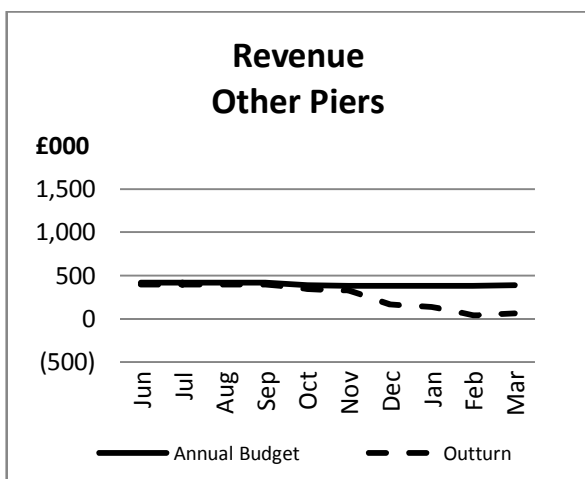
1.2 Scalloway - £774k (469%) increased income mainly relating to:

- Increased income from fish and salmon landings £192k;
- Increased income from shipping dues and BP Floatel berthing £438k;
- Increased income on storage and wharfage dues £109k;



1.3 Other Piers - £322k (83%) underspend mainly due to:

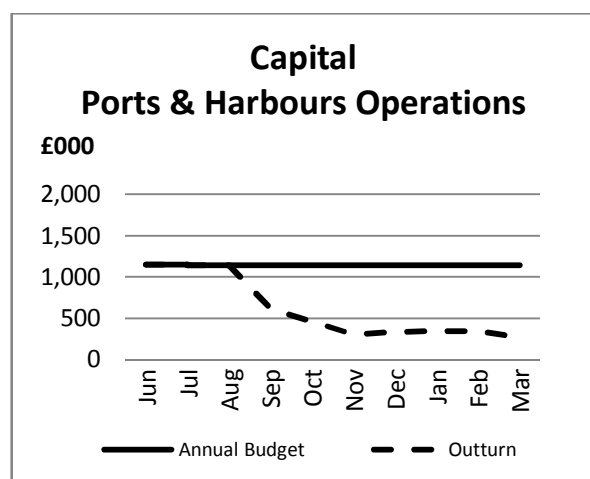
- Underspending on repair and maintenance work unable to be carried out during the year on Out Skerries, Symbister and Baltasound due to contractor availability £180k;
- Increased income on fish and salmon landings at Cullivoe £98k; and
- Reduction in Port Management and Engineering charges due to vacant posts £27k.



2. Ports & Harbours Operations – Draft Capital Outturn Position 2013/14

Description	Annual Budget 2013/14 £000	Draft Outturn 2013/14 £000	Budget v Draft Outturn Variance (Adv)/ Pos £000
Tugs for Sellaness	1,003	212	791
Walls Pier	936	1,025	(89)
Plant, Vehicles & Equipment	70	58	12
Navigational Aids	70	0	70
Total Costs	2,079	1,295	784
Less Carryforwards	(70)	0	(70)
Revised Costs	2,009	1,295	714

- 2.1 Tugs for Sellaness - £791k (79%) underspend as works cost less than anticipated during the year;
- 2.2 Walls Pier – (£89k) (10%) overspend due to an error in profiling of in-year budget, the project overall is still within approved budget.
- 2.3 Plant, Vehicles & Equipment - £12k (17%) underspend, no further requirement during year.
- 2.4 Navigational Aids - £70k (100%) slippage due to delays in design of Glass leading light system.



**Harbour Board****27 May 2014****Pilotage Accounts for Harbour Board:
2013-14 - Quarter 4 (April 2013– March 2014)****F-026-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 – 31 March 2014.

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 31 March 2014 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 net cost of the Pilotage service in 2013/14 was £513k.
- 4.7.2 This is an overspend of £71k against budget mainly due to a reduction in tanker traffic resulting in less pilotage income than anticipated.
- 4.7.3 In the 2014/15 budget the pilotage charge element of the consolidated charge has been increased and the harbour charge element has been reduced so that the Pilotage Accounts budgets show a break-even position, as requested by Members.
- 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 Pilotage Accounts to the Board for review.

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List of Appendices

Appendix 1 – 2013/14 Quarter 4 Pilotage Accounts

Background documents:

None

END

2013/14 Pilotage Accounts - Quarter 4

F-026 - Appendix 1

	Sullom Voe			Scalloway			Overall Pilotage Account		
	Annual Budget £	Actual Outturn £	Variance (Adv)/Fav £	Annual Budget £	Actual Outturn £	Variance (Adv)/ Fav £	Annual Budget £	Actual Outturn £	Variance (Adv)/ Fav £
Charges in respect of :									
Boarding & Landing	- 314,723	- 292,347	(22,376)	- 11,375	- 19,584	8,209	- 326,098	- 311,931	(14,167)
Pilotage Services provided as authorised by section 10(1) of the Pilotage Act 1987	- 644,990	- 566,079	(78,911)	- 26,241	- 25,964	(277)	- 671,231	- 592,044	(79,187)
Use of PEC issued as authorised by section 10(3) of the Pilotage Act 1987	0	0	0	0	0	0	0	0	0
TOTAL INCOME	- 959,713	- 858,426	(101,286)	- 37,616	- 45,548	7,932	- 997,329	- 903,975	(93,354)
Boarding & Landing	571,468	575,181	(3,713)	6,317	5,715	602	577,784	580,896	(3,112)
Pilotage	585,996	634,684	(48,688)	22,282	24,675	(2,393)	608,278	659,359	(51,081)
Sub-Total Employee Costs	1,157,464	1,209,865	(52,401)	28,598	30,390	(1,792)	1,186,062	1,240,255	(54,193)
Boarding & Landing	14,566	21,535	(6,970)	932	813	119	15,498	22,348	(6,850)
Pilotage	4,534	1,723	2,811	718	134	584	5,252	1,857	3,396
Sub-Total Supplies & Services	19,100	23,258	(4,158)	1,651	947	704	20,750	24,205	(3,454)
Boarding & Landing	103,370	69,031	34,339	10,566	13,337	(2,771)	113,936	82,368	31,568
Pilotage	2,524	1,761	763	104	122	(19)	2,628	1,883	745
Sub-Total Transport & Mobile Plant	105,894	70,792	35,102	10,670	13,459	(2,789)	116,564	84,251	32,313
Boarding & Landing	15,965	14,257	1,708	330	280	50	16,295	14,537	1,758
Pilotage	658	216	442	0	0	0	658	216	442
Sub-Total Property & Fixed Plant	16,623	14,473	2,150	330	280	50	16,953	14,754	2,200
Meeting Liabilities under Part III of the Act	0	0	0	0	0	0	0	0	0
Boarding & Landing	41,153	27,448	13,704	1,449	1,039	410	42,601	28,487	14,114
Pilotage	48,764	23,576	25,188	7,745	1,410	6,336	56,509	24,985	31,524
Sub-Total Admin and Other Costs	89,917	51,024	38,893	9,194	2,448	6,746	99,111	53,472	45,638
TOTAL EXPENDITURE	1,388,997	1,369,412	19,585	50,443	47,525	2,918	1,439,440	1,416,936	22,503
NET TOTAL COST OF PILOTAGE	429,284	510,985	(81,701)	12,827	1,977	10,851	442,111	512,962	(70,851)

**Harbour Board****27 May 2014****Twelve Month Performance Overview – Ports & Harbours, Infrastructure Services Department****ISD-11-14-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 where it relates to the functional responsibilities of the Harbour Board for the final 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 in the Directorate and Service Plan, and the planning process for 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 31 st March 2014	RAG
	Meet our budget targets set out in the Medium Term Financial Plan	Mar-14	Budget underspend across directorate and increased return to Reserves against target in Harbour Account	G
	Put in place all the internal efficiencies we have identified	Jun-13	The budget for 14/15 has been approved 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	Mar-14	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, this has included better use of technical staff between Ports and Harbours and Building Services.	G

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

Ref & Item	Start	End	Progress	RAG
HH01 - Implement new Infrastructure management and staffing structures		Dec-13	Report has been approved and is being implemented. Executive Manager- Ports and Harbourmaster has been appointed to start 1 st May 2014.	A

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

Ref	Item	Progress at end March 2014	Due Date	RAG
	Identify Additional Savings to move the Directorate to a position of Financial Sustainability	Budget for 14/15 has been approved by full council on 11 th December and achieves the Medium Term Financial Strategy Target for infrastructure services	Sep 13	G
	Develop Medium/Long term business plans for Scalloway and Sullom Voe Harbours	Reports being prepared by external consultants and will be presented to Harbour Board.	Mar 14	A
	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	Clarity in policies and communications about the	Mar 14	G

	Requirements of the Medium Term Financial Plan	level of services being delivered to public		
	Deliver Services to the agreed budget for the Directorate	Underspend across directorate and increased return to Reserves against target in Harbour Account	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 progress against the priorities identified in the 2013/14 Directorate Plan. Actions which are rated amber have progressed although timeframes for delivery slipped. The outstanding items have been carried forward in the Service Plan for Ports and Harbours in 14/15.

