

ONBOARD



Port of Milford Haven

Autumn 2019 | Issue 10
News from the Port of Milford Haven

Positive Vibes

The Port's new CEO has an upbeat vision for Pembrokeshire



Hot favourite

A great summer sees record visitors at Milford Waterfront



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Hello,

Anyone who has taken on the task of redecorating their house will be all too familiar with the maxim that success lies in (boring) preparation. It's not a popular fact. After all, would you rather apply the final stunning coats of paint, regularly standing back in satisfaction, or choke on dust as you scrape and sand your way to bare walls?

2019 has been a year of preparation: hard graft and slow, methodical planning, paperwork, discussion and debate. Whilst you may have seen Port staff continue in their duties to manage our marine and land-based responsibilities, what you won't have seen behind the scenes is the thousands of hours our team has been putting in to prepare our business for what's to come.

In this issue we dare to preview what we hope will be a major milestone in Pembrokeshire's transitioning energy economy. Prep work for Pembroke Dock Marine, a project forming part of the Swansea Bay region's bid for the Government's City Deal funding, is on the verge of completion. This is a once-in-a-generation project that seeks to set up the Waterway as a world-leading centre for marine renewable energy development, testing and servicing.

We are down to the bare wood and brass tacks in preparing to get this exciting project off the ground. I am hugely grateful not only to our Port team, but to all of our partners including Welsh Government, the UK Government and Pembrokeshire County Council, for helping us put in the groundwork for a project we hope will shape a stronger economic future for Pembrokeshire.

Elsewhere, it's been a very enjoyable summer for all of us who have been working on promoting Milford Waterfront as a place to visit. I caught up with as many business owners around the marina as I could and got a real sense of optimism. Yes, the weather was (mostly) kind and yes, with the tourist pound trading 1:1 with the Euro, the 'staycation' has never seemed more attractive, but there has been a real buzz around Milford like I've never seen before.

Whilst big, 'one-hit' real estate investments, of the kind you might find in cities, get the publicity, it's important not to underestimate the value of the organic, long term growth we've seen at Milford Waterfront. Use whichever metaphor you like for this kind of development - a slow cooked meal for a fuller flavour, the strength of 100-year oak (not planning to wait that long, by the way) - we should take a lot of positives from the progress being made to create a destination attracting visitors to Milford Haven.

This softly-softly growth allows existing local businesses and entrepreneurs, who see the potential of destination tourism, to take root, grow and be an integral part of the Waterfront's success. Just take a walk along the quayside and you'll pass some fantastic outlets, almost all of them locally owned and managed. This means that nearly every pound spent locally stays local.

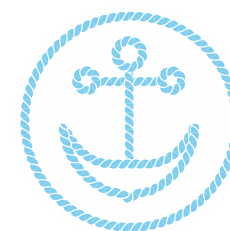
Have a great Christmas and here's looking forward to an exciting 2020!

Andy Jones

Andy Jones Chief Executive

Inside ONBOARD

- 4** Port News
News from across the Port's operations
- 6** 2020 Vision
Marine energy is coming of age in Pembrokeshire
- 8** Profile
Positively optimistic - Introducing the Port's new CEO
- 9** Customer News
An update from businesses around the Port
- 10** Customer Focus
HM Coastguard is watching over our shores and beyond
- 12** Port Charitable Update
Harnessing people power to make us more dementia aware
- 13** Community Fund News
A round-up of who's benefited from the Port of Milford Haven's community fund
- 14** Safety Focus
Smartphone tech that could help save lives
- 15** Aftword
Education gives Pembrokeshire a future



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Summerfest draws crowds to the Waterfront

- ← *Insta Crowd* - Events including the Street Food, Beer and Fish Festivals drew great crowds this year. The Milford Waterfront team handed out colourful sunglasses to battle the seaside dazzle. "Nothing says summer like a bright pair of sunnies," said Marketing Manager, Lucy Wonnacott. "They were hugely popular!"
- ← *Crowd Puller* - Cool drinks were very welcome at a sunny Milford Haven Round Table Beer Festival at the end of July. Almost 6000 drinks were served: 2000 pints of cask ale, 1408 pints of lager, 960 glasses of prosecco and 1407 pints of cider to be precise. Cheers!
- ← *Street Eats* - August brought the Milford Haven Street Food Festival back into town, with a tantalising selection of food traders. Some visitors were spotted visiting the event for lunch and dinner on both days!

Around 7,000 visitors came to the Milford Fish Festival at Milford Waterfront this June, double the number anticipated. The Festival kicked off a summer of events that drew visitors from far and wide, with many making the trip to Milford Waterfront for the first time.

A stunning stretch of good weather helped pull in the crowds and Clare Stowell, Director of Tourism at the Port of Milford Haven, said she felt as if a critical tipping point had been reached, with awareness growing fast of all the great things on offer in Milford Haven.

"The magic is happening and it's because of a combination of factors. Annual events such as the Fish Festival and Street Food Festival are becoming firm fixtures in the calendar. But there are now so many brilliant local businesses and places to eat and drink here that make a trip to the town and down to Milford Waterfront worthwhile at any time," said Clare.

"Our Discover Coast and Cleddau boat trips have done well, too. But it's not all play by the water," she added. "We're working hard to develop and celebrate Milford Haven's sense of place. Our historic haven is a big part of our story and bit by bit, the uplift in activity and interest is being felt around town."

For a round-up of this year's events and more information on the line up for 2020, go to www.milfordwaterfront.co.uk

- ↓ *Fish meets fingers* - The Milford Fish Festival brought seaside life face to face with a new audience in June this year.





Stay and play

↑ *Cabin fever - The brand new Floatel Cabins are a hit for visitors wanting to play and stay at Milford Waterfront.*

“The final piece of the jigsaw for us is making Milford Waterfront a great place to stay, as well as work and play,” said the Port’s Director of Tourism, Clare Stowell.

