



Here to assist you
24 hours a day, 7 days a week.

In partnership with Deep Sea & Coastal Pilots. Brixham Ship Agency Services (BSAS) provides a comprehensive range of ship agency, offshore support, and marine logistics services for vessels operating off the South Coast of the United Kingdom.

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Brixham Ship Agency Services (BSAS)

Operating from Brixham, BSAS supports vessels transiting the English Channel and operating throughout Torbay, Lyme Bay, and surrounding UK and North-West European waters. Our services are designed to support vessels efficiently while they remain offshore, reducing operational disruption, avoiding unnecessary port entry and fees, and maintaining schedule flexibility. With extensive local knowledge and a strong operational presence in the region, BSAS delivers services with a consistent focus on efficiency, reliability, flexibility, and clear communication. Every operation is tailored to the specific requirements of the vessel, taking into account vessel type, draft, schedule, weather conditions, and regulatory considerations.

Our service offering includes crew changes and personnel transfers, offshore launch services, deep sea and local pilotage, harbour pilot transfers, provisions and stores, fresh fish and crab supply, commercial diving services, cruise ship agency support, and a wide range of bespoke maritime support services.

Why Brixham?

Brixham offers a unique combination of strategic location, sheltered waters, accessibility, and operational flexibility, making it one of the most effective offshore service locations on the South Coast of the UK for vessels trading in UK and North-West European waters.

Situated at the western entrance and exit of the English Channel, Brixham allows vessels to utilise agency and offshore services with minimal deviation from main shipping routes. This enables vessels to receive essential support without the delays, congestion, and costs associated with full port entry.

The area benefits from a range of natural and operational advantages, including:

- A deep-water anchorage outside port limits, suitable for a wide range of commercial vessel types.
- The Lyme Bay deep-draft anchorage (BA Chart 26), supporting larger and deeper-draft vessels.
- A sheltered anchorage within Torbay, suitable for surveys, inspections, and minor repair works (maximum draft 9.5m).
- Natural protection from prevailing weather, providing reliable operating conditions throughout the year.

These features make Brixham particularly well suited for crew changes, pilot embarkation and disembarkation, launch operations, offshore provisioning, diving inspections, and vessels awaiting orders or weather windows.



About Us - Experience, Structure & Local Expertise

Brixham Ship Agency Services (BSAS) is an independent, owner-managed ship agency providing professional, reliable, and responsive vessel support services from one of the most strategically positioned locations on the South Coast of the UK.

With nearly 20 years of operational experience, our team has developed an in-depth understanding of the local maritime environment, including anchorages, boarding positions, weather patterns, tidal constraints, and regulatory frameworks. This experience enables BSAS to anticipate challenges and deliver practical solutions, rather than generic agency responses.

Integrated Group Structure

BSAS operates within the same group as Deep Sea & Coastal Pilots Ltd (DSCP), our Deep Sea Pilotage and Navigational Services division. A single operations team works across both businesses, coordinating:

- Ship agency services
- Offshore launch operations
- Deep sea pilotage
- Harbour pilot transfers

This integrated approach ensures:

- Efficient planning and execution
- Reduced operational and scheduling risk
- Clear lines of responsibility and communication
- Seamless service delivery across multiple disciplines

Our operations team is available 24 hours a day, 7 days a week, ensuring consistent support regardless of time zone or vessel schedule.

Local Knowledge & Experience

BSAS's long-standing presence in Brixham provides detailed, first-hand knowledge of:

- Offshore and in-bay anchorages
- Launch and pilot boarding positions
- Local weather patterns and shelter characteristics
- Tidal conditions and navigational constraints
- Pilotage, immigration, Border Force, and port authority requirements

This local insight allows BSAS to provide informed, practical advice, ensuring solutions are tailored to the operational profile of each vessel rather than applying a one-size-fits-all approach.

We place strong emphasis on long-term working relationships, built on trust, reliability, and consistent service delivery. Our aim is to act not just as an agent, but as a trusted local partner supporting safe, efficient, and cost-effective vessel operations.



Why Choose Brixham Ship Agency Services?

Brixham Ship Agency Services (BSAS) offers vessel operators a reliable, experienced, and fully integrated offshore support partner, combining local expertise with coordinated service delivery.

Strategic English Channel Location

Operating from Brixham allows BSAS clients to access comprehensive ship agency and offshore services with minimal deviation from main English Channel shipping lanes, helping to reduce time loss, fuel consumption, and port-related costs.

Sheltered Offshore Operations

The natural shelter provided by Torbay and surrounding waters enables safe and reliable offshore operations, even during periods of adverse or changeable weather. This supports consistent crew changes, pilot transfers, launch services, provisioning, and inspection activities.

Integrated Agency & Pilotage Services

BSAS operates within the same group as Deep Sea & Coastal Pilots Ltd (DSCP). This integrated structure allows ship agency services, launch coordination, and pilotage to be managed through a single, experienced operations team, reducing complexity and improving operational efficiency.

