

ONBOARD



Port of Milford Haven

Autumn 2017 | Issue 6
News from the Port of Milford Haven

Connecting Nations

Taking the pulse at one of Europe's critical trade gateways



SMILING EYES

Meet the Master and his team at Irish Ferries



BREAKING CHAINS

Cheap tackle + storms = bad news for boaters



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↓ Setting out a vision - Chief Executive Alec Don (L) and Chairman Chris Martin share the vision of the marine renewable energy industry in Pembrokeshire with the Welsh Government's Julie James AM.



Winter has arrived in customary dramatic fashion. With Storm Brian and Hurricane Ophelia's lively offspring, we've suffered a reminder of the considerable impact that living on the edge of the Atlantic can have, with damage done to navigation aids, shipping and leisure boats (of which more inside this edition). As we survey the repair bill, it is easy to play the victim card!

But there is another way to look at our elemental existence. We are blessed! We enjoy the certainty of an abundance of natural energy, even if it is being thrown at us without our bidding. We now have an opportunity to create harnesses for that wild energy and, by adding our considerable local skills and facilities, build a new industry here in Pembrokeshire. Marine renewable energy is a rapidly growing sector, but while we appear to hold the keys that access some of the finest raw materials in Europe, we are in danger of being beaten in the coming race.

We are in competition with large, strategically placed ports such as Cherbourg and Caen-Ouistreham, who are drawing considerable support to build the infrastructure they need to be first in line when the world's investors, developers and manufacturers come calling. France's Ports of Normandy Authority (PNA) is spending up to €60m with the help of the French Government, which will give them a significant competitive advantage.

As we balance up the pros and cons of leaving the EU, one thing we need to do is make sure we give our own businesses, our workforce and the communities they nurture, an equal opportunity in global markets.

Today, within the boundary of Pembrokeshire lies a high skill engineering sector facing the challenge of serving a refining industry that peaked at five refineries. We have great links with the universities and a sheltered waterway offering ideal locations for testing devices in trial conditions. We have the opportunity to create an industry based on locally generated and developed IP, the formation of which will support the international competitiveness of our older industries accounting for 4000 jobs in Pembrokeshire and up to 20% of Wales' economic exports.

We must all work together to make that happen. We must adapt to make this region fertile ground for this aggregation of talent and of investment into key industries, such as marine renewable energy design, development and fabrication.

The Swansea Bay City Deal is a great start - it can be a catalyst in proving a new way of collaborative working. But there is more to do outside of any City Deal. The Welsh and UK governments need to work hard to incentivise developers to bring their manufacturing to Pembrokeshire. We need to build intelligent regulatory frameworks so that, not only can we shout out that we are a perfect location for these businesses to take hold, but also back that up by creating the right climate for investment.

Alec Don Chief Executive

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Editor: Adrian Lort-Phillips, The Message
Photography: Owen Howells
Design: Rockpool Design
Print: Forrest Print

Port of Milford Haven
Gorsewood Drive, Milford Haven,
Pembrokeshire SA73 3EP
01646 696100
communications@mhpa.co.uk
www.mhpa.co.uk
@mh_port
PortofMilfordHaven

If you'd like to receive this publication by email please contact us.

Giant lifting specialist signals end of an era

Pembroke Port's capability as a heavy lift gateway was demonstrated in September when it hosted the largest ship to tie up at Gate 1 in living memory. The specialist heavy lift carrier, Combi Dock III, 162m long and weighing in at 17,341 gross tonnes, was brought in to load up parts of the former Murco refinery. The refinery has been systematically dismantled over the past year, and moved to Pembroke Port ahead of its shipment to a new home in Pakistan where it will be re-commissioned.

One of the biggest components, a 201 tonne reactor, was too heavy to move to the port by road. Instead, it was driven onto the sea-going barge, Terra Marique, on Gelliswick beach, and taken by water upriver to Pembroke Port.



→ *Barging out - The Terra Marique, a barge designed for abnormal loads, was deliberately beached in Gelliswick Bay, then towed to Pembroke Port. Credit: David Barrett*

↓ *The giant Combi Dock III, the largest ship to come to Pembroke Port, took parts of the Murco refinery to Pakistan.*



↓ *The PI Superstock powerboats impressed in a high-octane event watched by thousands*

Thrills without spills in Powerboat epic

Milford Waterfront played host to the spectacular PI Welsh Grand Prix of the Sea this summer. The high speed PI Superstock powerboat racing took centre stage in a weekend of thrilling events, giving crowds at the marina a front row seat of the course laid out below them.

The event was organised by PI Superstock, which had relocated the Welsh leg of the calendar from Cardiff Bay to Pembrokeshire for the first time with sponsorship and partner support from Milford Waterfront and other local organisations. There is some uncertainty around PI Superstock's plans for racing in the UK next year, while they focus on expanding their reach around the world. However, Neil Jenkins, Destination Director at the Port, says the experience has been great for all involved. "We will be talking to local businesses and listening carefully to work out how events like this can be made even better. It's clear having some high-profile events, that draw people to Milford Waterfront each year, can be a great boost for the local economy."



