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SOUTH HAMS SALCOMBE HARBOUR BOARD - MONDAY, 18TH NOVEMBER, 2013

Agenda, Reports and Minutes for the meeting

Agenda No Item

1. **Agenda Letter** (Pages 1 - 2)

2. **Reports**

Reports to Harbour Board:

a) Item 8 - Performance Management (Pages 3 - 16)

b) Item 9 - 2013 Opinion Survey (Pages 17 - 24)

c) Item 10 - Matters for Future Consideration (Pages 25 - 28)

3. **Minutes** (Pages 29 - 32)

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Agenda Item 1

To: Chairman & Members of the Salcombe Harbour Board
(Cllrs R J Carter, M J Hicks, K R H Wingate and S A E Wright)
Co-opted Members – Mr G Burrell, Mr C C Harling,
Mr H Marriage, Mr M Mackley, Mr A Thomson and Mr M Taylor)

Our Ref: CS/KT

cc: Remainder of Council for information
Usual press and officer circulation

6 November 2013

Dear Member

A meeting of the **Salcombe Harbour Board** will be held at **Cliff House, Salcombe** on **Monday, 18 November, 2013** at **2.30 pm** when your attendance is requested.

Yours sincerely

Kathryn Trant
Member Services Manager

<p>FOR ANY QUERIES ON THIS AGENDA, PLEASE CONTACT KATHRYN TRANT THE MEMBER SERVICES MANAGER ON DIRECT LINE 01803 861185</p>
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A G E N D A

1. **Apologies for Absence;**
2. **Minutes** - to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Board held on 23 September 2013 (pages 1 to 6);
3. **Urgent Business** - brought forward at the discretion of the Chairman;
4. **Division of Agenda** - to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;
5. **Declarations of Interest** – Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests, they may have in any items to be considered at this meeting;
6. **Public Question Time** – a period of up to 15 minutes is available to deal with questions from the public;
7. **Feedback from Harbour Community Forums** – to receive verbal reports from Board Members who attend the Harbour Community Forums on behalf of the Board;

8. **Performance Management** – to consider a report which reports the Harbour’s performance against agreed Performance indicators (PIs) (pages 7 to 19);
9. **2013 Opinion Survey** – to consider a report that advises Members of the results of the Harbour Authority 2013 Opinion Survey (pages 20 to 28);
10. **Matters for Future Consideration** – to consider a report which identifies matters for future consideration by the Harbour Board (pages 29 to 31).

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MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

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AGENDA
ITEM

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SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM

8

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	18 November 2013
REPORT TITLE	PERFORMANCE MANAGEMENT
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To report the Harbour's performance against agreed Performance Indicators (PIs).

RECOMMENDATION

That the Harbour Board RESOLVES to:

Note Harbour Performance against agreed Performance Indicators.

1. BACKGROUND

- 1.1 The Harbour Board endorsed the introduction of a set of PIs and to have them reported as a standing agenda item (SH 26/06).

2. ISSUES FOR CONSIDERATION

- 2.1 This report of Harbour Performance Indicators covers the period from 1 July to 30 September 2013. The detailed report against the agreed performance Indicators with comments for the period is at Appendix A. Detailed comments below are limited to where targets have not been met or have exceeded by a considerable margin:

- 2.1.1 SH 2(L) Major Infrastructure - Fish Quay Slipway unavailable due to overrun of planned major repairs. Although this impacted adversely on the customer experience, the slipway was extremely busy and queues developed at peak times, most customers were accommodated and there were no serious incidents.

