



Appendix 1

Annual Tor Bay Harbour User Survey 2015

Results

September 2015

Method	Number of questionnaires returned
Online	202

This survey was open between 1st July and 31st August 2015

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1 Introduction

The PPR team conducted a survey on behalf of the Tor Bay Harbour Authority. This is an annual survey and is the first year that the survey has been made available online only opposed to previous years when paper questionnaires were distributed. The previous survey received 119 responses this year 202 have been received.

2 Methodology

The survey was open online from 1st July to 31st August 2015. Tables were constructed and percentages calculated using the overall number of questionnaires received (202) as the denominator unless otherwise stated.

3 Summary of results

- 83% of respondents feel the Tor Bay Harbour Authority properly manages safety in Tor Bay Harbour.
- The majority of respondents that had used the facilities rated most of them very good or good.
 - As in previous years surveys Mooring 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%).
 - Customer Service was rated the highest (89.7%) very good or good.
- 48% of respondents thought the quality of service had stayed the same in comparison with last year. However 41% thought it was slightly or much better, 8% felt it was slightly or much worse.
- Nearly half of respondents (46%) felt that the charges in Tor Bay Harbour compare favourably with other harbours but 38% answered they did not know.
- 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.

Respondent Profile Summary

- The majority of the respondents were male (91%). The largest age group was 65-74 (29%) 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.

4 Results

Facilities and Infrastructure

Q1) Do you believe Tor Bay Harbour Authority are properly managing safety in Tor Bay Harbour?

	Number	Percent
Yes	168	83.2%
No	17	8.4%
No response	17	8.4%
Total	202	100%

Q2) Please rate the following facilities and infrastructure:

Mooring:

	Number	Percent
Very good	58	28.7%
Good	46	22.8%
Average	20	9.9%
Poor	3	1.5%
Very poor	2	0.9%
Not used / available	50	24.8%
No response	23	11.4%
Total	202	100%

Town Dock (Torquay):

	Number	Percent
Very good	49	24.3%
Good	48	23.8%
Average	12	6.1%
Poor	3	1.4%
Very poor	1	0.4%
Not used / available	62	30.6%
No response	27	13.4%
Total	202	100%

Inner Dock (Torquay):

	Number	Percent
Very good	46	22.9%
Good	30	14.8%
Average	8	3.9%
Poor	3	1.4%
Very poor	1	0.4%
Not used / available	90	44.7%
No response	24	11.9%
Total	202	100%

Quayside Berth:

	Number	Percent
Very good	19	9.4%
Good	28	13.9%
Average	29	14.3%
Poor	6	3.0%
Very poor	0	0.0%
Not used / available	87	43.0%
No response	33	16.4%
Total	202	100%

Boat Park:

	Number	Percent
Very good	9	4.6%
Good	19	9.5%
Average	28	13.8%
Poor	4	1.9%
Very poor	0	0.0%
Not used / available	104	51.4%
No response	38	18.8%
Total	202	100%

Tender Rack:

	Number	Percent
Very Good	14	7.0%
Good	15	7.6%
Average	22	10.9%
Poor	4	2.0%
Very poor	0	0.0%
Not used / available	111	54.8%
No response	36	17.7%
Total	202	100%

Slipway:

	Number	Percent
Very good	45	22.3%
Good	56	27.7%
Average	29	14.4%
Poor	7	3.4%
Very poor	2	1.0%
Not used / available	46	22.7%
No response	17	8.5%
Total	202	100%

Electricity:

	Number	Percent
Very good	27	13.4%
Good	38	18.8%
Average	30	14.9%
Poor	24	11.9%
Very poor	6	3.1%
Not used / available	62	30.5%
No response	15	7.4%
Total	202	100%

Water:

	Number	Percent
Very good	39	19.3%
Good	56	27.7%
Average	39	19.3%
Poor	14	7.0%
Very poor	9	4.5%
Not used / available	35	17.3%
No response	10	4.9%
Total	202	100%

Water Reception Facilities:

	Number	Percent
Very good	17	8.5%
Good	33	16.4%
Average	20	9.9%
Poor	12	5.9%
Very poor	4	2.0%
Not used / available	86	42.4%
No response	30	14.9%
Total	202	100%

General Service Provision

Q3) How would you judge the overall quality of service within Tor Bay Harbour?