“Our Floatel Cabins have done really well this year, with some lovely reviews coming back already. The names we have chosen celebrate our unique sense of place, with Nantucket, Tembek, Morlo and Sybil, all having a strong local connection, with an interesting story for our guests to learn about. What’s more, every time someone opts to stay here, that’s more money flowing back into the local economy. Not only are our guests going out to eat, but the housekeepers, Pembrokeshire Holiday Connections, are a local business and the guest treats come from Trwffl, also at Milford Waterfront,” she added. “We’ll be making an announcement about a new hotel shortly, too. These are very exciting times!”

For information or to book one of our Floatel Cabins go to www.milfordwaterfront.co.uk/floatelcabins

Port secures engineering firm for historic hangar

One of the Port’s iconic Sunderland hangars has a new tenant. Fabrication company, Busa Engineering Limited, owned and managed by local engineer Mark Ledwood and his father Bill, makes components for the energy industry. Although only recently set up, the company has already secured contracts fabricating equipment for refineries in the US. “There is a lot of work out there; there are 135 refineries in the US alone,” said Bill. “We are able to compete internationally for this kind of work and quayside facilities make a massive difference for us being able to secure customers.”

Busa Engineering is eyeing the renewables industry as an exciting growth sector for its business.

“Renewable power generation is the future and again we have the advantage. What we have here in Pembrokeshire is an accumulation of skills passed down over generations that we can draw on. We want to help the Port do more and tell the world what is here. We’ve got to go out there and win the big contracts now,” he added.

Director of Quayside Operations at Pembroke Port, Natalie Britton, welcomed the new tenants. “Companies such as Busa Engineering add a great deal of weight to the case we are making that, in terms of quayside capability and capacity, there are few places in the UK better able to meet the challenges set by the energy industry,” said Natalie.

“Busa Engineering has an experienced management team with access to a highly skilled local workforce,” continued Natalie. “However, it’s the company’s appetite for collaborating with the Port and other partners that we hope will be key to winning more business for Pembrokeshire.”

Last of Milford refinery ships out

→ *Giant components from the former Murco refinery awaiting shipment to Pakistan where the plant will be rebuilt and recommissioned. Credit: Natalie Britton*

A significant chapter in Pembrokeshire’s refining history came to a quiet close this autumn as the final pieces of the Milford Haven refinery were removed and shipped overseas.

In a complex series of road and river movements that few people living around Gelliswick and Hakin will have missed, several giant parts were taken by lorry down to Gelliswick beach and loaded onto a barge. They were moved to Pembroke Port where they were stacked on the quayside before being transferred onto a large heavy lift vessel and sailed to Jebel Ali in Dubai, en route to Pakistan.

Originally commissioned by the Amoco oil company in 1973, the Milford Haven refinery was capable of processing around 5 million tonnes of oil annually. When owners Murco were unable to find a refining buyer in 2014, the plant was decommissioned, and the site and jetty sold to Puma Energy. It is now a fuel storage terminal.



Fair trade

↑ *Although it’s his first summer in charge at Foam, Andrew Braddick says numbers have been better than expected.*

Milford Haven’s businesses enjoyed a surge in visitor numbers during a popular season of back to back events this year. The sun shone (mostly) as traders reported that higher visitor numbers this summer made for a busy and successful season.

Andrew Braddick, who manages waterside café and restaurant Foam, said people drawn by events held throughout the season on Milford Waterfront made a big difference to his footfall.

“This is my first summer but looking at the books, there’s definitely been an increase in numbers,” said Andrew. “The events that the Milford Waterfront team put on have really boosted things. Any event just adds footfall and then they naturally just come into your venues.”

“For me, it’s important that every business along the Waterfront thrives. The better each business does, the more people are going to want to come down here,” he added.

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2020 vision

Our county faces some of its greatest challenges since the arrival of oil refineries in the 1960s, not least climate change and the consequent need to decarbonise energy supplies. Chance has dealt Pembrokeshire a very good hand in this regard. If it plays its cards right, the county looks set to prosper from a coming energy revolution that the world needs and the market demands.

↑ *The planned centre of marine renewables development, testing and servicing at Pembroke Port. Credit: Pembrokeshire Coastal Forum*

CLIMATE EMERGENCY

The decision of the Welsh Government to declare a climate emergency earlier this year focused minds on a commitment the nation had already made to tackle CO2 emissions. The public sector is to become carbon neutral by 2030 and, as part of the UK, Wales will aim to achieve total net zero carbon emissions by 2050.

Making the announcement back in April, Minister for the Environment, Lesley Griffiths said: "I believe we have the determination and ingenuity in Wales to deliver a low carbon economy at the same time as making our society fairer and healthier."

For the nation then, the challenge is not just to slash emissions, but to be a part of the solution that delivers low carbon energy while benefitting from the associated economic boost. This is where Pembrokeshire plays its trump card. Nowhere has better facilities, supply chain and, most importantly of all, close access to more abundant and natural energy resource than the Milford Haven Waterway.

Pembroke Dock Marine is a £60m project to upgrade facilities and put in place infrastructure and support services to attract marine renewable energy industry investment here in Pembrokeshire. Its aim is to help to nurture developing technologies and minimise risk for investors in a fast-growing sector predicted to be a multi-billion pound annual global market by 2050.

Chief Executive of the Port of Milford Haven, Andy Jones is preparing to commit the Port to making its single largest investment (£14m) in its 60-year history. "In short, the marine energy industry is coming, and the Pembroke Dock Marine project puts Pembroke Dock in pole position to capitalise on the economic benefits," said Andy.

"We are in the right place, at the right time. It's time to act!" he added.

WHAT EXACTLY IS THE PDM PROJECT?