↑ *This Way Up - The AquaX jet-ski demonstrations left audiences breathless*

Port acquires Havens Head business park

The Port of Milford Haven has acquired Havens Head Retail Park in Milford Haven, home to several retail outlets including Tesco, Boots and the Card Factory.

The Port of Milford Haven already owns the freehold of the site but, through this acquisition, will now handle property management as well. Valued at £15.3m, the investment will add approximately £1m per annum to the Port's operating profit.

The purchase from London Metric Property plc, forms part of the Port's diversification strategy and aims to strengthen and create new employment opportunities in Milford Haven.

"This is a significant step in our diversification strategy", said Alec Don, Chief Executive at the Port. "The investment forms part of a conscious effort to increase the quality and diversification of our earnings. Our retail offer now includes larger existing units as well as the exciting prospective developments at Milford Waterfront. Havens Head Retail Park is immediately adjacent to Milford

Waterfront and gives the port a much more substantial stake in the development of Milford Haven as a successful retail and leisure destination.

"The Port of Milford Haven is committed to Pembrokeshire", continued Alec, "As a business rooted in the area, whose activities already support around 4,000 jobs countrywide, we are always looking to the future. And because our profits are reinvested back into the business we are able to look for new opportunities to create business growth and employment".

New chairman for the Port

The Port of Milford Haven has a new chairman. He is Pembrokeshire born and raised businessman Chris Martin.

Chris was appointed by the Secretary of State for Transport to take over the helm on August 1st from predecessor Peter Jones, who had completed a four-year term.

Chris is a familiar face around Pembrokeshire. Originally from Robeston Wathen, he studied pharmacy at Cardiff University and began his career with Boots the Chemist, before launching his own independent pharmacy businesses in the West Country and back home in Pembrokeshire.

More recently, Chris has applied his experience working with Welsh Government in health, social services and life sciences sectors, including taking the role of Deputy Chairman of the Bevan Commission, the influential think tank that advises on health and social care policy in Wales.

He is also a member of the Wales Advisory Board for Marie Curie Cancer Care, a governor of Pembrokeshire College, and a trustee of Haverfordwest Swimming pool committee, supporting budding, young sporting stars across Pembrokeshire.

"I am very proud - and privileged - to have been appointed as the new chairman," said Chris. "I remember well, as a schoolboy, learning about the Port in geography lessons. We were told then of the vital role the Haven played in Pembrokeshire and beyond. And here I am a 'few' years later entrusted with overseeing that role. I am a very proud Welshman and, having been brought up in Pembrokeshire I really want to give something back.

"I will continue the work of previous chairmen ensuring the Port is here for future generations and I will strive to protect it and pass it on in an even better position than it is today.

"We have great plans for Milford Waterfront and the Pembroke Dock Marine project [see the last issue of Onboard] and I feel as though I come in at such an exciting - and challenging - time for the Port, for Pembrokeshire, Wales and for the UK.

"However, our most important priority is safety, on and off the water, and I will be ensuring that along with my executive colleagues, we continue to be a safe port that delivers high quality services and offerings to all our customers and stakeholders."

Chris, who lives with his wife and two children in Spittal, is a keen traveller. He is also a passionate follower of Formula One and international rugby.

← *New Leadership - Chris Martin takes on chairmanship at an exciting and challenging time for the Port, Pembrokeshire and for Wales.*

THE PORT

↓ Landing a ferry - The port team makes the Isle of Inishmore fast before emptying and reloading her freight.



The Celtic Link

For millennia, humanity has plied the narrow Irish Sea to and from Wales for exploration, trade, plunder and conquest. Today, what has become a vital maritime link in a seamless logistical chain that stretches from Ireland to the east European continent is kept going by the men and women of Pembroke Dock Ferry Terminal.

Their ability to shift hundreds of thousands of tonnes of freight and around a third of a million people on and off ferries each year, is relied upon by regional and national economies alike.



“If the ship is late then we make up the time. We saved them 40 minutes last night.”
Mike Lewis, Ferry Terminal Manager.



↑ Pulling rank - Veteran of 39 years at the ferry terminal, Shift Supervisor Clive Butland directs the loading team to the next drop trailer on his list.



↓ Hero Shot - Port staff operate a 24 hour, seven day a week service that helps keep Ireland connected. Pictured L to R: Jack Willars, Dean Reynolds, Brenig Cook and Craig Asparassa.



↑ Need for Speed - The ferry is sometimes delayed by heavy seas and the team can help win back time by working fast and getting the loads safely on and off.



Ramping up - Using highly manoeuvrable machines called Tugmasters, six men empty the ferry of up to 100 freight units or drop trailers, and then fill it up again, in just eighty minutes.

There are few places in Wales where, in just a few minutes, you can take the pulse of another nation's economy. The expansive marshalling yard at Pembroke Dock Ferry Terminal is one such place. Here you get a pretty decent grasp of Ireland's state of economic health.

The Milford Haven Waterway is a vital trade artery for Europe's westernmost nation, and the ferry terminal at Pembroke Dock (the busiest in South Wales) fairly hums when Ireland is busy at work. Shift supervisor Clive Butland has had his finger on that pulse for nearly 39 years. He's the longest serving member of the team at the Port of Milford Haven's Pembroke Dock Ferry Terminal.