	Number	Percent
Very good	74	36.6%
Good	79	39.2%
Average	28	13.9%
Poor	3	1.4%
Very poor	0	0.0%
No response	18	8.9%
Total	202	100%

Q4) In addition, please rate the following individual services:

Customer service:

	Number	Percent
Very good	103	50.8%
Good	79	38.9%
Average	15	7.6%
Poor	2	1.1%
Very poor	1	0.5%
No response	2	1.1%
Total	202	100%

Publications / Noticeboard:

	Number	Percent
Very good	65	32.2%
Good	93	45.9%
Average	38	18.8%
Poor	2	1.1%
Very poor	1	0.5%
No response	3	1.5%
Total	202	100%

Safety information / Signage:

	Number	Percent
Very good	68	33.7%
Good	98	48.4%
Average	30	14.9%
Poor	3	1.5%
Very poor	1	0.5%
No response	2	1.0%
Total	202	100%

Events information:

	Number	Percent
Very good	68	33.6%
Good	90	44.5%
Average	31	15.5%
Poor	8	3.9%
Very poor	3	1.5%
No response	1	1.0%
Total	202	100%

Administration:

	Number	Percent
Very good	82	40.6%
Good	83	41.0%
Average	29	14.4%
Poor	4	2.0%
Very poor	2	1.0%
No response	2	1.0%
Total	202	100%

Q5) Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

	Number	Percent
Much better	21	10.3%
Slightly better	62	30.7%
The same	96	47.6%
Slightly worse	13	6.4%
Much worse	3	1.5%
No response	7	3.5%
Total	202	100%

Q6) Do you believe the charges in Tor Bay Harbour compare favourably with those for other harbours?

	Number	Percent
Yes	92	45.6%
No	32	15.8%
Don't Know	77	38.2%
No response	1	0.4%
Total	202	100%

Payment Methods

Q7) What method of payment did you choose to pay your harbour account with?

	Number	Percent
Online	27	13.4%
Direct Debit	35	17.4%
Installments	11	5.4%
Harbour Office	111	54.9%
No response	18	8.9%
Total	202	100%

Q8) How easy did you find it to pay your harbour account online through the Torbay Council website? (On a scale of 1 to 10, 1 being very easy 10 being very difficult.)

This question was only asked to those respondents who answered online payment method.

	Number
1 (Very easy)	7
2	3
3	4
4	4
5	3
6	2
7	2
8	2
9	0
10 (very difficult)	0
Total	27

Q9) What if anything would make it easier to pay online?

Examples of comments made by respondents

- *“Dedicated "Harbour" category rather than "miscellaneous"”*
- *“it was not very clear what to do next”*
- *“For a while the harbour were unable to check if we had paid or not but we did however have an emailed receipt. Other than this slight niggle, no problems. Most people bank on line these days so it proved an easy transaction. It was unclear at the time which reference number we were meant to use whilst paying online.”*
- *“Direct link from the Harbour website and language that makes sense.”*
- *“I would prefer to pay by direct debit instalments but not when you penalise by charging for this facility.”*
- *“Make the process more intuitive.”*
- *“I tried to pay online via the Torbay Council Website but it would not recognise my given customer ref number despite repeated attempts to pay my two separate invoices. It proved easier in the end to call my local harbour office (Brixham) on the phone and pay by debit card! The 'Sundry Debtors' system does not give confidence that the online payments system recognises you as an individual customer/mooring holder and also that it can draw together all the aspects of your 'facility' so that you only make a single payment for your mooring & tender rack for example.”*

Q10) Are there any other comments you wish to make:

The most popular themes mentioned by respondents have been categorised below a full list of comments received can be found at appendix1.