Nearly 20 Years of Local Experience

With almost two decades of experience operating in the region, BSAS brings in-depth local knowledge of anchorages, boarding areas, weather behaviour, tidal considerations, and regulatory requirements, allowing us to provide practical and informed advice tailored to each vessel.

24/7 Operational Support

Our operations team is available 24 hours a day, 7 days a week, providing continuous support and rapid response to changing schedules, weather developments, or short-notice operational requirements.

Flexible Offshore Service Delivery

By delivering services offshore wherever possible, BSAS enables vessels to avoid port entry, reduce costs, and maintain schedule flexibility, while still receiving a full range of professional agency support.

A Trusted Local Partner

From routine agency services to time-critical, weather-sensitive operations, BSAS is trusted by vessel masters, operators, and technical managers to deliver safe, efficient, and dependable service.



Ship Agency Services

Personnel Transfers & Crew Changes

Brixham Ship Agency Services (BSAS) provides a fully managed, end-to-end crew change and personnel transfer service, supporting vessels operating offshore, at anchor, or transiting the English Channel and surrounding waters.

Each crew change is planned and executed by our experienced operations team, with a strong focus on safety, compliance, efficiency, and minimal disruption to vessel operations. BSAS acts as a single point of contact for vessel masters, operators, crewing departments, and shore-based stakeholders throughout the process.

Comprehensive Crew Change Management

BSAS manages all aspects of crew changes from initial planning through to final embarkation and disembarkation. This includes detailed coordination of timings, documentation, and logistics to ensure smooth and reliable transfers. Our services include:

- Boarding and landing of crew via offshore launch, allowing vessels to remain at anchor or underway
- Immigration and UK Border Force coordination, ensuring all regulatory and entry requirements are met
- Arrangement of hotels, taxis, flights, and onward travel, tailored to individual crew itineraries

Our dedicated launch is capable of carrying up to 10 passengers per trip, enabling safe and efficient personnel transfers, even during periods of changeable weather.

Offshore Crew Change Capability

Brixham's sheltered offshore environment offers a significant operational advantage for crew changes. By carrying out transfers offshore rather than alongside, vessels can:

- Avoid port entry delays and berth congestion
- Reduce port-related costs
- Maintain operational flexibility and schedule integrity

Crew handovers can often be completed at sea during passage, providing additional time for structured handovers between on-signing and off-signing crew, without the pressures commonly associated with port calls.

Transport Connectivity & Airport Access

Brixham benefits from strong road connectivity, allowing efficient crew movement to and from major UK international airports. BSAS regularly arranges private taxi transfers for crew and riding personnel, providing reliable door-to-door transport.

Typical road transfer times from Brixham are:

- London Heathrow Airport - approx 3.5 - 4 hours
- London Gatwick Airport - approx 4 - 4.5 hours
- Bristol Airport - approx 2 - 2.5 hours
- Exeter Airport - approx 1 - 1.5 hours
- Birmingham Airport - approx 3.5 - 4 hours

These transfer times allow BSAS to plan crew changes efficiently, aligning flight schedules with launch operations and vessel movements.

Support for Riding Personnel & Specialists

In addition to routine crew changes, BSAS regularly supports the transfer of:

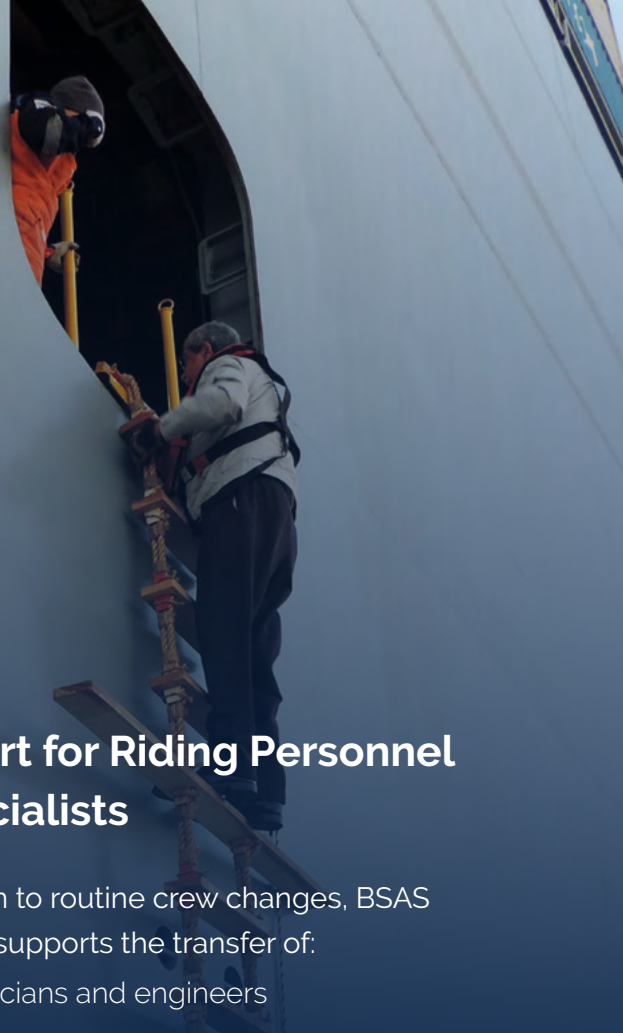
- Technicians and engineers
- Superintendents and technical managers
- Surveyors and inspectors
- Riding squads and specialist personnel