→ *PDM would support and enable fabrication of more marine energy devices and infrastructure here in Pembrokeshire, such as platforms for floating wind. Credit: Principle Power.*



Pembroke Dock Marine has four elements, each delivered by the four lead partners of the project.

PEMBROKE DOCK INFRASTRUCTURE (PDI)

Delivered by the Port of Milford Haven, PDI will create an operational base in Pembroke Dock designed to accommodate the industry's needs as it continues to mature. Spaces include an enlarged slipway, workboat berthing, open laydown areas and fabrication units. The focus is to help developers reach maximum operational efficiency to drive down costs.

MARINE ENERGY ENGINEERING CENTRE OF EXCELLENCE (MEECE)

A dedicated, long-term Offshore Renewable Energy Catapult delivery and research centre, unlocking innovation by bringing together academia and business. (Catapults are a nationwide network of world-leading centres designed to transform the UK's capability for innovation in specific areas).

MARINE ENERGY TEST AREA (META)

Delivered by Marine Energy Wales, these will be a series of pre-consented zones on the Waterway and inshore waters for testing of component and small-scale devices. Developers will be able to deploy prototypes built in and launched from Pembroke Dock and elsewhere.

PEMBROKESHIRE DEMONSTRATION ZONE (PDZ)

A large-scale technology testing area off the Pembrokeshire coast, delivered by Cornish company, Wave Hub. Much of the initial investment will be to secure licenses and prepare detailed engineering design in readiness for "live" testing wave and floating wind arrays. A cable on the sea floor will allow up to 180MW of generated electricity to be exported to land.



How much energy can our region generate?

The potential power available from wind, wave and tide is enormous. PDM would unlock the potential for floating wind, wave and tidal power, to contribute at least 1GW capacity of marine-derived energy, adding more than a third on top of our nation's current renewable generation capacity and making significant contribution towards meeting Welsh decarbonisation targets. All the project's elements are focused on supporting innovation and ensuring maximum operational efficiency to continually drive down the cost of marine energy.



Training the renewables generation

← Pembrokeshire College is training the county's much-needed future engineers

The Pembroke Dock Marine project recognises the need to train a new generation of engineers here in Pembrokeshire. There will be a need to give local students a pathway in schools and colleges to access the high-quality jobs that will be created. The Port and its partners will work with technology developers, supply chain and education bodies such as Pembrokeshire College.

"Facilities are great but if you don't have the capability within them you are missing a trick. We have a collective responsibility to use this project as a launch pad to train up a new generation of engineers," explained project manager Tim James, Director of Energy Development at the Port of Milford Haven.

"Successfully providing the skills this industry requires locally will embed intellectual property in Pembrokeshire and create a new era of prosperity for the county," he continued.

We are in the right place, at the right time, and it's time to act!

Andy Jones, Chief Executive, Port of Milford Haven.



A boost for our economy

↑ High skill jobs are being created by local businesses like Mainstay Marine (here fabricating a prototype device for Marine Power Systems) as they diversify into marine energy

A well-established marine renewables industry would create inward investment, jobs and economic activity. Analysis has identified the potential creation of over 1800 jobs through Pembroke Dock Marine. Largely high-skill, year round, these opportunities will be a welcome addition to Pembrokeshire's job market. Whilst this number is significant it is also the type of posts created which is equally important. Targeting advanced manufacturing, the average estimated take home salary created would be significantly higher.

In terms of economic activity, once up to speed, the project is expected to add £73.5m to the annual productivity, or GVA, of the Pembrokeshire economy. That, plus the investment made, represents a total of £1.27bn contribution over ten years, much of the money feeding back into the local economy. The longer-term returns would be much greater.

Pembrokeshire's productivity currently trails 25% behind the rest of the UK, and wages here are 23% lower than the UK average.

"Pembrokeshire's economy is very fragile right now and, were it not for the fact we host the UK's largest energy port, we would be in a much weaker position," said Port chief executive, Andy Jones, "But, aware of our dependence on one aspect of the energy industry, we have been planning this strategy to diversify into marine renewables for some time now.

"As a Trust Port, we owe it to future generations to ensure the Port remains the beating heart of the local economy. Turning our local skills and facilities to the coming revolution is how we will secure a prosperous future for our communities," he added.

Which renewable technologies?

→ Floating wind turbines are an effective deep-sea alternative to the already proven sea floor mounted version. Credit: Principle Power.



PDM's aim is to attract device developers to base their operations here, no matter where their market-ready technology or exported electricity ends up.

However, the National Grid connection (the line of giant pylons linking Pembroke Power Station to the rest of the UK) is a key attraction for companies wishing to deploy devices off our coastline that can then export to the grid. Few locations have such extensive marine renewable energy resources so well connected to the urban and industrial markets that need the power.

Wave energy is abundant and developers such as Marine Power Systems and Bombora Wave are already operating in Pembrokeshire (see P9).

Floating wind (wind turbines in the open seas mounted on floating rafts) represents a new and exciting solution for generating electricity in the Celtic Sea, where the resource is abundant and relatively close to the grid linking to centres of population in the UK. (See picture above.)

"We believe that floating wind deployed in the Celtic Sea can deliver a third of the UK's future low carbon power based on a recent report we commissioned from ITP Energised," said Sam Roch-Perks, CEO of Simply Blue Energy, an Irish project developer that is focused on developing floating wind projects that could be supplied out of Pembroke Dock and elsewhere.

"Whilst this will be huge in the 2030s and beyond, what is important now, for the next decade, is to deliver stepping-stone projects that will provide experience and learning to the local supply chain so that they can be winning the big contracts in decades to come. That is what we are working on."

Potential from tidal stream is also extensive, with strong currents sweeping our coastline and waterways. There are several locations off Pembrokeshire and beyond where such devices could be deployed, but PDM will be able to act as a servicing and fabrication centre wherever sites are located off Wales and south west England.

