

Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Customer Services
Executive Director: Douglas Hendry



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26 January 2016

NOTICE OF MEETING

A meeting of the **CAMPBELTOWN FERRY SUB-GROUP** will be held in the **ROOM 2 OF THE KINTYRE COMMUNITY CENTRE, STEWART ROAD, CAMPBELTOWN, PA28 6AT** on **WEDNESDAY, 3 FEBRUARY 2016** at **1:30 PM**, which you are requested to attend.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

- 1. WELCOME AND APOLOGIES**
- 2. MINUTE OF THE CAMPBELTOWN FERRY SUB-GROUP HELD ON 6 JANUARY 2016** (Pages 1 - 2)
- 3. FUTURE OPERATION OF THE GROUP**
 - (a) Terms of Reference and Membership (Pages 3 - 4)

Discussion facilitated by the Chair
 - (b) Ferry Consultation Arrangements for Clyde and Hebrides Ferry Service Contract (Pages 5 - 10)
- 4. DATE OF NEXT MEETING**

Campbeltown Ferry Sub-Group

Councillor Anne Horn (Chair)

Shona Barton, Area Committee Manager

Contact: Lynsey Innis, Senior Area Committee Assistant; Tel: 01546 604338

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MINUTES of MEETING of CAMPBELTOWN FERRY SUB-GROUP held in the ROOM 2 OF THE KINTYRE COMMUNITY EDUCATION CENTRE, STEWART ROAD, CAMPBELTOWN, PA28 6AT on WEDNESDAY, 6 JANUARY 2016

Present: Councillor Anne Horn (Chair)

Councillor John Armour

Attending: Shona Barton, Area Committee Manager
Moya Ingram, Strategic Transportation Manager
Ewen MacDonald, Explore Campbeltown
Kevin Lewis, Machrihanish Dunes

1. WELCOME AND APOLOGIES

The Chair welcomed everyone to the meeting and general introductions were made.

Apologies for absence were intimated on behalf of:-

Mairi Paterson, Explore Campbeltown
Ranald Watson, Springbank Distillers
Simon Richmond, CALMAC
Zena Coffield, South Kintyre Development Trust
Tommy Millar, The Laggan Community Council
Alan Baker, Campbeltown Community Council

2. MINUTES

The Minute of the Campbeltown Ferry Sub-group meeting held on 23 October 2015 was approved as a true record.

3. MOVING FORWARD

The Chair congratulated the group on the part they played in securing the Campbeltown to Ardrossan Service as a permanent seasonal ferry service following the initial three year pilot.

Mr MacDonald highlighted discussions at an informal meeting of the group, whereby Members had expressed a desire to have a Kintyre Ferry Users Group with a sub-group which focuses on marketing strategies to link all methods of transport in Kintyre . The Council's Strategic Transportation Manager suggested that the HITRANS group already discuss matters such as timetabling around other modes of public transport, and that to form another group may be duplication. The Chair advised that the ferry sub-group had originally been set up to concentrate on the Campbeltown to Ardrossan Ferry and to some extent other forms of transport and that there was still unfinished business in terms of adequately marketing the new service and timetabling issues, therefore the group did not consider their role as duplication.

The Area Committee Manager enquired as to the level of support the group would require from Governance and Law, with the Chair advising that it was still hoped that there would be the same level of support from Governance and Law. Mrs Barton advised that it would be necessary to look at the framework and the current terms of reference and establish the aims and objectives of the group and also any sub-group. Mrs Barton further advised that there may be capacity issues in Governance and Law progressing this, and asked Members to consider whether it was necessary to continue in this format if the desire is for more of a community group being formed. Members of the group were of the view that the Ferry Sub Group should continue with appropriate support from the Council.

Discussion took place in respect of the role that the Argyll and Isles Tourism Co-operative (AITC) could play given that the service is now permanent. Members of the group advised that due to previous difficulties with AITC their preference would be to have Explore Campbeltown carry out the marketing role. Further discussion took place in relation to the possibility of hosting a civic reception to tie in with the first sailing of the season and the opening of the redeveloped town hall was had, with Members of the group agreeing to hold discussions with CALMAC, North and South Ayrshire and the South Kintyre Development Trust.

Having agreed that the Ferry Sub Group should remain with a sub-group to take forward the marketing issues, the Area Committee Manager suggested that a further meeting of the group be arranged for Wednesday 3 February 2016 at 1.30pm to discuss terms of reference, the membership of the group and the future operation of the group. The Council's Strategic Transportation Manager agreed to provide contact details for HITRANS and North Ayrshire to members of the group.