- 2.1.2 SH4(L) Major Plant – The Groves Crane on the Batson Quay developed an oil leak on the main ram. The crane was unserviceable for three weeks whilst the ram seals were replaced.
- 2.1.3 SH22(L) H&S Incident (Staff) - A seasonal member of staff was subject to verbal abuse by a delivery skipper of a power boat. HM wrote to the owner stating that the delivery skipper's conduct was unprofessional, dangerous and unacceptable.
- 2.1.4 SH22A(L) H&S Incident (Members of Public) – There were four reported incidents over this reporting period. A dinghy sailor trapped their finger in the centreboard plate, a dinghy instructor dislocated their shoulder whilst trying to right a capsized dinghy, two children on the bow of a sports boat bumped their chins on the pulpit rail as the boat speeded up over the bar and a customer's car was flooded in the boat park, it was parked near the quay edge over a spring high tide.
- 2.1.5 SH24(L) – Minor Collisions – Despite the relatively benign weather conditions this reporting period compared with last year there has been a 66% increase in the number of reported collisions. This is attributed to the campaign to get customers to report minor collisions and the simplified reporting form. There are still a number of disgruntled boat owners who have found unreported damage to their boats, the education campaign continues.
- 2.1.6 SH30(L) Marine Crime. There has been no reduction to the level of reported marine crime from last year to this. Overall this year the number of reported crimes is slightly down.
- 2.1.7 SH33(L) Customer Complaints. There have been seven customer complaints during this reporting period. Two referred to speeding boats, the Harbour Bye-Laws have been enforced within the bounds of the current enforcement policy and staff levels. There were two complaints about the moorings allocation policy. This policy has subsequently been amended. There was one complaint from a visiting yacht who was unable to return to the berth he left in the morning when he went to sea for a day sail. Managing the 24 visitor moorings is a complicated and difficult task during the busy summer months and while we try to accommodate all customers' wishes, it is not always possible. There was one complaint about generator noise from the refurbished fish quay, this has been forwarded to SHDC to investigate. Finally there was a complaint from a customer whose boat was damaged by a raised outboard which was not protected by a bucket. The education campaign for all boats on SHA Pontoons with raised outboards to cover the propeller and skeg will continue next season.

2.1.8 SH36(L) Visiting Yacht Length of Stay. Despite the good summer we have enjoyed, the average length of stay of visiting boats has reduced from 1.7 days in 2012 to 1.4 days in 2013. Visiting yacht numbers are up, but the overall yacht nights is down on last year by 376, which has adversely affected the average length of stay. It is a function of the good weather that the majority of our customers only stay for one night as they progress their West Country Cruises.

2.1.9 SH40(L) Water Quality – Pollution Incidents. There have been two pollution incidents during the reporting period, one in the Fore Street and one at Woodville. Two incidents is two too many, however it is worth noting that the reported incidences has dropped by 71% over last year. Possible reasons for this reduction could be the dryer summer and the amount of work SWW have completed on the Town Sewer in recent years.

3. LEGAL IMPLICATIONS

- 3.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).
- 3.2 There are no other legal implications to this report.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications as a result of this report. This report highlights performance issues which may have financial implications at a later date. Should this be the case a separate report will be brought forward for the Harbour Board's consideration.

5. Risk Assessment

- 5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
The setting and monitoring of realistic Performance Targets will enable the Harbour Board to ensure that statutory obligations are met and that there is real improvement in the service offered to users of Salcombe harbour The Harbour Authority is not delivering a satisfactory service to harbour users. Trends and issues can be identified early and policies and strategies developed to address issues.	3	2	6	The Harbour Board, through its contact with harbour Community Forums and by setting and monitoring performance standards will be in a position to amend the Strategic Business Plan ensuring it remains relevant and that Harbour funds are invested wisely.

Corporate priorities engaged:

Consideration of equality and human rights:

Biodiversity considerations:

Sustainability considerations:

Crime and disorder implications:

Background Papers:

Appendices attached:

Community Life

Economy

Environment

Equality issues are dealt with in the report under the discussion of the Mooring Policy.

Harbour Board performance and policies have a bearing on biodiversity.

The Harbour performance needs to be considered regularly to ensure current policies are sustainable.

The Report considers reported marine crime within the Estuary.

Salcombe Harbour Moorings Policy dated 12 November 2012.