"Back in 1979 I started working when it was B&I Ferries. They became Irish Ferries and barring a short break, there's been a service running from here ever since," recalls Clive. "Whenever Ireland was booming you saw timber and lots of steel going over there... Lots of steel," he emphasises. "And when Ireland is doing well, so does the port." He points to the top yard, where perhaps millions of pounds worth of products, materials and equipment have been arriving on trucks over the past hours, ahead of the second of two daily sailings to Rosslare that depart from here.

Clive has only a brief moment to reminisce as he waits for his team to line up. It's a little before midday and he is standing on the marshalling yard at Pembroke Port, clipboard in hand. Behind him in the upper yard are row upon row of lorry trailers, now separated from their hauling trucks.

This is drop freight. Truck drivers who've transported their articulated loads here from across the UK and Europe, have come through the Port of Milford Haven's security checkpoints and unhitched their valuable cargos. In just over an hour, the orphaned units will be put on the ferry by Clive and his team using special tractor units called Tugmasters. But not before that team has emptied the ferry full of freight coming over from Ireland.

"Drop freight is perfect for us," explains Clive. "My guys know how to get trailers on a ship and load it right, and I'm not chasing truck drivers all the time."

Clive starts directing his team to move drop trailers further down the yard to be close to the arriving ferry. His drivers in their Tugmasters move like well-trained retrievers, quartering, collecting and dropping their quarry in perfect rows on the lower yards, before coming back for their next instructions.

This leaves space on the top yard for drop trailers of exports coming in fresh from Ireland, which will be picked up by hauliers before heading off landside, towards continental Europe.

At 12.45, the Irish Ferries ship, Isle of Inishmore, swings into her berth. Manager of the Ferry Terminal, Mike Lewis supervises as his team, out of their cabs now, switch to their linesman roles. Lines thrown from the ferry are made fast and within five minutes the giant ramps of the £38m two tier road link to the ship are lowered into place.

Mike is rightfully proud of his operation. He has been here 37 years, having started working on the decks for B&I back in 1980. While this may shout 'disco' to some of you, what it means is that Mike knows this operation like the back of his hand. "If you cut me in half you will see Ferry Terminal written on the inside," he jokes. "I understand what everybody's job is, and what it entails," he adds.

It's this accumulated experience of Mike and his team that delivers an outstanding service for ferry operators. "If a ship is late because of heavy seas then we make up the time. We saved them forty minutes last night," says Mike.

Of course, it's not just drop freight the team is handling. Full articulated lorries and, in the summer season, hundreds of cars and caravans, make their way to and from Ireland through this port.

With Brexit looming there is some uncertainty here. Talk of a soft border in Northern Ireland, and of new customs and border checks being installed here, leave the team unsure of the future. Pembrokeshire's historic link with Ireland predates the EU of course, but you get a clear reminder of how international trade matters here in West Wales. "Ireland's business is our business," says Mike, and with up to 30 lorries full of loo roll passing through here each week, he's not wrong.



← Direct but approachable - Mike has spent the first weeks getting to know his team. Here with pilot boat coxswain, Chris Tambling-Baker.

Clear Intention - Harbourmaster Mike Ryan's role is to ensure the safety of all users of the Waterway

New man at the helm

Pembrokeshire extended a special welcome to the Port's new Harbourmaster in October, throwing a massive storm in his honour.

Running through Mike Ryan's CV, you get a clear picture of the impressive disciplines that he has developed in his career: A Royal Navy trained seaman, helicopter observer (navigator) and commanding officer, experienced in anti-submarine and anti-surface warfare disciplines, search and rescue and fast rope boarding operations (I asked: drop armed personnel out of a helicopter, down a rope, onto a ship, fast), Mike's capability as a team player, problem solver and effective leader leaps off the page.

Mike has played a key role in drafting the How-To handbooks for armed forces operating in some of the world's flashpoints, including creating a policy for teams operating where improvised bombs (IEDs) are a daily threat to life and limb.

Inevitably then, the question has to be asked: Won't he find this part of the world a bit, well, quiet?

"Hurricane Ophelia put paid to that," he says. The storm saw waves up to 19 metres high, and winds up to 92mph battered shipping and vital navigation markers, rendering one of the shipping channels of the UK's most important energy port, temporarily unusable.

"This is not some sleepy backwater," Mike goes on. "What flows up and down this river, what it brings into the UK, means it is a significant, strategic port." Barely a month into his role and Mike is already very protective of the Port, and of its users whose safety is now his chief concern.

"Everything that happens out there," he says, jabbing a finger at the Waterway below his office, "is really interesting. I am genuinely fascinated to learn about everything that goes on, so am making a deliberate effort to get out there. I particularly want to keep it safe for everyone."

That effort includes standing on the South Hook LNG Terminal jetty at 1.30 in the morning to see how a giant Q Max carrier is brought safely to berth by his pilots. As marine director, he runs the front-line operation that provides shipping with the pilots and safety information they need to operate in the Waterway.