4. DATE OF NEXT MEETING

The next meeting of the group will take place at 1.30pm on Wednesday 3rd February 2016 within Room 2 of the Community Centre, Stewart Road, Campbeltown.

KIWG Ferry Sub-Group

Remit and Working Arrangements

PURPOSE

1. The main purpose of the sub-group will be to undertake an appraisal of proposed or desired development work to assist with the maximisation potential of all current and future ferry services from Kintyre.
2. The sub-group will review the operation and impact of the new ferry service between Campbeltown and Ayrshire and assess how best the Council can assist in ensuring that this service provides maximum economic benefit to the Kintyre area.
3. The sub-group shall also look at the other ferry services departing from Kintyre to provide assurance that these continue to encourage economic growth.
4. The sub-group will also explore the potential for any additional ferry services from Kintyre.
5. The sub-group will provide an opportunity for joint working between the Council, service providers, local business interests, investors and community groups.

MEMBERSHIP

Argyll and Bute Councillors (1 each from Wards 1 & 2)

Community Council (1 representative)

Transport Scotland (1 representative)

Operators

Caledonian MacBrayne (1 representative)

Kintyre Express (1 representative)

Investors/Business Interest

Southworth Development (1 representative)

Hoteliers (1 representative)

Hauliers (1 representative)

Tourism/Economic Development

HIE (1 representative)

Visitscotland (1 representative)

Kintyre and Gigha Marketing Association (Explore Kintyre) (1 representative)

Explore Campbeltown (1 representative)

Economic Development Team, ABC (1 representative)

WORKING ARRANGEMENTS

1. The sub-group shall elect a chairperson from their number at their inaugural meeting and will repeat this process annually thereafter. The chairperson shall be eligible for re-election for no more than four consecutive years.

2. There will be 3 meetings per year of the sub-group. Additional meetings can be called by the chairperson if there are items of urgency to be dealt with.
3. Meetings will usually be open to the public and an agenda calling the meeting will be circulated electronically to all members of the sub-group 7 days in advance of the meeting taking place. If there are commercially sensitive matters then they may meet in private session for such items
4. Argyll and Bute Council will be responsible for the administrative arrangements of the sub-group.
5. Information obtained and recommendations proposed by the Group will be submitted to the Mid Argyll Kintyre and Islands Area Committee or any subsequent Committee with a similar remit in terms of the Council's future political management arrangements for consideration.
6. Copies of the minutes of the meeting will, for information, be submitted to the Kintyre Initiative Working Group.
7. Members of the Group will have the opportunity to include items on the agenda by advising the chairperson at least 7 days in advance of the meeting.
8. Decisions will be taken by consensus, indicated by a show of hands if necessary. Different views may be reflected in the minutes if consensus is not reached.

Ferry User Group Meeting**Ferry User Group Review****FERRY CONSULTATION ARRANGEMENTS FOR CHFS****PURPOSE OF REPORT**

The purpose of this report is to set out the Ferry Service Stakeholder Engagement processes as they relate to the Clyde and Hebrides Ferry Service Contract ahead of the retendering exercise for this contract.

CONSULTATION PROCESS

The consultation arrangements set out in this report are designed to eliminate overlaps and ensure that each layer has a distinct role and focus. These effectively fall along the lines of having a tier that is operational that will have a relationship with a tactical tier.

The consultation tiers are set out in detail below but can be summarised as:

Operational – Ferry Committee (CHFS Operator Led)

Tactical – Regional Ferry User Groups (RTP Administered)

FERRY OPERATOR LOCAL CUSTOMER CONSULTATION (Tier 0)

The Ferry Operator should, through its Regional Management Structure, consult on and discuss matters affecting the timetable for the services within their area. Most customer-related issues can be dealt with locally and within short time-scales. CalMac proposes to consult with communities served by individual services on a regular basis, normally once or twice per annum, to consider service issues and timetables. In order to ensure credibility and representation, these groups should include a minimum of two elected members from the area, one of whom could be elected as chairperson although this is not essential. This consultation forum will exist separately from, but will work in conjunction with the Ferries User Groups.