We're all in this together

The Port's new Chief Executive believes collaboration and positivity are key to Pembrokeshire's future.

Andy Jones is just six months into the job of guiding the Port, but it feels a lot longer; this is probably because it has been. Andy joined the Port in 2011 as Finance Director, and in 2014 he was appointed deputy CEO. Since then he has been at the heart of decisions that have guided the business.

Born in Llanelli, Andy remains strongly rooted to his hometown, and to West Wales as a whole. The sport loving, self-confessed petrol head ("I'm 50, but more of a kid at heart") is a rugby fanatic and - no surprise - his blood runs Scarlets red.

Having graduated from Cardiff University and qualified and worked as a chartered accountant, Andy spent a decade living and working in Canada. He says it was there that he learned of the power of thinking positively - not something, perhaps, for which we're famous in this part of the world.

"I was always meeting people who were so positive. For a while I thought they were bonkers, but eventually I started thinking like that. And when I came home, the thing that smacked me in the face is that back here, people are not so positive about stuff."

So, while moderated by his business acumen, Andy has brought an upbeat approach to the role of head of the Port of Milford Haven, coupled with a deep-seated wish for the region of his birth to prosper.

"Look where we are, look where we live! How can you not be a cup half full kind of person? I struggle with negativity when we live in such a fantastic place."

When asked how it feels to take on responsibility for helping deliver wider prosperity in the region, Andy becomes more animated. "It really resonates with me. One of reasons I joined the Port in the first place was to have an impact on the community where I live - this opportunity is unique. This is where I want to be."

On the issue of Brexit, Andy doesn't get drawn on unknowns, but he recognises that the Port has a central role in shaping how we cope with the uncertain times ahead.

"The uncertainty doesn't help," he says. "But regardless of what is in store for us, we are where we are. The main uncertainty for us is that hydrocarbon (oil and gas) use will be reduced in coming years and that is going to have an impact on all of us. We are one, if not the only, organisation thinking about that on a regular basis. The need to diversify was one of things I got started on when I joined the Port. Our strategy of diversification is our way through the uncertainties ahead."

Andy and his wife Linda, who is from Haverfordwest, have two children and they live in Burton. He loves spending time on the water when he gets the chance. He comes across as relaxed and open, a manner he takes to work with him, in the way he leads his team.

"My style is less command and control, I think. I have a genuine interest in people. Yes, I think of things quite logically, but what gives me a lot of satisfaction is seeing I can make a difference, not just with the people I am working with, but out in the community too."

→ A head for numbers and a heart in west Wales; Andy Jones brings with him positivity and a passion for seeing the region prosper.



“We all need to recognise the scale of the challenge of bringing prosperity to Pembrokeshire. We can do it, but only if we do it together”



Wave Energy giant takes shape

↑ *Giant Meccano - Mainstay Marine's huge fabricating hall is filled with components being assembled to make the wave energy device.*

Pembroke Dock based Bombora Wave Power has received licences to deploy and test their mWave™ wave energy technology off the coast of Pembrokeshire. This is the first marine licence to be granted for a wave energy device in Wales.

Mainstay Marine Solutions Ltd is currently fabricating the steel structure of the 75m long mWave unit, for Bombora.

The 1.5MW mWave will sit on the sea floor and harness the potential of the ocean's energy using the pressure generated beneath the waves. As waves pass over the mWave air is pumped through a turbine to generate electricity. The mWave will be one of the most powerful wave energy demonstration devices ever built around the world.

Bombora's Senior Engineer, Owain Phillips, said he was impressed by the progress being made by Mainstay. "We are having engineering challenges thrown at us pretty regularly. The engineering challenge is huge" said Owain. "Remember, this is a prototype - but there are always solutions and the overall programme is still on schedule."

Charlotte Wood from Mainstay Marine Solutions said the company is relishing the challenge. "This is the fourth marine energy device we've built here, but the magnitude of this is on a different scale!" said Charlotte. "Having the client just down the road has been fantastic, too."

"It's become clear there's a great synergy between us," added Owain. "Mainstay's experience and resources, including the slipways, are really valuable to us and despite the challenge, the project is progressing even better than expected."

Bombora's mWave demonstration project is part funded by the European Regional Development Fund, through the Welsh Government.



A decade of service for caring vets

↑ *German Shepherdess - During a decade of running All Pets Vet Care, Billa (right) and her team, including nurse Sian (left) have won the affections of a fast growing flock of pets and their owners, including Ted and Gillian.*

All Pets Vet Care celebrated a decade of looking after Pembrokeshire's pets this Autumn. The popular practice, run by energetic German-born veterinary surgeon Billa Schleicher, has expanded from having just 3 staff to 17 over ten years. She has developed a state-of-the-art practice out of the once dilapidated docks office at the entrance to the marina. Billa's achievement in creating a local landmark business is all the more remarkable, as she never intended to be in Pembrokeshire at all.

"I was on my way to Canada when I stopped here. I never went any further, said Billa. "It was perfect. We couldn't have ended up in a better place. People walk their dogs along here so, while we were building, we had so many dog owners coming up saying 'what's happening here then?'"

The practice may have expanded but, according to Billa, her team's passion to do whatever they can for peoples' pets has been key to their success. She recalled one patient whose life hung in the balance after she had eaten some slug pellets. Her staff battled through the night to save her whilst she was on life support, taking turns to sleep on a dog bed next door.

"17 hours after she had been admitted, we finally won the battle and could wake her up again! 8 years later, she is still alive and well. We were utterly knackered that Monday, but it was well worthwhile for being able to pass the pup back to her owners."

Refinery cogeneration work underway

→ *Boxing Clever - Gas turbine parts shipped from Italy lie on the quayside at Pembroke Port ready for their move to Valero Pembroke Refinery.*

A new power station is taking shape at Valero Pembroke that will ensure Wales' only oil refinery can generate all the electricity it needs.