"It's important if I am going to make decisions on anything, that I understand more about what it involves."

Watching him chat to his marine staff, it's clear his direct but approachable style breaks the ice with a new team. One thing he has noticed about Pembrokeshire is how much locals respond to his obvious love for the area. Although Mike was born in Belfast and spent much of his career in south west England, he studied at Swansea University and played some of his student rugby down here.

"I spent so much time down on the coast in West Wales, it left an indelible mark on me," he says. "So, when you add together the attraction of living in such a gorgeous part of the country and a lifelong love of the sea, this is a great job."

As a hugely keen follower of Irish rugby, Mike is also looking forward to healthy debate during the 6 Nations and beyond.



↑ Wave hello! - Storm Ophelia welcomed Mike by destroying several of the Port's navigational markers, giving him a challenging first week.

“This is not some sleepy backwater! It is a significant, strategic UK port.”

CUSTOMER NEWS



Sweet Success for Trwffl

A new chocolate shop has opened on Milford Waterfront this Autumn, marking a major new chapter in the rapid rise of Pembrokeshire confectionary company, Trwffl.

The business, set up by healthy eating guru Ellen Picton, makes hundreds of delicious truffles and delights by hand. While Ellen's background in health foods – she set up Healthaspire which teaches nutrition, healthy eating and cookery - might seem at odds with confectionary sales, she developed the recipe for her truffles as a direct result of her nutrition work.

"I wanted to create treats that were gluten free and without refined, sugary stuff, as I was making them for patients who came to see me at Healthaspire," explained Ellen. However, it was a clear case of love at first bite for customers. "It was coming up to Valentine's Day so we made a load to see what would happen. We sold hundreds of pounds' worth at our Healthaspire shop. When we had an order come in from Bluestone, I realised this was a business all on its own."

Ellen, who now employs seven people to make the treats, opened Trwffl in Vanguard House, Milford Waterfront, in September:

↑ *That's Christmas sorted! – Trwffl chocolates are healthy too!*



Onwards and up the hill for Cherubs

Cherubs, the much-loved clothing and accessories shop for babies and toddlers, has outgrown its Milford Waterfront home and moved into Charles Street, Milford Haven.

Owner Clare Watts, who had successfully built up a name for high quality, stylish kids' ranges and eye-catching shop window displays, made the move into the town centre in August after three and a half years down the hill. "The marina was excellent starting off," said Clare. "I loved being there. In the end, things were going so well I just ran out of space!"

"It's great in Charles Street as well. I am amazed how busy it is," she added. "But who knows, one day I might be back at the marina again!"

↑ *Happy Face – Cherubs sells clothing for little ones, but has grown out of its old premises.*



Physiofit celebrates a decade at Milford Marina

Physiofit West Wales Ltd celebrated its tenth year at Milford Marina this summer. The business, opened there by Dutch Physiotherapist Jeroen Bruins in 2007, has grown into a team of eight chartered physiotherapists and several related sport and health practitioners and clinics held across the county.

"Although I trained in the Netherlands 21 years ago, I worked for the NHS over here before setting up a clinic," said Jeroen. "Our hands-on specialist clinicians see a broad range of referrals with a variety of conditions. Last month, we extended our premises, which allows us to offer diverse assessments and treatments including Yoga Therapy, personal training, Medical Acupuncture, 60+ Functional Fitness MOTs and Falls Risk screening and advice. Our new Mini Medi Gym will help us deliver rehabilitation in private and pleasant surroundings."

Physiofit's location at the Marina has also brought some unusual clients to their doors. "We once had a call from a duo doing the Round Britain Powerboat Race," explained Jeroen. "They booked themselves in for a pit stop treatment, ahead of arriving in Milford Haven. They came in late and we finished on them at 2am. These brave men were already half broken despite it being only the second leg!"

← *10 years of growth - Practice Manager Brett Campbell and physiotherapist Josie Hiscock outside Physiofit at Milford Waterfront*



↑ “Should I look more serious?” - Senior Master Gerry Burns has served on the Isle of Inishmore for ten years.

Storming Through

Providing one of the most resilient services crossing the Irish Sea, Irish Ferries' Pembroke Dock to Rosslare Europort ferry, the Isle of Inishmore, keeps one of Europe's key trade links into Ireland running when others withdraw to safe harbour.

However, although it is renowned for its no-nonsense, powerful freight duties, the Inishmore is so much, well, more.

Luxury cabins, panoramic lounges and superb hospitality make the ship a popular part of the busy tourist trade between Celtic neighbours.



↑ First class service - the ferry boasts luxury cabins and outstanding hospitality, as well as providing a vital freight service

“Try the coffee,” says the Senior Master Gerry Burns, gesturing towards the bar “It's really, very good.” We have come up to Club Lounge of Irish Ferries' ship, the 'Isle of Inishmore'. The expansive windows of the lounge, at the highest point of the ferry, give outstanding views onto the Waterway to one side and Pembroke Port to the other. “The view you get from here is almost as good as I get from the bridge,” points Gerry. “It's very popular with the passengers.”



