

HAMPSHIRE COUNTY COUNCIL

Report

Committee	River Hamble Harbour Management Committee
Date:	19 October 2010
Title:	Review of Strategic Plan and 2011/12 Business Plan
Reference:	2121
Report From:	Director of Culture, Communities and Rural Affairs

Contact name: David Evans

Tel: 01489 576387

Email: david.evans@hants.gov.uk

1. Summary

1.1 As a result of a recommendation by the River Hamble Select Committee in 2009, the Harbour Board agreed that the Hamble Strategic Plan should be reviewed annually. The comments and recommendations of the Management Committee are now being sought, as part of the annual review process. This report also proposes a Business Plan covering the work of the River Hamble Harbour Authority for the period 1 April 2011 to 31 March 2012.

2. Background

2.1 Appendix A to this report is the current River Hamble Strategic Plan, amended to remove obvious anomalies. As part of the annual review process (agreed by the Harbour Board), the Management Committee is invited to make comments and recommendations regarding proposals for changes or additions to the Plan, for consideration by the Harbour Board.

2.2 Appendix B to this report sets out the draft Business Plan for the provision of services and facilities by the River Hamble Harbour Authority during 2011-2012. It follows from, and supports, the Strategic Plan of the Harbour Authority and, when approved, will be used to inform the budget proposals for the financial year 2011/12. The Business Plan also includes a table setting out achievements to date for 2010/11 at Annex A and a draft table of actions for the forthcoming year at Annex B.

3. Recommendation

- 3.1 That the River Hamble Harbour Management Committee recommends appropriate amendments and additions to the River Hamble Strategic Plan and to the Business Plan for 2011 - 2012, for consideration by the Harbour Board.**

CORPORATE OR LEGAL INFORMATION:

Links to the Corporate Strategy

Hampshire safer and more secure for all:	no
Corporate Business plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Business plan link number (if appropriate):	
Enhancing our quality of place:	no
Corporate Business plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

APPENDIX A

RIVER HAMBLE HARBOUR AUTHORITY STRATEGIC PLAN

1. Introduction

- 1.1 This document forms the Strategic Plan for the River Hamble Harbour Authority. It has been developed by the Harbour Board, with advice from the Management Committee and officers of Hampshire County Council. It sets out the framework for what the Harbour Authority must do, and what it would like to do, over the next ten years or more. The Strategic Plan and its supporting documents will be used to inform decision-making by the Harbour Board. Detailed planning for each year will take the form of an annual Business Plan and forward budget. This will be based on the Strategic Plan but will need to be more flexible and responsive as unanticipated issues and problems arise.

2. The River Hamble

- 2.1 Situated at the heart of the Solent, the River Hamble is widely recognised as a major centre for recreational boating, important both regionally and nationally. Commercial activities on and around the River bring considerable benefits to the local economy and are a significant factor in the local employment market. The River is also a very important part of the local environment and supports many species of birds, plant-life, fish and invertebrates. The Hamble valley is covered by several national and international environmental designations in recognition of its importance as a rich and diverse habitat. The navigable part of the River extends over 6 nautical miles from Southampton Water as far upstream as Botley and Curbridge. It is home to over 3000 recreational craft berthed afloat and many more kept ashore. Leisure activities on and near the River include yachting and power-boating, dinghy sailing and windsurfing, rowing and canoeing, fishing, bird-watching, rambling and sightseeing.

3. Mission Statement

- 3.1 Hampshire County Council is the River Hamble Harbour Authority and delegates its executive decision-making function to the River Hamble Harbour Board. The Management Committee provides policy advice and scrutinises the Harbour Board's decisions.
- 3.2 The Mission of the Harbour Authority is:
"To ensure that the harbour is operated safely and efficiently so as to safeguard the harbour, its users, the public and the environment, both now and in the future. It is committed within its powers to fulfilling all its duties and responsibilities in a safe and efficient manner, to the enhancement of access and facilities for river users, and to the enhancement of well-being, enjoyment and economic benefit for all."
- 3.3 The Harbour Authority will:
- (i) Comply with all legal requirements (as listed at Appendix 1).
 - (ii) Aim to meet the national requirements of the Port Marine Safety Code.
 - (iii) Heed the Guide to Good Practice on Port Marine Operations, published by the Department for Transport (Ports Division).