The 45 megawatt cogeneration plant, that will use waste energy to generate both cheaper electricity as well as the steam needed for the plant's refining processes, represents a £127m investment by the US owners. Valero's General Manager, Ed Tomp, says the project is important to maintaining the refinery's long-term viability.

"This refinery is one of the leading employers in south Wales and is one of Europe's largest and most complex refineries," said Mr Tomp. "We are committed to making sure Valero continues to be successful in what is an increasingly competitive global market."

The turbine components will be sailed on barges downriver from Pembroke Port to the jetty at Valero, before being lifted into place on the refinery site. Valero plans to switch on the cogeneration plant by the end of 2020.



Safeguarding All

Forget any commercial claims you may have heard; the fourth emergency service is the Coastguard. Nowhere in the UK is this agency more prominent and vital to public safety than here in Pembrokeshire, and you'll be pleased to hear you're in very good hands.

→ Rescue officers regularly recover people from the cliffs around Pembrokeshire, and often request support from the RNLI.
Credit: Drew Parkinson

Dial 999 in an emergency and you'll be offered four choices. In many parts of the country, few would have need for - or even know of - the fourth. But in Pembrokeshire, as with other coastal communities of the UK, all seafarers, from thrill seeking kayakers to commercial shipping crews, should know it is HM Coastguard who has their back in an emergency. In fact, it is the Coastguard who will most likely lead the response when anyone whose activities even take them close to the water gets in difficulty.

First created nearly 200 years ago, the Coastguard is now part of the Maritime and Coastguard Agency, a branch of government that handles everything from ship surveys, marine operator licenses and search and rescue. It is the Coastguard service that is the most public facing part of the MCA. When there's an emergency on or by the water it is these men and women who answer the call.

The operations centre covering this region is in Milford Haven, next door to the Port of Milford Haven's own headquarters. They monitor coastal areas stretching from north Devon to North Wales, but due to the integrated way HM Coastguard now operates, they are capable of overseeing or participating in operations anywhere in the UK.

"We are an emergency front line service," explains maritime operations controller, Alun Newsome. "We all wear uniform. We are very much the reactive, response arm, hence we are here 24/7, 365 days of the year in this very room. There will always be Coastguards keeping watch around the United Kingdom."

Most of the staff manning the operations centre in Milford Haven have maritime or military backgrounds. As emergency service personnel, their ability to calmly extract information from often panicked callers and respond decisively is essential.

Ieuan Williams is one of the officers on duty today. Sitting in front of a bank of screens displaying charts and tables of information, he is monitoring both phone and VHF radio traffic.

"We had a call a few weeks back after a woman who was free climbing on the cliffs out by the Heads in a strong south westerly. She fell in the sea and had been in the water quite a while. We also get kayakers out in storms trying to catch the perfect wave."

Inevitably, summer is the busiest time for the Coastguard as pleasure boaters, climbers, kayakers and coast walkers pour into Pembrokeshire.

"When it's a hot day, you know you're going to get a bit of a hiding!" says Ieuan. "When we get a call, the first thing we have to do is determine where they are," he continues. "As so many are from away, sometimes they

don't know where they are, and you find yourself going through what they can see around them."

"Not surprisingly we get a lot of visitors from cities coming to the coast, not realising that the tide comes in and out. People get caught on beaches where the tide comes in and cuts them off," Ieuan explains.

In most cases, mobile phones provide pretty accurate location information, which is immediately available to the officer handling the call. However, key to operational effectiveness are the CROs (Coastguard Rescue Officers), men and women, most often volunteers, part of a 3,500 strong army around the UK equipped with pagers and ready to go, who are mobilised immediately to get on location to be their eyes on the ground.

"If we find that things are escalating, we may send the next team from flank (the next nearest unit), we may send the duty officer, and then we may also send lifeboats or a helicopter," explains Alun. "It's all about the escalation for us, and the appropriate response for the scenario," he adds.

Coastguards work hand in glove with both the Port of Milford Haven and the RNLI, whose lifeboats are a critical part of front-line rescue in coastal waters. If the need arises, they can make a request for the lifeboats to launch, a call that is answered instantly. But it's not only the RNLI with whom they work so seamlessly.

"We work as much as we can with other emergency services, partly because they often don't have resources available, whereas we are resource rich; we use our volunteers to support other services in an emergency."

The operations centre can marshal support from land, sea and air. Their search and rescue helicopters, equipped with state-of-the-art infrared cameras, allow them to find people in poor visibility and in darkness, and to winch them to safety from heavy seas or stricken vessels.

Her Majesty's Coastguard also has a less well-known role, having to take charge of Royal Fish caught or stranded on the coastline. Alun explains: "There is this archaic legislation that says if dolphins, porpoises, cetaceans or sturgeon - property of the Crown - get stranded then we have to take charge of them. Normally that means ordering a skip! They often get transported to the Natural History Museum where they're recorded as a stranding."

↓ Open 24/7, every day of the year, the operations centre in Milford Haven can deploy huge resources to an incident on or off the coast should it be required.





“We get a lot of visitors from inner cities not knowing that the tide goes in and out”

Alun Newsome, Marine Operations Controller, CGOC Milford Haven.



HM Coastguard duties

↑ *The Coastguard helicopters are used for search and rescue around the UK coastline.*

The Coastguard service has evolved over 200 years.

The origins of its name came from the need for our island nation to have a first line of protection, lookouts with an eye on the open seas. Despite the fact UK Border Force, British Transport Police and Royal Navy represent the principal deterrent to smugglers, drug and gun runners or stowaways, it's still HM Coastguard who watch over the seas around us and make first contact with any vessel entering UK waters.

