



## Annual General Meeting

Aros Hall, Friday 8th November 2019 at 7.30pm

### Minutes

1. **Chairman** Brian Swinbanks welcomed Members, non-Members, Board and Staff present. Brian covered fire/safety announcements.

#### **Chairman's address:**

Phase 6.1 North Arm delivered on time and on budget.

To manage a dynamic and listening community company you need three building blocks.

- A Board with vision and expertise.
- A great well-trained Staff Team.
- A wide-ranging membership drawn from the local community.

Tobermory Harbour (the Harbour not THA) needs a long-term master plan to deliver facilities and services for all sectors. Input is required from all Harbour partners and stakeholders -

Local mooring holders, small boat owners, Fishermen local and visiting, local and international Aquaculture Companies, our seasonal visitors afloat, the cruise liners and interdependent local businesses, wildlife tour operators and passenger boats and their passengers, CMAL who own the Mishnish Pier and slip, Calmac who operate the busy ferry to Ardnamurchan, the RNLI and their great local volunteers, the Coast Guard and again great local volunteers, our contractors and service industries, the MCA, the Northern Light house Board, Crown Estate Scotland, Bidwells, Transport Scotland, Marine Scotland, the Scottish Government and many more agencies all involved in managing a modern Port.

THA has already facilitated meetings with CMAL, Calmac and with the RNLI. Tonight, I invite anyone and everyone to input into the Master Plan.

Good News: Anne Fraser General Manager has been awarded a scholarship from HIE to go, in January, on a short and intensive training programme to MIT in the United States. Fantastic news and well done to Anne as this was well won against others from all over Scotland.



2. **Present:** Board members 5, staff 6 and members 17 and non-member 3  
**Apologies:** V Linneman, Brennan Fairbairn, Stephen Littlewood, Margo and Jim Wilkie, Grace Lambert, Jenny Wright, Joe Golledge, Neil MacGilp, Helen MacDonald, Sheila and Tim Barnard
3. Minutes of the 2018 AGM and matters arising  
No questions or matters arising.  
Minutes of the AGM 2018 adopted as true record  
Proposed: B Swinbanks, seconded B Weir:

There being a quorum present minutes were approved.

#### 4. **General Manager (Anne Fraser)**

The Company roles:

**The Member Board:** There are 9 board members, at this time there is one open vacancy and another created by Andy Cripps stepping down earlier in the year, thank you to Andy for the work he has done for THA over the years.

##### **General Manager –**

Last year I stepped down as director to take on a new role as acting General manager role, after an internal recruitment process I became permanent in April this year and now head up the team as General Manager.

##### **Marine team**

**Harbour Master- Robert Hemming** - is responsible for Harbour Management, including safety management within Tobermory Harbour, compliance with PMSC and port security.

**(Trainee) Harbour Manager - Rob Macdonald** – start in 2017 as trainee harbour manager and has done so well we are dropping the “trainee”. He is responsible for the building and other land-based assets, the day-to-day running of the pontoons and moorings.

**Marine Operative – Joe Golledge** has moved from the aquarium and joined the marine team on a 12-month contract. He has just completed his first season and has settled in well often filling in for Rob as his deputy. As a marine biologist he is heading up a Harbour Environmental Impact study.



### **Marine Assistants -**

**Jim Traynor:** helps out on cruise ship days and with holiday cover

**Anna Nonhebel:** in over the summer to help out during busy periods.

**Volunteers - Jane Traynor and Steve Davis.**

**Maintenance: Bernie Edwards**

**Finance Officer – Mary Macgregor:** finance for the business.

**Aquarium Manager- Lyndsey McLaren;** returned from maternity leave in January and return on a part-time basis to lead the aquarium team.

**Assistant Aquarium Manger – Grace Lambert:** supervises the day-to-day running of the Aquarium.

**Visitor Experience Assistants – Jenny Wright and Ruby Howard** worked really hard this year to deliver a full programme of events and give our visitors a great experience.

Young volunteers, **Lily** who came on an internship from Aberdeen University and of course **Andy Tait** aka Professor Plankton.

### **Key Achievements:**

In just over a year we have attracted **over a half a million pounds of grant funding.**

I would like to thank the funders for their support which is not always financial, their faith in the THA to deliver on these projects is tremendous.

**Funders** HIE, Scottish Government/Marine Scotland, Scottish Land Fund, Crown Estate Scotland, Waterfall Fund and Tunnocks.