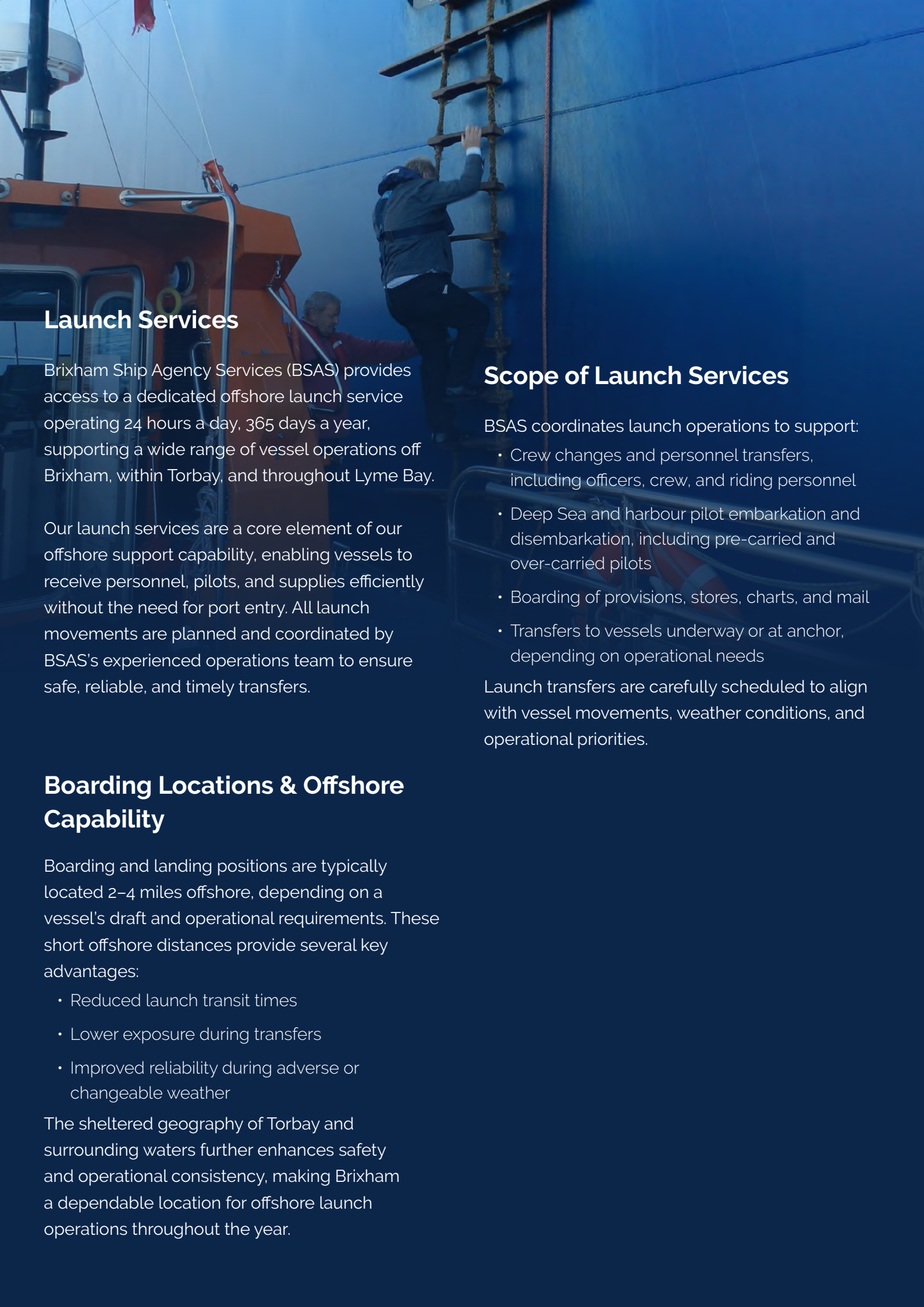
These transfers are often time-critical and coordinated alongside surveys, inspections, or repair works. BSAS ensures that all personnel movements are executed safely, efficiently, and with minimal impact on vessel schedules.