↑ Good working relationship - (L to R) Chris Peake, Manager of Irish Ferries' Pembroke-Rosslare service, takes a break with Ferry Terminal Manager Mike Lewis and Master Gerry Burns

The first impression, on walking onto the passenger decks of the ship, is that it is a very well-appointed ferry. Smartly dressed staff prepare the Isle of Inishmore for the voyage back to Ireland, moving quickly and quietly through lounges decked out with chrome and mirrored walls and plush carpets. The two-hour stop in South Wales' busiest ferry port allows enough time to disembark up to 1500 passengers, 400 cars and 120 freight units and reload for the return leg.

The Isle of Inishmore is a familiar part of the Milford Haven Waterway's moving scenery. She has sailed in and out of Pembroke Dock twice daily (except during her annual services) for more than 15 years, making her by far the most frequent and regular visiting ship. She's almost a local.

Chris Peake is the Manager of the service between Rosslare and Pembroke (as Irish Ferries call it). “Customer experience is key,” says Chris. He knows a thing or two about how to run the service, having done more than 30 years with the company. “We need to look after everyone's needs.” However, such is the resilience of this service that Chris not only looks out for his own customers, but sometimes finds he's looking after other ferry companies' customers too.

“Sometimes in bad weather, we can be sailing from here when services in other ports don't. We find ourselves dealing with their customers, so we need to adapt. Every day is different!”

The Isle of Inishmore's seaworthiness is impressive. In rough weather, she will often be the only vessel leaving this port, nosing resolutely out into the Irish Sea while others stay home. “For a big vessel we have fantastic manoeuvrability,” says Senior Master, Gerry. “But we have to be very respectful in heavy seas. We have to consider not only the passengers but load integrity as well,” he adds. “Milford Haven itself is very sheltered, but it can be very lively at the entrance.”

Gerry Burns is the sort of skipper you want at the helm. Irish Ferries' most experienced Master has a calm authority coupled with a bone-dry and understated sense of humour. (“Do you not want someone else in the shot to soften the blow?”, he asks when we ask him to stand for a photo). Using a model of his ship, he demonstrates how he uses the

“For a big vessel we have fantastic manoeuvrability, but we have to be very respectful in heavy seas”

Gerry Burns, Senior Master, Isle of Inishmore

OMG, it's the ferry!

The ferry is as inevitable as the tides in the Milford Waterway. And as with the tides, every sailor needs to know how to deal with it safely.

If you are a boater and spend any time on the Milford Haven waterway, it is just possible you've had a run in with the ferry (we're not judging).

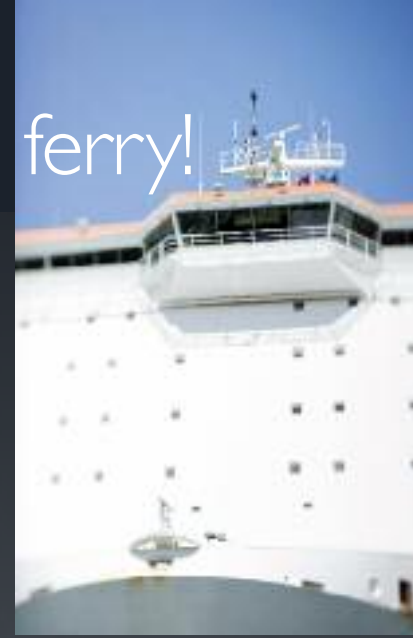
5 short, powerful horn blasts (DANGER!) tend to catch the attention. The sight of 34,000 tonnes of steel bearing down on you at speed definitely focuses the mind. Any thoughts running through a sailor's head at this point that, well, steam makes way for sail, should be set aside.

Irish Ferries' Senior Master, Gerry Burns is keen to point out he is a friend of leisure boaters. A sailor himself, Gerry has bought two yachts in Pembrokeshire over the years.

"I am very keen to show sailors the confinements we have to deal with in the Haven," says Gerry. "I invite members from sailing clubs up on the bridge and show them what we can or can't do. I'm very concerned about their safety. Generally, they are very surprised and go away grateful for our time. The fact I am one of them helps," he adds.

Harbour Master Mike Ryan wants all users of the Haven to behave responsibly, with due regard to the safety of others at all times.

"Good seamanship and knowledge of the rules apply (in this case International Regulations for the Preventing Collisions at Sea (aka Rule of the Road)) and should be adhered to by all users and on all occasions. Specifically Rule 9(b) (Narrow



Channels) states: A vessel of less than 20 metres in length or a sailing vessel shall not impede the passage of a vessel which can safely navigate only within a narrow channel or fairway. So in essence you need to give a wide berth to any ship that, because of its size, doesn't have the ability to alter course to avoid you. The ferry has to stay firmly in the channel, so any action you take that gives the Master unnecessary cause for concern could land you in trouble. We consider the safety of ALL users on the waterway to be of paramount importance, so if necessary we will prosecute any skipper who endangers themselves or others in this way (Milford Haven Bye-Law 22 (1984) refers).

For more information about the rules of the road, contact us for a copy of our Leisure Users' Guide, or visit our website, www.mhpa.co.uk/safety-on-the-water/ for more information.

