

Milly Southworth

From: Kellyann Newcombe <kellyann.newcombe@tamarcrossings.org.uk>
Sent: 08 May 2026 14:58
To: Milly Southworth
Cc: Julie Martin; Philip Robinson; Katherine Peberdy; Robert Powell
Subject: Re: Torpoint Ferry Service

Good afternoon, Milly,

Thank you for forwarding the correspondence received from the resident.

Firstly, I absolutely appreciate and understand the frustration currently being experienced by members of the public, particularly those who rely on the ferry daily for work, healthcare appointments, education, and caring responsibilities. The last few weeks have undoubtedly been challenging for our users and equally difficult for our operational teams, who continue to work around the clock to maintain service continuity within a complex and safety critical environment.

In relation to the resident's comments, whilst there have been periods of disruption and reduced service, these have primarily stemmed from unplanned mechanical issues on Lyhner II alongside essential planned maintenance requirements, Tamar II that have to continue on. The operational and engineering teams have been working continuously to minimise impacts wherever possible, including utilising contingency plans, adjusting staffing and operational deployment, and expediting repairs where safe and practical to do so.

Communication remains an area we continue to review and improve. Live updates are routinely placed across our website 24 hours a day and social media channels as information becomes available; however, I do acknowledge that during rapidly evolving operational situations there can be occasions where customers understandably feel information is either delayed or insufficiently detailed. It is also worth noting that we will only share detailed updates once we have details confirmed, to help avoid miscommunication or confusion. We are actively looking at how we can further strengthen this.

With regards to the planned chain change specifically, this is not a "change" in the general sense, but a critical piece of scheduled delivery required for the continued safe operation of the vessels in case of a chain snap but hopefully for the impending change in the future. The delivery and specialist works are planned significantly in advance and are dependent on external suppliers, specialist contractors, tidal conditions, and operational windows. The chain itself is manufactured and supplied externally and cannot simply be redirected, postponed indefinitely, or substituted at short notice without wider implications to safety, compliance, engineering scheduling, financial impact and future operational resilience.

Whilst ideally these activities would always be undertaken with full fleet availability, delaying planned maintenance can create a greater long term operational and safety risk. The decision to proceed has therefore been made based on engineering advice, safety considerations, contractor availability, and the need to maintain the integrity and reliability of the service moving forward.

The teams remain focused on restoring full service resilience as quickly as possible, and as soon as confirmed timelines are available regarding the out of service vessel, these will continue to be communicated publicly. We would like to thank the members of the public who have shown understanding and patience with our crews during this time.

I hope this assists, and please feel free to share this response with the resident.

Kind regards,

Kellyann



Kellyann Bastos
Ferry Manager , Tamar Crossings

Phone: 07714945301

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



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From: Milly Southworth <clerk@torpointtowncouncil.gov.uk>

Sent: 08 May 2026 10:49 AM

To: Kellyann Newcombe <kellyann.newcombe@tamarcrossings.org.uk>

Cc: Julie Martin <julie.martin@torpointtowncouncil.gov.uk>

Subject: Torpoint Ferry Service

Morning Kellyann,

The reason for contacting you is twofold. Firstly, the council has received correspondence from a local resident today and I wanted to share this with you.

"I am sure this isn't the first email in respect of the ferries. However the last 6 weeks has been the worst service I've ever known! I'm sure you are all aware of the complete lack of service efficiency and communication from the ferry company- my question is- surely you can help put pressure on management to sort this or ideally start a public enquiry? The council is being very quiet on this subject which is affecting approx 80% of torpointers- surely this should be a priority for you to help? How many more missed hospital appointments, job interviews, exams missed, appointments not made, local business lost untill someone of authority steps up?"

Do you have a response which I can forward to this correspondent please?

Secondly, is there an operational reason why you are going ahead with the chain change, whilst one Ferry is already out of service?

Kind regards

Milly

Milly Southworth Cert(HE), BA(Hons), FSLCC

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