



**Meeting: Harbour Committee**

**Date: 17<sup>th</sup> December 2012**


**Wards Affected: All wards in Torbay**

**Report Title: Annual Tor Bay Harbour User Survey 2012**

**Executive Lead Contact Details: Non-Executive Function**

**Supporting Officer Contact Details: Kevin Mowat**

**Executive Head of Tor Bay Harbour Authority  
Tor Bay Harbour Master**

 **Telephone: 01803 292429**

 **E.mail: [Kevin.Mowat@torbay.gov.uk](mailto:Kevin.Mowat@torbay.gov.uk)**

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**1. Purpose**

1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2012.

**2. Summary**

2.1 Each year Tor Bay Harbour Authority 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 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 2012 Survey Form can be found in Appendix 1 and a summary of the 2012 survey results is shown in Appendix 2.

2.4 Some of the significant results from the 2012 survey are as follows :-

- Most respondents (82%) judge the quality of service within Tor Bay Harbour to be Very Good or Good. A quarter of respondents (22%) would say that the quality of service has improved in the last year; none said it had got worse.
- Most respondents feel that services are Very Good or Good. Customer Service is rated highest (86% Very Good or Good).
- Most respondents (81%) feel that there should be more pontoon moorings. The most popular place to put them would be Brixham outer harbour. Most respondents would like the pontoons to be Town Dock style (86%).

- Respondents supported subsidised berths for young people (83%) and registered charities (79%).
- Those surveyed who think that harbour safety is properly managed by Tor Bay Harbour Authority remains at over 95%. This year 95.3% compared to 95.9% last year.
- 36.4% of users thought Tor Bay harbour charges compared favourably to other harbours compared with 54.7% last year, and 44% in 2010. 16.3% said that charges did not compare favourably with only 18.7% last year and 47.3% answered “Don’t know” (26.7% in 2011).
- Over 90% of customers rated the Town Dock in Torquay as Very Good or Good.
- Less than half of respondents (44%) take their boats out of the water during the winter months.
  - The main reason to take the boats out of the water is because they are not used out of season (79%).
  - The main reason respondents keep their boats in the water during the winter is the cost of recovery, launching and storage (83%).
- Of those that responded, 95.4% were male and 4.6% were female. The majority classified their ethnic origin to be White British (98.4%) and most reported that they did not consider themselves to be disabled in any way (92.2%).

2.6 The information collected from the survey results will be used to make improvements to the provision of services provide by Tor Bay Harbour Authority.

## **Appendices**

Appendix 1	Tor Bay Harbour Users Survey Form – 2012
Appendix 2	Annual Tor Bay Harbour User Survey Results - July 2012