↑ *Ship Ahoy!* - If boaters get this view of a ship, they're definitely in the wrong place.



↑ *Heavy Metal* - An engineer checks one of the four vast, 8,000HP engines that powers the ferry across the Irish Sea.

wind to help manoeuvre the ferry in port. He makes it sound easy ("you just let the stern swing 'round the jetty, here and pivot the midships like so..."). However, when you consider he is talking about a 182 metre long, 34,000 tonne vessel with more than 4000m² of windage (if you want to know what windage is, try carrying a light ladder in a gale), you realise he's making light of an incredibly complex task.

Having earlier watched the ferry back up gently against its berth at Pembroke Dock, and seen the crew work with the ferry terminal's stevedores to make her fast, it had become hard to separate out the two teams. They'd worked side by side with the same goal in mind: a quick, safe and efficient turnaround in port.

The close cooperation between the ferry company and the team at Pembroke Port is vital to ensure this service runs punctually. That Irish Ferries' Chris Peake and Mike Lewis who manages the Ferry Terminal go back many years is clear, too, as they share a laugh over a coffee in the club lounge.

"We know each other very well," says Mike. "We always have a banter over things but it's a good relationship."

Having been Master of this ship for a decade, Gerry has also grown fond of his Celtic neighbours. "I have the best of everything: a lovely Irish wife and a great job that takes me to Wales twice a day!"

For more information about sailing times and to book, go to irishferries.com.

← *Out of any port in a storm* - Irish Ferries' Isle of Inishmore heads to Rosslare in nearly all weathers. Credit Alex Brown



There is life after death

The Paul Sartori Foundation helps care for those with life limiting illnesses at their own homes. But the charity is also there for loved ones they leave behind. The number of these people who are helped, and then wish to get involved with the charity themselves, is testament to the incredible work done by its nurses, carers and support staff.



Paul Sartori remains a central part of Jan Davies' life, long after they helped her care for her husband in his final days.



← Lifeline - Toni Dorkings (L), who heads up community fundraising, encouraged her friend Val Harrold to come for bereavement counselling.

There are many ways to support the work done by the Paul Sartori Foundation. Much of the work they do relies upon the kindness of people who may not even have come in to contact with the services, as well as those who have used or are using the services. Sandra Dade, Charity Manager explains increasing demand means support is vital. "Over the last four years the cost per day of clinical services to meet the demand of our hospice at home service has increased by more than 40%. The charity strives to keep non-clinical costs to a minimum and we can only do this with the support of volunteers. The volunteers are the backbone of our charity and we could not deliver the level of Hospice at Home Care without these amazing people"



↑ Hands-on caring - The Port of Milford Haven's Sara Andrew tries out some stress reducing reflexology, provided by Paul Sartori for loved ones coping with the stress that illness can bring with it.

"My husband had been given two or three months to live," remembers Val Harrold. "Well, fifteen years I nursed him." Talking to Val some two and a

half years after his death, it's clear she still feels the pain of losing her husband, Adrian, very keenly. And yet today she is quick to smile and laugh, very much the life and soul of a room full of people. Val doesn't subscribe to the popular view that time is a great healer: "Fifteen years caring for my husband gave me a purpose. With him gone I felt total depression. A massive void in my life. I didn't want to see anyone, and stayed in my house doing nothing." As months went by, Val's spirits were not lifting. After a session with a counsellor seemed to get her nowhere, it was family friend and Paul Sartori Foundation fundraiser Toni Dorkings who finally persuaded Val to come to the charity for help.

"I came to see their bereavement counsellor and, well, I never looked back. We just clicked," said Val. She soon joined regular group sessions and found, to her surprise, that she was enjoying them. "I suddenly wanted get out of the house, I could laugh. I could cry..." Unlike some families in Pembrokeshire dealing with loved ones with life limiting illnesses, Val had not turned to the charity for help while Adrian was alive. The reason she gave is not untypical and it is one echoed by her friend Jan Davies, sitting beside her, who also lost her husband to illness.

"It's your loved one and you want to do the best you can," explained Jan. "I thought: He was my husband - we were in this together as a couple because our vows were 'til death do us part'." Jan was eventually persuaded to call on the team at Paul Sartori and says there was a feeling of immediate relief when

they came to help. "They sorted everything," said Jan. "I could go to bed at night knowing there was someone there to help." Nevertheless, Val

carried on caring for Adrian until the end. Both women, then, have taken different paths to come to Paul Sartori for help. As they sit together, easy company, side by side at the head office, it is clear the charity, and the people they meet there, still remain a central part of their lives. And it is thanks to this warm, welcoming atmosphere that both chose to give back. Both are now volunteers for the charity. Val explained, laughing, how she was "bullied" into volunteering by her friend Toni. However, she knows well that the work she does, both fundraising and on reception of the brand-new headquarters in Haverfordwest, has given her new purpose. "I've never looked back," she says. Fundraising makes me get out and meet people and laugh again."

