

# **Orkney Ferries Ltd**

## **Publication Scheme**

### **Introduction**

Individuals can ask to Orkney Ferries to provide any information that we hold and, if it is both legal to do so and practical to do so, we will. In addition, the Freedom of Information (Scotland) Act 2002 (the Act) requires all Scottish public authorities to produce and maintain a Guide to Information, also known as a publication scheme.

### **Guide to Information**

The purpose of this guide to information is to:

- allow the public to see what information is available and what is not available in relation to each class;
- state what charges may be applied (for most information, there is no charge);
- explain how to find the information easily;
- provide contact details for enquiries and to get help with access to the information; and
- explain how to request information that has not been published.

The Guidance is split into the following six sections:

- availability and formats;
- exempt information;
- copyright;
- charges;
- contact details; and
- the classes of information that we publish.

### **Availability and formats**

Much of the information will be available on our website. We offer alternative arrangements for people who do not wish to, or who cannot, access the information either online or by inspection at our premises. For example, we can usually arrange to send out information in paper copy (although there may be a charge for this).

### **Exempt information**

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal data or a trade secret), we will remove or black out the information before publication and explain why.

### **Copyright**

Where Orkney Ferries holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately;
- it is not used in a misleading context; and
- the source of the material is identified.

Where Orkney Ferries does not hold the copyright in information we publish, we will make this clear.

## **Charges**

For photocopying, we will charge a standard rate of 10p per A4 side of paper (black and white copy) and 30p per A4 side of paper (colour copy).

Information provided on CD-Rom will be charged at £1.00 per computer disc.

Postage costs will be recharged at the rate we pay to send the information to you.

If providing copies of any pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass any other costs on to you in relation to our published information.

## **Information Not Published Under the Publication Scheme**

There will be no charge for information requests which cost us £100 or less to produce.

Where information costs between £100 and £600 to provide to you, you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50. That is calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

We are not obliged to respond to requests for non-environmental information which will cost us over £600 to process.

Where environmental information costs over £600 to provide to you, we may ask you to pay the additional cost over that amount in full. For example, if you were to ask us for information that costs us £800 to provide, you may be asked to pay £250. This fee would be calculated on the basis of a waiver for the first £100 costs of providing the information, 10% of the next £500 costs, and full cost recovery for cost over £600 (in this example, £200).

In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **Contact details and how to request information not included in this guide**

You can contact us for assistance with any aspect of this information guide and if you want to ask us for information that is not included in the guide:

Freedom of Information  
Orkney Islands Council  
Council Offices  
School Place  
Kirkwall  
Orkney  
KW15 1NY

Tel 01856 873535

Email [foi@orkney.gov.uk](mailto:foi@orkney.gov.uk).

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme. If you wish to make a request for information not contained in the publication scheme please contact us at [foi@orkney.gov.uk](mailto:foi@orkney.gov.uk). There is detailed guidance on the Orkney islands Council website [here](#).

### **The Classes of Information**

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

The classes are:

- Class 1: About Orkney Ferries
- Class 2: How we deliver our functions and services

- Class 3: How Orkney Ferries takes decisions and what it has decided
- Class 4: What Orkney Ferries spends and how it spends it
- Class 5: How Orkney Ferries manages its human, physical and information services
- Class 6: How Orkney Ferries procures goods and services from external providers
- Class 7: How Orkney Ferries is performing
- Class 8: Our commercial publications - we do not hold or publish any information under this class

