

Agenda 15e)

Council
21/12/23

Milly Southworth

From: Pamela Voaden <[REDACTED]>
Sent: 12 December 2023 16:41
To: Milly Southworth
Subject: Fwd: Traffic accident on Torpoint Ferry caused by unprotected dangerous upstand

I hope the full council will be in full support of this disgraceful disregard for the users of the Torpoint Ferry and their personal property. To have completely ignored this know hazard shows total contempt for health and safety

Sent from my iPhone

Begin forwarded message:

From: Carole Hicks <carole.hicks@tamarcrossings.org.uk>
Date: 12 December 2023 at 15:57:06 GMT
To: Pamela Voaden <[REDACTED]>
Subject: **Re: Traffic accident on Torpoint Ferry caused by unprotected dangerous upstand**

Dear Mr Watkiss

Thank you for your Freedom of Information Regulations request.

In normal circumstances we will provide a response within 20 working days of receiving your request.

There may be some instances where we will need to contact you in order to clarify parts of your request or where the cost dealing with your request is excessive due to the time involved in collating the information. If this is the case we will help you to narrow the request to take it under any cost limit.

There may also be small number of occasions where we may need to extend the 20 day deadline. We will aim to inform you if this is likely.

Your reference number is FOI 08122023/01. Please quote this number on any further correspondence.

Yours sincerely



Carole Hicks

Support Services Manager, Tamar Crossings

Phone: 01752 812233

Web: www.tamarcrossings.org.uk

Address: Torpoint Ferry Office, 2 Ferry Street, Torpoint, Cornwall, PL11 2AX



Please note that the Tamar Bridge and Torpoint Ferry Joint Committee may need to disclose this e-mail under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

Important: This e-mail and its attachments are intended for the above-named only and may be confidential. If they have come to you in error you must take no action based on them, nor must you copy or show them to anyone: please e-mail us immediately at enquiries@tamarcrossings.org.uk

Security Warning: Although this e-mail and its attachments have been screened and are believed to be free from any virus, it is the responsibility of the recipient to ensure that they are virus free. The Tamar Bridge and Torpoint Ferry Joint Committee will not accept liability for any damage caused by a virus.

From: Pamela Voaden <pamelavoaden@yahoo.co.uk>
Sent: 08 December 2023 15:37
To: Complaints <complaints@tamarcrossings.org.uk>
Subject: Traffic accident on Torpoint Ferry caused by unprotected dangerous upstand

Dear Mr. David. List. G Mgr T B & F C.

Formal Complaint Against Torpoint Ferry Company

First my apologies for the delay in placing in writing my original telephone call to your Torpoint office on Nov 20th where I was informed all such complaints had to be in writing . Regretfully Flue got in my way but far better late in this case than never.

My formal complaint is in regards to a structural hazard built into all THREE of your ferries which requires very belatedly structural urgent modification's.

Nov 18 @ aprox 1230 hrs close elderly friends who we had invited to lunch arrived to board your down river ferry. They were the last to board a full ferry. being urged to descend the boarding ramp to squeeze between the near side of the last parked car at the end of lane and the ferry structure to their left . His approach being directed as stated and anxious not to hold up the ferry his concentration was to avoid contact with the nearside of the stern of the parked car to his right and failed to observe or in fact warned by the loader that he was about to collide with an unseen structure secured to the ferry deck at deck level.

His first warning came as both his nearside tyres EXPLODED as he came to a halt. shaken by what he had done colliding with what he had failed to see as he surveyed the considerable damage he was approached by your loader who on seeing the grave concern of the driver said to relieve the situation " DONT WORRY SIR YOU ARE NOT THE FIRST TO HIT THESE DECK GARDS AND YOU WILL NOT BE THE LAST."

Needless to add my friends arrived at our perimeter wall gate some 150 yds from said ferry on the rims of both nearside wheels very shaken from their experience at your hands
TO SPELL OUT MY COMPLAINT = Your loader who was /is always in full sight of the incoming tracks of boarding vehicles was in full sight of the accident about to unfold but failed to hold his hand up to he driver to stop. This in its self is he failed to follow training protocol . WHAT IS FAR FAR WORSE is it will be now obvious from your own ACCIDENT. RECORDS THAT PREVIOUS ACCIDENT RECORDS WILL SHOW REPEATED COLLISIONS WITH THESE INVERTED STEEL STRUCTURES WELDED TO THE FERRY DECKS THAT ARE LEFT WITH SHARP STEEL KNIFE EDGES.

During my years at sea Mr List the ships log was my Bible .What went into said log was foremost to be acted upon to ensure that the entry was never repeated .

This accident not only ruined our day but cost my elderly friend dearly and would have been even costlier on down time if not for the intervention of our daughter who used her position as manager of the Jaguar Distributer Roger Young to find a Tyre company late of a Saturday Afternoon to get them back on the road

Having walked the deck of said ferry it is obvious that these TWELVE deck obstructions should have been installed with either hard rubber blocks protruding from the exposed mouths of each traffic fronting ends, WICH WOULD DEFLECT CAR TYRE'S SAFELY .OR EVEN MORE SAFETY CONCIIOUS A METER HIGH SAFETY TUBE WELDED ONTO THE APPOSING FRONT OF ALL 12 HAZARDS WHICH WILL BE IN PLAIN SIGHT OF ALL DRIVERS AS TO THEIR POSITION TO AVOID.

So Mr List UNDER THE FREEDOM OF INFORMATION ACT will you please let me have from your own accident record the exact number of accident's that your own vehicle loader had " HAPPENED BEFORE ???". As set out above.

I would further ask TB&FC to compensate all the unfortunate drivers who's addresses you will have on record for their financial loss & distress as a direct result of your failure to remove the almost invisible danger imposed by the above.

PS. As you may recall from my calling you to attend Van House Mstr Bedroom along with Environmental Health to monitor the loud intrusion into this old Coach & Ferry House of the then just installed P. A. System instructing us and drivers in their wrong lanes to " WOTCH DE LOITS. That was some 25 yrs past. still waiting for traffic stop/go lights that are fully visible to drivers entering your ferry traffic lanes when the bright sun is directly behind them making the existing lights invisible . Yes you have written to the effect that money is allocated time and time again but still no visible change and still traffic chaos leaving stationary cars from your full lane One to the top of HARVEY St & BEYOND when all other lanes remain EMPTY.. All these stationary with their engines running polluting the air not just local residents are abuse with but also the local infants school children .

LOOKING FORWARD TO YOUR EARLY RESPONSE

HAPPY CHRISTMAS

REGARDS. Michael. A. Watkiss. Capt. M N. Rtd.