24/7 Operational Support

Crew changes and personnel transfers are supported by our 24 hours a day, 7 days a week operations team, providing continuous coordination and flexibility to respond to changing schedules, weather conditions, or short-notice requirements.

For further information or to discuss crew change planning for your vessel, please contact Brixham Ship Agency Services. Our operations team is always available and ready to assist.





Launch Services

Brixham Ship Agency Services (BSAS) provides access to a dedicated offshore launch service operating 24 hours a day, 365 days a year, supporting a wide range of vessel operations off Brixham, within Torbay, and throughout Lyme Bay.

Our launch services are a core element of our offshore support capability, enabling vessels to receive personnel, pilots, and supplies efficiently without the need for port entry. All launch movements are planned and coordinated by BSAS's experienced operations team to ensure safe, reliable, and timely transfers.

Boarding Locations & Offshore Capability

Boarding and landing positions are typically located 2–4 miles offshore, depending on a vessel's draft and operational requirements. These short offshore distances provide several key advantages:

- Reduced launch transit times
- Lower exposure during transfers
- Improved reliability during adverse or changeable weather

The sheltered geography of Torbay and surrounding waters further enhances safety and operational consistency, making Brixham a dependable location for offshore launch operations throughout the year.

Scope of Launch Services

BSAS coordinates launch operations to support:

- Crew changes and personnel transfers, including officers, crew, and riding personnel
- Deep Sea and harbour pilot embarkation and disembarkation, including pre-carried and over-carried pilots
- Boarding of provisions, stores, charts, and mail
- Transfers to vessels underway or at anchor, depending on operational needs

Launch transfers are carefully scheduled to align with vessel movements, weather conditions, and operational priorities.



Lyme Bay Deep-Water Operations

In addition to operations off Brixham and within Torbay, the launch is capable of operating out to the Lyme Bay deep-water anchorage, supporting larger and deeper-draft vessels.

This extended operating range allows BSAS to assist vessels that are unable or unsuitable to operate closer inshore, providing continued access to launch-based services without compromising safety or efficiency.

Operational Planning & Coordination

All launch services are coordinated by BSAS's 24/7 operations team, who manage:

- Timing and scheduling of transfers
- Communication with vessel masters and operators
- Weather and sea state monitoring
- Coordination with pilotage, crew changes, and provisioning

By integrating launch services with our wider agency, pilotage, and logistics support, BSAS ensures clear communication and smooth execution across all aspects of an operation.

Safety & Reliability

Safety is central to all launch operations arranged by BSAS. Transfers are planned with careful consideration of prevailing conditions, vessel characteristics, and personnel requirements, ensuring operations are conducted responsibly and efficiently.

Integrated Offshore Support

Launch services are frequently combined with:

- Crew changes and personnel transfers
- Pilot embarkation or landing
- Provisioning and stores delivery
- Diving or inspection operations

This integrated approach reduces operational complexity and minimises disruption for vessel operators.

For further information or to discuss launch requirements for your vessel, please contact Brixham Ship Agency Services. Our operations team is available 24 hours a day, 7 days a week, and ready to assist.



Provisions & Stores

Brixham Ship Agency Services (BSAS) provides a comprehensive offshore provisions and stores supply service for vessels operating at anchor or underway off Brixham, within Torbay, and throughout Lyme Bay.

Our provisioning service is designed to support both routine replenishment and larger, time-critical resupply operations, allowing vessels to receive high-quality supplies without the need to enter port. All orders are managed and coordinated by our experienced operations team to ensure efficient delivery aligned with vessel schedules and operational requirements.

Wide Range of Provisions & Stores

Through a network of trusted and well-established local suppliers, BSAS is able to source a broad range of items, including:

- Fresh produce, including fruit, vegetables, dairy, and chilled goods
- Dry provisions, such as ambient food products and galley supplies
- Bonded and non-bonded stores, subject to applicable regulations
- Specialist and vessel-specific items, tailored to individual vessel or crew requirements

Our strong relationships with local suppliers allow us to maintain high standards of quality, freshness, and reliability, with the flexibility to respond to short-notice or bespoke requests where possible.

Order Coordination & Consolidation

BSAS manages the full coordination of provisioning orders, including:

- Order placement and supplier liaison
- Consolidation of items from multiple suppliers
- Scheduling of delivery and boarding
- Communication with vessel masters and operators

By consolidating supplies into a single delivery wherever possible, we help reduce transfer time, minimise disruption, and improve overall efficiency.



Offshore Delivery Capability

Provisions and stores can be boarded using:

- Offshore launch services for smaller or urgent deliveries
- Dedicated service vessels for larger resupply operations

BSAS works with service vessels capable of carrying up to 16 pallets per trip, with a maximum payload of 10 tonnes, making the Brixham and Lyme Bay area particularly well suited for larger-scale provisioning operations.