But where once they tackled smugglers, they now provide state of the art and highly capable rescue and response services around our shores. They also take a leading role in counter pollution and salvage and disaster response and maritime security. Their roles find them regularly working side by side with the Port of Milford Haven.

“We have a very close working relationship especially during emergency responses,” explains the Port’s Harbourmaster, Mike Ryan.

“They’re a highly valued working partner, whether it be coordination of SAR activities, or our collective response and management of incidents such as oil pollution incidents.”



← *“There will always be coastguards keeping watch around the United Kingdom”, says Operations Controller, Alun Newsome.*

← *Milford Haven’s sometimes deadly mudflats present a major challenge for rescuers, but the Coastguard is prepared for the hazardous conditions. Credit: MCA.*

← *Coastguard officers are often called out for cliff rescues of humans, dogs and other animals, as well as recovery of people cut off by fast rising tides. Credit: MCA.*

Dangers where the land meets the sea

Each year, the Coastguard saves many lives along Pembrokeshire’s often treacherous coastline. As Jane and her 78 year-old husband Thomas discovered, the coast presents hidden dangers even in the most benign conditions.

“I saw him lying there, at the bottom of the rock face. He wasn’t moving. I thought: ‘He’s dead... That’s it. He’s gone!’ It was a terrible, final, hollow feeling.”

It was a beautiful autumn evening by the Cleddau and Jane and her husband Thomas had stopped in Lawrenny to get a photograph of him standing at the water’s edge with the incoming Spring tide behind. As he stood for the photo, Thomas lost his footing and fell down off the sea wall onto the foreshore.

“The side of his head was bleeding. I think he’d hit it on the rock. Then he moved and I realised he was alive,” said Jane.

Thomas, who is 78, was dazed and unable to clamber to safety. Despite trying, Jane could not get to him. Passers-by stopped to help but, amid worries he’d sustained serious injury, the decision was taken not to move him. The tide was coming in fast, so the Coastguard was called. Within minutes, the response team arrived by road. After wrapping him in a foil blanket, they opted not to bring him up the treacherous sea wall, but instead to call in the lifeboat.

“The water was coming up over his feet,” recalled Jane. “People were holding him to stay out of the water. They didn’t stop trying.”

A dinghy was dispatched into the shallows and Thomas was put onto a stretcher, ferried to a nearby pontoon and into a waiting ambulance. Jane had nothing but praise for the emergency response teams. “They were so kind. I was worried that we wouldn’t get him out before the tide came in, but they didn’t stop trying. They could not have been better.”

PORT CHARITABLE UPDATE

Empathy, not sympathy

As the UK's biggest killer, dementia is certain to affect the life of almost every one of us. While, for most of us, that impact may be felt through interacting with a loved one with dementia, how we interact makes a huge difference. Alzheimer's Society is now helping the general public understand the disease and learn how to better empathise with those living with dementia.



↑ *Stepping into someone else's shoes - The Port's Caroline Thomas discusses how many steps are involved in making a cup of tea. The exercise highlights just how much dementia can impact everyday life.*

"You might think just wearing our badge isn't going to do much," says Jordan Harbin, Alzheimer's Society fundraiser, to a room full of Port of Milford Haven staff. "But seeing that badge can make a massive difference to someone with dementia."

Jordan has spent the last 45 minutes changing this small group's perspective on dementia. Her session in the Port's boardroom will help them to become Dementia Friends. "A Dementia Friend is somebody that learns about dementia so they can help their community," explains Jordan afterwards. "Too many people affected by dementia feel that

society fails to understand the condition they live with. Dementia Friends help by raising awareness and understanding, so that people living with dementia can continue to live in the way they want."

One in three of us will be affected by dementia in our lifetimes. If our society is failing to grasp the implications of dementia, it's arguable we're not facing up to one of the realities of modern life.

This is where the badge comes in. According to Jordan, there is a barrier between those living with dementia and those not (yet) familiar with the disease. This lack of understanding creates a kind of fear, both of its symptoms and of the feelings of social awkwardness that it can provoke. "It is fear of the unknown," explains Jordan. "By learning more about dementia, there are fewer unknowns and so there's less fear."

Jordan believes that when Dementia Friends wear a badge, they're broadcasting that they have learned about the disease and its symptoms and consequences. A woman with dementia told Jordan how she'd met a 'Friend' wearing a badge and, knowing that they had some understanding of what she was experiencing made her instantly feel safer.

"People come up to you and they will tell you their story," continues Jordan. "Only this morning I was taking my dogs for a walk and my neighbour, who didn't know what I do, saw my [Alzheimer's Society] jacket and started talking to me. She told me her mum had dementia. It's incredible how many people it touches and wearing this coat, or wearing a badge really helps people talk about it and share their experiences."

Much of today's session is spent learning about the disease, its symptoms and the behaviour changes dementia can cause. However, for Anna Malloy, Stakeholder Engagement and Communications Manager at the Port, gaining a better understanding of the underlying emotional state of her own grandmother, who'd had dementia, created a strong emotional response in her.

"Eventually she didn't know who any of us were," says Anna, recalling her grandmother's gradual decline. "That was the saddest part for us family members. We wondered if she was sad too."

"I learned today that, even when a person's memory is lost, the emotion that was associated with that memory is still there. That's made me feel a lot better about those last few years my nan spent in the care home. Knowing that even if she didn't know

Five things you need to know about dementia

1. Dementia is not a natural part of ageing
2. Dementia is caused by diseases of the brain
3. Dementia is not just about losing your memory - it can affect thinking, communicating and doing everyday tasks
4. It's possible to live well with dementia
5. There's more to a person than the dementia

Dementia Friends sessions don't have to be held only in the workplace, they can be held wherever is convenient for your group or you can join public local sessions. If you would like to learn more, you can sign up on the website www.dementiafriends.org.uk and a local champion can get in touch to organise yours.