- 3.4 The Harbour Authority's functions will be conducted openly and transparently in the overall long-term interests of the harbour's River users and other interested parties and beneficiaries.

4. Port Status and Governance Arrangements

- 4.1 Responsibility for the governance of the River Hamble was transferred to Hampshire County Council in 1970 and the harbour has been operated as a municipal port ever since. It is assumed that this arrangement will continue for the foreseeable future. Hampshire County Council is also a major riparian landowner. The County Council and the representatives on the Harbour Board form a democratically accountable body responsible for overseeing the operation of the harbour and the impacts arising from it. The Management Committee (constituted in accordance with the River Hamble Harbour Revision Order 1969 (as subsequently amended) provides advice to the Harbour Board and is responsible for scrutinising its decisions.

5. Planning Constraints

- 5.1 Although Hampshire County Council is the statutory harbour authority for the River Hamble, it is not the local planning authority for the River. Planning for development on and around the Hamble is covered by the Local Development Frameworks produced by the riparian local Borough Councils; all structural development on the River which is attached to the land requires their planning permission. However, no structural works can take place on the River without the works consent of the Harbour Authority (Southampton Harbours Act 1949). In order to assist with decision-making on works consent issues, the 'Strategic Principles to Guide Development on the River Hamble' (the 'Strategic Principles') were produced in 2004. Additional factors for consideration when determining applications for Harbour Authority works consent are contained in the Port Marine Safety Code, environmental legislation (see Appendix 1) and the River Hamble Estuary Management Plan.

6. The Harbour Authority's Long-Term Vision

- 6.1 There is little doubt that the River Hamble will continue to play a major role in recreational boating for years to come, not just as a place for people to keep their boats, but as a centre of excellence for organised events and a world class repair and maintenance facility. The Hamble is at the heart of the Solent and has excellent transport links with the rest of the south coast, London, and beyond. It is these transport links, and the proximity of the Solent, which makes the Hamble far more than just a 'local' harbour. Unfortunately, regional and national importance has disadvantages as well as advantages - it brings people and money to the area, but there is a risk of displacing locals as the limited number of moorings available forces prices to escalate in response to supply and demand. The balance of this equation is further influenced by the role of The Crown Estate as the owner of the river bed. The Crown Estate is required to maintain and enhance the return from the Crown's land holdings and this means that market prices must be charged for mooring spaces. Inevitably, whilst demand is high, prices will also be high. This is outside the control of the Harbour Authority and in stark contrast to the wishes of those who already have a mooring on the river for their boat. Most would prefer to see prices kept to a minimum, but not at the expense of an increase in moorings density. The Harbour Authority is in a difficult position, constrained on one hand by the safety, environmental and planning considerations that restrict the number of boats which can be accommodated on the River, and on the other hand by economic factors,

which tend to force prices upwards and create pressure for ever more space be made available for boats. The Harbour Authority aspires to influence thinking about possible changes to the current arrangements for measuring capacity, whilst seeking to maintain a balance of the often conflicting demands. It will also seek to influence the Crown Estate on their pricing policy, and use the Harbour Authority works consent process to ensure that a range of mooring types is retained on the River.

- 6.2 The long-term vision for the River Hamble Harbour Authority is:
"To work towards a harbour where the often contradictory needs of recreational boaters, the local economy and the environment are harmonised by means of influence, consultation and consensus-building. The harbour should retain its unique character and environment whilst providing modern, safe and reasonably priced facilities for all who use it."