This capability allows vessels to receive significant quantities of stores while remaining offshore, avoiding berth dependency and port congestion.

Integrated Service Delivery

Where operationally suitable, provisioning is coordinated alongside:

- Crew changes and personnel transfers
- Pilot embarkation or disembarkation
- Other agency or logistical services

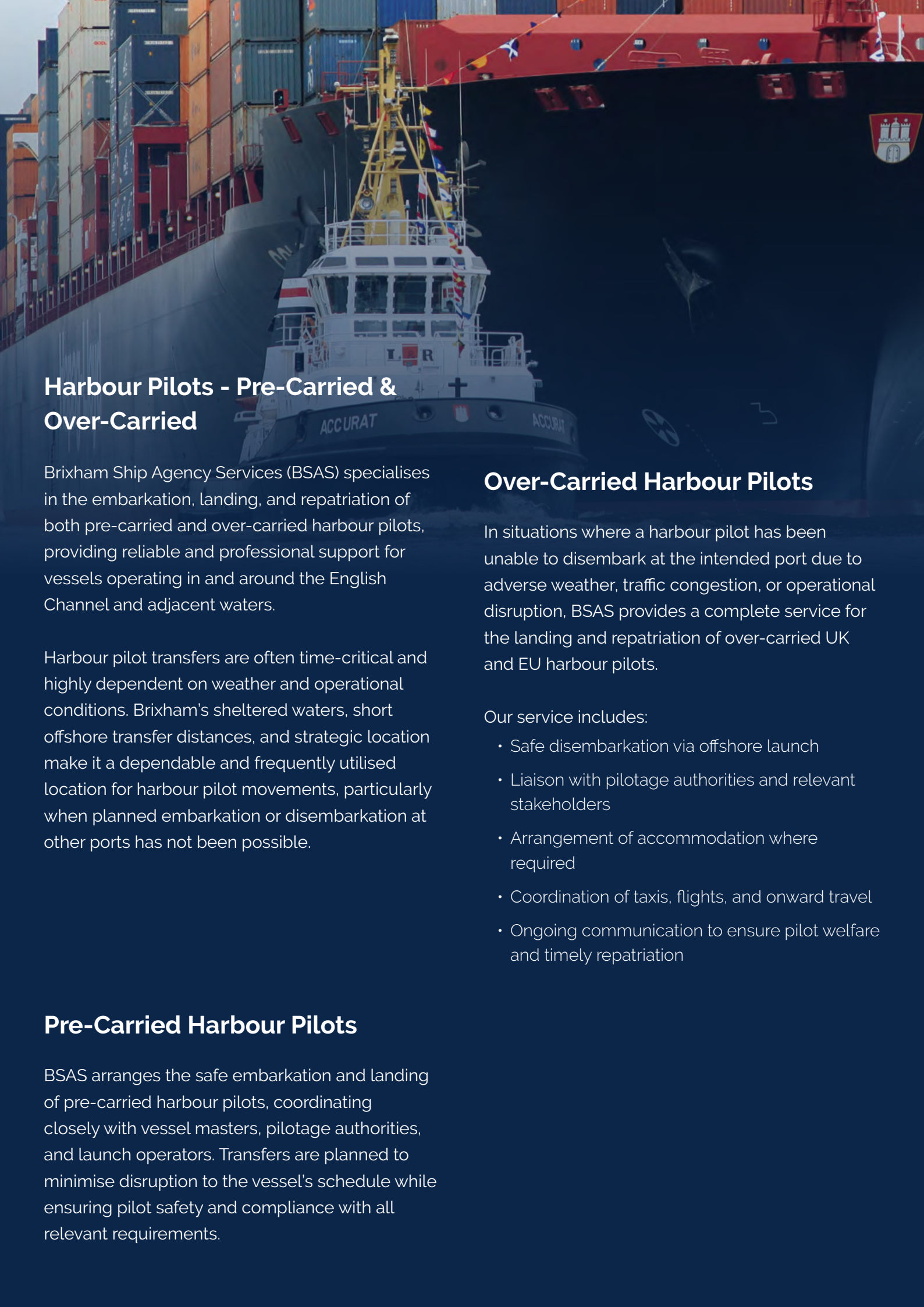
This integrated approach reduces overall operational impact, streamlines scheduling, and helps minimise costs for vessel operators.

Operational Flexibility & Reliability

All provisioning operations are planned with careful consideration of:

- Vessel draft and location
- Weather and sea state
- Launch and service vessel availability
- Timing relative to other offshore operations

Our 24/7 operations team monitors each delivery to ensure safe execution and clear communication throughout the process.



Harbour Pilots - Pre-Carried & Over-Carried

Brixham Ship Agency Services (BSAS) specialises in the embarkation, landing, and repatriation of both pre-carried and over-carried harbour pilots, providing reliable and professional support for vessels operating in and around the English Channel and adjacent waters.

