

Caledonian MacBrayne
Clyde & Hebridean Ferries

Gourock

Harbour User
Meeting 26.11.25



Harbour Authority & Harbour Operator



❖ Caledonian Maritime Assets Ltd (CMAL):

- ❖ Statutory Harbour Authority and Asset Owner

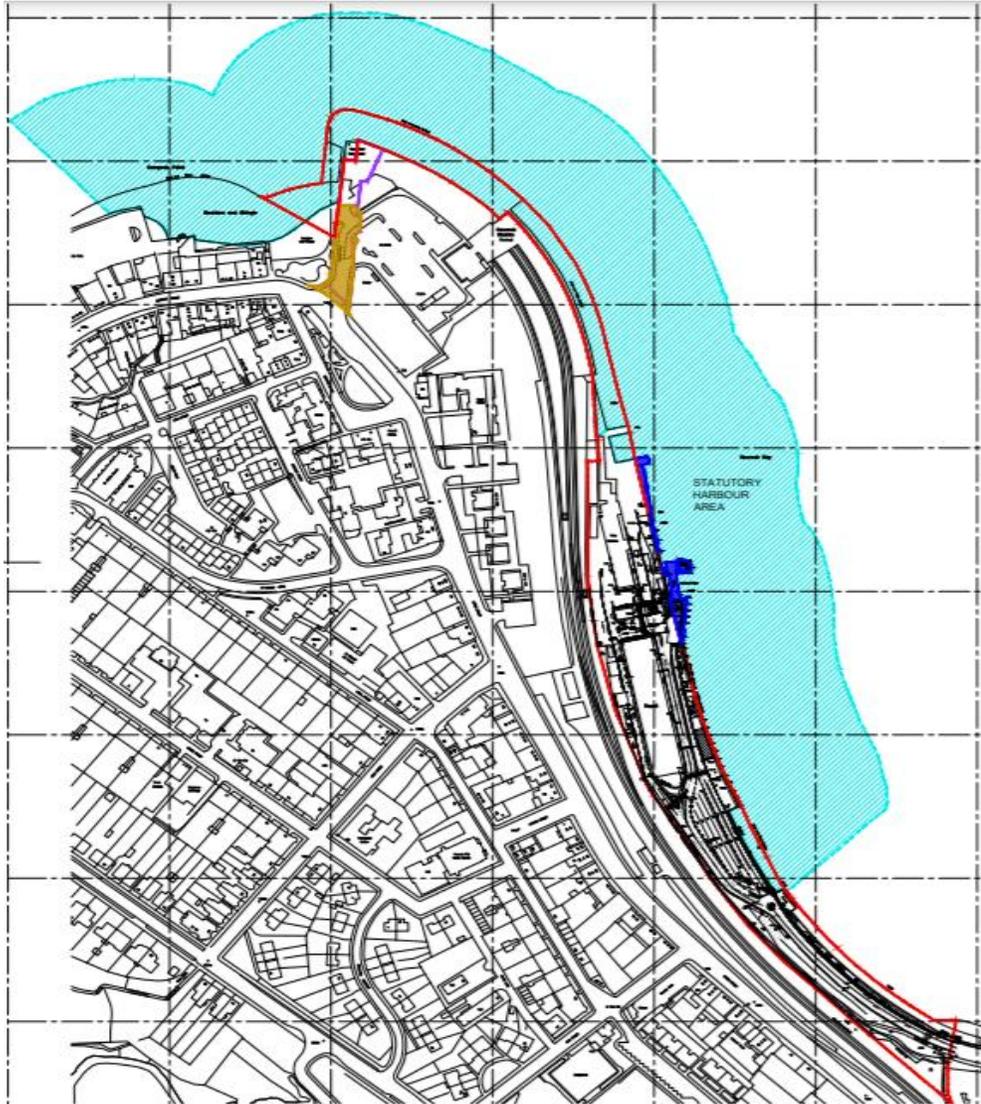
❖ CalMac Ferries Ltd (CFL):

- ❖ Ferry Operator under CHFS; and
- ❖ Harbour Operator under the **Harbour Operating Agreement (HOA)** to CMAL

- ❖ **CMAL delegate the vast majority of the operation of the Harbour to CFL under the HOA.** However, CMAL retain responsibility for:

<i>Conservancy</i>	<i>AtoNs</i>	<i>Dredging</i>
<i>Wrecks</i>	<i>Dangerous Vessels</i>	<i>Vessel Detention</i>
<i>Bathymetric Surveys</i>	<i>Issuing NtMs</i>	

