

Milly Southworth

From: Kellyann Newcombe <kellyann.newcombe@tamarcrossings.org.uk>
Sent: 12 August 2026 17:46
To: Milly Southworth; Philip Robinson
Cc: Julie Martin; Harriet Bastin
Subject: Re: Reduced Torpoint Ferry Service & Impact to travellers

Good afternoon, Town Mayor Cllr Julie, Milly & Harriet,

Thank you for your email. I fully appreciate the level of frustration caused by the queues in Torpoint last night, particularly for residents and those attempting to cross the river.

It is important, however, to distinguish between the cause of the additional traffic and the operational position of the ferry service.

The significant traffic volumes continuing towards midnight are being driven by what I am still discovering to be works led by the Montel Group at Carkeel and the National Highways overnight closures and associated disruption on the A38, which are entirely outside the control of Tamar Crossings.

Despite this, our operational teams have gone above and beyond to support the travelling public. Staff worked through until midnight last night to maintain the service for customers, with a number undertaking additional hours beyond their normal contractual commitments. We are continuing to manage this carefully within Working Time requirements and UK working laws, importantly, without compromising the safety of our staff, vessels or passengers.

Separately, Tamar II sustained damage following an operational incident on Monday evening. The vessel is currently undergoing the necessary repair, inspection and maintenance activity to return it to full operational availability as quickly and safely as possible.

We are also managing some unforeseen staff absence. I am not prepared to discuss the circumstances of individual employees further, as these are confidential personnel matters. What I can confirm is that the nature of our operation means we cannot simply substitute any available employee into these positions. Ferry operations are safety-critical and require specific training, competence, certification and operational knowledge. There is therefore a finite pool of appropriately qualified personnel who can lawfully and safely undertake particular duties.

Notwithstanding these pressures, we had already planned to operate two ferries until midnight both this evening and tomorrow evening, specifically to provide additional capacity during the National Fireworks Championships and the wider road disruption. **At present, we remain able to deliver that commitment.**

The decision to operate two ferries on the days communicated by our Marketing Manager, with three ferries planned over the weekend, reflects the combination of vessel availability, qualified staffing availability and the need to deploy our resources where they can be sustained safely. It is not simply a matter of choosing whether to put another ferry into service; each additional vessel requires a complete, appropriately trained and compliant crew.

There is also only a finite amount of additional overtime and goodwill that can reasonably be asked of employees, particularly within a 24/7 operation where many have already been working significant additional hours to support the service. We will continue to move crews, adjust operational arrangements and work closely with the yard and engineering teams wherever it is safe and practical to do so.

I would therefore ask for your support, and that of fellow elected members, in helping constituents understand the circumstances surrounding the current disruption. We completely understand that passengers

will be frustrated, but I would particularly ask that this frustration is not directed towards our frontline crews or Tower Operators. They do not control the private road works, National Highways closures, vessel defects or unforeseen staff absence, and many are currently doing considerably more than would ordinarily be expected of them to keep the crossing operating.

Our priority remains to provide the highest level of service that we can safely, legally and sustainably deliver. We will continue to review the position on a daily basis and increase service levels wherever resources and vessel availability allow.

Kind regards,

Kellyann



Kellyann Bastos
Ferry Manager , Tamar Crossings

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

Sent: 12 August 2026 9:49 AM

To: Kellyann Newcombe <kellyann.newcombe@tamarcrossings.org.uk>; Philip Robinson <philip.robinson@tamarcrossings.org.uk>

Cc: Julie Martin <julie.martin@torpointtowncouncil.gov.uk>; Harriet Bastin <admin@torpointtowncouncil.gov.uk>

Subject: Reduced Torpoint Ferry Service & Impact to travellers

Email sent on behalf of Town Mayor Cllr Julie Martin

Good morning Kellyann and Phil,

I am compelled to write to you this morning following the chaos created in Torpoint last evening.

Queues for the ferry ensued up Antony Road and along Marine Drive until well after midnight causing disruption to residents as well as severe frustration for those trying to traverse the river.

I was aware of the third ferry being taken off earlier in the day (via your social media post), but would like to know the reason why please? Also, what was the reason for the second ferry to be then taken out of service only two hours later? This is a totally unacceptable level of service particularly given the current overnight closures happening around Saltash.

Please reassure me that this was an unavoidable once only occurrence and that you have robust plans in place to provide additional crossings this evening and tomorrow evening until midnight to cope with the additional traffic created by the National Fireworks Championships being held on Plymouth Hoe.

I would also like to request additional information please regarding the decision to reduce to a two ferry service only during this week and next and yet run a three ferry service at the weekend. What is the reason and rationale behind this which is yet another reduction in this vital service?

I look forward to your response and reassurance by return.

Regards

Julie

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

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