For further information please contact:
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12 May 2014

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		

APPENDIX 1

Service Action Plan

Note each Action/Objective should be SMART e.g. Specific - (says what the team will do/deliver). Measurable - (shows how you are going to measure the achievement). Attainable - (accomplishing the objective is within the teams realm of authority and capabilities). Realistic - (the objective/action is practical, results orientated, deliverable and relevant). Time 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	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	r	r		
			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	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	a	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	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	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	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	g	g	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	r	r		
			Reliable pilotage service	Provide a reliable service	Ensure availability of Launch Service				95% of service requests met	Mar-14	g	g	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	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	a	a		
PHA6	SV Harbour Ops inc 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	g	a	5.00	-£3,704,787
			Port remains safe and compliant with PMSC	Provide a reliable service	Ensure Availability of VTS service				100% availability	Mar-14	g	g	a	g		

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	g	g	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	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	a	r		
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	g	g	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	a	a	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	g	g	a	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	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	a	r	r	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	g	g	a		
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	g	g	g	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	g	g	g	1.12	£0

Progress Tracker:									Total	Red	3	2	3	4		
										Amber	9	10	8	9		
										Green	17	17	18	15		

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 Sella Ness 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												

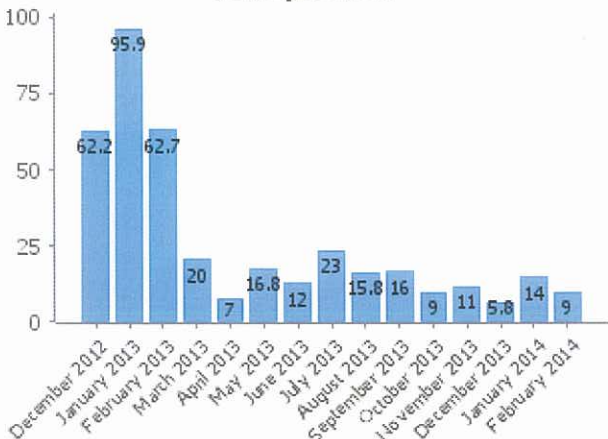


**Monthly Performance Indicators -
Harbour Master & Port Operations**

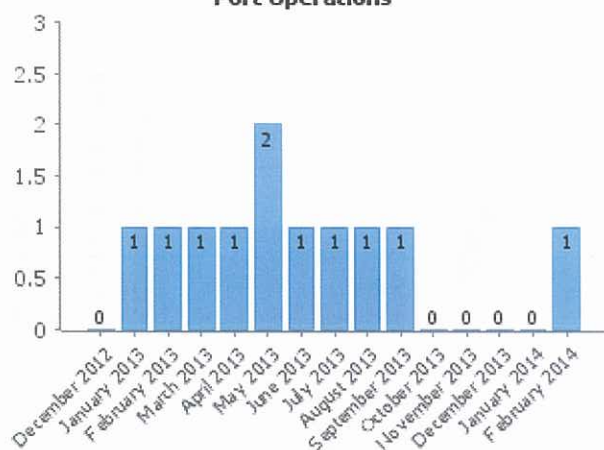


Shetland Islands Council
Generated on: 30 April 2014
Full-time equivalents in Harbour Master & Port Operations - Contracted Hours only

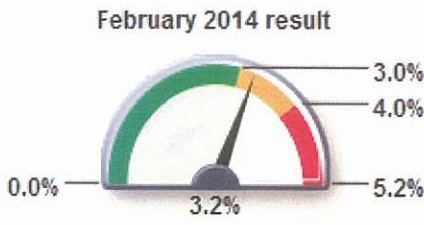
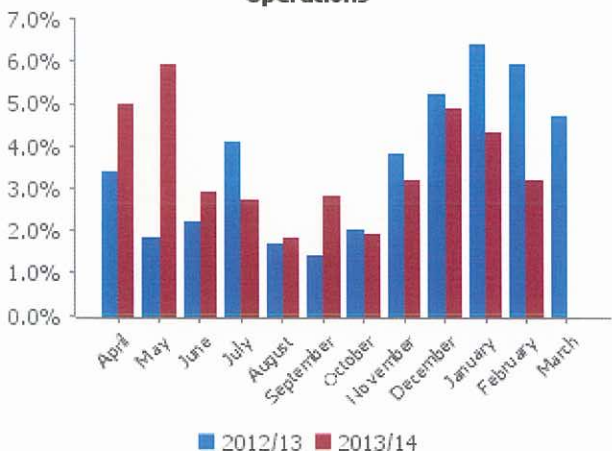
March 2014 result 92.8	OPI-4A-HM FTE (Contracted Hours) - Harbour Master & Port Operations 			
Note		Short Trend	Getting Worse	
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Getting Worse	
Linked Performance Indicators	FTE (Contracted Hours) - Infrastructure Directorate	450	<u>Purpose & Guidance</u> 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.	
	Sick %age - Harbour Master & Port Operations	4.3%		

Days lost due to sickness in Harbour Master & Port Operations																																				
February 2014 result 83	<div>OPI-4B-HM Days Sick - Harbour Master & Port Operations</div> <table><thead><tr><th>Month</th><th>Days Sick</th></tr></thead><tbody><tr><td>December 2012</td><td>155</td></tr><tr><td>January 2013</td><td>193</td></tr><tr><td>February 2013</td><td>158</td></tr><tr><td>March 2013</td><td>137</td></tr><tr><td>April 2013</td><td>139</td></tr><tr><td>May 2013</td><td>168</td></tr><tr><td>June 2013</td><td>80</td></tr><tr><td>July 2013</td><td>76</td></tr><tr><td>August 2013</td><td>51</td></tr><tr><td>September 2013</td><td>76</td></tr><tr><td>October 2013</td><td>54</td></tr><tr><td>November 2013</td><td>87</td></tr><tr><td>December 2013</td><td>135</td></tr><tr><td>January 2014</td><td>123</td></tr><tr><td>February 2014</td><td>83</td></tr></tbody></table>				Month	Days Sick	December 2012	155	January 2013	193	February 2013	158	March 2013	137	April 2013	139	May 2013	168	June 2013	80	July 2013	76	August 2013	51	September 2013	76	October 2013	54	November 2013	87	December 2013	135	January 2014	123	February 2014	83
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Note		Short Trend	Improving	↑																																
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Getting Worse	↓																																
Linked Performance Indicators	Days Sick - Infrastructure Directorate	584	<u>Purpose & Guidance</u>																																	
	Sick %age - Harbour Master & Port Operations	4.3%	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.																																	

Days lost due to long-term sickness in Harbour Master & Port Operations																																			
February 2014 result 73.7	OPI-4BI-HM Days Sick (Long-term) - Harbour Master & Port Operations																																		
	<table><caption>OPI-4BI-HM Days Sick (Long-term) - Harbour Master & Port Operations</caption><thead><tr><th>Month</th><th>Days Sick</th></tr></thead><tbody><tr><td>December 2012</td><td>93</td></tr><tr><td>January 2013</td><td>97</td></tr><tr><td>February 2013</td><td>95</td></tr><tr><td>March 2013</td><td>117</td></tr><tr><td>April 2013</td><td>132</td></tr><tr><td>May 2013</td><td>151.2</td></tr><tr><td>June 2013</td><td>68</td></tr><tr><td>July 2013</td><td>53.2</td></tr><tr><td>August 2013</td><td>35</td></tr><tr><td>September 2013</td><td>60</td></tr><tr><td>October 2013</td><td>45</td></tr><tr><td>November 2013</td><td>76</td></tr><tr><td>December 2013</td><td>129.6</td></tr><tr><td>January 2014</td><td>109.1</td></tr><tr><td>February 2014</td><td>73.7</td></tr></tbody></table>				Month	Days Sick	December 2012	93	January 2013	97	February 2013	95	March 2013	117	April 2013	132	May 2013	151.2	June 2013	68	July 2013	53.2	August 2013	35	September 2013	60	October 2013	45	November 2013	76	December 2013	129.6	January 2014	109.1	February 2014
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Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Getting Worse	↓																															
Linked Performance Indicators	Days Sick (Long-term) - Infrastructure Directorate	343	<u>Purpose & Guidance</u> 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.																																