7. Strategic Objectives

- 7.1 The Harbour Authority has the following strategic objectives for the coming years:
- (i) Governance: To govern the River Hamble in compliance with the Department for Transport's 'Municipal Ports Review'.
 - (ii) Navigational safety: To make the Port Marine Safety Code the central pillar of everything which the Harbour Authority and its staff do to ensure the safety of all those who use and work in the harbour.
 - (iii) Environment: To discharge its responsibilities under the Habitats Regulations and all other relevant environmental legislation through conserving the environment and maintaining approved pollution prevention and nature conservation measures.
 - (iv) Public Relations and Communication: To enhance the public perception of the Harbour Authority through building and maintaining the confidence of River users and other interested parties by informing them of progress and achievements.
 - (v) The Crown Estate: To maintain a productive relationship with the Crown Estate and its agents.
 - (vi) Moorings: To manage the mid-stream moorings efficiently and fairly, on behalf of the Crown Estate.
 - (vii) Climate Change: To be pro-active in monitoring the River for the impact of climate change and identifying the implications.
 - (viii) Planning and Consents: To plan for the future of the River Hamble, providing a clear and effective works consent process as the primary decision-making authority on matters affecting safety and ease of navigation in the harbour, and having due regard to the Harbour Authority's responsibilities for environmental protection.
 - (ix) Consultation: To listen to ideas and suggestions put forward by River users and other interested parties and consult on proposed changes.
 - (x) Visitors: To promote the provision of appropriate facilities for visiting yachtsmen, both afloat and ashore, and manage them as efficiently as possible.
 - (xi) Policy: To ensure whenever possible that its views are taken into account when future government policies on ports, harbours and the marine environment are under consideration.
 - (xii) Future Trends: To respond appropriately to new trends in recreational boating, for example: larger boats, Rigid Inflatable Boats (RIBs), Personal Water Craft (PWCs) and dry-sailing.
 - (xiii) Financial: To maintain and manage the harbour cost-effectively, and within the available resources.

- (xiv) Staff: To employ and retain a well-motivated, properly trained staff and provide regular training for Harbour Board and Management Committee Members.
- (xv) Equalities and accessibility: To ensure that it complies with all equalities and accessibility legislation.
- (xvi) Risk Management: To identify, review and manage risks, and maintain a risk register as part of the Safety Management System.
- (xvii) Review: To review plans, policies and procedures as necessary.

8. External Pressures

8.1 The following external pressures have been identified:

- (i) the complex needs and conflicting interests of River users and other interested parties need to be understood and balanced against the statutory and business constraints within which the Harbour Authority operates;
- (ii) the Crown Estate, motivated in part by its requirement to maintain and enhance income from the River, creates an added pressure, outside the control of the Harbour Authority;
- (iii) there is a lack of understanding by many River users about the respective and different roles and responsibilities of Hampshire County Council, the Crown Estate, the Harbour Board and the Management Committee.

9. Internal Pressures

9.1 The following internal pressures have been identified:

- (i) the Harbour Authority is funded almost entirely by River users and visitors and must be operated as economically and cost-effectively as possible;
- (ii) the Harbour Board's statutory responsibility to ensure safe navigation dictates that the Harbour Office staff must be available to monitor and supervise activities on the River outside normal working hours. This places considerable pressure on staff who are frequently required to work unsocial hours and at weekends.

10. Finance

10.1 The Harbour Authority operates as a business unit of Hampshire County Council. Annual income is ring-fenced and the Harbour Authority operates a separate reserve. An annual budget is produced and the accounts are audited by Hampshire County Council and the Crown Estate.

11. Equalities Impact Assessments

11.1 The facilities of the River Hamble are openly available to all, regardless of age, gender, disability, race or religion, in accordance with current equalities legislation. Equality Impact Assessments for the services and facilities provided by the Harbour Authority have been prepared and are held in the Harbour Office. These Assessments include a requirement to collect and analyse data about customers and their needs, so that appropriate measures can be taken to ensure that everyone who wishes to use the services and facilities provided by the Harbour Authority can do so on equal terms. However, simply understanding who the Harbour Authority's customers are and identifying their needs is not sufficient; the Harbour Authority is obliged to be proactive in taking steps to ensure equality of access for all. To that end, all decisions of the Harbour Board must be considered in terms of the impact which they might have on equality of access to services and facilities, and identify actions which must be taken as a result. Every reasonable effort must be made to

ensure that all users are treated equally and that appropriate information and facilities are provided to all.

