



Meeting: Harbour Committee

Date: 21st December 2015

Wards Affected: All wards in Torbay

Report Title: Annual Tor Bay Harbour User Survey 2015

Executive Lead Contact Details: Non-Executive Function

Supporting Officer Contact Details: Kevin Mowat

**Executive Head of Business Services
Tor Bay Harbour Master**

 **Telephone: 01803 292429**

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

1. Purpose

1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2015.

2. Summary

2.1 Every other 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 All of the 2015 survey results are shown in Appendix 1 but a summary is set out below :-

- 83% of respondents feel that Tor Bay Harbour Authority properly manages safety in Tor Bay Harbour. (88% in 2013)
- The majority of respondents that had used the facilities rated most of them very good or good.
 - As in previous years, the mooring facilities had the highest percentage of very good or good ratings at 51.5%.
 - The Tender Rack, Boat Park and Inner Dock (Torquay) were the least used facilities.

- Most respondents to the survey judge the overall quality of service within Tor Bay Harbour as either good or very good (76%). This was 81% in 2013.
 - Customer Service was rated the highest (89.7%) very good or good. (88% in 2013)
- 48% of respondents thought the quality of service had stayed the same in comparison with last year, compared with 60% in 2013. However, 41% thought it was slightly or much better; this figure was only 29% in 2013. 8% felt it was slightly or much worse.
- Nearly half of respondents (46%, same as in 2013) felt that the charges in Tor Bay Harbour compare favourably with other harbours but 38% answered they did not know. (37% in 2013)
- 55% of respondents choose to pay their account at the Harbour Office. 13.4% paid online with the majority of these finding it fairly easy to pay. In 2013, 54.6% said they would use the option to pay their account online.

2.4 The respondent profile summary is as follows :-

- The majority of the respondents were male (91%) (92% in 2013). The largest age group was 65-74 (29%) (40% in 2013) followed closely by 55-64 (27%).
- Most home postcodes of respondents were from the areas TQ1, TQ2, TQ3, TQ4 and TQ5 totalling 66% of the responses given.
- Torquay enclosed harbour was the most used home port of respondents (61%) followed by Paignton and then Brixham.

2.5 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 Annual Tor Bay Harbour User Survey Results – September 2015