Days lost due to short-term sickness in Harbour Master & Port Operations																																			
February 2014 result 9	OPI-4Bs-HM Days Sick (Short-term) - Harbour Master & Port Operations																																		
	 <table><thead><tr><th>Month</th><th>Days Sick</th></tr></thead><tbody><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><tr><td>September 2013</td><td>16</td></tr><tr><td>October 2013</td><td>9</td></tr><tr><td>November 2013</td><td>11</td></tr><tr><td>December 2013</td><td>5.8</td></tr><tr><td>January 2014</td><td>14</td></tr><tr><td>February 2014</td><td>9</td></tr></tbody></table>				Month	Days Sick	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	September 2013	16	October 2013	9	November 2013	11	December 2013	5.8	January 2014	14	February 2014
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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	242	<u>Purpose & Guidance</u> 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.																																

Very Long-term Sick Headcount in Harbour Master & Port Operations																																				
February 2014 result 1	OPI-4Bvl-HM Very Long-term Sick - Harbour Master & Port Operations  <table><caption>Very Long-term Sick Headcount Data</caption><thead><tr><th>Month</th><th>Headcount</th></tr></thead><tbody><tr><td>December 2012</td><td>0</td></tr><tr><td>January 2013</td><td>1</td></tr><tr><td>February 2013</td><td>1</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>2</td></tr><tr><td>June 2013</td><td>1</td></tr><tr><td>July 2013</td><td>1</td></tr><tr><td>August 2013</td><td>1</td></tr><tr><td>September 2013</td><td>1</td></tr><tr><td>October 2013</td><td>0</td></tr><tr><td>November 2013</td><td>0</td></tr><tr><td>December 2013</td><td>0</td></tr><tr><td>January 2014</td><td>0</td></tr><tr><td>February 2014</td><td>1</td></tr></tbody></table>				Month	Headcount	December 2012	0	January 2013	1	February 2013	1	March 2013	1	April 2013	1	May 2013	2	June 2013	1	July 2013	1	August 2013	1	September 2013	1	October 2013	0	November 2013	0	December 2013	0	January 2014	0	February 2014	1
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Note		Short Trend	No Change																																	
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving																																	
Linked Performance Indicators	Very Long-term Sick - Infrastructure Directorate	0	<u>Purpose & Guidance</u> 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.																																	

Percentage Rate Of Sickness in Harbour Master & Port Operations				
 <p>February 2014 result</p>		<p>OPI-4C-HM Sick %age - Harbour Master & Port Operations</p>  <p>■ 2012/13 ■ 2013/14</p>		
Note		Short Trend	Improving	↑
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Getting Worse	↓
Linked Performance Indicators	FTE (Contracted Hours) - Harbour Master & Port Operations	92.9	<p><u>Purpose & Guidance</u></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	123		
	Sick %age - Infrastructure Directorate	4.2%		

Overtime Cost in Harbor Harbour Master & Port Operations (non-contractual)																																						
March 2014 result £29,565	<div>OPI-4D-HM Overtime Cost - Harbour Master & Port Operations</div> <table><thead><tr><th>Month</th><th>Overtime Cost (£)</th></tr></thead><tbody><tr><td>December 2012</td><td>£34,134</td></tr><tr><td>January 2013</td><td>£26,656</td></tr><tr><td>February 2013</td><td>£15,695</td></tr><tr><td>March 2013</td><td>£14,316</td></tr><tr><td>April 2013</td><td>£11,626</td></tr><tr><td>May 2013</td><td>£40,804</td></tr><tr><td>June 2013</td><td>£29,880</td></tr><tr><td>July 2013</td><td>£42,117</td></tr><tr><td>August 2013</td><td>£20,676</td></tr><tr><td>September 2013</td><td>£27,492</td></tr><tr><td>October 2013</td><td>£20,571</td></tr><tr><td>November 2013</td><td>£17,350</td></tr><tr><td>December 2013</td><td>£48,377</td></tr><tr><td>January 2014</td><td>£30,661</td></tr><tr><td>February 2014</td><td>£21,690</td></tr><tr><td>March 2014</td><td>£29,565</td></tr></tbody></table>				Month	Overtime Cost (£)	December 2012	£34,134	January 2013	£26,656	February 2013	£15,695	March 2013	£14,316	April 2013	£11,626	May 2013	£40,804	June 2013	£29,880	July 2013	£42,117	August 2013	£20,676	September 2013	£27,492	October 2013	£20,571	November 2013	£17,350	December 2013	£48,377	January 2014	£30,661	February 2014	£21,690	March 2014	£29,565
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Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving	↑																																		
Linked Performance Indicators	Overtime Cost - Infrastructure Directorate	£117,996	<div><u>Purpose & Guidance</u></div> <div>This PI measures non-contractual, time-and-a-half, overtime cost. It includes an element of 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).</div>																																			

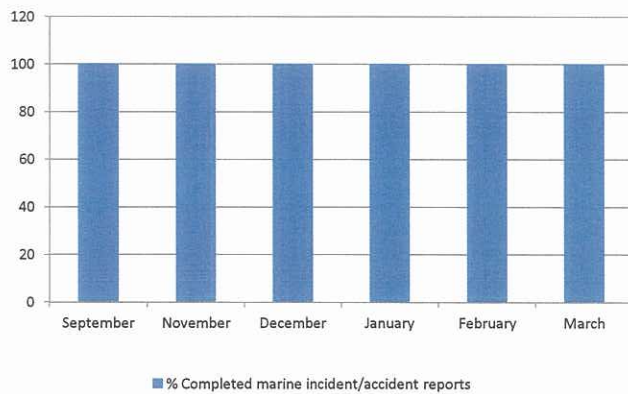
Overtime Hours in Harbour Master & Port Operations (non-contractual)																																						
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Linked Performance Indicators	Overtime Hours - Infrastructure Directorate	5203	<u>Purpose & Guidance</u> This PI measures non-contractual, time-and-a-half, 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																																						
<div>March 2014 result £1,464</div>	<div>OPI-4F-HM Employee Mileage/Vehicle Cost - Harbour Master & Port Operations</div>  <table><caption>Monthly Employee Mileage/Vehicle Cost Data</caption><thead><tr><th>Month</th><th>Cost (£)</th></tr></thead><tbody><tr><td>December 2012</td><td>£1,409</td></tr><tr><td>January 2013</td><td>£1,448</td></tr><tr><td>February 2013</td><td>£1,756</td></tr><tr><td>March 2013</td><td>£1,787</td></tr><tr><td>April 2013</td><td>£1,795</td></tr><tr><td>May 2013</td><td>£2,319</td></tr><tr><td>June 2013</td><td>£1,508</td></tr><tr><td>July 2013</td><td>£1,302</td></tr><tr><td>August 2013</td><td>£1,450</td></tr><tr><td>September 2013</td><td>£1,389</td></tr><tr><td>October 2013</td><td>£2,330</td></tr><tr><td>November 2013</td><td>£1,209</td></tr><tr><td>December 2013</td><td>£1,514</td></tr><tr><td>January 2014</td><td>£1,464</td></tr><tr><td>February 2014</td><td>£1,464</td></tr><tr><td>March 2014</td><td>£1,464</td></tr></tbody></table>				Month	Cost (£)	December 2012	£1,409	January 2013	£1,448	February 2013	£1,756	March 2013	£1,787	April 2013	£1,795	May 2013	£2,319	June 2013	£1,508	July 2013	£1,302	August 2013	£1,450	September 2013	£1,389	October 2013	£2,330	November 2013	£1,209	December 2013	£1,514	January 2014	£1,464	February 2014	£1,464	March 2014	£1,464
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Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving	↑																																		
Linked Performance Indicators	Employee Mileage/Vehicle Cost - Infrastructure Directorate	£8,977	<div>Purpose & Guidance</div> <div>This measures the cost to the Council, of Car Allowances and mileage done in employees own vehicles. This PI includes Essential Car Allowance plus the cost of mileage claimed. It includes an element of employers NI. It does not include any costs for Council owned vehicles.</div>																																			
	Employee Miles Claimed - Harbour Master & Port Operations	1,269																																				

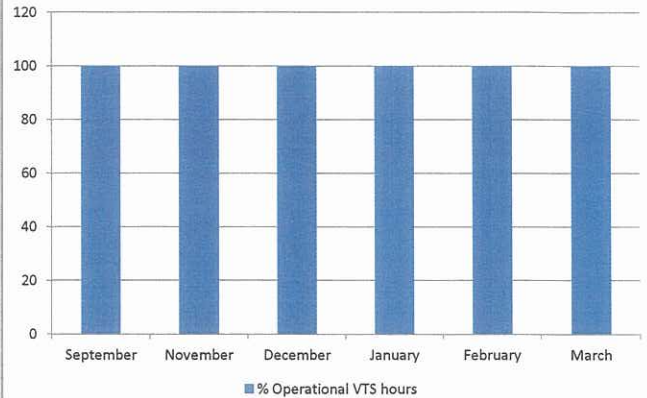
Employee Miles Claimed in Harbour Master & Port Operations				
March 2014 result 1,136	OPI-4G-HM Employee Miles Claimed - Harbour Master & Port Operations			
	Note		Short Trend	Getting Worse
Service/Directorate	Harbour Master & Port Operations; Infrastructure Services Directorate	12-month Trend	Improving	
Linked Performance Indicators	Employee Mileage/Vehicle Cost - Harbour Master & Port Operations	£1,511	<u>Purpose & Guidance</u> 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.	
	Employee Miles Claimed - Infrastructure Directorate	10,359		

