



Briefing Report No: **194/2009**

Public Agenda Item: **Yes**

Title: **Harbour & Marine Services – Annual Tor Bay Harbour User Survey 2009**

Wards Affected: **All Wards in Torbay**

To: **Harbour Committee** On: **14 September 2009**

Contact Officer: **Kevin Mowat**

☎ Telephone: **01803 292429**

✉ E.mail: **Kevin.Mowat@torbay.gov.uk**

1. Key Points and Summary

- 1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2009.

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 a good indication of which of the 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 2009 Survey Form can be found in Appendix 1 and a summary of the 2009 Survey results is shown in Appendix 2.
- 2.4 Some of the significant results from the 2009 Survey are as follows:-
- Those surveyed who think that harbour safety is properly managed by Harbour and Marine Services remains at over 95%.
 - 45% of users thought Tor Bay harbour charges compared favourably to other harbours compared with 49% last year, and 38% in 2006. Only 8% disagree and the over 45% still do not seem to compare prices.
 - 21% to 27% considered the provision of water and electricity as being 'poor' or 'average' and 35% of users wanted extra water and electricity services.

- There was a significant decrease in those who said they would be prepared to pay for additional services, only 29% this year compared with 42% and 40% in the previous two years, however, a clear 71% are still not prepared to pay extra for additional services i.e. electricity and water.
- 61% of respondents stated that the overall quality of the service was 'good' compared with 54% last year; it was 52% in 2006. Those that saw the service as 'excellent' remained at 27%; it was 11% in 2006.
- 49% had seen an improvement in service since the last survey, compared with 56% in 2008, 30% in 2007 and 19% in 2006.
- Over 96% believe that Torbay Council's Harbour Committee should continue to manage Tor Bay Harbour.
- 94% of responses came from men, it was 98% last year and the year before, 94.5% were White British (97% in 2008 & 95% in 2007) and 88% were over 45 years old, it was 90% in 2008 & 78% in 2007.
- 56% of users believe they can influence decisions about the management of the harbour, over half of the 44% that felt they could not influence decisions were not aware of the role played by the Harbour Liaison Forums.
- Over 80% rated our safety information and signage as 'good' or 'excellent'.
- Over 90% rated our administration as 'good' or 'excellent'.
- Over 86% would welcome further pontoon moorings, with 94% wanting 'budget' or 'Town Dock' style 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 - 2009

Appendix 2 Summary of Annual Tor Bay Harbour Users Survey 2009

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.