Statutory Harbour Area @ Gourock



- The pier/harbour is operated all year round with services operating to both Dunoon and Kilcreggan. The Harbour area is also commonly used by small fishing vessels which berth here, normally at the Top Wires Berth.
- Gourock Pier is also used as an alternative mainland berth for sailing's diverted from Arran & Bute.
- Gourock is a sheltered harbour mostly affected by Easterly winds. The linkspan berth can accommodate vessels up to approx 50m in length.
- There are steps with three landing levels that can accommodate small commercial vessels/ferries.
- Top Wires is 80m in length which accommodates an overnight berth.
- Yachts do not anchor here but may pass through the harbour area on occasions.
- There are no anchorage, pontoons or moorings situated in the Statutory Harbour Area at Gourock.

Harbour Information Documents



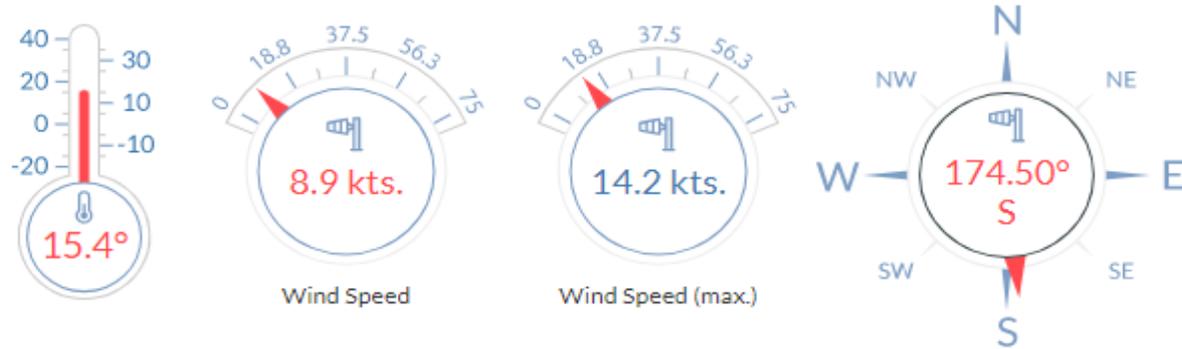
- ❖ Terms and Conditions of Harbour Use
- ❖ Schedule of Harbour Charges
- ❖ Current Notices to Mariners
- ❖ CCTV System Privacy Notice
- ❖ Port Marine Safety Policy Statement
- ❖ Harbours Enforcement and Prosecution Policy
- ❖ Navigational Safety, Pilotage & Towage Policy
- ❖ Marine Conservancy Policy
- ❖ Port Environmental Conditions

Harbour Information & Links



The Ferry Terminal, Gourock, Inverclyde PA19 1QP

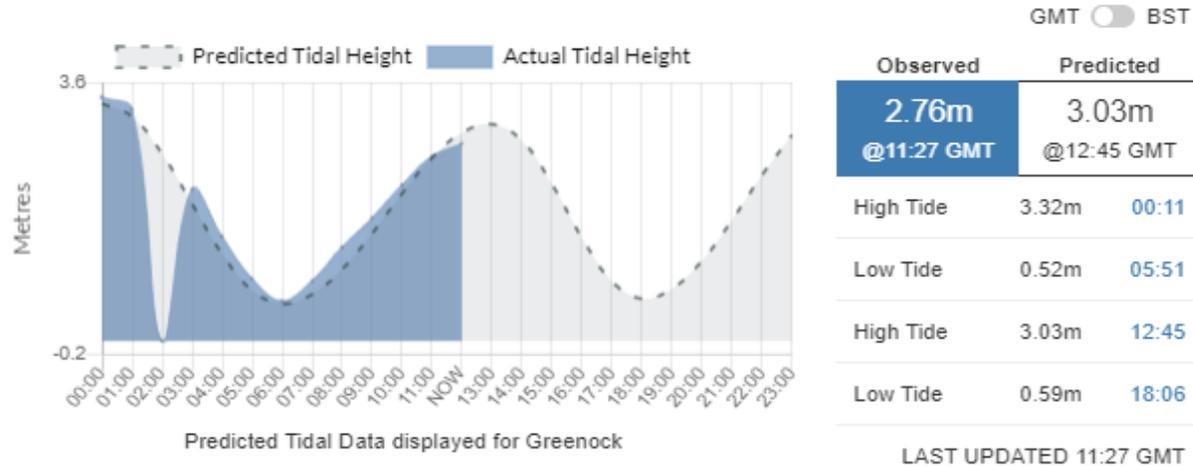
Live Wind and Weather Data



Note: Wind data is not for navigation. The accuracy of this data is not assured. [See disclaimer for more information.](#)