**Training and development:** we have invested heavily this year in the development of our staff.

Several qualifications under way to help us comply with modern port practices. First aid, Port Security, oil spill and SVQ in port operations.

I will also be starting a port management diploma in March, this training will give the team an array of skills to collectively manage safety & conservancy within Tobermory Bay.

**Purchase of the Solum:** The solum is the old seabed underneath the Ledaig carpark and boat park. Earlier this year we applied to Scottish Land Fund for stage 2 funding to purchase the land from the Crown Estate Scotland.



We were successful in this bid and are currently waiting for lawyers to complete the land transfer.

Once the land is in THA ownership. The current sub lease THA hold with A&B council will disappear and we will own the boat park area outright.

The Ledaig carpark lease between Argyll & Bute Council and Crown Estate Scotland will transfer to us as new landlord.

We will work with the Council refresh terms, which we hope to include a clause that states that any future changes to the carpark will be subject to an Islands Impact Assessment and also state more clearly that harbour activities cannot be restricted.

This will hopefully influence any future decision by the Council to implement charging or traffic restrictions without first consulting THA as landlord and also the wider community.

**Aros Park waterfront** - In 2018 the Scottish Land Fund awarded us 90% of the costs involved to purchase land at Aros park waterfront, (the buildings, pier and land around the shorefront). Following lengthy negotiations and legal matters, we can now finally move forward with this project and to do this we have utilised some of the SLF grant to hire a project officer.

**Jenny Hampson** will be employed on a part time 5-month contract to initially engage engineers and architects to scope out the development stage of the project and hopefully will be able to attract funding to keep the post going into the next phase of development. If anyone wants to be involved in this project or has any ideas they would like to share, please get in touch with Jenny, who will be starting on Monday 11<sup>th</sup> Nov.

### **Phase6.1**

In March 2018 we submitted an application to EMFF for phase6 project but were unsuccessful. However, the Scottish Government Harbour Grants team liked our plans and were interested in funding a smaller project. In October last year they offered us up to £300,000, if we could deliver a project that could;

1. Provide safe berthing for local fishing boats
2. Be completed and funds spent by 31<sup>st</sup> March 2019.

We then set to work to put together a smaller project that would deliver some of the benefits of PHASE6 in the short term but would be adaptable, if we managed to secure funding for the full project, at a later date.

We named the project PHASE6.1 and the facility is now known as the “North Arm”



We realised that we wouldn't be able to deliver anything of substance for less than £400K, at this point we approached HIE and asked if they would be able to match fund the project and make it viable.

Over the next two months we worked incredibly hard to pull all the costings and timeline together, working with funders, to go through the whole applications process and get everything approved before Christmas.

Having secured all necessary funding, the order was placed with the main contractor Inland and Coastal just before Christmas, meaning that the work could start in early January for delivery before 31<sup>st</sup> March 2019 deadline.

In addition to Marine Scotland and HIE, Tunnocks had already granted a small amount of funding for PHASE6, which was held in our reserves, along with THA contribution, bringing the project total to £425,000.

We all, as a team, worked incredibly hard to deliver this project in an extremely tight deadline and on 17<sup>th</sup> April this year the new North Arm pontoon was ready, Inverlussa's Kiera Fiona was the first official boat to berth on the new pontoon.

In addition to the pontoon itself, ground works, drainage, welcome sign and paving in front of the shelter and signage.

Thanks to contractors on North Arm project, Inland and Coastal, North West Marine and local contractors Gerry Kangley and John Howard who all pulled out the stops to get this project done on time and on budget.

Types of vessel using the North Arm is varied. Brian has been saying for years that we need deep water berthing for Aquaculture vessels and here is the proof he was right, in the period April-Sep we have 24 different aquaculture boats using the new facility.

Anne illustrated the direct outcomes from the new facility which will bring in much needed income over the winter period and allow us to grow our business and provide all year round employment, we hope by bringing in crews in the winter will increase activity in town.

We have more plans ahead and this project has taught us so much and has reminded funders that the THA can deliver.

Thanks to Brian, who does an incredible amount of work in his own time for us and this community. Also, to Chris, his wife, for her continued forbearance.



## 5. Finance Report (Mary Macgregor)

The THA continues to use the services of R A Clement Associates in the preparation of the accounts.

The financial accounts show a satisfactory surplus of £8925 for the financial year to 31<sup>st</sup> March 2019 which is very similar to the year before. These figures of course reflect the 2018 main trading period.

