



# ***Fowey Harbour Commissioners***

## ***Charter***



## ***Who we are and what we do***

Fowey Harbour Commissioners are the statutory Trust Port body set up initially in 1869 to promote and regulate trade in the Port of Fowey.

There is a long history of Fowey being an important and principle trading port servicing the South West region of Britain and providing a significant trading link.

Today, Fowey provides a deep water harbour for the export of 1.1 million tonnes of china clay annually in addition to providing a safe haven for in excess of 1500 resident pleasure craft and 7000 – 8000 visiting vessels. The export of china clay is declining so diversification into the leisure sector is more important.

The beautiful and largely unspoiled Fowey Harbour and estuary ranks in the top 40 UK harbours and the top cargo handling port in the South West region.

As a Trust port, Fowey is managed by an independent Board of Commissioners. Run on a commercial basis regulated profits are reinvested in the Harbour for the benefit of all stakeholders. All revenues are derived from Port users. The Commissioners receive no remunerations giving their time to support the community.

The role of the authority can be split into two main functions they are:

- |               |   |
|---------------|---|
| Regulatory:-  | the control of harbour operations in a safe and efficient manor               |
| Conservancy:- | maintenance of the harbour to ensure that users do so safely and conveniently |

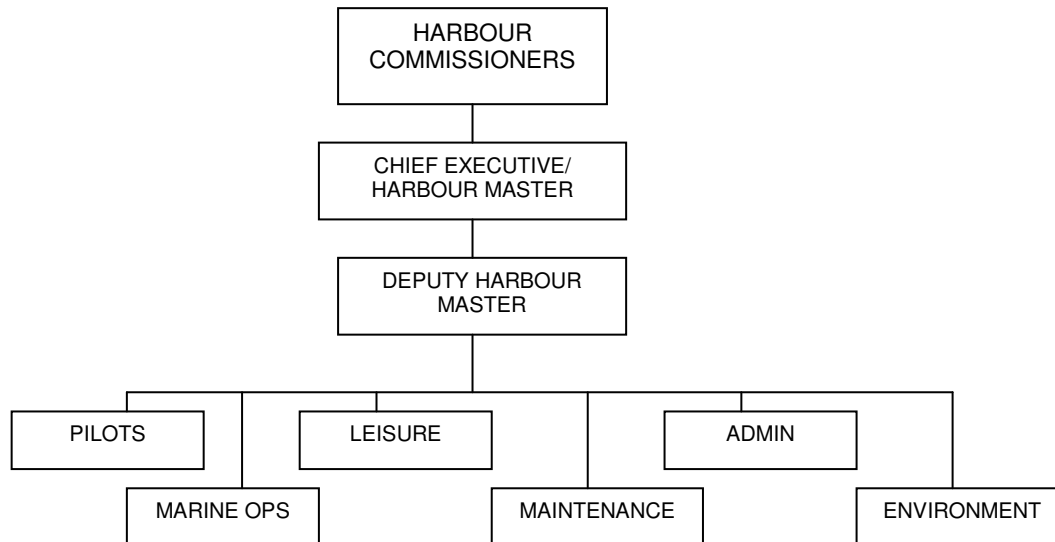
Other statutory duties include implementing:

- Port Emergency Plans
- Waste Management Plans
- Oil Contingency Plans
- Environmental Management
- Marine Safety Management Systems
- Port Security

All of these duties are carried out in consultation with many other statutory bodies, stakeholders and interested parties.

There is a Statutory Consultation Group.

## **Summary of Fowey Harbour Commissioners structure**



As well as biographical information the Chief Executive's Office hold a "register of interests" which is a record of all Members of the Board formal declarations of interest. An extract of the register can be found in Fowey Harbour Commissioners Annual Report.

### ***Information and openness***

We are committed to being as open as possible in all that we do. Our policy on information and openness reflects the Trust Port Guide to Good Governance. Information about Fowey Harbour Commissioners and its work is available not only through our management and staff but through our publications, our web site and the Enquiry Service.

### ***Publications***

Our books, journals, leaflets and posters cover a wide range of topics and many are available free of charge. To find out more, ask for availability from the Enquiry Service (see last page) e.mail: [fhc@foweyharbour.co.uk](mailto:fhc@foweyharbour.co.uk). or our web site: [www.foweyharbour.co.uk](http://www.foweyharbour.co.uk).

### ***The web site : [www.foweyharbour.co.uk](http://www.foweyharbour.co.uk).***

Our web site contains information on a range of Port activities including press releases, commercial, leisure, environmental and marine matters together with current tariffs, notices to mariners and links to other organisations.

As well as being a source of information about Fowey Harbour Commissioners the web site gives you the opportunity to comment about Fowey Harbour Commissioners and its work.

The website is regularly updated and information on it is clear of copyright.

## ***The enquiry service***

Our Enquiry Service (see last page) is the first point of contact for all general enquiries about Fowey Harbour Commissioners. From here you may be transferred to appropriate member of staff who can help you with more technical or specialist enquiries

## ***Press and media enquiries***

The Chief Executive handles all matters relating to media or press statements or enquiries. Contact with the Chairman of the Board will be arranged by the Chief Executive and individual Commissioners and members of staff will not make statements on matters relating to Fowey Harbour Commissioners policy or operations.