❖ Live environmental data

Tidal Data



Harbour Information Available



The Following Information is available on request:

- **Bathymetric Survey** of the Port – Request from Port Manager;
- **Topographical Survey** of the Port – Request from Port Manager;
- **Vessel Arrival Booking Process** – also available via the CalMac Harbours Website;
- **Workboat Checklist** – also available via the CalMac Harbours Website;
- **Harbour User Consultative Forums** – also available via the CalMac Harbours Website

<https://www.calmac.co.uk/harbours/>

Health, Safety & Environmental Issues



- Current Issues:
- Accident;
 - Vessel damaged fender whilst mooring. Fender dislodged, now repaired.
- Near Misses;
 - There are no Navigational Near misses at this time.

Port Waste Management Questionnaire



CALMAC PORT WASTE MANAGEMENT QUESTIONNAIRE

This port waste management questionnaire is relevant to:

CalMac Harbour Operations are seeking feedback from Harbour Users and selected other relevant stakeholders on port waste management at the harbour, the purpose being to ensure that marine waste provision is adequate and managed. Thank you for participating.

Completed questionnaires should be returned by the following means:

- E-mail to: harbour.operations@calmac.co.uk, or
- Handed in to the Harbour Manager / Supervisor at your local CalMac office

1. Do you support the principle of waste minimisation? Yes / No

2. Can you suggest any ways that you could minimise the waste you produce?

3. Do you think that the level of waste provision at the port facility is adequate? Yes / No

If no please explain:

4. Are the recycling facilities adequate? Yes / No

Please provide further information:

5. Do you currently recycle any of your waste at another facility? Yes/No

Please provide further information:

6. Would you be happy with an increase in harbour charges for better waste facility provision? Yes/No

Form 2.225
Rev. 1

- Purpose is to seek feedback from Harbour Users and selected other relevant stakeholders on port waste management at the harbour, the purpose being to ensure that marine waste provision is adequate and managed;

- Please complete & return your questionnaires to;