## The Classes of Information – Orkney Ferries

	Class	Description
1	About Orkney Ferries	
1.1	who we are	<p>The background as to how and why Orkney Ferries was established is on our website:</p> <p><a href="http://www.orkneyferries.co.uk/company_profile.php">http://www.orkneyferries.co.uk/company_profile.php</a></p>
1.2	where to find us, how to contact us	<p><b>Contact Information</b></p> <p>You can contact us using any of the methods below.</p> <p><b>Address:</b> Orkney Ferries Ltd Shore Street, Kirkwall, Orkney, KW15 1LG (View Map)</p> <p><b>The Kirkwall Office is open</b></p> <p><b>Opening Hours:</b> Monday to Friday 0700-1700. Saturday 0700-1200, 1300-1500 UK time. Sunday closed.</p> <p><b>Telephone:</b> +44 (0)1856 872044</p> <p><b>Fax:</b> +44 (0)1856 872921</p> <p><b>Email:</b> info@orkneyferries.co.uk</p> <p><b>The Houton Office is open</b></p> <p><b>Opening Hours:</b> <b>Winter Timetable Period</b></p> <ul style="list-style-type: none"> <li>• Monday to Friday 0730-1730 UK time.</li> <li>• Saturday and Sunday closed.</li> </ul> <p><b>Summer Timetable Period</b></p> <ul style="list-style-type: none"> <li>• Monday to Friday 0730-1730.</li> <li>• Saturday 0900-1500 UK time.</li> <li>• Sunday closed.</li> </ul> <p><b>Telephone:</b> +44 (0)1856 811397</p> <p><b>The Tingwall Office is open</b></p> <p><b>Opening Hours:</b> <b>Winter Timetable Period</b></p> <ul style="list-style-type: none"> <li>• Monday to Friday 0830-1300, 1400-1730 UK time.</li> <li>• Saturday and Sunday closed.</li> </ul> <p><b>Summer Timetable Period</b></p> <ul style="list-style-type: none"> <li>• Monday to Friday 0830-1300, 1400-1730.</li> <li>• Saturday 0830-1130 UK time.</li> <li>• Sunday closed.</li> </ul> <p><b>Telephone:</b> +44 (0)1856 751360</p> <p>Or via the website:</p> <p><a href="http://www.orkneyferries.co.uk/contact_us.php">http://www.orkneyferries.co.uk/contact_us.php</a></p>

<p><b>1.3</b></p>	<p>how we are managed and our external relations</p>	<p>Orkney Ferries is a company incorporated in 1987 under the terms of the Companies Act to provide sea transport to the North and South Isles of Orkney. The Council is the principle shareholder in the Company and, because of this, it is considered as a subsidiary of the Council.</p> <p>The registered office is Council Offices, Kirkwall, Orkney. The registration number is SC036770 (Scotland).</p> <p>The Company has a Board of Directors and all the five voting members are elected councillors, appointed by the full Council Meeting. Currently these are:</p> <p>Cllr A. Drever  Cllr. K. Woodbridge  Cllr. M. Thomson  Cllr. S. Clackson  Cllr. O Tierney</p> <p>There is a Service Level Agreement between the Council and Orkney Ferries that defines the service to be provided:</p> <p><b>“Approved Services”</b></p> <p><i>Orkney Ferries Ltd (the Company) will operate Inter-isles ferry services to the Inner and South isles (consisting of services to, from and between the Isles of Shapinsay, Rousay, Egilsay, Wyre, Hoy, Flotta and Graemsay) – there being generally within the group of Islands known as Orkney. This services will be approved by Orkney Ferries’s (the Council) Transportation and Infrastructure Committee [now the Development and Infrastructure Committee] and operate for two distinct and timed periods of each year – these being the summer from the first Sunday in May until the last Monday in September, and the remainder of the year being referred to as winter. In order for these timetable periods to be approved by the Council’s Transportation [now Development] and Infrastructure Committee a recommendation must be made via the Council’s Head of Transportation [and Amenities].</i></p>
<p><b>2</b></p>	<p>How we deliver our functions and services</p>	
<p><b>2.1</b></p>	<p>our strategies and policies</p>	<p>The Company operates to a Service Level Agreement drawn up with the Council with the service delivered reviewed twice a year, as described above.</p>
<p><b>2.2</b></p>	<p>information for service users:</p>	<p><a href="http://www.orkneyferries.co.uk/">http://www.orkneyferries.co.uk/</a></p>