1. Salcombe Harbour Performance Management Grid.

SALCOMBE HARBOUR BOARD – PERFORMANCE MANAGEMENT REPORT SECOND QUARTER 2013/14

Lead Officer – Ian Gibson

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS
SH1 (L)	A visual check of all harbour owned and maintained facilities, landings, pontoons, mooring berths, navigational marks and beacons.	2013/14	Monthly	3 inspections	3	3			☺	
		2012/13			3	3	3	3		
SH2 (L)	Defects rectification of major harbour infrastructure and facilities.	2013/14	Investigated within 24 hours, repaired within 7 days	All Defects not repaired within 7 days	1	1			☹	Fish Quay Slipway unavailable due to overrun of planned major repairs.
		2012/13			0	0	0	1		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH3 (L)	Launch serviceability	2013/14	Apr to Sep 8 available Sep to Mar 4 available	8 Available	8	8			☺	
		2012/13			7	8	4	3		
SH4 (L)	Major Plant un-serviceability (Crane, Barge, Fork lift truck & Van)	2013/14	Available except for planned maintenance, defects rectified within 5 working days.	0	1	1			☹	Grove crane, leaking ram.
		2012/13			0	0	0	0		
SH5 (L)	Slipways and steps Inspected and cleaned	2013/14	Inspected weekly, cleaned Monthly	3	3	3			☺	Kingsbridge slipway is deteriorating rapidly and is crumbling so in parts cannot be power washed.
		2012/13			3	3	3	3		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH6 (L)	Failure of navigation lights and marks will be rectified or Local Notice to Mariners issued	2013/14	Within 24 hours	0	1	0			☺	
		2012/13		0	0	0	0	0		
SH7 (L)	Patrol of estuary and harbour to ensure no hazards to navigation exist	2013/14	Daily	90	91	92			☺	
		2012/13	Daily		91	92	89	90		
SH8 (L)	Inspection and preventative maintenance of Deep water and Foreshore Moorings	2013/14	100% Annually	100%	Complete	Complete			☺	
		2012/13			Complete	Complete	100%	Complete		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH9 (L)	Mooring failures	2013/14	Investigated within 24 hours repaired within 7 days alternative facility made available	0	0	0			☺	
		2012/13		0	2	3	5	0		
SH10 (L)	Re-allocation of permanent mooring berths surrendered to Harbour Authority	2013/14	Within 4 weeks	0	1	0			☺	
		2012/13			0	0	0	0		
SH11 (L)	Weather forecast to be posted at Whitestrand	2013/14	Daily	Daily	Daily	Daily			☺	
		2012/13			Daily	Daily	Daily	Daily		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH20 (L)	Compliance with Port Marine safety Code	2013/14	100% Annual audit	Compliance	Compliance	Compliance			☺	
		2012/13			Compliance	Compliance	Annual Inspection	Compliance		
SH21 (L)	Compliance with Merchant Shipping Act 1995 Section 198(1) Trinity House inspection of local aids to navigation.	2013/14	100% Annual Audit	Compliance	Annual Inspection	Compliance			☺	
		2012/13			Annual Inspection	Compliance	Compliance	Compliance		
SH22 (L)	H&S Incidents and accidents (Staff)	2013/14	10% reduction year on year	≤1	1	1			☹	Member of staff subject to verbal abuse by a delivery skipper
		2012/13			1	1	0	1		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH22 A (L)	H&S Incidents and accidents (Public)	2013/14	10% reduction year on year	≤1	5	4			☹	1 x Finger trapped in centreplate. 1 x facial injury from sitting on bow of powerboat. 1xflooded car on boat park. 1xdislocated shoulder
		2012/13			1	2	0	0		
SH23 (L)	Speeding Offences detected	2013/14	5% annual reduction	≥28	11	17			☺	
		2012/13			7	32	0	0		
SH24 (L)	Minor Collisions	2013/14	5% annual reduction	≥15	12	40			☹	12 x sailing dinghy 12 x Yawl 7 x ICC 5 x Power Boat 4 x Yacht 1 x Hire Boat 1xFishing Boat
		2012/13			5	16	0	0		
SH30 (L)	Crime figures	2013/14	10% annual reduction	≤5	4	6			☹	
		2012/13			8	6	6	1		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH31 (L)	Night Security Patrols	2013/14	100% of contracted patrols	100%	100%	100%			☺	
		2012/13			100%	100%	100%	100%		
SH32 (L)	Permanent Staff Turnover	2013/14	< 10% annually	0	0	0			☺	
		2012/13			1	0	0	0		
SH32A (L)	Staff days Lost to Sickness Absence	2013/14	< 10% annually	≤7	3	0			☺	
		2012/13			23	7	3	0		
SH33 (L)	Customer Complaints	2013/14	10% annual reduction	≤3	2	7			☹	2 x Speeding boats 2 x Moorings Policy 1 x Visiting yacht moved berth 1 x Fish quay generator noise 1 x Damage from raised prop not covered by bucket.
		2012/13			0	3	0	9		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH34 (L)	Income from visiting yachts	2013/14	5% increase	101,000	40,278	108,056			☺	An increase of 12% over last year, however last year was a particularly poor year. A 4% increase over 2011/12.
		2012/13			43,736	96,438	4,954	402		
SH35 (L)	Visiting Yachts	2013/14	5% Increase	3,350	1,423	4,299			☺	A 34% increase over last year
		2012/13			1,407	3,191	174	26		
SH36 (L)	Visiting Yacht length of Stay	2013/14	Increase length of stay to 2 nights	2	1.8	1.4			☹	The average length of stay for second quarter was down from 1.69 to 1.4 nights.
		2012/13	Increase length of stay to 1.5 nights		2.1	1.69	1.8	1.18		
SH37 (L)	Yacht Taxi – Passengers carried	2013/14	5% increase		6,224	16,440			☺	An increase of 3,577 passengers for the second quarter over last year, an increase of 27%.
		2012/13			6,168	12,863	45	190		