Ports and Harbours Performance Graphs

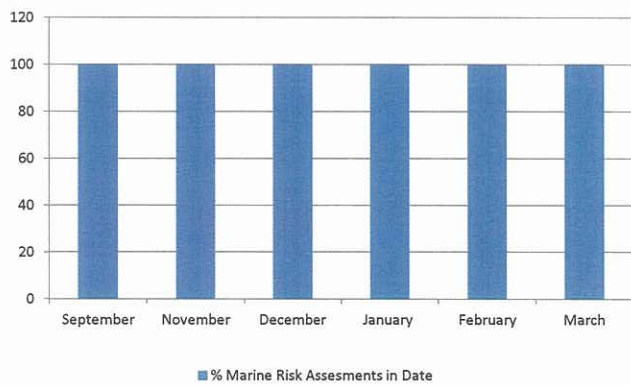
% Completed marine incident/accident reports



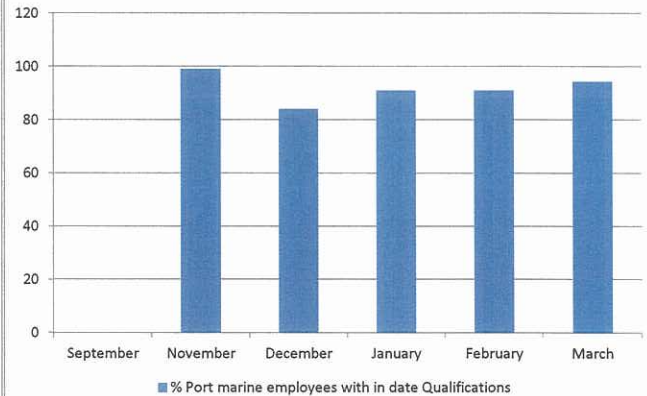
% Operational VTS hours



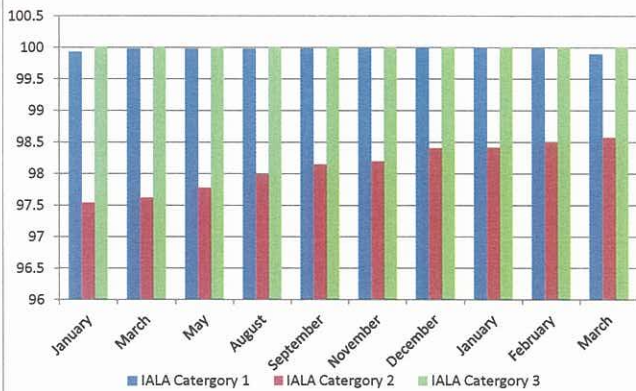
% Marine Risk Assessments in Date



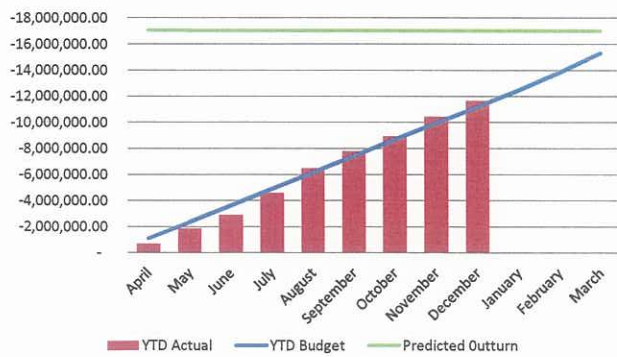
% Port marine employees with in date Qualifications



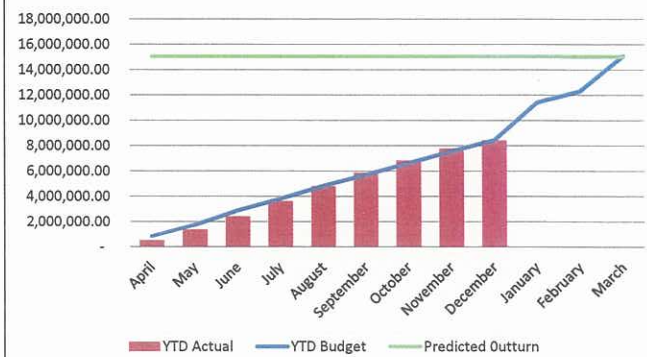
% Availability of Aids to Navigation



Ports - Income



Ports - Expenditure



**Harbour Board****27 May 2014****Capital and Revenue Project Progress Report****PH-15-14F****Team Leader – Port Engineering****Infrastructure Services Department****1.0 Summary**

- 1.1 This report updates the Board on progress of capital and revenue projects for Ports & Harbours Operations.

2.0 Decision Required

- 2.1 That the Harbour Board resolves 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; and
 - 2.1.3 Note the arrangements made for the Walls Pier Opening.

3.0 Detail

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

Capital Projects**3.1 Walls Pier**

- 3.1.1 The contractor Frank L Johnston (Shetland) Ltd has been issued with a Certificate of Substantial Completion. This means that the project is now effectively complete, and subject to no defects becoming apparent during the defects correction period, final retention will be released in April 2015.
- 3.1.2 The project was completed within the Tender sum.
- 3.1.3 The official opening of the pier will take place on Saturday 31 May 2014, with a small opening ceremony taking place at 1215

by Councillor Frank Robertson. Following the opening on the pier, further speeches will be made at the Walls Public Hall, where a light lunch consisting of soup and sandwiches will be served. A bus service will also be provided between Lerwick and Walls, and details of this have been included with the official invitations.

3.2 Plant, Vehicles and Equipment

3.2.1 This budget will be utilised to continue major servicing of Harbour vessel engines and the replacement of vehicles, plant and equipment where absolutely necessary.

3.3 Navigational Aids

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 new LED light for Queyfirth has been installed.

3.3.3 It is now proposed to replace the LED sector lights at Point of Pund and North Havra in the approaches to Scalloway Harbour.

3.3.3 Design work for the proposed LED replacement of the Gluss leading lights is complete, and work on these lights will take place in 2014/15.

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 Contract has now entered year two of three.

3.4.3 Works to replace the “slops” drainage system on Jetty Three has commenced, with the installation of access platforms. This element of the works is proceeding within agreed programmes and within agreed budget.

3.4.4 Particular emphasis is being placed on the Schiehallion shut-down, and works in 2014 are being directed on Jetty Three to ensure that future delays and disruption to this Jetty are minimised.

3.4.5 Works to replace the berthing fenders on Jetty Three continues, and the four original fenders have been removed. Work is now concentrated on diamond wire sawing of the dolphin faces to allow installation of the new fenders and mounting steelwork.

3.4.6 Fender and Slops works are programmed to be complete by the end of September 2014, and Malakoff Limited are working very hard to meet this deadline.

3.4.7 Jetty Three will remain out of service until that time.

3.4.8 General fabric maintenance on all four jetties also continues in line with agreed work scope, programme and budget.

3.5 Small Ports – Condition Surveys

3.5.1 Cost estimates and prioritisation of works are now complete, and a detailed report on this matter will be presented to the next meeting of the Board on 19 June 2014.

3.6 Baltasound Small Craft Landing Facility

3.6.1 As previously reported to the Board, discussions and consultation with the Community on this matter are well advanced, and meetings have been held with North Isles Councillors and island representatives.

3.6.2 Once discussions have concluded, and a way forward agreed with local representatives, a report will be provided to the Board.

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 – None arising from this report.

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. A detailed report on the small port condition surveys as detailed in paragraph 3.5.1 will be presented to the next Harbour Board where the financial implications will be included in full. The findings will then be subject to the Council's Gateway Process for capital prioritisation.

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.