3	How we take decisions and what we have decided	<p>Orkney Ferries' Service Level Agreement with the Council sets out the nature of the services it will provide.</p> <p>The Company also has a specific annual agreement with the Council to deliver the Approved Services (see above) according to a fixed timetable. This agreement first goes to the Council's Development and Infrastructure Committee before being ratified by the full council meeting.</p> <p>Day-to-day decisions are made by the Ferry Services Manager and Marine &amp; Technical Supervisors.</p>
4	What we spend and how we spend it	<p>The company is a deficit funded service and the level of subsidy required is determined within the annual OIC budget setting process.</p> <p>A copy of the Company's annual accounts can be found <a href="#">here</a>.</p>
5	How we manage our human, physical and information resources	
5.1	our human resources	<p>Shore based staff are employed by the Council on the same standard terms and conditions as other council staff and are line managed by the company. The Company uses the human resources policies and procedures used by the Council. The human resources policies will be uploaded to the Council <a href="#">website</a> in the summer of 2015.</p> <p>Sea staff are employed directly by the Company on contracts drawn up in accordance with the <a href="#">Maritime Labour Convention, 2006</a>.</p>
5.2	our information resources	<p>The Company complies with the Council's <a href="#">Records Management</a>, <a href="#">Data Protection</a> and <a href="#">Freedom of Information</a> policies and procedures. Freedom of Information requests for the Company can be sent via the Council using the contact details on the Council <a href="#">website</a>.</p>
5.3	our physical resources	<p>The Company is developing a strategy on how to fund and renew its main asset, its aging fleet.</p>
6	How we procure goods and services from external providers	<p>The Company follows the <a href="#">Council Procedures</a> for procurement and tendering.</p>

7	How we are performing	<p>The Ferries Service Manager provides a detailed Performance Report each month to the Board of Directors in accordance with the recommendation of <a href="#">Audit Scotland's report</a>. After consideration by the Board, these reports are submitted to the Council's Development and Infrastructure Committee.</p> <p>Information about the performance of Orkney Ferries is contained within the Directors' Report:</p> <p><b>REVIEW OF BUSINESS – 2013-14</b></p> <p><i>The Company operates lifeline ferry services under a Service Level Agreement with Orkney Ferries. The islands served are :</i></p> <p><i>The outer north isles of North Ronaldsay, Papa Westray, Westray, Eday, Sanday, and Stronsay</i></p> <p><i>The inner north isles of Shapinsay, Rousay, Egilsay and Wyre</i></p> <p><i>The south isles of Hoy, Flotta and Graemsay</i></p> <p><i>The company has had a difficult year operationally as a result of industrial action and a higher incidence of weather and technical related disruptions to sailings.</i></p> <p><i>Passenger numbers carried for the year were 328,305, a decrease of 7,371 (2.2%) on 2013. Within this total, Outer North Isles numbers decreased by 9,322 (8.6%) whereas Inner Isles numbers have increased by 1,951 (0.8%).</i></p> <p><i>Overall vehicle numbers carried for the year were 85,023, a decrease of 2,637 (3.0%) on 2013. Within this total, Outer North Isles numbers decreased by 3,317, while Inner Isles numbers increased by 680. In addition, there was a change in the types of vehicles carried, with cars decreasing by 1,588 (2.9%) and commercial vehicles decreasing by 1,049 (2.9%).</i></p> <p><i>Charter work decreased by 58.7% as a result of the downturn in civil engineering and renewable energy projects.</i></p> <p><i>The overall decreased in passenger and vehicle carryings resulted in income decreasing by £212K (7.5%) compared to the previous year, but was £82K (3.2%) ahead of budget.</i></p> <p><i>The Company faced increased costs in a number of areas, most critically in relation to ships refit costs, but savings elsewhere, mainly wages and fuel, helped to offset these. A further saving on administrative costs meant that the final result was a net underspend on budget of 1.6%.</i></p> <p><i>During the period the mv Hoy Head operating the Houton / Lyness / Flotta service was lengthened to enhance this</i></p>
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		<p><i>service. This was a capital project funded by Orkney Ferries.</i></p> <p><i>The company recognises that there are increasing risks to the reliability and operating efficiency of the service as the age of the fleet of vessels operated increases.</i></p> <p><i>The Company notes that for the year ahead trading conditions will be challenging, with no current prospect of growth in passenger and vehicle carryings, and continued pressures on the operational costs of operating an aging fleet.</i></p>
8	Our commercial publications	The Company does not have any.

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