Harbour pilot transfers are often time-critical and highly dependent on weather and operational conditions. Brixham's sheltered waters, short offshore transfer distances, and strategic location make it a dependable and frequently utilised location for harbour pilot movements, particularly when planned embarkation or disembarkation at other ports has not been possible.

Pre-Carried Harbour Pilots

BSAS arranges the safe embarkation and landing of pre-carried harbour pilots, coordinating closely with vessel masters, pilotage authorities, and launch operators. Transfers are planned to minimise disruption to the vessel's schedule while ensuring pilot safety and compliance with all relevant requirements.

Over-Carried Harbour Pilots

In situations where a harbour pilot has been unable to disembark at the intended port due to adverse weather, traffic congestion, or operational disruption, BSAS provides a complete service for the landing and repatriation of over-carried UK and EU harbour pilots.

Our service includes:

- Safe disembarkation via offshore launch
- Liaison with pilotage authorities and relevant stakeholders
- Arrangement of accommodation where required
- Coordination of taxis, flights, and onward travel
- Ongoing communication to ensure pilot welfare and timely repatriation



Launch Coordination & Authority Liaison

BSAS manages all aspects of launch coordination, including:

- Scheduling and timing of transfers
- Monitoring weather and sea state
- Communication with vessel masters
- Liaison with pilotage and port authorities

By managing these elements through a single operations team, BSAS ensures clear communication and efficient execution of pilot movements.

Operational Experience & Reliability

Our operations team has extensive experience handling time-critical and weather-sensitive harbour pilot transfers, often at short notice. We understand the importance of minimising disruption to vessel schedules while prioritising pilot safety and compliance.

Integrated Offshore Support

Harbour pilot transfers can be coordinated alongside:

- Crew changes and personnel transfers
- Deep Sea Pilot embarkation or disembarkation
- Provisioning and stores delivery

This integrated approach reduces operational complexity and allows vessel operators to deal with a single, experienced agency partner.

For further information or to discuss harbour pilot arrangements for your vessel, please contact Brixham Ship Agency Services. Our operations team is available 24 hours a day, 7 days a week, and ready to assist.



Diving Services

Brixham Ship Agency Services (BSAS) arranges professional commercial diving services within Torbay, providing vessel operators with a practical and reliable solution for underwater inspection, maintenance, and minor repair requirements.

Torbay's naturally sheltered waters make it an ideal location for diving operations, particularly when offshore conditions elsewhere in the English Channel or Lyme Bay are unsuitable. This sheltered environment allows essential underwater work to be carried out safely and efficiently, often without the need for port entry or significant deviation from a vessel's planned voyage.

Scope of Diving Operations

Working with experienced, fully approved local commercial diving contractors, BSAS coordinates a wide range of underwater services, including:

- Hull and underwater shell plating inspections, including visual condition checks
- Propeller, rudder, and thruster inspections, supporting fault diagnosis or class requirements
- Sea chest, intake, and overboard inspections, particularly where blockages or restricted flow are suspected
- Minor underwater maintenance and remedial works, subject to suitability and conditions
- Pre-purchase, condition, and class-related inspections, supporting commercial or technical assessments
- Damage assessments following contact, grounding, or heavy weather, providing rapid condition reporting

All diving operations are planned and executed in line with applicable health and safety legislation, port authority requirements, and industry best practice.



Operational Planning & Coordination

BSAS manages the full coordination of diving operations, ensuring clear communication and effective planning between all parties involved. Our role includes:

- Liaison with approved diving contractors
- Coordination with harbour and pilotage authorities
- Selection of suitable anchorages and working locations
- Planning around weather, tide, visibility, and vessel draft
- Coordination of launch or service vessels where required
- Ongoing communication with vessel masters, operators, and technical managers

By integrating diving services into our wider agency role, BSAS helps minimise downtime and ensures underwater works are completed with minimal disruption to vessel operations.

Advantages of Diving Operations in Torbay

Torbay offers several key advantages for vessel diving services:

- Sheltered waters providing improved working conditions
- Reduced exposure to swell compared with open-sea locations
- Ability to remain at anchor rather than entering port
- Efficient coordination with launch, pilotage, and agency services

These factors make Torbay a preferred location for both planned and reactive diving requirements.

Safety, Compliance & Risk Management

Safety is central to all diving services arranged by BSAS. We work only with contractors who meet required certification, insurance, and regulatory standards, and ensure that:

- Risk assessments and method statements are reviewed
- All required permissions and notifications are in place
- Operations are conducted within agreed safety parameters
- Vessel masters are fully briefed prior to commencement

Our local knowledge enables us to advise on the suitability of conditions and timing, helping to avoid unnecessary delays or aborted operations.