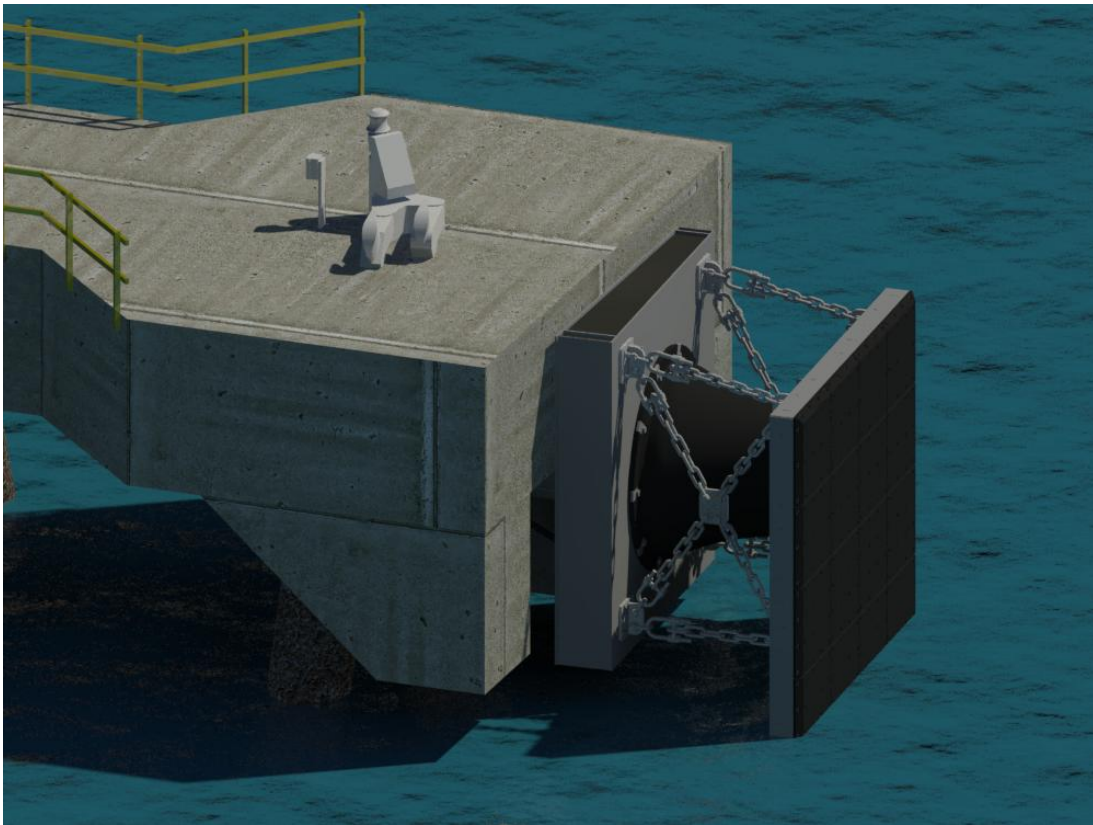
For further information please contact:
Andrew Inkster – Team Leader – Port Engineering
01806 244 264
andrew.inkster@shetland.gov.uk
14 May 2014

Background documents:

Appendix One – Project Progress Photographs.

Appendix One – Project Progress Photographs.

Jetty Three Fender Replacement



1. 3D render showing new type of fender to be fitted on Jetty Three berthing dolphins



2. Temporary steel lifting beams fixed to top of dolphins for removing old fenders

Appendix One Continued.



3. Old fender being lowered from face of dolphin.



4. Dolphins with original fenders removed, ready for new fender preparatory works

Appendix One Continued.



5. 700mm thick reinforced concrete walls being cut into 2.25 tonne sections using a diamond wire saw. This will allow damaged concrete to be removed, and make way for new fender support brackets to be installed.

**Harbour Board****27 May 2014****Harbourmaster's Report****PH-11-14F****Harbour Master, Ports & Harbours Operations****Infrastructure Services Department****1.0 Summary**

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

2.0 Decision Required

- 2.1 That the Harbour Board resolve to 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.

The new Safety Management Manual is now in place. After staff consultation a small number of the procedures have been identified as requiring amending or updating. This is a routine procedure in any management system and will be on-going.

The navigational risk assessments are being put into an electronic version to ease the method of review and change. There have been a few problems in getting this software set up to fit into the Council's system but it is believed that this will be completed soon.

- 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 Incidents. Eight incidents have been reported since 2nd February 2014. These are:

SC Laura, 13 February 2014

Vessel was noted cutting across the Area to be Avoided. Investigated and Letters of Protest issued to Owners by both the Harbour Authority and Terminal. Currently vessel is not permitted to call at Sullom Voe.

Seatransport / Dunter, 24 February 2014

Tug Dunter landed heavily causing damage to tug, none to Seatransport. The Mate on board was under training.

Scalloway, 9 March 2014

Sheen of oil noted. Investigated and no source found. Oil dispersed naturally with no intervention required.

Daroja, 13 March 2014

Vessel is on a scheduled service and called to discharge a single heavy lift. Working patterns of launch crew resulted in ship's staff being under pressure to effect a quick discharge to maintain a timetabled sailing.

Diamond, 25 March 2014

Scallop boat sank in approaches to West Burrafirth. Incident being investigated by the MAIB. Vessel is not a danger to surface navigation.

Alfa Britannia / Shalder, 19 April 2014

Towing line from Shalder parted when tug moved off tanker's side.

Calamity Jane / Dunter, 23 April 2014

Contact between Dunter and vessel. Tug was moving to a different towing position when tug got caught under a protrusion from vessels hull. Some minor damage done to tug, only minor paint scrapes to Calamity Jane.

Scalloway, 3 May 2014

Discoloured water reported in Scalloway Harbour. Appears that some water based paint entered the harbour from a drain – discoloured water cleared quickly.

In addition to these specific incidents, poor mooring practices were noted on an incoming tanker and the Owner advised. Not classed as an incident as there was no risk to Council staff or property.

- 3.4 Audits. Northern Lighthouse Board attended on 29th April 2014 to carry out a routine re-audit. The formal report has yet to be received, but the e-mailed report shows no non-conformities. This was the first external audit of the new Safety Management System, albeit at only a limited level.

There was one observation: The audit did note that availability of Cat-1 and Cat-3 lights are within the NLB availability requirements, but that Cat-2 remain below the required availability based on a three year rolling basis.

However, the report did note that current availability was good and that the rolling three year availability is on track to come within NLB guidelines by the next reporting period.

4.0 Implications

Strategic

- 4.1 Delivery On Corporate Priorities – The actions in this report will contribute to the outcomes in the Council’s Corporate Plan 2013/17 of:

“Helping build a healthy economy and strong communities”

“To be able to provide high-quality and cost-effective services to people and communities in Shetland, our organisation has to be run properly”

“We are determined that we will be run to the very highest standards”

- 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.

For further information please contact:

Colin Reeves, Harbourmaster

01806 244 202

colin.reeves@shetland.gov.uk

15 May 2014

List of Appendices

Appendix 1 Designated Person Report – Captain Trevor Auld

Background documents:

None

Designated Person Report – 27 May 2014

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 6th March 2014 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 SIC's Harbour Master, Deputy Harbour Master and Executive Manager in which we discussed, in accordance with an agreed questionnaire: monitoring measures, assessing measures and effectiveness of the current Marine Safety Management System (Marine SMS).

Monitoring Measures

Technical Working Group – The draft minutes of the Technical Working Group (TWG) held on 3rd April 2014 record the ongoing good practice of bringing together SIC personnel from different disciplines and port stakeholders to discuss a range of safety and operational issues of common interest.

Evidence of good practice arising from the minutes include:

1. Discussion on the future recruitment of trainee pilots. This action is wholly in accordance with SIC's statutory duty as a Competent Harbour Authority (CHA) to keep under consideration the pilotage services needed to secure the safety of ships navigating in or in the approaches to its harbours. [SIC Marine and Quality Policy. Section 5.13].

It was acknowledged that a review of pilotage training would be required prior to the appointment of new pilots.

2. Discussion on a revised procedure for maximum vessel size in Scalloway without a pilot or Pilot Exemption Certificate (PEC) holder on board. Pilotage is currently compulsory for all ships navigating within the Scalloway CHA which carry passengers or have on-board dangerous substances to which the provisions of the Dangerous Substances in Harbour Area Regulations 1987 (as amended) apply. The proposed revised procedure, dependent upon further input from pilots, will consider whether, and in which circumstances, larger vessels ought to have a pilot. This action is wholly in accordance with SIC's statutory duty as a CHA to keep under consideration the pilotage services needed to secure the safety of ships navigating in, or in the approaches to its harbours. [SIC Marine and Quality Policy. Section 5.13].

3. Discussion on a revised procedure for loaded tankers at Scalloway. The revised procedure, subject to further input from pilots, will consider the wind limits (in knots) and potential towage requirements for berthing loaded tankers. The consideration of these factors is wholly in accordance with the recommendation on procedures specified within Section 7 of the PMSC Guide to Good practice on port marine operations.
4. Discussion on revised procedures for both Sullom Voe and Scalloway in respect of obtaining the Harbour Master's permission prior to berthing vessels in high winds forecast within the anticipated duration of a vessel's stay alongside. The consideration of prevailing conditions is wholly in accordance with the recommendation on procedures specified within Section 7 of the Guide to Good practice on port marine operations.

The Harbour Master is to seek legal guidance on the actions that can be taken as a consequence of the review.

The minutes also record that the reporting of defects on (aids to navigation) lights needs to be improved. A revised reporting procedure, accessible to all SIC marine personnel, is currently under review.

Examination Panel – The Examination Panel has not met since the meeting of 30th January 2014.