For more information on how you can get involved with fundraising, please contact Jordan Harbin on 07851 383409 or Jordan.harbin@alzheimers.org.uk.

who I was, that she would have felt happy and loved because I visited has brought a lot of comfort."

The Society's Dementia Friends programme aims to change the way the nation thinks of dementia. By delivering sessions to groups of staff in organisations and companies such as the Port of Milford Haven, Alzheimer's Society spreads the message quickly by word of mouth. Using Champions, trained friends who themselves spread the word, they hope that understanding of dementia will quickly become more established.

↓ *Training new Dementia Friends - Alzheimer's Society hopes teaching groups, such as employees at larger companies, about dementia will improve society's understanding of the needs of those living with the condition.*

We ask you to pledge to do something; it could be as simple as wearing a badge.

Jordan Harbin, Community Fundraiser, Alzheimer's Society.

COMMUNITY FUND NEWS

Every year, organisations around Pembrokeshire apply for thousands of pounds from the Port of Milford Haven's Community Fund. During 2018 the community fund committee awarded more than £25,000 to over 75 community groups and projects. Here's a round-up of some of the projects that have benefitted in 2019. To apply for funding, complete an online application form at www.mhpa.co.uk/community-fund



↑ Kailea Turner from the Port with Pembroke Dock Harlequins RFC Under 9s and their coaches (L-R) Sam John, Alex Frearson and Neil Harries.

Keeping the Community Active

The Port of Milford Haven's Community Fund is proud to have funded many local youth sports groups in the recent months, including: Hook Juniors Cricket Club, Milford United U12s, Monkton Swifts Junior Football Club (Under 14s), St Ishmaels Junior Cricket Club and Pembroke Dock Harlequins RFC (Under 9s). The funding allows the teams to purchase equipment including bats and goal posts, new kit and training wear.



↑ Kailea Turner, Stakeholder Engagement Officer at the Port, with members of the Friends of Skokholm and Skomer and their new truck.

Skomer Island Transport

The Friends of Skomer Island recently applied to the Port's Community Fund to help purchase a dumper truck to replace their old tractor. Since it arrived, it has proved invaluable for carrying visitors' baggage from the quay to the farm accommodation, as well as transporting building materials around the island. It has also been essential for launching and retrieving the island boat which is used for crucial conservation work.



↑ Kailea Turner (centre right), Stakeholder Engagement Officer at the Port, meets Phil Thomas and Gabi Slaughter of Wisemans Bridge Rowing Club along with junior rowers and their new oars.

Wisemans Bridge Rowing Club

Wisemans Bridge Rowing Club applied for funding to purchase new junior oars.

The new M2 lightweight narrow shaft extra flex Croker oars will be specifically for junior rowers and its adaptive rowing crews. These oars are especially important as Wisemans Bridge Rowing Club is the first sea rowing club in Pembrokeshire to be awarded the Disability Sports Wales, Bronze InSport award. This recognises the club's work with disabled people in making rowing inclusive for everyone and will enable members of all abilities, including participants with learning or physical disabilities from all over Pembrokeshire, to take part in outdoor rowing.

Port Scholarship Awards

The Port Scholarship programme has sent four more students back to their universities to complete their degrees following a summer of work experience in posts across the business.

2019's scholarship winners Katrin Watkin-Rees (not pictured), Jannah Kehoe, Matthew Dawes and Isobel Coombe (pictured centre with members of the panel Maxine Thomas and Pat James) each



won £1,500, as well as placements, which got them hands-on experience in various jobs including in the Engineering, PR, Environmental and HR departments.

Almost seventy undergraduate students have received support from the Port over the past sixteen years. Eligible applicants must have attended a Pembrokeshire secondary school and be enrolled on an undergraduate course at a British university.

Matthew Dawes, a chemical engineering undergraduate at the University of Bath, was born and raised in Haverfordwest. He said the scholarship has been a great opportunity, helping him develop his experience and knowledge in a field he hopes will become a career. But he added that, although he would like to live and work here, the region needs to attract new industries if it's going to be able to retain young graduates like him in the future.

"My father worked at one of the refineries here. A big fear is the fact that a lot of young people now look elsewhere in the country for jobs. I hope that in the future more jobs associated with emerging industries such as renewables are created to ensure more young people decide to stay in Pembrokeshire."

The application window for the 2020 Scholarship Programme has now closed.

Safety app for leisure boating

It's easy to get yourself a boat and get onto the water. There are no exams to pass, no drivers' licences to get. Industry bodies and emergency services such as the RYA or HM Coastguard accept this is a fact that is unlikely to change anytime soon. The challenge, then, is how to make boating as safe as possible and, if the worst should happen, how to save lives. Although relying solely on phone-based apps is not recommended, a new service endorsed by the RYA and the MCA could help.

→ The SafeTrx app shares your location and other important details with HM Coastguard and is ideal for all water users, including kayakers, divers and even wild swimmers.

When kids get old enough to venture out of the house unaccompanied, the rules are generally pretty clear: tell the parents where you're going, who you'll be with, what time you'll be back and make sure to call if there's a change of plan. Of course, as they get older, details get vaguer, deadlines more fluid and calls less frequent. But at least there's a rough plan. Of sorts.

As they head out to sea, some experienced sailors follow the same rules. They use their radios to check in with HM Coastguard to let them know their passage plans and any other useful information. They also check in with Port Control to find out if there are any large vessel moves planned in the Haven. The duty teams really welcome this kind of contact; in fact, they would be delighted if more boaters did it.

In summer months, the vast majority of Waterway users either don't have a VHF radio, or don't know how to use one even if they do. In most cases, there's no law requiring them to have one, even though 'best practise' advice is to carry them onboard.