Short-Notice & Reactive Support

Where contractor availability and conditions allow, BSAS can assist with short-notice or urgent diving requirements, such as damage inspections or pre-departure checks. Our established local relationships enable a responsive and practical approach to time-critical requests.

Integrated Offshore Support

Diving operations can be coordinated alongside:

- Crew changes and personnel transfers
- Pilot embarkation or disembarkation
- Stores and provisions delivery

This integrated approach reduces overall operational impact and simplifies coordination for vessel operators.



Fresh Fish & Crab Supply

Operating from one of the UK's leading and most established fishing ports, Brixham Ship Agency Services (BSAS) supplies vessels with high-quality fresh fish and live crab, often landed the same day as delivery.

Brixham is widely recognised as a major fishing hub, and BSAS's close working relationships with local fishermen, fish merchants, and shellfish suppliers allow us to provide vessels with exceptionally fresh, traceable produce sourced directly from the local catch.

Quality, Freshness & Provenance

All fish and shellfish supplied through BSAS are sourced locally, ensuring:

- Short supply chains and minimal handling
- High standards of freshness and quality
- Full traceability to local landings

Live crab and shellfish are handled carefully to maintain condition throughout storage and transfer, ensuring they are delivered to vessels in optimal condition.

Flexible Supply & Ordering

BSAS works with vessel operators to arrange fresh fish and crab supplies tailored to individual requirements. Availability varies depending on seasonal landings, and current availability lists and order forms can be provided on request.

Orders are planned in coordination with vessel schedules to ensure timely delivery and minimal disruption.

Operational Advantages

Supplying fresh fish and crab off Brixham offers several operational benefits:

- Access to premium-quality, locally sourced produce
- No requirement for port entry or berthing
- Reduced delays and operational disruption
- Ability to combine delivery with crew changes, pilot transfers, or other agency services

Where possible, BSAS coordinates fresh fish and crab supply alongside other offshore services to optimise efficiency and reduce overall cost.

24/7 Coordination & Support

All fresh supply operations are coordinated by BSAS's 24/7 operations team, ensuring clear communication between suppliers, launch operators, and vessel masters.

A background image showing two men on a ship's deck. One man, wearing a dark jacket and a red life vest, is climbing a rope ladder. The other man, also in a dark jacket, is standing on the deck looking up at him. The ship's white hull and blue sky are visible.

Ships' Mail Handling

BSAS provides a secure and organised ships' mail handling service, including:

- Receipt of mail on behalf of the vessel
- Secure storage at our office
- Coordination of offshore boarding via launch

Mail deliveries are planned in line with vessel schedules and other offshore operations, ensuring timely and efficient transfer.

SIM Cards, Spares & Urgent Items

In addition to charts and mail, BSAS regularly coordinates the delivery of:

- SIM cards and communications equipment
- Vessel spares and consumables
- Documents and urgent courier items

Items can be delivered to BSAS's office, consolidated where appropriate, and boarded to the vessel via launch or service vessel.

Logistics Coordination & Security

BSAS manages all aspects of logistics and boarding arrangements, including:

- Scheduling of deliveries
- Launch coordination
- Communication with vessel masters
- Monitoring of timing and weather conditions

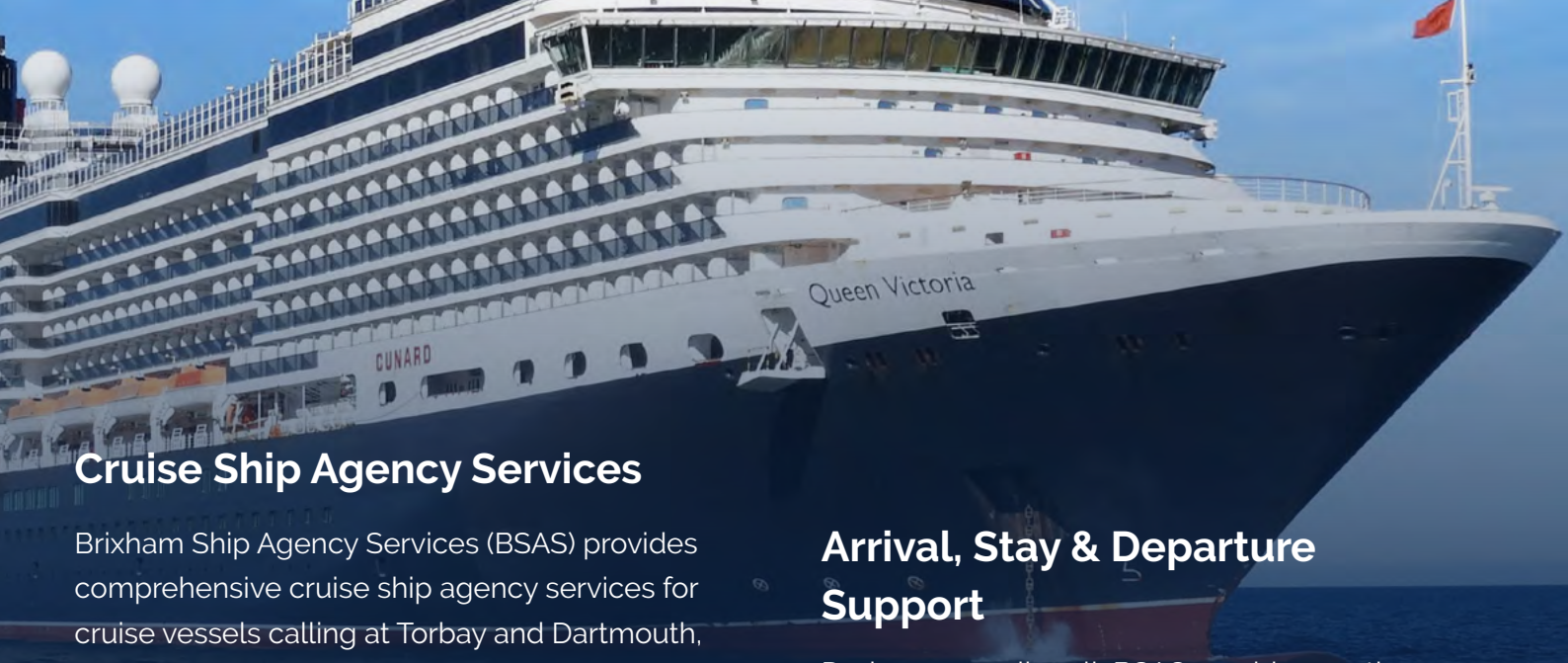
This ensures that all items are delivered securely, efficiently, and in line with vessel operational requirements.