Safety Sub-Committee 'Ports' – The draft minutes of the 62nd meeting of the Safety Sub-Committee – Ports held on 23rd April 2014 continue to demonstrate the active involvement of marine personnel in all aspects of port safety.

From the matters arising, it is noted that there is an ongoing problem with the reporting of defects. It is proposed to introduce a new defect reporting sheet so that all details can be recorded properly and feedback made to the appropriate person but as some people do not have access to a common database, alternative arrangements may be necessary. It is anticipated that a revised defect reporting system will be in place by the next meeting of the Safety Sub-Committee.

As evidence of good practice the minutes record that the recent issue of the Marine Accident Investigation Branch (MAIB) Safety Digest has been distributed to all marine staff. The minutes further record that the Harbour Master identified and discussed two incidents from the Digest of particular relevance for the meeting.

Incidents and Accidents – The following marine incident or accident reports have been submitted formally to the Harbour Master

No.	Date	Accident-Incident Report Details
1	9 March 2014	Rainbow sheen of oil sighted in Scalloway – no source found. Dissipated within 24 hours. Reported to Maritime and Coastguard Agency (MCA).
2	10 March 2014	Unsafe practices noted on mooring deck of Alfa Britannia – observations reported to owners.
3	13 March 2014	Shift patterns of launch crews noted to cause cargo operations on board the vessel 'Daroja' to be rushed. No actual incident but a near miss. Working arrangements under review.

No.	Date	Accident-Incident Report Details
4	25 March 2014	Scallop boat 'Diamond' sunk at West Burrafirth. MAIB / Police investigation. Vessel sank in deep water with no risk to surface navigation. Survey will take place during the summer.
5	19 April 2014	Shalder's line parted when making fast to Alfa Britannia
6	23 April 2014	Damage to tug when berthing 'Calamity Jane', caught under protruding part of ship's side.
7	3 May 2014	Coloured water noted in Scalloway, apparently paint from a shore drain. Reported to MCA.

All of the incidents have been investigated by the Harbour Master. The Technical Working Group reviewed incidents 1, 2 and 3. The Safety Sub Committee reviewed incidents 4 and 5. Incidents 4, 5, 6 and 7 are agenda items on the 74th meeting of the Technical working Group to be held on 8 May 2014. Issues with the computerised Port Control system (raised in the meeting of 30th January 2014) will necessitate manual closure of the investigation into the incident involving the vessel 'Calamity Jane'.

Audits – Northern Lighthouse Board (NLB) carried out a PMSC audit on 29th April 2014. A draft copy of the NLB document 'PMSC RE-AUDIT CHECKLIST & REPORT' dated 1 May 2014 has been submitted to the Harbour Master for review.

New Marine Safety Management System – The following Marine SMS documents are complete and posted on SIC's ports specific website <http://www.shetland.gov.uk/ports> under the 'Safety Management and Contingency Plans' tab.

<http://www.shetland.gov.uk/ports/contingencyplans/SICMarineQualityPolicy.asp>

- Shetland Islands Council – Marine and Quality Policy
- Shetland Islands Council – Sullom Voe Marine Safety Management System
- Shetland Islands Council – Scalloway Harbour Marine Safety Management System
- Shetland Islands Council – Small Ports Safety Management System

The following Marine SMS document is shown as 'in publication'.

- Shetland Islands Council – Engineering Safety Management System.

The new Marine and Quality Management System document is shown on the website with an implementation date of 18 April 2014. All references to the old SMS have been removed from the website.

In Ports and Harbours Operations Marine Circular No 03/2014 issued on 15 April 2014, all staff at Sella Ness and Scalloway were informed that the master documents relating to the three tiers of the new Marine SMS will be kept in the VTS at Sella Ness. Procedures, work instructions and forms will be assigned to the appropriate locations and tier documents. The high level documents will be on-line and all documents, procedures, work instructions and forms will also be available in the ports and harbours common database with hard copy in the VTS. To keep the Marine SMS relevant and current all staff were reminded that requests for amendments for procedures and work instructions may be submitted at any time, as such activities change and develop, using the appropriate Marine SMS amendment request form.

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.

The Harbour Master, Deputy Harbour Master and Executive Manager continue good lines of communication with attendance at a range of meetings as a stakeholder and Harbour Authority representative; specific examples being:

Date	Meeting/Organisation
4 th March	Wildlife Response Co-ordinating Committee (WRCC) meeting
5 th March	Shetland Oil Terminal Environmental Advisory Group (SOTEAG) meeting
18 th March	Sullom Voe Oil Spill Advisory Committee (SVOSAC) meeting
18 th March	Met Office, contract review
19 th March	UK Harbour Masters' Association (UKHMA) meeting
25 th March	National Contingency Plan for Marine Pollution from Shipping and Offshore Installations – consultation meeting.
25 th March	Energy North meeting
27 th March	Fire service training
17 th April	BP public meeting
1 st May	British Ports Authority (BPA) fishing ports meeting
1 st May	International Ship and Port Facility Security Code. (ISPS) – Port Security Authority.
5 th May	Tug Advisory Group – 3 rd meeting

The public agenda for the Harbour Board meeting of 6th March 2014 and the Decision Note from the same meeting were posted on the website www.shetland.gov.uk in a timely manner. It is noted that the Decision Note included reference to the decision in respect of three tug berthing be suspended pending the outcome of a review. This action is evidence of good practice as it is wholly in accordance with Section 5.24 of the Port Marine Safety Code in that Harbour Authorities should determine, through risk assessment, appropriate guidance on the use of tugs in harbour areas.

Three marine circulars have been issued, to date, in 2014:

- 01/2014 – High modulus mooring lines
- 02/2014 – SMS manual – notice of implementation date
- 03/2014 – SMS manual -implementation

Six Local Notice to Mariners have been issued in 2014 to date, all notices are posted on the SIC's ports specific website <http://www.shetland.gov.uk/ports>

Local Notice No 04/2014 advises mariners of the small vessel which sank at West Burrafirth. The notice provides an exact position and information that the vessel is not considered to be a hazard to surface navigation (at this time).

With particular regard to wrecks, the Harbour Board should be aware that Section 5.30 and 5.31 of the Port Marine Safety Code states:

Wrecks

5.30 Where there is a wreck in or near the approaches to, a harbour, which is or is likely to become a danger to navigation, the harbour authority may take possession of, remove or destroy it. They may also light or buoy it until it is raised, removed or destroyed.

5.31 Harbour authorities must exercise their wreck marking and removal powers where, in their opinion, a wreck is - or is likely to become - an obstruction or danger to navigation. They have a duty to have regard to the environment in the exercise of this and all other duties and powers.

Compliance with the PMSC is evidenced in the SIC Marine and Quality Policy (2013) [which includes, as a small port, West Burrafirth] by the following paragraph:

5.20 Wrecks (5.30 - 5.31)

The SIC Marine SMS requires a risk assessment to be undertaken where there is a wreck in or near the approaches to a SIC Port or Harbour which may cause a danger to navigation. Where SIC considers a wreck to cause a danger to navigation, a range of measures will be used including lighting, buoyage or the possession, removal or destruction of the wreck. In dealing with wrecks, SIC recognises their duty to have regard to the environment in exercising their powers.

Training – The three training matrices continue to be reviewed regularly and updated as training courses are completed and qualifications obtained or revalidated. A review of the 'essential' and 'desirable' qualifications and experience identified in each training matrix is ongoing.

Subject to course availability it is still expected that all necessary VTS V/103 revalidation training will be completed by June 2014.

The implementation of the new Marine SMS for the Small Ports of West Burra (Hamna Voe); West Burrafirth; Housa Voe, Papa Stour; Mid Yell, Yell; Cullivoe, Baltasound; Unst; Uyeasound, Unst; Hamars Ness, Fetlar; Symbister, Whalsay Out Skerries (two separate areas: West Voe and South North-East Mouth); and North Haven (Fair Isle) has identified the requirement to ensure that Pier Assistants are familiar with the content of the Marine SMS and, where technically possible, know how to access documents, procedures, work instructions and forms on the common marine database.

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 SMS 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 almost continuously as a Traffic Organisation Service (TOS) VTS¹ from 00:00 hours on 1 January 2013 to 00:00 hours on 8 May 2014. Breaks in service occurred on eight occasions (none, to date in 2014) when the service had to revert to an Information Service (INS) VTS² only to accommodate VTS officers unable (through course cancellations) to revalidate their V103/1 certificates

- Total number of operational hours from 00:00 hours 1st January 2013 to 00:00 hours on 8th May 2014 = 11,808
- Total number of hours within this period that VTS did not function as a TOS = 96
- Total number of hours within this period that VTS functioned as a TOS = 11,712

KPI = 99.19 %

- 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.

The MarNIS Port Assessment Toolkit to manage marine risk assessments is expected to be installed by the end of May 2014. I have discussed the delay in reviewing all marine assessments fully with the Harbour Master, Deputy Harbour Master and Executive Manager and remain satisfied that marine safety will not be compromised by a further extension of review dates.