12. Staff Training and Development - Investing In People

12.1 Hampshire County Council is an accredited 'Investor in People', a significant element of which is to ensure that staff receive the training which they require to do their job, and such additional training as may be required to encourage their career development. Maintaining accreditation as an 'Investor in People' requires that all training undertaken is assessed in terms of its contribution towards the aims and effectiveness of the organisation. Development training will be provided for permanent staff as appropriate to their current role and future aspirations as officers of Hampshire County Council.

APPENDIX B

DRAFT

River Hamble Harbour Authority

Business Plan 2011-2012

1. Introduction

- 1.1 This Business Plan covers the work of the River Hamble Harbour Authority for the period 1 April 2011 to 31 March 2012 and provides short term detail in support of the longer term Strategic Plan.

2. Mission

- 2.1 The Harbour Authority's Mission Statement is set out in the Strategic Plan.

"To ensure that the harbour is operated safely and efficiently so as to safeguard the harbour, its users, the public and the environment, both now and in the future. It is committed within its powers to fulfilling all its duties and responsibilities in a safe and efficient manner, to the enhancement of access and facilities for river users, and to the enhancement of well-being, enjoyment and economic benefit for all."

- 2.2 The challenge to be addressed in this Business Plan is to deliver the Mission, along with the statutory functions of the Harbour Authority, within the financial resources available in-year.

3. Scope of Activities and Services

- 3.1 The activities of the Harbour Authority include:

- (i) safety monitoring and management;
- (ii) environmental monitoring and protection;
- (iii) ensuring compliance with the Collision Regulations, Bye-Laws and Harbour Master's Directions;
- (iv) collection of Harbour Dues;
- (v) management of mid-stream moorings and the moorings waiting list (on behalf of the Crown Estate);
- (vi) administration of waterborne visitors to the River;
- (vii) processing of applications for developments which require Harbour Authority works consent, in accordance with the agreed Works Consent process;

- (viii) the encouragement of appropriate commercial development; and
- (ix) support for recreational boating.

4. Constraints

4.1 The Harbour Authority is currently constrained by:

- (i) the legislation contained in the Southampton Harbour Act (1949) and Harbour Revision Order (1969) (as amended in 1982 and 1989). The River Hamble operates as a Municipal Port under the auspices of Hampshire County Council as the Harbour Authority;
- (ii) The Port Marine Safety Code (2000), revised 2009;
- (iii) relevant environmental legislation;
- (iv) The Health and Safety at Work Act (1974);
- (v) planning policy constraints imposed by the extant Eastleigh Borough Council and Fareham Borough Council Local Plans, and a current maximum of 3,261 afloat moorings on the River;
- (vi) a budget based on being a self-funding business unit where annual expenditure and income must match, such that increases in Harbour Dues and Visitor Fees will be no higher than required to fund the essential in-year and long-term activities of the Harbour Authority; and
- (vii) equalities legislation.

5. Objectives and Actions

The long-term strategic objectives of the Harbour Authority give rise to the following actions for 2011-2012:

5.1 Governance

The Harbour Authority is committed to governing the River Hamble in compliance with the Department for Transport's document 'Opportunities for Ports in Local Authority Ownership' (known as the 'Municipal Ports Review'), (currently under revision) by:

- (i) supporting the current governance arrangements, as approved by the County Council.