This first line of consultation between the users of services to island and peninsular communities and the Operator will be focused on operational issues of concern to the individual communities served which should be capable of being resolved without requiring changes to the Operator's contract. Issues to be discussed at these operator level (Tier 0) will include: minor timetable adjustments, integration with other forms of transport, facilities on board or ashore, service performance and information services for users. Note that fares are a matter for Transport Scotland and that timetables are also all approved and authorised by Transport Scotland

Examples of subjects not for discussion at Tier 0 might include Vessel Replacement Strategy, Infrastructure requirements or developments and Strategic Issues.

CalMac will respond to all issues raised within 30 business days. Consultation and responses can be undertaken by conference call, email and or face to face meetings.

Unresolved matters may be referred to the relevant Ferry User Group (Tier 1) for consideration through the channels provided.

Any unresolved matters raised by a Ferry Committee (or Community Council) relating to service or timetables etc will be referred to the Ferry User Group who, if agreed by the Group, may appeal to Transport Scotland.

Tier 0: Consultation Agenda

- 1. Minutes of previous meeting and Actions*
- 2. Timetable adjustments*
- 3. Current challenges or service issues*
- 4. Next steps, Timescale, Actions and Date of Next Meeting*

FERRY USER GROUPS

The purpose of the Ferry User Groups is to provide an opportunity for stakeholder groups representing users of the CHFS services, the associated infrastructure, and linked services and facilities, to engage on the operation and development of ferry services on a regional basis. This will facilitate consideration of operational developments on the basis of multiple routes including where there are shared vessels and infrastructure between routes / island communities. This will also provide a platform for the operator to update on developments they are working on that have a wide impact or benefit across the area.

There are four Ferry User Groups currently although consideration is being given to reducing this to three and there will be an engagement exercise with the individual FUG groups in 2015 to determine this for the next CHFS period. The existing geographic arrangements are set out below:

- a) The **ARGYLL** GROUP is concerned with services operated in the **Islay, Kintyre, Jura, Gigha, Colonsay, Oban, Mull, Iona, Lismore, Coll, Tiree, Barra, South Uist** area.
- b) The **SMALL ISLES, SKYE, RAASAY, KILCHOAN, LOCHALINE** Group is concerned with services within this area.
- c) The **CLYDE** Group is concerned with services operated within the **Arran, Bute, Cumbrae, Cowal** area.
- d) The **HEBRIDES** Group is concerned with services operated within the **Barra, South and North Uist, Harris, Lewis** area.

It is important to consider the Membership of Ferry User Groups to ensure they remain accountable and representative of key stakeholders in the areas they cover. The following list sets out those that are expected to attend

- Local Authority elected Members
- HITRANS Board Member
- SPT Board Member
- Local Authority Officers
- Representatives from the relevant Local Ferry Committees
- CHFS Operator – Calmac Ferries Ltd propose their representatives be the Head of Commercial Contracts and Head of Operations
- CMAL
- SPT officer (Clyde)
- HITRANS officers
- HIE
- Freight Transport Association (FTA Member from the relevant area)
- Road Haulage Association (RHA Member from the relevant area)
- Port Authorities
- Tourism

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- Business (FSB and/or local business rep, OHCG)
- Agriculture (NFU, SCF)
- Public Transport (ScotRail, CPT)

The Ferry User Group meetings are held in private to afford a freedom of discussion and allow information to be shared on a confidential basis. The agenda will be agreed in advance which will allow Members to be prepared for any update they give the wider Group. It is important that the meeting is chaired in a way that affords a flow of discussion and ensures all views are considered. It should not become a confrontational or negative environment.

Items to be considered and discussed might include:

- matters unresolved between the operator and the Local Committees
- Issues of concern between or relevant to local communities
- Matters to be escalated to Transport Scotland
- Matters and policies which have been agreed by the Strategic Forum and cascaded to the FUG for onward distribution to Local communities.

Agenda

1. *Minutes of previous meeting and Matters Arising*
2. *Events Calendar*
3. *Regional Issues and Current challenges or service issues*
4. *Ongoing Projects*
5. *Operational Update*
6. *Next steps, Timescale, Actions and Date of Next Meeting*

RELATIONSHIP BETWEEN OPERATOR LED AND FUG

The Operational and Tactical consultation levels will have an important relationship that is designed to be supportive and allow where necessary an information to flow between these two tiers. There will also be a mechanism that can see the FUG act as an escalation path for discussion from the Ferry Committee. This relationship is captured in the diagram below:

Consultation Connections