KPI = 100%

¹ 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

² 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

- 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. One VTSO post is currently vacant.

VTS and Marine Officers:	14	(3 Marine Managers, 6 Pilots, 4 VTSOs and 1 relief VTSO)
Launch crews:	15	(5 Skippers and 10 Deckhands)
Scalloway/Small Ports:	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 37.

A VTS V/103 revalidation course has been booked in June 2014 for the one employee with an out of date qualification.

KPI = 97.4%

- 5 Availability of Aids to Navigation (in three classification bands) expressed as a percentage of total availability over the three year period 7 May 2011 to 7 May 2014

KPI	IALA Category 1*	Availability	99.93%	Target	99.8%
KPI	IALA Category 2*	Availability	98.76%	Target	99.0%
KPI	IALA Category 3	Availability	99.80%	Target	97.0%

After addressing issues with bridge lights, the availability of Category 2 Aids to Navigation has continued to rise but still remains below the target figure set by the NLB. It is expected that the availability of Category 2 Aids will attain the required availability in the next reporting period.

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. The Harbour Authority's response to the sinking of the scallop boat 'Diamond' in West Burrafirth approaches demonstrates that safety management in the Authority's small ports is also functioning in accordance with good practice.

The new Marine and Quality Policy and the new Marine SMS for Sullom Voe, Scalloway and SIC's Small Ports are now complete and posted on SIC's website. SIC's small ports are comprised of West Burrafirth; Vaila Sound/Gruting Voe; Baltasound (Unst); Uyea Sound (Unst); Hamars Ness (Fetlar); Mid Yell (Yell); Cullivoe (Yell), Housa Voe (Papa Stour); Hamna Voe (West Burra); North Haven (Fair Isle); West Voe, South and North-East Mouth (Out Skerries); and Symbister (Whalsay).

Commendable progress has been made in implementing the new Marine SMSs, cross references within each Marine SMS shows clearly the link between SIC's Marine and Quality policies and the PMSC. The aim of a safety management system (acknowledged in Section 3.2 of the SIC Marine and Quality Policy) is to ensure that all risks are acceptable and as low as reasonably practicable (ALARP) and this cannot be demonstrated until such time as the review of navigational risk assessments is complete. For this report, I am therefore unable to give the Harbour Board an assurance about the effectiveness of the Marine Safety Management System in ensuring compliance with the PMSC.

Captain Trevor Auld
Designated Person (PMSC)

**Harbour Board****27 May 2014****Capital Spending – Solan / Bonxie****PH-13-14F****Harbour Master, Ports & Harbours Operations****Infrastructure Services Department****1.0 Summary**

- 1.1 The purpose of this report is to brief and inform the Port Marine Safety Code (PMS) Duty Holder of the progress on returning Bonxie and Solan to service and to consider funding.

2.0 Decision Required

- 2.1 That the Harbour Board RESOLVE to recommend to Council that £16,000 from capital budget approved in the 2013/14 budget year is carried forward into the 2014/15 year to cover the committed expenditure currently identified to bring the tugs to a fully operational state.

3.0 Detail**3.1 History.**

Two new tugs were delivered to Shetland in early 2011. These were being phased into service when Solan was involved with a collision with Loch Rannoch in December 2011. This resulted in the two new tugs being taken out of service pending an investigation. This investigation was protracted and a final report presented to the Harbour Board on 9th May 2013 (Minute 18/13).

The report recommended a number of items, the primary two being in relation to the directional instability displayed by the vessels and the electronic temporary “fix” installed to counter this instability.

3.2 Current situation - Bonxie

All the recommended items were complete on Bonxie in March 2014 and trials with tankers commenced. However, during these trials it was found that the vectoring had not been removed as believed. The manufacturers were contacted and advised that vectoring removal required one of their technicians to attend as they had the required specialist equipment and software.

The technician has now taken off the vectoring and trials have proven this. Bonxie has resumed trials using departing tankers with a view to being in restricted service when Dunter goes to dock in June 2014.

3.3 Current situation - Solan.

Solan currently still has one outstanding item (movement of speed control buttons to a more ergonomically suitable position), delayed owing to the resignation of the Council engineer with the expertise. This has currently been passed out to a contractor for completion. Once this modification is complete Solan will join Bonxie on trials initially. At the date of writing, a contractor has commenced work on this with an estimate of five days work.

3.4 Funding

In 2013/14 capital funding was in place to fund the modifications of both Solan and Bonxie. This was £1,003,156 and £212,002 was utilised to fit new underwater “fins” and associated costs leaving an unused balance of £791,154. However, all the work required to complete the modifications was not achieved within the financial year.

In the case of Bonxie the attendance of the Voith engineer, whilst requested in the 2013/14 year, was not realised until May 2014 owing to Voith’s workload. No invoice has been received as yet, but a budget figure of £7,000 - £9,000 is likely.

Following the completion of the modifications to Bonxie, an issue was identified during trials with the MAN engine management system, and the necessary remedial works are being addressed by a MAN contractor on an hourly charge. This is estimated to cost a further £2000.

In the case of Solan, the last item to be put in place was originally planned to be done in-house, as was done on Bonxie. However, owing to an employee’s resignation, this has had to be put out to a contractor as there is no longer suitable expertise in-house. This will cost £3,000 - £5,000.

3.5 Recommendation

All the build problems with both Solan and Bonxie are now been identified and resolved, or currently being resolved, however until the vessels are fully in service and proven there is still potential for further unforeseen expenditure on resolving software issues due to the length of time that the vessels have been out of operation. Clearly it is imperative to bring the tugs into an operational state as a matter of urgency so any additional currently unforeseen expenditure will be reported as part of ongoing budget monitoring to future Harbour Board meetings, if it is deemed necessary to undertake any further works.

Officers recommend that £16,000 be carried forward from 2013/14 to cover the committed expenditure currently identified to bring the tugs to a fully operational state.

4.0 **Implications**

Strategic

- 4.1 Delivery On Corporate Priorities – The actions in this report will contribute to the outcomes in the Council's Corporate Plan 2013/17 of:
- “Helping build a healthy economy and strong communities”
- “To be able to provide high-quality and cost-effective services to people and communities in Shetland, our organisation has to be run properly”
- “We are determined that we will be run to the very highest standards”
- 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.
 - 4.3.4 However a decision of the Council is required on matters relating to Capital funding
- 4.4 Risk Management – Whilst the tugs remain out of service and no decision is made on their future, there is an increasing risk of further reputational damage and extensive financial loss.
- 4.4 Equalities, Health And Human Rights – None.
- 4.5 Environmental – None.

Resources

- 4.6 Financial
- 4.6.1 It should be noted that in the two and half years since the new tugs have been out of service, they have depreciated by £1.6m, for which the Council has had no benefit.
 - 4.6.2 Until a decision is made on the future of the tugs the borrowing for funding of the tugs cannot be externalised which means that the Council is losing approximately £400k per annum in lost investment income.
 - 4.6.3 Therefore the total cost to the Council of the tugs whilst they have been out of service is approximately £2.6m to date which will continue to increase by £87k per month.

4.6.4 Ongoing remedial works required in 2014/15 are estimated to cost £16k and are proposed to be funded from a carryforward of underspent capital budget in 2013/14. The cost of any further unforeseen works required to the two vessels to bring them into operational use will be reported through quarterly budget monitoring reports.

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 on the Solan and Bonxie.

For further information please contact:

Colin Reeves, Harbourmaster

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09 May 2014

List of Appendices

None

Background documents:

None

**Harbour Board****27 May 2014****Tug Charter****PH-14-14F****Harbour Master, Ports & Harbours Operations****Infrastructure Services Department****1.0 Summary**

- 1.1 This report presents to the Board the action taken to hire a tug.

2.0 Decision Required

That the Harbour Board notes the action taken to charter a tug for refit cover and that this has been progressed in accordance with the standing orders and procurement regulations.

3.0 Detail**3.1 Ship Brokers.**

Following a competitive tender process in 2013, S C Chambers were appointed as shipbrokers for Shetland Islands Council to assist the Council in a number of specialist areas such as ship purchase, ship valuations, ship charters and ship sales.

3.2 Refit of Tystie

Tystie was required to be docked in early May 2014 to maintain statutory certification. It was planned that cover for Tystie would be provided by either Solan or Bonxie. However, works to complete recommendations from the Solan / Loch Rannoch collision were not completed in time and a need for a tug to cover Tystie's docking was identified.

3.3 Use of shipbroker.

Accordingly S C Chambers were requested to seek quotes for the charter of a tug.