5.2 Navigational Safety

The Harbour Authority is committed to making the Port Marine Safety Code the central pillar of everything which the Harbour Authority and its staff does to ensure the safety of all those who use and work in the harbour by:

- (i) maintaining and, where appropriate, updating navigational marks and lights to facilitate safe navigation in the harbour and its approaches, and safeguard the navigational access to and from the harbour;
- (ii) monitoring the activities of all those who use the harbour and ensuring that the law and bye-laws are enforced when appropriate, encouraging people to use the River safely and responsibly;
- (iii) conducting regular (bi-annual) independent audits of the safety regime on the River;
- (iv) administering the issue of commercial boat and boatman's licences on behalf of Eastleigh and Fareham Borough Councils;
- (v) enhancing the availability and quality of safety information for River users by use of publications, notice boards and signs;
- (vi) seeking every opportunity to improve and enhance safety by ensuring that all risks are identified and managed to 'as low as reasonably practicable'.

5.3 Environment

The Harbour Authority is committed to discharge its responsibilities under the Habitats Regulations and all other relevant environmental legislation through conserving the environment and maintaining approved pollution prevention and nature conservation measures by:

- (i) managing, maintaining and, where possible, enhancing the environment of the River, in accordance with current environmental legislation;
- (ii) continuing statutory tasks for the stewardship and management of the environment;
- (iii) maintaining an oil spill response plan and appropriate Tier 1 (immediate response) equipment;
- (iv) maintaining a port waste management plan and providing the appropriate reception and disposal facilities, and;
- (v) identifying environmental research opportunities and providing support and funding in appropriate cases.

5.4 Public Relations and Communication

The Harbour Authority wishes to enhance the public perception of the Harbour Authority through building and maintaining the confidence of river users and other interested parties by informing them of progress and achievements by:

- (i) working to improve relations with River user groups, yacht clubs and individuals by participation in meetings, provision of information and personal contact;

- (ii) informing River users and other interested parties about the Harbour Authority's aspirations, strategic planning, financial management and business planning by publishing information whenever possible;
- (iii) improving the quality and quantity of information available to River users and other members of the public about the activities of the Harbour Authority by means of press releases, input to the River Hamble Directory and greater use of the web-site and the Notices to River Users distribution list; and
- (iv) improving the quality and corporate image of signs and notices on the River by a rolling programme of replacement and improvement.

5.5 The Crown Estate

The Harbour Authority is committed to maintaining a productive relationship with the Crown Estate and its agents by:

- (i) fulfilling the terms of the Management Agreement with the Crown Estate;
- (ii) conducting regular formal and informal meetings to monitor performance;
- (iii) working with the Crown Estate to ensure appropriate investment in its mooring assets and the River as a whole; and
- (iv) working with the Crown Estate to provide and maintain an appropriate range of mooring types and prices.

5.6 Moorings

The Harbour Authority will continue to manage the mid-stream moorings efficiently and fairly, on behalf of the Crown Estate, by:

- (i) managing the moorings waiting list on behalf of the Crown Estate;
- (ii) managing sub-let moorings on behalf of the Crown Estate;
- (iii) collecting Mooring Licence fees;
- (iv) managing mooring holders affected by mooring maintenance work; and
- (v) dealing with customer questions and complaints.

5.7 Climate Change

The Harbour Authority is committed to being pro-active in identifying the impact of climate change on the River by:

- (i) conducting routine monitoring of the river for effects attributable to sea level rise; and

- (ii) ensuring that all new plans, policies and projects take account of the possible longer-term impacts of climate change.

5.8 Planning and Consents

The Harbour Authority is committed to planning for the future of the River Hamble and providing a clear and effective works consent process as the primary decision-making authority on matters affecting safety and ease of navigation in the harbour by:

- (i) ensuring that all eligible developments and structures are subject to the works consent process and dealt with in a reasonable timescale;
- (ii) ensuring that applications for works consent are considered in accordance with the Port Marine Safety Code, appropriate environmental legislation and the adopted policies of the Harbour Authority;
- (iii) working towards an acceptable method for agreeing, measuring and monitoring the carrying capacity of the River;
- (iv) heeding the advice and guidance contained in the saved policies of the Hampshire Structure Plan; and from other organisations such as the Environment Agency, Natural England and the Hamble Estuary Partnership (HEP).;
- (v) working with appropriate local authorities to ensure that new Local Development Frameworks take full account of the unique circumstances of River;
- (vi) engaging with the County Council and other local authorities to encourage facilities for car and trailer parking adjacent to the River;
- (vii) seeking to enhance the Harbour Authority's role and influence in the economic and tourist development of the River, in conjunction with local authorities, Tourism South East, Marine South East and Sail South East.
- (viii) encouraging the appropriate protection of archaeological and historic assets of the River Hamble by regular consultation and close co-operation with the Hampshire County Archaeologist, English Heritage and the Hampshire and Isle of Wight Trust for Maritime Archaeology;
- (ix) encouraging, facilitating and supporting the work of the Hamble Estuary Partnership; and
- (x) learning more about the needs of local businesses which support River users and rely on the River for their trade, by attending meetings of the River Hamble Marina and Boatyard Operators' Association.

5.9 Consultation

The Harbour Authority is committed to listening to ideas and suggestions put forward by River users and other interested parties and to consulting with them when appropriate, by:

- (i) conducting formal consultations with interested stakeholders when appropriate, using on-line methods wherever possible.
- (ii) arranging an Annual Forum at which River users and other interested parties can express their views and opinions;
- (iii) accepting deputations, in person or in writing, at meetings of the Harbour Board and Management Committee which are held in public;
- (iv) ensuring that Members of the Harbour Board and Management Committee are readily accessible to the public;
- (v) supporting the work of the Hamble Estuary Partnership as an additional means of engaging with stakeholders and other interested parties;
- (vi) holding regular 'Meet the Harbour Board' evenings; and
- (vii) welcoming personal visits and telephone calls to the Harbour Office to discuss specific issues and concerns.

5.10 Visitors

The Harbour Authority will encourage the provision of appropriate facilities for visiting yachtsmen, both afloat and ashore, and manage them as efficiently as possible.

- (i) encouraging visiting yachtsmen into the River and providing safe, fairly priced berthing facilities for them by publicising through leaflets, on the internet and through the Sail South East portal;
- (ii) providing assistance and local information to visitors and collecting appropriate visitor fees; and
- (iii) considering options for enhancing visitor facilities at Hamble and Warsash.

5.11 Policy

The Harbour Authority will ensure whenever possible that its views are taken into account when future Government policies on ports, harbours and the marine environment are under consideration, by:

- (i) responding to all relevant Government consultations; and
- (ii) attending appropriate conferences, working groups and meetings at the regional and national level.

5.12 Future Trends

The Harbour Authority will respond appropriately to new trends in recreational boating, for example: larger boats, RIBs, jet-skis and dry-sailing by:

- (i) monitoring and reporting on trends in recreational boating, and proposing appropriate mechanisms to respond to them.

5.13 Financial

The Harbour Authority is committed to maintaining and managing the harbour cost-effectively and within the available resources by:

- (i) operating within the agreed annual budget, controlling expenditure to ensure that it remains within income generation capacity;
- (ii) managing and maintaining and, where necessary, replacing the Harbour Authority's existing estate, assets and facilities;
- (iii) refining procedures to ensure that appropriate Harbour Dues are collected from all appropriate waterborne River users;
- (iv) monitoring and controlling the 2010/11 budget, planning the 2011/12 budget and maximising value for money; and
- (v) identifying and exploiting alternative sources for revenue generation, in order to ease the burden on Harbour Dues payers.

5.14 Staff

The Harbour Authority wishes to employ and retain a well-motivated, properly trained staff and provide regular training for Harbour Board and Management Committee Members by:

- (i) providing and encouraging training and personal development for all staff through the Individual Performance Planning (IPP) process;
- (ii) adhering to the principles of Investors in People (IiP);
- (iii) ensuring that available manpower is employed in the most cost-effective manner possible;
- (iv) organising training events and opportunities for Harbour Board and Management Committee Members; and

5.15 Equalities and Accessibility

The Harbour Authority is committed to ensure that it complies with all equalities and accessibility legislation by:

- (i) ensuring that equalities and accessibility are taken into account in all activities and decisions of the Harbour Authority.