There's plenty of laughter in the corridors of Paul Sartori. Carers, therapists, managers, trustees, fundraisers and volunteers all mingle and carry with them an infectious sense of purpose. It is hardly surprising those who've come into contact with the charity in sometimes agonizing and traumatic circumstances, feel drawn in. The culture of this remarkable charity is built on the principles of providing hospice care at home, and of supporting those who look after their loved ones in their final days. These principles were instilled by the man after whom the charity is named, local Catholic priest, Fr Paul Sartori, in recognition of the care work he, with nurse and friend Carmel Gould, carried out as part of his pastoral duties.

For more information about the Paul Sartori Foundation go to <http://care.paulsartori.org>

Here's how you can help:

- Organise fundraising events
- Take part in a challenge and ask your friends and family to sponsor you
- Volunteer
- Donate unwanted good quality furniture, clothing, household goods
- Shop in their local stores
- Shop on their eBay site
- Leave a kind gift to them in your will
- Register to the weekly Unity Lottery
- Give through the payroll giving scheme
- Ask your company to choose them as their Charity of the Year
- Ask friends and family to give a kind donation in lieu of birthday or anniversary gifts
- Attend local events
- Contact them with your fundraising ideas

For more information regarding fundraising, contact Toni Dorkings, Community Fundraiser on 01437 763 223 or e-mail toni@paulsartori.org

COMMUNITY FUND NEWS

Every year organisations around Pembrokeshire apply for thousands of pounds from the Port of Milford Haven's Community Fund. Here's a round-up of some of those who benefitted so far this year.

To apply for funding, complete an online application form at www.mhpa.co.uk/community-fund



↑ *Take to the floor* - The Port of Milford Haven's Emma Hutchings (R) with members of Milford Haven Gymnastics Club, on their new fast track.

The club applied to the Port's Community Fund for help to purchase a new air flow PRO fast track. The track is used as an all-round training aid for tumbling and allows a safe progression to more dynamic floor work.



↑ *Bright futures* - Anna Malloy, PR and Communications Manager at the Port, with 2nd Milford Haven Sea Scouts and their new buoyancy aids

The Port of Milford Haven provided funding for members of 2nd Milford Haven Sea Scouts to purchase 25 new buoyancy aids. With over 20 members, the new safety equipment will ensure that everyone can continue to enjoy activities such as canoeing, kayaking, rafting and sailing.



↑ *Heavy Medals* - The gymnasts, joined by Anna Malloy from the Port, show their medals

The club secured sponsorship from the Port towards to help cover transport costs for a trip to compete at the Poole Open Championships - Disability Gymnastics in October. The team performed brilliantly, winning 16 gold, 9 silver and 11 bronze medals.

Scholarship Scheme Update

↓ Ben Pepper, Harriet Sleight, Sian Thomas, Claudia Belli

Each year the Port runs an annual Scholarship Scheme offering four Pembrokeshire students the chance to secure £1,500, as well as a work placement.

This summer the winners of the 2016/17 scheme spent three weeks at the Port undertaking projects on carbon footprint assessments, town regeneration schemes, tender processes and port pricing. A large number of applications have been received for the 2017/18 scheme and the winners are due to be announced in the new year. Good luck to everyone that's applied.



Wear and 'tears'

Two autumnal storms have already buffeted Pembrokeshire, and while they are never a complete surprise at this time of year, they have caused some havoc amongst moored boats in the Waterway.

There are times when budget purchases make sense. Even when you know you'll end up in the cheap seats, have to queue for a whole morning or even have to sit in the lap of the grumpy person next to you, a budget choice can be fine because, well, you'll get where you want to go, one way or another.

There are other times, however, when budget purchases don't make sense. The decision to use cheap tackle as the only thing between your pride and joy being securely moored where you left it, and it being scattered on the rocks of a nearby bay, is a good example.

This year, Brian Macfarlane and the team have been alerted to 18 reports of failed mooring lines, many of which led to leisure boats being adrift or beached along the Waterway. Each time he makes sure to discover, where possible, the reason the boat came off its mooring.

"More than ever before, that I can remember, the reason boats have broken away is down to poor quality components. People are buying shackles and swivels that just aren't up to the job," he explains, holding up a Dee shackle he recovered after one recent incident. The thick metal of this crucial component has been eaten away by corrosion and the pin has separated.

"We know there are some cheap, mild steel components being sold as suitable for moorings. I would strongly advise boaters to use a qualified and insured installer for their moorings, or if they are replacing equipment, to buy tested and certified products only.

"Some shackles we have seen have a stamp on them claiming they can withstand a certain weight, but even their sellers admit they aren't certified to that weight. If it means paying £12 instead of £3 for a shackle, I think that is money well spent!"



← Check expiry date - This shackle failed because it wasn't maintained or replaced in time.

↓ A voidable insurance claim? - This boat broke from its mooring. Insurance companies may ask boat owners for proof of a professionally installed mooring.

↓ You are the weakest link! - A mooring is only as good as the worst bit. High quality gear is lost when low quality tackle is used.



If it means paying £12 instead of £3 for a shackle, I think it is money well spent!