Trading income was slightly up in the year before grant income.

Roughly half of the trading income comes from Pontoon activities such as berthing and cruise ships. This will show an increase in the 2019 season with the new North Arm.

The accounts reflect the capital addition of the North Arm £338,816 bringing the total fixed assets up to £1,456,499.

Where does all that income go?

1. Inspection, repair and renewal of the marine assets continues to be a major cost and this needs to be carefully planned to ensure that year on year replacements and repairs are spread. This ensures safety and quality of the pontoons, fairways and moorings for users.
2. Cleaning and Janitorial. This is a vital element in the provision of facilities in Taigh Solais and takes an enormous amount of work.
3. Managing the refuse and recycling. Addition of the closed compound will hopefully help us to control fly tipping and unauthorised use of the facility. Recycling and reducing carbon footprint of the business is important to THA.
4. Insurance up following the HEO status and the resulting additional liabilities.
5. Finance, Heat and Light, advertising are other significant outlays.
6. Advertising, websites etc all take a lot of time and resources to maintain. New website in the financial year pushed costs up but modern media and increased social media interaction are important these days. You can't rely on just being here to ensure the business keeps coming in.
7. Finally, the Tobermory Harbour Team payroll is the most significant cost and reflects the Companies investment in employing locally where possible. It is vital for the Company to have a good workforce who are able to take the Company forward to continue to bring benefit to the Community. This winter 2019/20 a significant programme of training and development is under way.



## What next?

- We carefully manage the spending over the winter as the repairs and renewals in respect of the marine and land-based assets. With the building now over 10 years old there are a number of issues to resolve this winter.
- In addition to the repairs and renewals tasks, there will be significant work to do over the winter 2019/20 to progress the Aros Waterfront and Solum projects whilst staff undergo major training and upskilling.
- Statutory financial accounts to 31<sup>st</sup> March 2019 are on the website and circulated here at the meeting.
- **Matter arising:**  
Accounts to 31<sup>st</sup> March 2019 for adoption by the members present.  
Show of hands from the membership, of which there was the required quorum, resulted in a majority in favour of adoption.

The accounts are therefore adopted. Proposed: Richard West, seconded: P Hilton

Matter arising: R West suggested that it might be worth having the building revalued for future reporting and maybe borrowing.

## 6. Harbour Master Report (Robert Hemming)

Our location on a busy Trading Route – a variety of vessels use the Sound of Mull and routes further West, passing Ardnamurchan Point

Robert spoke about the various agencies involved in the business of running a Statutory Harbour.

Who is responsible for these vessels – Owner, Operator / Charterer,

Flag state – where the vessel is registered

Crewing Management Company

Insurer of the Ship, Insurer of the Cargo

Most Commercial and Passenger vessels employ a recognised Shipping Agency

Insurance known as Protection and Indemnity Insurance – in the trade called the P+I Club



Companies such as Lloyds and BV employ 'Class' Surveyors to inspect all parts of a vessel.

Sub Standard Vessels may be DETAINED by Port State Control Surveyors

Vessels who haven't paid their Bills, Harbour Dues, Pilotage charges, may be Arrested –

More commonly known as a High Court Writ served by the Admiralty Marshal.

One of the down sides of these actions – Harbour Authorities may be left with the financial consequences.

Since 2017, Tobermory Harbour has only had one vessel served with a Detention Order

**Matters arising: no matters arising**

## **7. Facilities & Marine Report (Rob MacDonald: Harbour Manager)**

The showers, toilets and laundry get used a lot, this is by members of the community, crew from our visiting boats and other visitors to Tobermory.

The building is 11 years old and the toilets and showers get a lot of use. This winter we are looking at putting new shower panelling in the showers. Upgrading them and give them a clean and fresh look.

We are designing a new foyer display which will highlight the fact that we are a community company, increasing awareness that we are not for profit and that the money raised goes back into the not only the facilities but also benefits the community.

The money that we collect from the showers and laundry, goes towards the cleaning and upkeep of the facilities.

A huge thank you to dust2shine. Annette and her team do an amazing job, maintaining clean facilities.

We are still getting positive feedback from users regarding the cleanliness of the facilities

Unfortunately, Verbal Abuse is a problem encountered by the staff on occasions.

### **Marine**

The figures for the harbour show a healthy number of boat nights this year, overall boat nights are up by over 1500, this includes anchoring, moorings, pontoon and commercial.