Category	Comments made by respondents
Electricity	<p><i>“Install power and water on each aisle”</i></p> <p><i>“The inner dock needs more power points, the service moorings are nearly always occupied, even after harbour office notices are dispatched asking for these mornings to be vacated. Clearly in the biggest majority of case no work is being carried out on vessels.....”</i></p> <p><i>“More electricity points in the inner harbour.”</i></p>
Staff	<p><i>“Really friendly helpful staff”</i></p> <p><i>“Very happy with the service provided at Brixham Harbour. Staff very good and accommodating. Couldn't ask for better....but please don't put the fees up!!”</i></p> <p><i>“Having moved our boat from Teignmouth 18 months ago we are still spell bound by the level of customer service we receive from the team. Well done to you all and please keep it up. You take customer service to the next level and we are very pleased to be your customers.”</i></p>
Washroom facilities	<p><i>“Torquay harbour Toilets and washroom facility's are disgusting dirty and outdated. Should not be public.”</i></p> <p><i>“Toilets and showers are poor and not cleaned regularly or well enough, they let the harbour down.”</i></p> <p><i>“Toilet and shower facilities for harbour users only would be a tremendous benefit. If this cannot be achieved then the current facilities should be updated to include mirrors in the shower area and perhaps shaving facilities/power supplies for hairdryers etc.”</i></p>
Litter	<p><i>“The inner harbour is a mess, Unlicensed broken tenders and broken electric points on the heritage pontoon.”</i></p> <p><i>“Litter reduction in the inner harbour would help keep locals in favour as it's full of rubbish at the moment. Not great if you are an inner harbour user. I understand it's difficult to keep rubbish out but it looks a mess and this adds weight to the naysayers moans! Not sure what can be done to reduce litter from Boats maybe an email reminder? As an inner harbour user I am mindful of keeping rubbish to a minimum and using bins The cill issue was handled very well.”</i></p>

	<p><i>“There is an awful amount of debris in the inner harbour and it mostly collects around the slipway and scruffy looking pontoons. I would suggest it needs a clean up.”</i></p>
<p>Parking</p>	<p><i>.....“Would it be possible to mark parking bays at drop off point to inner harbour so people do not park across three parking spaces eating there ice creams or waiting for Daisy or Fred to finish work and not giving a stuff about anyone else.”</i></p> <p><i>. “As a person with disabilities as in an arthritic condition, I need to be able to park to drop off or pick up goods and this one bay needs to be restricted for our use rather than delivery vehicles and holiday makers just sitting in their cars to eat an ice cream or others visiting a cafe opposite. It seems ok to take our harbour dues and mooring fees but for us to do necessary work on our boats there is very little in the way of facilities where we as boat owners can do the work ourselves to keep costs down.”</i></p>

About you

Q10) Are you Male or Female:

	Number	Percent
Male	184	91.0%
Female	16	8.0%
No response	2	1.0%
Total	202	100%

Q11) Which of the following groups apply:

	Number	Percent
0-15	0	0.0%
16-24	2	1.0%
25-34	7	3.6%
34-44	15	7.6%
45-54	47	23.4%
55-64	56	27.3%
65-74	58	28.7%
75-84	13	6.4%
85+	0	0.0%
No response	4	2.0%
Total	202	100%

Q12) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	17	8.6%
No	181	89.4%
No response	4	2.0%
Total	202	100%

Q13) What is your home postcode?

	Number	Percent
TQ1	37	18.3%
TQ2	34	16.8%
TQ5	25	12.3%
TQ4	20	9.9%
TQ3	18	8.9%
BS	6	2.9%
EX	3	1.4%
TQ14	2	0.9%
BA	2	0.9%
GL	2	0.9%
SL	2	0.9%
WV	2	0.9%
TA	2	0.9%
HP	1	0.5%
HR	1	0.5%
LE	1	0.5%
NP	1	0.5%
PL	1	0.5%
ST	1	0.5%
TQ13	1	0.5%
TQ9	1	0.5%
YQ	1	0.5%
No response	38	18.8%
Total	202	100%

Q14) Which enclosed harbour is your home port?

	Number	Percent
Brixham	41	20.3%
Paignton	31	15.4%
Torquay	124	61.4%
No response	6	2.9%
Total	202	100%

Appendix 1 – Q10 Full comments made by respondents.

Several pages of detailed comments were submitted by customers and these will be used to target specific areas of service improvement.

For further information please contact the Policy Performance and Review team on 01803 207227 or email consultation@torbay.gov.uk

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