harbour.operations@calmac.co.uk

Navigation Safety



Harbour Assessment		GOUROCK											
Description of Activity:		The Assessment of Marine Navigational Risks											
Risk Assessment Reference:		Revision:		7									
Assessment Date:		Date of Next Review:		12 months, following an Incident or Additional Control Implementation Date									
Assessed by:		Authorised by:		CFL Regional Harbour Manager									
All Risk:		Risk Rating:		<table border="1"> <tr> <td>0 - 10</td> <td>Medium</td> </tr> <tr> <td>12 - 16</td> <td>Significant</td> </tr> <tr> <td>17 - 20</td> <td>Critical</td> </tr> </table>		0 - 10	Medium	12 - 16	Significant	17 - 20	Critical		
0 - 10	Medium												
12 - 16	Significant												
17 - 20	Critical												
Hazard Ref.	Hazard	Risk Hazardous Event Incident	Potential Harm Outcome	AI Risk	<table border="1"> <tr> <th>L</th> <th>S</th> <th>Risk Rating</th> <th>Additional Controls Yes/No</th> </tr> <tr> <td>4</td> <td>3</td> <td>12</td> <td>Yes</td> </tr> </table>	L	S	Risk Rating	Additional Controls Yes/No	4	3	12	Yes
L	S	Risk Rating	Additional Controls Yes/No										
4	3	12	Yes										
1	Contact Berthing - Small Passenger Ferry (Caledonia Ferries & Knaproan Ferry)	Mechanical defect / failure, Master / Skipper error, Result of avoiding action with third party vessel, sudden change in weather conditions during berthing manoeuvre, Reduced visibility, Adverse weather conditions, Closest water effect	Minor damage to vessel; Minor damage to structure, quay, third party vessel;	1,2,3,4	<ul style="list-style-type: none"> Operations are to be planned to the extent necessary to ensure safety, inc Passage Planning & reviewing weather data; Operations are to be fully compliant with legislation, guidance and best practice; All those involved in operations are to be competent persons; All the necessary information is provided to undertake the movement safely, inc Port Survey drawings; All equipment provided is fit for purpose & subject to review in ABSAs; All necessary resources are allocated to mitigate identified risks; Operations are undertaken in accordance with up to date written procedures; Any exceptions to safe practice are reported; Incidents and near misses are investigated; and A planned response to emergencies is available; Clear division of roles and the responsibilities between CMAL as SHA and Caledonia Harbours as Harbour Operator; Harbour User Consultative Forum (HUCF) established to improve stakeholder engagement and consultation regarding navigational safety within the harbour which involves all users of the harbour, including Ferry Master/Skipper; Port Managers appointed, with assistance from Harbour Supervisors, with delegated powers to act on behalf of the Harbour Master; Notice to Mariners in force for mariners to observe safe speeds and minimum under keel clearances when navigating in CFL operated harbours, including key defined considerations for Skippers and Masters manoeuvring within harbours and the need to consider effects on draught and weather impacts; Effective promulgation of Notice to Mariners to all users via User meetings, Notice Boards and Vessels; VHF licence and staff training system in place to ensure effective communications with harbour users; The CFL ferries, being the predominant user of the harbour, are managed to strict operating systems which have been developed over many years of operating in the west coast of Scotland. The Masters are therefore very familiar with the navigational disposition of the harbour, have well found vessels and excellent local knowledge. 								
2	Collision between Commercial Vessel & Small Passenger Ferry	Mechanical defect / failure, Master / Skipper error, Result of avoiding action with third party vessel, Reduced visibility, Adverse weather conditions, Closest water effect	Minor damage to both vessels; Crew / passengers sustain moderate injuries;	1,2,3,4	<ul style="list-style-type: none"> Operations are to be planned to the extent necessary to ensure safety, inc Passage Planning & reviewing weather data; Operations are to be fully compliant with legislation, guidance and best practice; inc Ove Planned Plans; All those involved in operations are to be competent persons; All the necessary information is provided to undertake the movement safely, inc Port Survey drawings; All equipment provided is fit for purpose & subject to review in ABSAs; All necessary resources are allocated to mitigate identified risks; Operations are undertaken in accordance with up to date written procedures; Any exceptions to safe practice are reported; Incidents and near misses are investigated; and A planned response to emergencies is available; Harbour User Consultative Forum (HUCF) established to improve stakeholder engagement and consultation regarding navigational safety within the harbour which involves all users of the harbour, including Ferry Master/Skipper; Port Managers appointed, with assistance from Harbour Supervisors, with delegated powers to act on behalf of the Harbour Master; Notice to Mariners in force for mariners to observe safe speeds and minimum under keel clearances when navigating in CFL operated harbours, including key defined considerations for Skippers and Masters manoeuvring within harbours and the need to consider effects on draught and weather impacts; Effective promulgation of Notice to Mariners to all users via User meetings, Notice Boards and Vessels; VHF licence and staff training system in place to ensure effective communications with harbour users; The CFL ferries, being the predominant user of the harbour, are managed to strict operating systems which have been developed over many years of operating in the west coast of Scotland. The Masters are therefore very familiar with the navigational disposition of the harbour, have well found vessels and excellent local knowledge. 								
3	Diving Incident	Diver struck or separated from support vessel by passing vessel, Diver injured by machinery equipment operated by people that are unaware of dive operations in the vicinity.	Minor injury;	1,2,3,4	<ul style="list-style-type: none"> Operations are to be planned to the extent necessary to ensure safety, inc Passage Planning & reviewing weather data; Operations are to be fully compliant with legislation, guidance and best practice; inc Ove Planned Plans; All those involved in operations are to be competent persons; All the necessary information is provided to undertake the movement safely, inc Port Survey drawings from Harbour; All equipment provided is fit for purpose & subject to review in ABSAs; All necessary resources are allocated to mitigate identified risks; Operations are undertaken in accordance with up to date written procedures; Any exceptions to safe practice are reported; Incidents and near misses are investigated; and A planned response to emergencies is available; Clear division of roles and the responsibilities between CMAL as SHA and Caledonia Harbours as Harbour Operator; Harbour User Consultative Forum (HUCF) established to improve stakeholder engagement and consultation regarding navigational safety within the harbour which involves all users of the harbour, including Ferry Master/Skipper; Port Managers appointed, with assistance from Harbour Supervisors, with delegated powers to act on behalf of the Harbour Master; Notice to Mariners in force for mariners to observe safe speeds and minimum under keel clearances when navigating in CFL operated harbours, including key defined considerations for Skippers and Masters manoeuvring within harbours and the need to consider effects on draught and weather impacts; Effective promulgation of Notice to Mariners to all users via User meetings, Notice Boards and Vessels; VHF licence and staff training system in place to ensure effective communications with harbour users; The CFL ferries, being the predominant user of the harbour, are managed to strict operating systems which have been developed over many years of operating in the west coast of Scotland. The Masters are therefore very familiar with the navigational disposition of the harbour, have well found vessels and excellent local knowledge. 								

