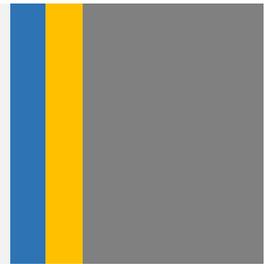


The Yarmouth (Isle of Wight) Harbour Commissioners
Minutes of the Annual General Meeting of
The Yarmouth Harbour Commissioners
Held at the Royal Solent Yacht Club, Yarmouth
On Wednesday 31 May 2017 at 1800 hours



PRESENT	Mrs B Walters (Chairman) Mr C Mullins (Vice-Chair) Mr M Peckham Mr A Stables (part)	Mr T Adams (Chief Executive/Harbour Master) Ms S Turvill Mrs J Garbett
IN ATTENDANCE	Mrs T Cooper Mr J Butcher	Mrs P McCoy
APOLOGIES	Mr M Cowan	
PERSONS PRESENT	Mrs S Mence Mr D Tregear Mr P Isaacs Mr R McKee Mrs G Kennett (YHAC) Mr B Garside (George Hotel) Mr J Allen (River Yar Boatyard) Ms J Jackson (Yarmouth Town Council)	Mr J Hill Mrs L Tregear Mrs G McKee Mr N Measor (Royal Solent Yacht Club) Mrs S Poston Mr M Robinson (YHC Designated Person H&S) Mr R Heeley (Waypoint Yacht Brokers)

Action

Chairman’s Introduction

- 277/17 The Chairman, Mrs Walters, opened the meeting, welcomed and thanked everyone for attending.
- 278/17 The Chairman informed those present about recent and upcoming changes in Commissioners, firstly noting that one of the Commissioners, Chris Smith, had sadly passed away in February this year following an illness, remarking that he continued in his role as a Commissioner throughout much of his illness.
- 279/17 The Chairman thanked Mr Peckham and Mr Mullins for looking after harbour interests over their two terms as Commissioners, which will be coming to an end after this meeting. She thanked them both for their time and commitment to the role.
- 280/17 The Chairman went on to say that YHC has now appointed three new Commissioners from 1 June 2017, Mrs Poston and Mr Tregear (who were both in the audience) and Mr Mitchell (who had tendered his apologies).
- 281/17 In addition, Mr Stables is taking over as vice-Chairman, as Mr Mullins is stepping down.
- 282/17 Finally, the Chairman said a big thank you to the Commissioners and harbour staff, commenting that the harbour is a product of the staff who work there and all the Commissioners are very appreciative of the time, effort and commitment put in by everyone concerned.

Apologies for Absence

- 283/17 Mr Cowan had previously tendered his apologies and was not present at the meeting.

Commissioners' Declarations of Interest

284/17 As per the Register. Nothing further to declare.

Minutes of the Annual General Meeting held on 18 April 2016

285/17 The contents of the Minutes of the Annual General Meeting held on 18 April 2016 were noted.

286/17 Those present, when asked, raised no questions on the minutes.

Presentation of the Annual Report and Accounts for the year ending 31 December 2016

287/17 The Chairman introduced the presentation of the accounts and annual report for the year ending 31 December 2016, which was given by the Chief Executive, Mr Adams.

288/17 At the end of his presentation, the Chief Executive, played the new video which promotes Yarmouth as a destination of choice on the South Coast, not just the harbour but the town and West Wight as well.

289/17 The Chief Executive invited anyone who is interested in buying into the video to contact him direct for further details.

290/17 As well as providing information on income and expenditure, The Chief Executive's presentation highlighted various areas of interest, including:

- ongoing market research conducted by the harbour
- berth utilisation (annual moorings, visitor berthing, long stay visitors, and both long and short stays)
- explaining how bad weather affects the harbour financially
- discounts offered to sailing schools
- how partnerships with local businesses have helped towards an increase in rally bookings
- visitor numbers
- stakeholder benefits
- a summary of the breakwater project, noting in particular how costs have been reduced by putting the breakwater on a rolling maintenance programme, which is being carried out in-house
- an update on how climate change may impact the harbour
- an explanation on quay defence mechanisms, including the development of new flood booms which are more durable
- an update on news surrounding the pier, highlighting the recent Heritage Lottery Fund grant, the launch of the Pier's Tale, the next and future phases of repair, procurement of timber, and community events
- details of the harbour's cash reserve strategy – highlighting for stakeholders where monies have been allocated (details of the strategy are included at the back of the annual report), in particular for dealing with major infrastructure of the port; and how £3.5m worth of infrastructure repairs and projects have been identified for the coming years
- information on health and safety and how the harbour complies with the Port Marine Safety Code, remarking that the berthing team do an excellent job

- information about the amount of marketing the harbour does, various discounts, loyalty cards, social media, Spring Festival – to promote local businesses and the town
 - listening to customers' feedback – the showers have been refurbished and are now free to use
 - excellent feedback on Facebook
 - explanation of YHC's grant funding assistance for local causes and charities
- 291/17 At the conclusion of the Chief Executive's presentation, members of the audience were asked if they had any comments and/or questions.
- 292/17 A member of the audience congratulated the Chief Executive on his presentation, saying it was excellent, commenting on how well everything is explained, and believes the Chief Executive is moving the harbour in the right direction.
- 293/17 Remarking on the Chief Executive's presentation, the Chairman confirmed it was never YHC's intention to fill up the harbour with long term visitors, but following analysis of the harbour's research, long term visitor moorings were introduced to fill the gaps, saying they are not and will not replace visitor moorings.
- 294/17 Further research will be conducted re long term visitors spend in the town.
- 295/17 A member of the audience made several observations:
1. Reported that he finds the harbour's Wi-Fi is very slow.
 2. Suggested that if the harbour wishes to increase income from the pier, then YHC ought to consider reintroducing the facility for making little bracelets, which used to be located at the pier entrance many years ago.
 3. YHC needs to capitalise on the fact that Yarmouth Harbour is the best possible place to be for someone who loves using their boat regularly; saying there is no safer place in his opinion. This is down to the berthing team being readily available at all times – instantly, and everything being immediately sorted out calmly and efficiently, without fuss. No other harbour/marina he has ever visited greets you like you are greeted in Yarmouth harbour. He said the staff are absolutely amazing. He believes Yarmouth harbour is unique in this respect and urged this to be emphasised more.
 4. Bigger bins are required.
- 296/17 The Chief Executive thanked the gentleman for his comments and responded saying that the Wi-Fi issue will be investigated promptly. The bin problem is already in hand, and improvements will be noticed in the near future.
- 297/17 A member of the audience asked what percentage of YHC's income is represented by Wightlink?
- 298/17 The Chairman replied that this was approximately 35% of the harbour's income, explaining that the board's aim has always been to try and reduce its dependency on Wightlink, and the long-term visitor moorings are helping in this respect.
- 299/17 There being no further business the Chairman thanked members of the public for attending, and declared the meeting closed at 18:55 hours.