Brian Macfarlane, Water Ranger

Storm Damage Update

Strong winds pushed a surging high tide and big waves into Milford Marina's lock in October, causing one of the large mitre gates to lift off its hinges and break away. Engineering Director, Tim Bownes has been overseeing the repairs.

When Storm Ophelia hit Milford Haven on the 16th October, the extreme weather conditions and storm surge caused one of the outer mitre lock gates in Milford Marina to break from its mountings, leaving it blocking the lock channel.

Port of Milford Haven engineers had to wait for the winds, that reached over 90mph in parts of the Waterway, to abate before

moving the gate to unblock the channel the next day.

Thanks to ingenuity, some airbags and a team of specialist contractors in close proximity, including Associated Diving Services, Williams Marine, Svitzer and Port Engineering Ltd, the gate was moved into the marina. It has subsequently been inspected and repairs are ongoing.

"These are robust gates," said Tim Bownes. "The damage to the gate itself was largely superficial with the walkway on top of the gate receiving the brunt of it, however there is also considerable damage to the gate's operation mechanism."

At the time of going to press, the plan was to re-install the gates by late November and to

get the mechanism operating as soon as is possible after that. "We are fortunate in one way," said Tim, "that Ravestein, the company that originally installed the gates, is scheduled to undertake some maintenance work in the Port and that we can make their first job to re-install the gate using their crane barge.

Had it not been for the new lock gates, installed in 2014, the storm could have severely restricted access to the marina until all repairs were made.

"We have got some redundancy built in now that we have the inner gates, so we are able to provide customers with a more reliable service," said Tim.

↑ Strong stuff - The mitre gate received only superficial damage, and was tied in the marina while it was repaired
Credit: Alex Brown

SPECIAL OFFERS



With some great places to shop, eat and drink, Milford Waterfront is an ideal destination for a day out. Here are some fantastic offers to whet your appetite.

The Lounge Café

7 & 8 Sovereign House, Milford Marina, Milford Haven SA73 3AF

For the first 50 orders, we can offer a 10% discount off your pizza order.

Delivered to your door within 6 miles of The Lounge. We can also deliver sides, soft drinks and alcohol too.

Terms: Offer valid on presentation of voucher

Physiofit West Wales

8 Nelson Quay, Milford Haven SA73 3BH

We will be offering 65+ Functional Fitness MOTs, at a reduced price of £25, normal price £45.

Terms: Please present voucher. Valid until 31/03/18

Image By Vanessa

Unit 5-6, Victory House, The Docks, Milford Haven SA73 3AA

10% off.

Terms: Please present voucher. Offer ends 31/03/18.



Gordon Bennett's Traditional Fish and Chips

1-3 Agamemnon House, Nelson Quay, Milford Waterfront, SA73 3AY

2 meals for £15.95

From 12-3pm, Monday-Thursday.

Set menu.

Mini cod, chips, peas and tartare sauce

Faggot, chips, peas/beans and gravy

Fishcake, chips, peas/beans and tartare sauce

Sausage, chips, peas/beans

All come with bread and butter and tea or coffee

Terms: Please present voucher. Offer ends 01/04/18

Crow's Nest Café

7-8 Vanguard House, Nelson Quay, Milford Waterfront, SA73 3AH

Free cake with every main meal.

Terms: Please present voucher. Offer ends 31/12/17

Trwffl

5 Vanguard House, Milford Waterfront, Milford Haven

10% off.

Terms: Please present voucher. Valid until 31/03/18



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.

Contact us...

01646 696100

communications@mhpa.co.uk

www.mhpa.co.uk

📧 @mh_port

📍 PortofMilfordHaven



Win a
Magical Christmas
with Milford Waterfront

One lucky winner will be in for a treat this Christmas with a fantastic prize draw from Milford Waterfront.

All you have to do to enter our free prize draw is sign up to the Milford Waterfront email newsletter, by following the link below, by **18th December 2017**, for the chance to win everything on the list.

Good luck!

**AMAZON Fire HD 8
Tablet with Alexa 16GB**

**4 tickets to
Dick Whittington
at the Torch Theatre**

**Handmade chocolates
from Trwffl**

**Family ticket for
Milford Haven Museum
for 2018**

**Handmade cushion
from My Little
Treasures**

**Recipe book
from Healthaspire**

**Print from Anna
Waters Studio & Gallery**

**One hour's bowling for
up to 6 people
at Phoenix Bowl**

**Breakfast for 2
at Spinnaker Café**

**Afternoon tea for 2
at the Crow's Nest**

**Boat trip for 4
on the Discovery**

**2 tickets for
COCO'S Restaurant's
New Year's Eve party**

Visit www.milfordwaterfront.co.uk/onboard to enter

 @milfordwfront  @milfordwfront  @milfordwaterfront

* Terms and conditions – Competition closes on Monday 18th December 2017 at 23:59. The winner will be notified by email, and must respond within 24 hours, or the prize will be redrawn. Prizes are subject to availability. To enter you must sign up to receive marketing communications from Milford Waterfront (which is part of the Port of Milford Haven) which you may unsubscribe from at any time. No cash value, and no correspondence will be entered into. The Port of Milford Haven's decision is final.