Top three ranked hazards:

1. Contact Berthing - Small Passenger Ferry;
2. Wreck or other Solid Object floating, submerged or otherwise creating a navigation hazard within SHA or approaches; &
3. Diving Incident.

CALMAC HARBOURS

NAVIGATIONAL RISK ASSESSMENT

This Navigational Risk Assessment relates specifically to the following Harbour:

GOUROCK

For each CFL Operated Harbour, the Company shall undertake a formal assessment of marine navigational risk, referred to as a Navigational Risk Assessment (NRA).

This CFL NRA shall be created, maintained, reviewed and updated in line with the CFL Harbour Operational Manual (HOM) which forms a critical element of the CFL Marine Safety Management System (MSMS).

The CFL HOM describes the approach to the management of the NRA, the processes utilised and the responsibilities of those involved in the maintenance and review of the NRA.

- Contents:**
- Sheet 1. NRA Cover Page & Guidance (this sheet)
 - Sheet 2. Hazards Table & Risk Assessment
 - Sheet 3. Recommendations for Additional Controls
 - Sheet 4. Risk Matrix

Rev No	Revision Date	Revision Details	Authorised By
0	31/05/2015	Issued to Client	Dr Ed Rogers, Marico Marine Ltd
1	20/12/2017	Review of NRA taken up to date, reflecting recent improvements in CFL systems and processes. Further review to be undertaken with a view to analysis of incident data and local management input. In addition, Navigational Questionnaires to be circulated to all Harbour Users allowing them to feedback local views on navigational safety and the provision of aids to navigation. Once received, BHM will undertake a further review of the NRA with relevant feedback.	Scott Goodwill, Regional Harbour Manager
2	06/06/2018	Review of NRA taken up to date, reflecting analysis of incident data from SIMS and Hazman for the period October 2014 to May 2018 and incorporating and relevant feedback obtained from local Harbour Users from Navigational Questionnaires with their input and views on navigational safety and the provision of aids to navigation. Includes for the creation of an additional hazard category following incident data review. Likelihood scoring reviewed in relation to incident data available resulting in changes to overall risk levels of some hazards.	Scott Goodwill, Regional Harbour Manager
3	08/03/2019	Review & updates to NRA Additional Controls.	Scott Goodwill, Regional Harbour Manager
4	27/05/2019	Review of NRA taken up to date, reflecting analysis of incident data from SIMS and Hazman for the period May 2018 to March 2019. Likelihood scoring reviewed but no changes to risk ratings. Additional Controls updated and amended.	Scott Goodwill, Regional Harbour Manager
5	23/01/2020	Review of NRA taken up to date, reflecting analysis of incident and near miss data from SIMS and Pure systems for the period March 2019 to December 2019. Likelihood scoring reviewed against incidents and near misses. Additional Controls updated and amended. Format of NRA form reviewed and updated, including changes to Risk Matrix.	Scott Goodwill, Regional Harbour Manager
6	09/06/2020	Review of NRA taken up to date, reflecting analysis of incident and near miss data from PURE system for the period January 2020 to May 2020. Likelihood scoring reviewed against incidents and near misses. Additional Controls updated and amended.	Scott Goodwill, Regional Harbour Manager
7	17/11/2020	Review of NRA taken up to date, reflecting analysis of incident and near miss data from PURE system for the period June 2020 to October 2020. Likelihood scoring reviewed against incidents and near misses. Additional Controls updated as relevant. Specific consideration given to issues created and resolved by the ongoing linkspan replacement project.	Scott Goodwill, Regional Harbour Manager

- CFL maintain a live Navigational Risk Assessment (NRA) which is the very basis of the safe management of the harbour;
- The NRA is aimed at recording our assessment of all navigational hazards and identifying measures to reduce risk to an acceptable level.