REF	ACTIVITY	YEAR	ANNUAL TARGET 2013/14	TARGET FOR QTR	APR/ JUNE	JUL/ SEPT	OCT/ DEC	JAN/ MAR	CURRENT STATUS	COMMENTS for last reporting period
SH38 (L)	Visiting boats Harbour dues collected at Slipway	2013/14	Annual increase	>9,983	6,512	12,488			☺	Increase of 25% over last year
		2012/13			7,142	9,983	0	186		
SH40 (L)	Water Quality Recorded number of pollution incidents	2013/14	Zero Pollution Incidents	0	1	2			☹	
		2012/13			6	7	1	1		
SH41 (L)	Guided Events	2013/14	3/Quarter	3	4	6			☺	
		2012/13			4	5	5	3		
SH42 (L)	Litter Pick Up Events	2013/14	Quarterly	1	3	1			☺	
		2012/13			2	2	2	2		
SH43 (L)	Recycling of yacht refuse	2013/14	Annual Increase	≥ 27%	0	0			☹	Data not available until end of season.
		2012/13	Annual Increase		0	26.93%	0	0		

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AGENDA
ITEM

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SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM

9

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	18 November 2013
REPORT TITLE	2013 OPINION SURVEY
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of report:

To report the results of the Harbour Authority 2013 Opinion Survey.

Financial implications:

There are no direct financial implications from this report. However, there may be implications if the Board make changes to harbour infrastructure or policy to address the concerns raised by the survey.

RECOMMENDATIONS:

That the Harbour Board **RESOLVES** to:

- a. **Note the report;**
- b. **Consider the contents of the report when formulating policy for the future.**

Officer contact:

Ian Gibson – 01548 843791 (Internal 7104)

1. BACKGROUND

1.1 An opinion survey of harbour customers has been undertaken annually since 2007. The purpose of this annual survey is to gauge the opinion of harbour users which can then inform decision making by the Harbour Board.

1.2 The 2013 survey took place in the Harbour Office reception between May and October 2013. There were 163 participants who contributed to the survey.

