



Meeting: Harbour Committee

Date: 23rd September 2013


Wards Affected: All wards in Torbay

Report Title: Annual Tor Bay Harbour User Survey 2013

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1. Purpose

1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2013.

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 2013 Survey Form can be found in Appendix 1 and a summary of the 2013 survey results is shown in Appendix 2.

2.4 This year the response tables also include the number that didn't respond to each of the questions and these are included in the percentage calculations. Consequently this year's report is not directly comparable with last year's report because last year, we did not include "no responses" in the tables or the percentage calculations.

2.5 Some of the significant results from the 2013 survey are as follows :-

- Most respondents to the survey judge the overall quality of service within Tor Bay Harbour as either good or very good (81%). 60% of respondents thought that the quality of service had stayed the same in comparison with last year. 29% thought it had improved either slightly or much better than in 2012. Fewer than 10 people said that it had got worse.

- Most respondents feel that services are very good or good. Customer service is rated highest (88% very good or good).
- 88% of respondents feel that Tor Bay Harbour Authority properly manages safety in Tor Bay Harbour.
- 46% of users thought Tor Bay harbour charges compared favourably to other harbours compared with 36.4% last year, and 54.7% in 2011. 12.6% said that charges did not compare favourably with only 16.3% last year and 37% answered “Don’t know” (47.3% in 2012).
- Just over half of harbour users would use the option to pay their account online (54.6%), but over a third would not (38.7%). Similar numbers of harbour users would utilise the option to spread their account payments over four instalments (57.1%), 36.1% would not.
- The majority of respondents were male (92%), less than five were female. The largest age range group was 65 - 74 years old (40%) and the most common ethnic origin of respondents was White British (88%). Most people who completed the survey do not have a disability.

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 – 2013
Appendix 2	Annual Tor Bay Harbour User Survey Results - July 2013