Harbour Assessment		GOUROCK			
Description of Activity:		The Assessment of Marine Navigational Risks			
Description of List:		Recommendations for Additional Controls			
Ref No.	Recommendation	Action Required	Responsible Person	Target Implementation Date	Reviewer Comments & Observations
1	Clarify the division of the roles and responsibilities between CMAL and Caledonia on the operation of the HUCF in the harbour.	COMPLETE			Clarified through the Harbour Operating Agreement (HOA) which contains a detailed Division of Responsibilities (DoR) to which both CMAL and CFL have collectively agreed.
2	Appoint an individual, with appropriate powers, to act as the Day to Day Harbour Master in the harbour.	COMPLETE			Harbour Port Managers appointed as part of the organisation design process & will fulfil this role as well as acting as Harbour Master when not in place. Progressed to a level of having Harbour Marine Safety Training and competence to allow them to fulfil this role with the Harbour Operational Manual (HOM) for reference.
3	Inform Caledonia Ferry crews and local harbour users of the identification of the local Harbour Master and the role of CMAL and Caledonia in the harbour.	COMPLETE			Harbour User Consultative Forum (HUCF) used as a stakeholder engagement tool, including presence of both Ferry Master/Skipper and all other 3rd party harbour users.
4	Consider introducing weather and wave advice information for ferry and commercial operations in the harbour.		Regional Harbour Manager	31-Mar-21	Further discussions to be undertaken involving CMAL, CFL, Marico, CFL Operations and other Harbour Users. CFL Head of Harbour to arrange an initial meeting with CMAL and CFL to discuss and agree specific actions.
5	Consider introducing minimum under-keel clearance limits.	COMPLETE			Standing Notice to Mariners (SNM) SNM4 refers to 'Safe Speeds and Under Keel Clearance When Navigating CMAL Harbours for both Ferry and other vessel operations'.
6	Introduce a commercial navigation incident reporting system.	COMPLETE			Harbour User Consultative Forum (HUCF) used as a stakeholder engagement tool, including presence of both Ferry Master/Skipper and all other 3rd party harbour users.
7	Introduce local harbour user stakeholder engagement and consultation.	COMPLETE			Harbour User Consultative Forum (HUCF) used as a stakeholder engagement tool, including presence of both Ferry Master/Skipper and all other 3rd party harbour users.
8	Introduce effective promulgation of Notice to Mariners.	COMPLETE			Vessels now live with direct links to all HUCFs.
9	Establish VHF training for harbour staff and office.	COMPLETE			VHF Licence in place at all locations and local staff trained in the correct use.
10	Improve promulgation of information to all harbour users.	COMPLETE			Vessels now live with direct links to all HUCFs.
11	Introduce controls to minimise or remove the risk of incidents caused by Shadow Vessel Effect.	COMPLETE			SAFE awareness and controls in place for the Shadow Vessel including control and awareness of HUCF, report manufacturing and consideration of SAFE as part of the navigational practice observed by all Harbour Users as defined within the latest Operating Manual for 3rd Party Users, Standing Notice (SNM) highlights HUCF requirements and advice consideration of SAFE as part of safe manoeuvring within the harbour area.
12	Consider the suitability of the positioning of pier piles & fenders to mitigate the risk of contact.		Port Manager	31-Mar-21	Under review underway between Port Management & vessel. HUCF Meeting 3. 19/01/2021 will be conducted in line with requirements identified within HUCF area. Issue highlighted to AS AHPF team.
13	Communications with multiple vessel operators during linkspan replacement project.		Port Manager	31-Dec-20	They have been working close with the operations & Port Manager. Weekly project meetings are also in place with relevant stakeholders in attendance, ensuring suitable communication/navigational measures, non-constructive actions.