4.0 Implications**Strategic**

- 4.1 Delivery On Corporate Priorities – The actions in this report will contribute to the outcomes in the Council's Corporate Plan 2013/17 of:

“Helping build a healthy economy and strong communities”

“To be able to provide high-quality and cost-effective services to people and communities in Shetland, our organisation has to be run properly”

“We are determined that we will be run to the very highest standards”

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 – The berthing of tankers has been assessed as requiring four tugs of the current power. The risks in using fewer would be significantly increased and, accordingly the hire of a fourth operational tug minimises risk to the environment.
Orkney Islands Council tugs operate under the ISM Code, as do SIC tugs, which provide a level of operational safety. An SIC tugmaster was on board to provide local knowledge for the duration of each tanker operation.

4.4 Equalities, Health And Human Rights – None.

4.5 Environmental – None.

Resources

4.6 Financial – The cost of the contract was within budget with Best Value also being attained through the competitive procedure followed .

4.7 Legal – None.

4.8 Human Resources – None.

4.9 Assets And Property – None.

5.0 Conclusion

5.1 Shetland Islands Council’s Port operation required to have adequate tug cover for the planned dry-dock maintenance of the Tystie. That required alternative vessel provision to be sourced from the contracted ship-broker

S.C. Chambers Limited. It had been planned that the cover would be provided by the Solan and the Bonxie but as they are yet to come in to full service, this unexpected expense has become necessary.

For further information please contact:

Colin Reeves, Harbourmaster

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13 May 2014

List of Appendices

None

Background documents:

None

**Harbour Board****27 May 2014****Harbour Board Business Programme – 2014/15**

GL-07-14

Team Leader – Administration**Governance and Law
Corporate Services****1.0 Summary**

- 1.1 The purpose of this report is to inform the Board of the planned business to be presented to Committee/Boards over the remaining quarters of the current financial year to 31 March 2015 and discuss with Officers any changes or additions required to that programme.

2.0 Decision Required

- 2.1 That the Harbour Board considers its business planned for the remaining quarters of the current financial year to 31 March 2015 and RESOLVE to approve any changes or additions to the Business programme.

3.0 Detail

- 3.1 The Council approved the Council's Meeting Dates and Business Programme 2014/15 at its meeting on 26 March 2014, (Min. Ref. 21/14).
- 3.2 It was agreed that the Business Programme for 2014/15 would be presented by Committee Services to the Council and each Committee/Board, on a quarterly basis, for discussion and approval.
- 3.3 The manner in which meetings have been scheduled is described below:
- Ordinary meetings have been scheduled, although some have no scheduled business at this stage. Where there is still no scheduled business within 2 weeks of the meeting, the meeting will be cancelled;

- Special meetings have been called on specific dates for some items – other agenda items can be added, if time permits;
- PPMF = Planning and Performance Management Framework meetings have been called for all Committees/Boards and Council once per quarter. These meetings are time restricted, with a specific focus on PPMF only, and therefore no other business will be permitted on those agendas;
- Budget = Budget setting meetings – other agenda items can be added, if time permits, or if required as part of the budget setting process; and
- In consultation with the Chair and relevant Members and Officers, the time, date, venue and location of any meeting may be changed, or special meetings added.

3.4 In relation to the planned business for the year ahead, Director of Infrastructure Services has the following comments or observations to make:

The Harbour Board has standard business items which are reported each meeting. Unforeseen business may arise due to operational matters which need the Board to decide on Policy changes. That business cannot be planned in advance.

4.0 Implications

Strategic

4.1 Delivery On Corporate Priorities – The recommendation in this report is consistent with the following corporate priorities:

Our Corporate Plan 2013-17

- To be able to provide high quality and cost effective services to people in Shetland, our organisation has to be run properly.
- Fully align the timetables, time spans and approaches for financial planning relating to the medium term yearly budgeting with Council, directorate and service planning.

4.2 Community /Stakeholder Issues – The Business Plan provides the community and other stakeholders with important information, along with the Council's Corporate and Directorate Plans, as to the planned business for the coming year.

4.3 Policy And/Or Delegated Authority – Maintaining a Business Programme ensures the effectiveness of the Council's planning and performance management framework. The Business Programme supports each Committee/Boards role, as set out in paragraph 2.3 of the Council's Scheme of Administration and Delegations, in monitoring and reviewing achievements of key outcomes within its functional areas, whilst ensuring best value in the use of resources is met to achieve these outcomes within a performance culture of continuous improvement and customer focus.

- 4.4 Risk Management – The risks associated with setting the Business Programme are around the challenges for officers meeting the timescales required, and any part of the business programme slipping and causing reputational damage to the Council. Equally, not applying the Business Programme would result in decision making being unplanned and haphazard and aligning the Council's Business Programme with the objectives and actions contained in its corporate plans could mitigate against those risks.
- 4.5 Equalities, Health And Human Rights – None.
- 4.6 Environmental – None.

Resources

- 4.7 Financial – There are no direct financial implications in this report, but indirect costs may be avoided by optimising Member and officer time.
- 4.8 Legal – None.
- 4.9 Human Resources – None.
- 4.10 Assets And Property – None.

5.0 Conclusions

- 5.1 The presentation of the Business Programme 2014/15 on a quarterly basis provides a focussed approach to the business of the Board, and allows senior Officers an opportunity to update the Board on changes and/or additions required to the Business Programme in a planned and measured way.

For further information please contact:

Anne Cogle

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20 May 2014

List of Appendices

Appendix 1 – Harbour Board Meeting Dates and Business Programme 2014/15

Background documents:

Report Numbered Presented to Council on 26 March 2014: Titled "Meeting Dates and Business Programme 2014/15"

<http://www.shetland.gov.uk/coins/Agenda.asp?meetingid=4317>

END



**Shetland Islands Council - Meeting Dates and Business Programme 2014/15
as at Tuesday, 20 May 2014**

Harbour Board			
D= Delegated R=Referred			
Quarter 1 1 April 2014 to 30 June 2014	Date of Meeting	Business	
	Ordinary 30 April 2014 10 a.m.	tbc	
	PPMF & Ordinary 27 May 2014 2 p.m.	Management Accounts – Quarter 4	D
		Pilotage Accounts – Quarter 4	D
		Harbourmaster's Report – Quarter 4	D
		Capital and Revenue Project Progress Report - Quarter 4	D
		Commercial Report – Quarter 4	D
		Infrastructure Directorate – Performance Overview – Quarter 4	D
		Tug Charter	D
		Capital Spending – Solan/Bonxie	D
		Compliance with Standing Orders – Ports & Harbours	D
		Harbour Board Business Programme2014/15	D
	Ordinary 19 June 2014 10 a.m.	Business Plans – Scalloway	D
		Shore Power	tbc
		Working Patterns and Safe Operations	tbc
		Small Ports Survey	D
Quarter 2 1 July 2014 to 30 September 2014	Date of Meeting	Business	
	PPMF & Ordinary 19 August 2014 2 p.m.	Management Accounts – Quarter 1	D
		Pilotage Accounts – Quarter 1	D
		Harbourmaster's Report – Quarter 1	D
		Capital and Revenue Project Progress Report – Quarter 1	D
		Commercial Report – Quarter 1	D
		Infrastructure Directorate – Performance Overview – Quarter 1	D
		Harbour Board Business Programme2014/15	D
Harbour Board - continued			



Shetland Islands Council - Meeting Dates and Business Programme 2014/15 as at Tuesday, 20 May 2014

<i>D= Delegated R=Referred</i>			
Quarter 3 1 October 2014 to 31 December 2014	Date of Meeting	Business	
	<i>Ordinary</i> 8 October 2014 10 am.	Business Plan - Sullom Voe Harbours	D
	<i>PPMF & Ordinary</i> 18 November 2014 2 p.m.	Management Accounts – Quarter 2	D
		Pilotage Accounts – Quarter 2	D
		Harbourmaster's Report – Quarter 2	D
		Capital and Revenue Project Progress Report – Quarter 2	D
		Commercial Report – Quarter 2	D
		Infrastructure Services Directorate – Performance Overview – Quarter 2	D
		Harbour Board Business Programme 2014/15	D
	<i>Budget</i> 25 November 2014 10 a.m.	2015-16 Budget Proposals and Charges	R Ex 8 Dec
		Infrastructure Services Directorate Plan 2015-16	R E&T 25 Nov
Quarter 4 1 January 2015 to 31 March 2015	Date of Meeting	Business	
	<i>Ordinary</i> 4 February 2014 10 a.m.	tbc	
	<i>PPMF & Ordinary</i> 24 February 2015 2 p.m.	Management Accounts – Quarter 3	D
		Pilotage Accounts – Quarter 3	D
		Harbourmaster's Report – Quarter 3	D
		Capital and Revenue Project Progress Report – Quarter 3	D
		Commercial Report – Quarter 3	D
		Infrastructure Services Directorate - Performance Overview Q3	D
		Harbour Board Business Programme 2015/16	D

Planned Committee business still to be scheduled - as at Tuesday, 20 May 2014

- None

Harbour Board - END