This shows that the harbour is getting busier.

Our cruise ship season has been a good one. The increase has been in the smaller cruise ships.





### **Moorings.**

We realise that with phase 6.1, and also with plans for a new fairway it has been disruptive time for local mooring holders. We are aware of the challenges that mooring holders are presented with in regard to divers and rising cost etc. We *are* looking into it and are considering the options, making plans for the future, to assist in any way we can.

We now have a full time Marine Operations Officer; Joe Golledge who is a great addition to the team He has picked up the job quickly and is undergoing training, helping with moving the harbour forward.

### **Harbour Assist**

We are implementing a new Harbour Management software; Harbour Assist.

This is a huge undertaking and although it will increase our productivity, helping with the day to day running of the harbour.

### **Winter maintenance**

We have a busy winter of maintenance planned.

Overall it has been a busy season, we have built a strong team and as we move on and continue to find our feet, our goal is to continually improve aiming to give all of our customers, both local and visiting a positive experience

**Matters arising:** The subject of A & B Council not contributing to the cost of the facilities was raised by E O'Donnell. He felt that with the high use of the toilets that the Council should be supporting THA and other town toilets. Mary Macgregor asked that everyone complete the Argyll & Bute Council consultation document and put their comments regarding facilities provision on that.

### **8. Harbour Environmental Impact Study (Joe Golledge unable to attend the AGM)**

Anne outlined Joe's project and thanked the funders, Waterfall Fund and Crown Estate Scotland who provided funding and support to get the project up and running.

The project will look at the impact of infrastructure and operations within a Harbour on the environment and Marine ecosystems. The aim is to record data over a 5 to 10 year period and look at the negative and positive effects on the seabed and its biodiversity based on Phase 6.1 before and after its installation.

**Matters arising: no matters arising**



9. **Mull Aquarium Report (Lyndsey McLaren)**

Mull Aquarium trading income this year is the best ever.

2019 Educational visits and events

- 45 school children visited
- half day ocean discovery sessions
- rock-pooling
- feeding time,
- dissections
- 8 weekly educational session aimed at engaging under 5's
- Over 100 people attended our release day last week.
- high tech touch pools which integrated microscopes
- series of acebook live videos
- mind blowing Mondays facts

In February we sent two members of the aquarium team to the first ever mini aquarium conference (thanks to the help of funders HIE and North West Community Woodland Trust). All the aquariums attending were catch and release aquariums like ourselves and the team gained valuable information on a variety of things from plumbing improvements to running a larger facility.

We have plans for minor alterations within the aquarium but we are now limited by the size of the building we are in. So, we are looking to the future and have begun planning ahead for the next 5 years.

**Matters arising: no matters arising**

10. **A.O.B.**

No other business was raised

11. **Nominations for the Board.**

The process of the board elections

- The member directors can serve for a period of 3 years, after which they must step down, but can stand for re-election. Jan Dunlop is the Board member who steps down at this AGM and she is willing to stand for re-election.
- The number of Member Director positions on the board is 9. At this meeting there are 3 positions to fill and 4 applicants.



- In addition to Jan Dunlop standing for re-election there are three new nominees for election. Brennen Fairbairns, James Henderson and Dr Vic Linneman
- A secret ballot was held and the new Board members will be Jan Dunlop re-elected, James Henderson and Vic Linnemann join the Board.
- We thank Brennen Fairbairns for his interest.

**Matters arising: No matters arising**

**12. Closing remarks by the Chairman:**

Tribute paid to Anne (Cookie) Flavell who passed away in March 2019. THA is grateful for her loyal hard work over many years.

Thanks to our Member Directors who have once again given above and beyond to help steer the ship.

Stepping up to Harbour Authority has not been easy. Experience has shown us that we now need an Executive Director with Harbour Management experience and I expect that role to be filled before the 2020 season to support our staff.

Tobermory Harbour is an almost unique community company a community harbour that believes in using funding grants and company funding to deliver projects, deliver infrastructure and staff training which in turn improves the quality of life right across our wonderful community.

Thanks to all our great staff and as I gradually step away, I believe that the future of any successful Community Company is well trained committed and enthusiastic Staff.

Thanks to all who came tonight and please remember that we are now managing with our partners and on your behalf the whole Bay.

There being no other business the meeting closed at 9.20pm.

Following the meeting, Brian spoke about a separate public information item regarding parking and the town railings.