Integrated Offshore Support

Where possible, charts, mail, and courier items are boarded alongside:

- Crew changes and personnel transfers
- Pilot embarkation or disembarkation
- Provisioning and stores delivery

This integrated approach reduces operational disruption and improves efficiency for vessel operators.



Cruise Ship Agency Services

Brixham Ship Agency Services (BSAS) provides comprehensive cruise ship agency services for cruise vessels calling at Torbay and Dartmouth, supporting both scheduled and ad-hoc cruise operations.

Located within the English Riviera, Torbay and Dartmouth offer sheltered anchorages and access to a region renowned for its coastal scenery, historic towns, and visitor attractions. BSAS acts as the central coordination point between the vessel and all shore-side stakeholders, ensuring that each call is planned and executed efficiently, safely, and in full compliance with local and national requirements.

Pre-Arrival Planning & Coordination

detailed local knowledge and operational guidance. Our pre-arrival services include:

- Liaison with harbour and port authorities
- Coordination of port clearance and regulatory requirements
- UK Border Force arrangements
- Advance planning of anchorage and tender operations
- Scheduling around weather forecasts, tidal conditions, and local traffic

This forward planning allows potential issues to be identified early and mitigated effectively.

Arrival, Stay & Departure Support

During a vessel's call, BSAS provides continuous on-the-ground coordination, supporting:

- Passenger tender operations and scheduling
- Passenger transfers and shore excursion logistics
- Crew movements and crew logistics
- Liaison with local service providers and authorities
- Management of ad-hoc vessel or passenger requests

By maintaining clear communication with the vessel and shore-side partners, BSAS helps ensure a smooth and well-managed operation throughout the stay.

Passenger Experience & Local Expertise

Torbay and Dartmouth provide cruise passengers with access to a wide range of attractions, including coastal towns, historic sites, scenic landscapes, and cultural experiences. BSAS's local knowledge allows us to support efficient tender operations and shore-side logistics, contributing to a positive passenger experience.

We work closely with local stakeholders to ensure passenger movements ashore are well coordinated and aligned with local capacity and infrastructure.



Weather & Contingency Management

Weather conditions are a key consideration for cruise ship calls. BSAS actively monitors forecasts and works closely with vessels to adjust plans where required, including tender schedules and operational timings. The sheltered anchorages within Torbay provide additional flexibility during less favourable conditions.

Integrated Agency Support

As part of our wider agency offering, BSAS can also coordinate:

- Crew changes and personnel transfers
- Pilotage and launch services
- Provisions, stores, and specialist supplies

This integrated approach allows cruise operators to work with a single, experienced agency team, reducing complexity and enhancing reliability.

A Trusted Local Partner

With extensive experience supporting cruise vessels in the region, BSAS provides cruise operators with a reliable and knowledgeable local partner, focused on safety, operational efficiency, and service quality.

And Much More

If your requirement is not listed above, please contact us.

BSAS offers bespoke maritime support services, tailored to the specific operational needs of each vessel.



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Deep Sea and Coastal Pilots Ltd has ISO 9001:2015 Quality Assurance certification
and is audited regularly for compliance by Lloyds Register of London.