



Briefing Report No: **174/2010**

Public Agenda Item: **Yes**

Title: **Harbour & Marine Services – Annual Tor Bay Harbour User Survey 2010**

Wards Affected: **All Wards in Torbay**

To: **Harbour Committee** On: **21st June 2010**

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1. Key points and Summary

- 1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2010.

2. Introduction

- 2.1 Each year Harbour & Marine Services aim to undertake a Customer Survey as part of an ongoing review of the services provided in Tor Bay Harbour.
- 2.2 The users survey coupled with the complaints and compliments feedback system, gives us a good indication of which of our harbour and marine services are meeting the customers' expectations and which are below the quality expected, and this enables the development of improvement actions.
- 2.3 A copy of the 2010 Survey Form can be found in Appendix 1 and a summary of the 2010 survey results is shown in Appendix 2.
- 2.4 Some of the significant results from the 2010 survey are as follows :-
- Those surveyed who think that harbour safety is properly managed by Harbour and Marine Services remains at over 90%. This year 93.4% compared to 95% last year.
 - 44% of users thought Tor Bay harbour charges compared favourably to other harbours compared with 45% last year, and 38% in 2006. 13% disagree compared with only 8% last year and over 40% still do not seem to compare prices.

- Most people (86.2%) would judge the overall quality of service within Tor Bay Harbour as above average with only 3.2% considering it to be poor or very poor.
- Of those that responded, 93.4% were male and 6.6% were female. The majority classified their ethnic origin to be White British (95.8%) and most reported that they did not consider themselves to be disabled in any way (92.3%).
- Over half of respondents agreed with the proposal to establish a new board consisting of councillors and independent members while 37% expressed that they did not have a view by responding 'neither agree nor disagree'.
- Over 80% rated our safety information and signage as 'good' or 'excellent'.
- Nearly half of the respondents (46.0%) feel that they can influence some decision making about the management of the harbour depending on the issue.
- Satisfaction with services is generally high. Customer service ranks highest with 82.9% considering this to be good or excellent, while 59.7% of respondents said that events information ranks was good or excellent.
- One third of respondents consider the quality of service to have improved over the last 12 months, only 2 respondents feel that services have declined in that time.
- The most popular services that people want are fresh water (31.3%) and electricity (27.1%) available at the moorings, followed by increasing the amount of berths available on the pontoons.

2.6 The information collected from the survey results will be used to make improvements to the provision of harbour and marine services.

Captain Kevin Mowat
Executive Head, Harbour & Marine Services

Appendices

Appendix 1 Tor Bay Harbour Users Survey Form – 2010

Appendix 2 Tor Bay Harbour Service Annual User Satisfaction Survey - Key Findings
 May 2010

Documents available in members' rooms

Not applicable.

Background Papers:

The following documents/files were used to compile this report:

Tor Bay Harbour Users Survey Results for 2002, 2006, 2007, 2008 and 2009.