5.16 Review

The Harbour Authority is committed to reviewing plans, policies and procedures at intervals of five years or less, by:

- (i) establishing a five-year rolling programme to ensure that all plans, policies and procedures are up-to-date and fit for purpose; and

6. Performance Monitoring

6.1 The main performance monitoring mechanism for the Harbour Authority is the six-monthly Port Marine Safety Code compliance audit carried out by the Designated Person (currently Captain Mark Capon of Marine Enforcement). Hampshire County Council carries out routine financial monitoring and audits, performance audits, Health and Safety checks and checks on progress against this Business Plan. The Crown Estate audits the management of moorings and the waiting list, and the associated finances.

6.2 Performance can also be monitored by customer satisfaction, through informal and formal feedback to the Harbour Authority, including mooring and berth holders, waterborne visitors, works consent applicants, commercial operators, sailing and yacht clubs, environmental groups and River user organisations. Performance indicators such as the number of complaints received (written or verbal), or the number of thanks received (written or verbal) can provide an indication of weaknesses or strengths in particular areas of service, but must be set against the context of the differing priorities of customers.

6.3 The most useful performance measures are thus:

- (i) compliance with the Port Marine Safety Code, as audited six-monthly;
- (ii) achievement in Hampshire County Council financial audits;
- (iii) achievement in Hampshire County Council performance audits;
- (iv) achievement in Health and Safety checks;
- (v) achievement in Crown Estate audits;
- (vi) completion of the actions in this annual business plan;
- (vii) adherence to Hampshire County Council policies for the implementation of e-government; and
- (viii) compliance with ISO 9001:2000 and liP requirements.

2010 - 2011 ACTION PLAN – ACHIEVEMENTS TO DATE

SERIAL	ACTION	REMARKS
1	To consider recommendations from the Management Committee resulting from the conclusions of the Select Committee, as approved by the Harbour Board on 18 September 2009.	Complete, with implementation well underway
2	Work towards an acceptable method of agreeing, measuring and monitoring the carrying capacity of the River.	Full contribution to work of Solent Forum recreational sub-group throughout 2010. Initial consultation on river capacity carried out.
3	Arrange Annual Forum for 2011.	Aim for arrangements to be in place and event planned by end Feb 2011, to take place late Mar 2011. Not yet complete.
4	Consider options for enhancing visitor facilities at Hamble and Warsash.	December 2010. Absorbed by Asset Enhancement works
5	Respond to all relevant Government consultations.	All responses to be completed to meet Government deadlines. All completed to date
6	Continue to refine procedures to ensure that Harbour Dues are collected from all eligible waterborne River users.	Ongoing.
7	Investigate enhancements to tender storage facilities	Options and funding investigated by Sep 2010 – now absorbed by Asset Enhancement work
8	Consider options for possible improvements to River Taxi service	Taxi now under new ownership
9	Investigate opportunities for land purchase to ease parking congestion around the harbour	Correspondence with riparian LPAs. Meeting arranged with FBC and under discussion with EBC.

ANNEX B

2011 - 2012 ACTION PLAN

SERIAL	ACTION	TIMESCALE
1	To complete, as far as practicable, the implementation of the Harbour Board's decisions resulting from the work of the Select Committee	By end June 2011
2	Prepare a business case for replacement of the dory, and procure replacement if deemed appropriate.	By end December 2011
3	Arrange the Annual Forum for 2012, to include an appropriate guest speaker.	Aim for arrangements to be in place and event planned by end Feb 2012, to take place late Mar 2012.
4	Continue with cost-benefit analysis and implementation of Asset Enhancement projects.	
5	Respond to all relevant Government consultations	All responses to met government deadlines.
6	Recruit, select, appoint and train new 'Commercial' and 'Recreational' Harbour Board Members	By end June 2011
7	Draft and agree three-yearly navigation safety consultation document	By end March 2012
8		
9		