Navigational Safety Questionnaire



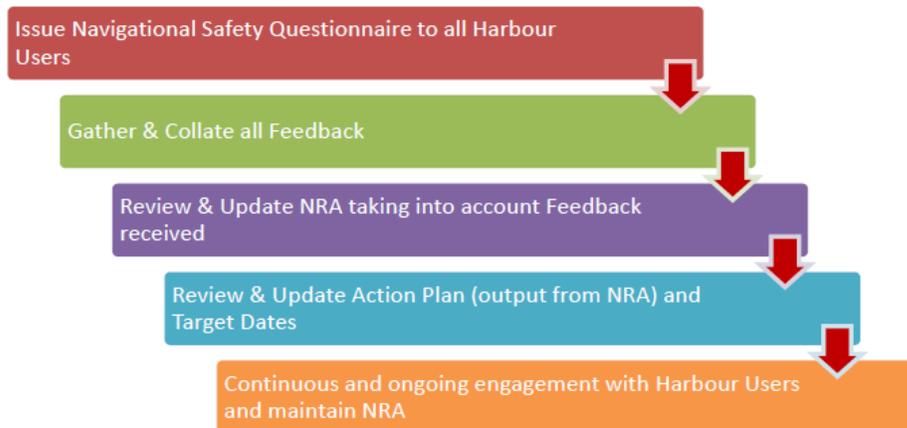
- The Navigational Safety Questionnaire is aimed at providing all users a voice with regards to the provision of safe navigation within the harbour;



CALMAC MARINE NAVIGATIONAL SAFETY QUESTIONNAIRE

CalMac Harbour Operations are seeking feedback from Harbour Users and selected other relevant stakeholders on navigational safety within the harbours we operate. The purpose of this questionnaire is to give ALL users of our harbours the opportunity to comment on the safety of navigation in those areas you sail or operate. CalMac welcomes all relevant feedback in order to identify areas for improvement and make our harbours a safe place for all.

The basic process CalMac Harbour Operations will use is:



CALMAC HARBOURS

CALMAC MARINE NAVIGATIONAL SAFETY QUESTIONNAIRE

This navigational safety questionnaire is relevant to:

1. Do you feel that the harbour is a safe place to operate within and navigate? Yes / No

2. Can you suggest any ways that navigation could be improved in the harbour?

3. Do you think the provision of Aids to Navigation (AtoN) is suitable? Yes / No
If no please explain:

4. Are you aware of any incidents or near misses in the past 12 months which CalMac should be aware of or consider when assessing navigation risks? Yes / No
If yes could you please outline some further details of the incident:

5. Do you have any other comments relating to safe navigation, AtoN provision or marine safety? Yes/No
If yes please explain:

Form 2.221
Rev. 1

Notices to Mariners

Standing NtMs

- SN/01 – Dive Projects
- SN/02 – Recognised Anchorages
- SN/03 – Fuel Bunkering
- SN/04 – Safe Speed & UKC
- SN/05 – Weighted Heaving Lines
- SN/08 – Reporting of Incidents, Infrastructure or Aids to Navigation Defects.

Current NtMs

- Always Live Updates [here](#); and
- NTM 02/25 – Sanctions on Russian and Belarus Vessel update



NTM SN/08 Reporting of Incidents, Infrastructure or Aids to Navigation Defects

📅 2 June 2022 **ACTIVE** **NTM SN/08**

INCIDENT REPORTING

Mariners are advised that any marine incident or near miss should be reported to CMAL's harbour operator, CalMac Ferries Ltd.

This can be done by use of the Harbour Incident Report Form which is available to download at:

<https://www.calmac.co.uk/article/6115/Harbour-Incident-Reporting>

This incident reporting process is for all users of the harbour and should be used as an alternative method of reporting if immediate and direct reporting of an incident to local CalMac port staff is not possible.

A list of CMAL harbours operated by CalMac can be found here:

<https://www.calmac.co.uk/harbours/list>

Engagement, Consultation & Roles



- Primary purpose of the HUCF: **To permit formal engagement and consultation with all users of the Harbour;**
- Normally, formal **HUCF meeting will be once per year** supported by more frequent, less formal engagement. Currently using Microsoft Teams.
- **CFL Port Manager** – Responsible for the safe and effective delivery of the local CFL Ferry and Harbour Services;
- **CFL Deputy Area Manager** – Supporting the CFL Port Manager in the delivery of the local CFL Harbour Operation and Services;
- **CFL Area Harbour Manager** – Creating the standards to which the CFL Harbour Operation and Services will strive and monitoring and supporting the delivery.

Development Projects



Current and Planned Marine Developments:

- Fencing of small ferry berths – Complete
- Gourock re-development – Outline Business Case 2026, Minister approval required, Contract award 2027

Harbour Specific Issues



Open forum to raise and discuss
issues relating to operations at
Gourock

AOB – Any other business?

Attendee & Agenda Review



To confirm:

1. Attendees are suitable – any users missing?
2. Agenda Items – are there other items you would like to cover?

Caledonian MacBrayne
Clyde & Hebridean Ferries