## ***Access to information***

Fowey Harbour Commissioners will provide such information as it is permitted or required to so do, observing commercial confidentiality.

## ***Charging for information***

Replies to simple requests are free. We may charge for replying to more complex requests which take a significant time to deal with. Any fee will not exceed the cost of providing the information and we will let you know in advance what the charge will be.

## ***Putting Things Right***

### ***If you are happy with our service***

Please tell us about it. We need to know when we have done a good job. It helps us to identify good practice and rewards our staff. They try very hard to assist and welcome harbour users, sometimes in difficult circumstances and conditions.

### ***Suggestions***

If you have suggestions about how we can improve our service do let us know. Write to the Chief Executive/Harbour Master.

### ***If you are unhappy with our service***

If you are not satisfied with the standard of service received from Fowey Harbour Commissioners please follow the steps below:

**Step 1** Contact the person who provided the service. They will try to correct matters immediately. A record of your complaint will be made. Written complaints are kept for three years.

**Step 2** If you feel that your problem has not been satisfactorily resolved contact the Deputy Harbour Master or Accounts Administrator where the matters concern financial or moorings. They will investigate the issue thoroughly and will reply to you within twenty days.

**Step 3** If you are still not satisfied with the outcome, contact the Chief Executive/Harbour Master whose name and address appears in this document .

**Step 4** Final recourse is to the Board of Commissioners

All complaints will be acknowledged within five working days when we will let you know who is dealing with your complaint. You will receive a reply within twenty working days, or a progress report for more complex cases.

If you feel that Fowey Harbour Commissioners have still not resolved the issue satisfactorily, you can ask DETR ports division to investigate the complaint.

### ***How You Can Help Us***

This publication forms part of our commitment to consult our partners and customers. Please feel free to comment on the standards of service set out here and let us know how we could improve the quality of our service. You can do this by contacting the Chief Executive Capt. Mike Sutherland on 01726 832471 or in writing to the Harbour Office address below.

Enquiries and Information requests to:  
The Chief Executive  
Fowey Harbour Commissioners  
Harbour Office  
Albert Quay  
Fowey  
Cornwall  
PL23 1AJ

Tel: 01726 832471  
Fax: 01726 833738  
e.mail: [fhc@foweyharbour.co.uk](mailto:fhc@foweyharbour.co.uk).  
web: [www.foweyharbour.co.uk](http://www.foweyharbour.co.uk).

## ***Our Standards***

### ***Service***

### ***The standard we aim for***

#### General Conduct



Members of staff in direct contact with the public wear name badges on suitable occasions and a readily identifiable uniform. We aim to provide efficient and helpful service on the telephone and in person. They will give their name and position in all types of correspondence and conduct themselves professionally.

#### General enquiries and requests for information



We will reply within fifteen working days or acknowledge within five working days if the subject is complex.

#### Formal consultations



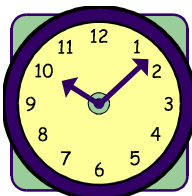
We will reply within thirty working days of receipt or within the deadlines and timescales set by the consultation procedure. In complex cases which may exceed this response standard, we will send you an acknowledgement saying who is dealing with the case and when you can expect a full reply.

#### Telephone



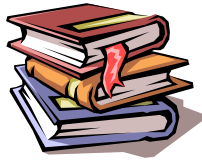
Our target is that telephone calls will be answered within thirty seconds subject to non emergency traffic. Answer-phone messages will receive prompt attention and calls returned within one working day. The use of answer-phones during working hours will be kept to a minimum and will be restricted to individual staff members phones. (except in port emergencies)

#### Office hours



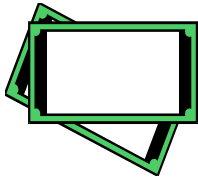
Offices are open from 8.00am – 5.00pm (Monday – Friday) and 9.00am – 1.00pm Saturdays – (May to September). Answer-phones are available outside normal hours on main office numbers (not direct dial numbers). Our offices are closed on Sundays and public holidays and as advertised over Christmas and New Year. Emergency calls are diverted to duty officers.

## Publications



Publications will be dispatched within ten working days of receipt of request and priced publications within ten working days of receipt of payment. If a publication is temporarily unavailable for any reason we will let you know when you will receive it.

## Licences



*Licence*

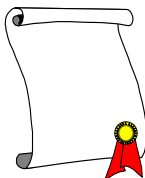
Decisions on specific applications will normally be made within thirty working days of receipt of completed application forms and references. If the case is complex it may take longer. If this happens we will inform you within five working days who is dealing with the request and when you will receive a reply. Some requests are dealt with by the Board and are heard at the next meeting after receipt.

## Invoices



Invoices will normally be paid on the last Thursday of each month, subject to satisfactory delivery of goods and services and receipt of correct invoice.

## Performance



We will publish appropriate performance information relating to service standards in our Annual Report.

## Weather **1st** and Tide Information



Weather forecasts supplied by the Met Office or other organisations are posted daily outside the Harbour Office together with forecasted tide heights.

A display indicating existing weather conditions is also located inside and outside the office