2. ISSUES FOR CONSIDERATION

2.1 The following table gives a summary report of the survey:

Question	Answer	n	%
Are you a Resident or a Visitor?	Resident	70	43%
	Visitor	93	57%
Have you noticed any improvement in the service and facilities Salcombe Harbour offers to you?	Yes	116	71%
	No	47	29%
Do you use the water taxi?	Yes	92	56%
	No	71	44%
Have you made use of the water taxi discount tickets?	Yes	38	23%
	No	125	77%
Do you consider Salcombe to be a safe harbour?	Yes	148	91%
	No	15	9%
Has speeding and anti social behaviour from other harbour users adversely affected your enjoyment of the estuary?	Yes	40	25%
	No	123	75%
Have you been the victim of marine crime in the last 12 months?	Yes	28	17%
	No	135	83%
If yes, have you reported the crime to the police?	Yes	16	10%
	No	147	90%
Are conservation issues important to you?	Yes	121	74%
	No	42	26%
Do you consider the Harbour Staff welcoming, friendly and helpful?	Yes	142	87%
	No	21	13%
Do you consider Salcombe Harbour offers Value for Money?	Yes	134	82%
	No	29	18%
Will you consider using the Harbour again in the future?	Yes	148	91%
	No	15	9%
On a scale of 1 to 10 how satisfied are you with the services provided by Salcombe Harbour?	1	1	1%
	2	0	
	3	0	
	4	3	1%
	5	17	10%
	6	3	1%
	7	5	3%
	8	26	16%
	9	33	21%
	10	70	44%

2.2 Customers who scored the Harbour's performance as less than 10 were invited to state what the Harbour Authority should have done to award a 10, the results were as follows:

Comment	Number of responses for this comment
Better Showers	3
Friendly Staff	1
Reduce Harbour Charges	1
Yacht Taxi waiting time	1
Would like to see more pontoon berths	1
Boats under 5m should not use Normandy Pontoon	1
Slipway Rage	1
Option to stay on a pontoon	1
Water on Kingsbridge Pontoon	1
Electricity on Visitors' Pontoon	1
Skiing and wakeboard facilities within harbour	1
Deregulate speed limit from Blackstone	1
Boats not showing navigation lights at night	1
Noise from Pub spoilt evening	1

2.3 Comments on Comments.

2.3.1 Provide Better Shower Facilities – Last year the most frequent comment was to provide shower facilities. Now that shower facilities have been provided it would appear that a minority of customers would like to see more luxurious shower facilities. The two free showers at Whitestrand are a massive step forward and they have been very well received by the majority of our customers, however they are not the complete solution. Taken in association with the improved shower facilities at the Salcombe Yacht Club, visiting yachtsmen are now relatively well served for shower facilities and have a choice. Having worked for over 30 years to find a suitable place for showers of any description it is proposed only to make some minor upgrades to the Whitestrand Showers, mirrors and duck boards, for the 2014 season.

2.3.2 A Friendlier Welcome - Improving the Customer Experience has been a goal of the harbour Authority for a number of years. The staff has been working hard to improve the welcome and the level of service provided at Salcombe. The trend is positive with 87% of the survey considering the staff to be friendly and welcoming. This is an ongoing issue which will continue to be kept at the forefront of all staff activities.

2.3.3 Charge Less - The harbour charges have been kept below the rate of inflation for the past six years. Visiting Yacht charges have been frozen since 2006 with a range of seasonal discounts introduced in 2008. The Harbour Authority is acutely aware of the need to provide value for money but also to ensure that safety is not compromised whilst gradually improving harbour facilities and utilities.