For those who watch over the seas, the challenge is to get more sailors to be proactive about sharing their plans. Unlike a parent's powers of

persuasion (threats of grounding - sailors are worried enough about this already - or rewards for good behaviour), agencies responsible for safety have few means of changing behaviours or encouraging more communication from a fiercely independent bunch. What this means is that, should an incident occur, emergency services may spend valuable time trying to find out crucial information, such as a boat's location.

In recent years, a host of great smartphone apps has appeared that help boaters make the most of their time on the water. From information on accurate weather, tide and sea conditions to navigation guides, the device in your hand has become a powerful aid.

The RYA SafeTrx app's aim is to get boaters to share important information with people who need to know it. It monitors your boat journeys and can alert emergency

contacts should you fail to arrive on time. It also allows you to track your journey on your phone and send a distress call direct to HM Coastguard.

Key to the app's effectiveness is the simplicity with which you can inform HM Coastguard of your voyage plans and your location at all times (within the limits of mobile phone services).

"One of the things I really like about the app is that, should you fail to arrive at your planned destination by the time given, a nominated emergency contact, it might be someone back home or a local mate, will be alerted," said Brian Macfarlane, Water Ranger at the Port of

Milford Haven.

"It's then up to them to take appropriate action, which may ultimately involve contacting emergency services. That brings real peace of mind to solo sailors, even kayakers, and their loved ones," he

added. "There's even one user of the app who's a wild swimmer. He keeps the phone in a dry bag while he's out there."

As soon as HM Coastguard receives a distress call, they instantly have access to your location and SafeTrx trip data through a secure SafeTrx server. If you have provided a full log, they will know how many are on the boat, as well as any relevant medical details about the crew. This means a response team can get the right help directly to the scene.

HM Coastguard is keen to stress that while the RYA SafeTrx app is very useful, particularly for water users that do not have room for standard Global Maritime Distress and Safety System equipment, it is not a replacement for services such as GMDSS or AIS. However, in the same way any parent likes to get that reassuring text on their teenager's night out, the people who are on the lookout for your safety are all for something that improves communications.

"I'd strongly recommend people who go on, or in, the water try the app out. It's free to download and there is no charge to use it," said Brian.

"And I promise to try not to comment on what you're wearing when you head out, too."



↑ The app which, requires a mobile signal, can send a distress message including your location at the push of a button.

Cometh the hour, cometh Hiraeth

Pembrokeshire struggles to hold on to its young. However, all that could change as education, technology and a green energy revolution open up new opportunities.

↓ Pembrokeshire College students look forward to a bright future following their graduation ceremony at St David's Cathedral.



One of the curses of a rural region such as Pembrokeshire is the difficulty it has retaining its talent. School leavers looking to progress within their chosen profession are all too often drawn away, first by a need for further education, then in pursuit of a career. Opportunities elsewhere have been more abundant and so, too, have the rewards.

The loss of talent through this emigration takes a heavy toll on the county. The percentage of people of an economically active age (16-64) in Pembrokeshire is lower than the national average, and the percentage of retired people is higher. Worse still, we have an ageing population and the trends are all heading in the wrong direction.

However, there is hope. Pembrokeshire isn't like all other regions. It is a remarkable part of the world, and it is rich in resources the world will soon need.

Its attractions make it one of the most popular holiday destinations in the UK and, as society sets more store in wellbeing and active living, the benefits of living in places where the outdoors have so much to offer makes Pembrokeshire a very tempting place to raise a family. As a

consequence, there are increasing numbers of people, raised here before emigrating, who return to Pembrokeshire to work and to raise their own families. Hiraeth - the hard-to-translate Welsh word that conveys a longing for one's homeland - casts a strong gravitational pull towards Pembrokeshire.

"Our young are our future," said Andy Jones, Chief Executive of the Port of Milford Haven. "The quality of digital connections we have now, combined with the fact people are looking for a much better work/life balance is good news for Pembrokeshire," he added. "The talent that exists in Pembrokeshire's diaspora, particularly in the energy sector, is massive. The time is coming to attract them back."

The Port is also keen to see links between industry and education sectors grow in Pembrokeshire, not least because the ability to develop and retain talent is fundamental to its plans to see growth in the renewable energy sector.

"The quality of jobs we already see being created by firms such as Bombora [see p.9] are just a taste of what could be to come," said Andy, who is also a governor of Pembrokeshire College.

"Encouraging skills development in young people and tackling brain drain are very much at the centre of the strategy of the Port and its partners as we promote a marine renewable energy industry here."

Principal of Pembrokeshire College, Dr Barry Walters, said their challenge is to provide courses that match industry needs, as they evolve. However, he accepts and even embraces the idea of Hiraeth. "It's essential to support those who wish to move away to develop their knowledge, skills and experience," said Barry. "Many who do leave are also keen to return to the area, later in their careers. We must support and help develop local industry to enable them to come back and bring their experience back into the local economy."

There is optimism that Pembrokeshire's hour has come again. Growing demand for

renewable energy, coupled with an almost limitless resource on the county's doorstep, gives a region already blessed with a world class energy and fabrication supply chain a great opportunity.

"I do feel optimistic about the future of our county," said Barry. "We strive to ensure that the supply of skilled young people enables Pembrokeshire to develop as a vibrant, productive and economically resilient area which will also attract back those who have sought to widen their horizons earlier in their careers."

That optimism is shared by Andy. "The Port has a role to play in Pembrokeshire's future," he said. "But we can't do it alone. We need to focus, together with education providers and industry, on a few key sectors and do them really well. It is hard at the moment here, but if we collaborate, we will change that."

Feedback

You can keep up to date with what's happening at the Port of Milford Haven on social media, as well as in the news. Not only do we welcome feedback, we encourage it. If you would like a letter to be published in OnBoard please write or email using the details provided. We cannot guarantee every letter will be printed but will respond either way.

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