- 2.3.4 Improve the Yacht taxi - Considerable efforts have been made to improve the efficiency of the yacht taxi service. Prices of the yacht taxi have not been increased since 2005 and by more flexible working; more yacht taxi capability has been generated. This year the Yacht Taxi has carried 22,664 passengers.
- 2.3.5 More Pontoon Berths – It is assumed that this comment is regarding foreshore pontoon berths, for which there is a considerable waiting list. The Board's Policy is not to increase the number of berths in the Harbour; it is therefore difficult to satisfy this request. The improved berthing arrangements at Kingsbridge should help generally. The Kingsbridge pontoons will not initially have fresh water, but the pontoons have utility ducts fitted so providing water in the future would be possible if the water regulations can be satisfied with the provision of an air break in the supply.
- 2.3.6 Boats less than 5 m should not be allowed to berth on Normandy Pontoon. The improved Salcombe Town Landings have been a great success, particularly the short term berthing for vessels up to 5.5m on the Normandy Finger Berths. The success of this facility has meant that during the high season it is not always possible to get a short term berth immediately. It is not considered appropriate to exclude the smaller boats from using this facility.
- 2.3.7 Slipway Rage – This year was an exceptional year due to the fact that the Fish Quay works over ran throughout the summer, this caused a considerable amount of additional traffic onto the Public Slipway at Batson. This unsatisfactory situation was actively managed with additional staff and an extensive public information campaign. Notwithstanding this there were a number of regular customers who were not happy to wait or work through the additional fishing activity and demanded a full refund. Full refunds were given and the Harbour Master wrote to all these customers to explain the situation and request their understanding.
- 2.3.8 Provide more options to stay on a pontoon. It is unclear if this comment is referring to foreshore pontoons or deep water pontoons. The only foreshore pontoons available for visitors are berths which are not being used by the berth holder for a period and have been handed back to the Harbour Authority; this amounted to 15 pontoon berths for the 2013 season. Regarding deep water pontoons, the improvements to the Salcombe Town Landings in 2011 have enabled limited alongside pontoon berths to be made available. Any further increase in deep water pontoon berths with walk ashore access would adversely affect the character of the Estuary and therefore not considered an option. The provision of power on the Visitors' Pontoon has been considered and shelved because of the technical difficulties.

2.3.9 Water skiing and deregulation of the speed limit - This topic has been an issue for many years. The last time a trial of a water skiing area within the estuary was considered there was overwhelming objection to the proposal. Most customers consider high speed within the busy estuary to be both antisocial and dangerous.

2.3.10 Navigation Lights – Not displaying navigation lights at night is in contravention of the Bye-Laws and is a very dangerous practice. More education is required.

2.3.11 Noise from the Town - Salcombe is a vibrant holiday destination and some noise from the establishments along the shore must be expected.

2.4 The following table details a comparison of the opinion surveys conducted over the last six years.

Question		2008	2009	2010	2011	2012	2013	Trend
1	Have you noticed any improvement in the service and facilities Salcombe Harbour offers to you?	56%	83%	57%	61%	69%	71%	↑ 😊
2	Do you use the water taxi?	46%	73%	57%	48%	50%	56%	↑ 😊
3	Have you made use of the water taxi discount tickets?	28%	40%	14%	34%	32%	23%	↓ 😞
4	Do you consider Salcombe to be a safe harbour?	75%	85%	100%	84%	90%	91%	↑ 😊
5	Has speeding and anti social behaviour from other harbour users adversely affected your enjoyment of the estuary?	54%	37%	28%	26%	20%	25%	↑ 😞
6	Have you been a victim of Marine Crime in the last year?					10%	17%	↑ 😞
7	Have you reported the crime to the police?					42%	10%	↓ 😞
8	Are conservation issues important to you?	76%	83%	100%	71%	72%	74%	↑ 😊
9	Do you consider the Harbour Staff welcoming, friendly and helpful?	75%	83%	100%	80%	87%	87%	↔ 😊

10	Do you consider Salcombe Harbour offers Value for Money?	60%	75%	71%	66%	76.2%	82%	↑ 😊
11	Will you consider using the Harbour again in the future?	84%	90%	85%	86%	94%	91%	↓ 😞

Analysis:

- 2.4.1 Question 1: There has been a small but significant improvement to the number of customers who have noticed an improvement to the services and facilities.
- 2.4.2 Question 2: There has been a significant increase in the reported use of the yacht taxi, which has been borne out by the 27% increase in the number of passengers carried this year.
- 2.4.3 Question 3: The trend is down suggesting that here is still more work to do to bring the financial advantages of the concession tickets to our customer's attention.
- 2.4.4 Question 4: There has been a small but significant improvement to the number of customers who consider Salcombe to be a safe harbour.
- 2.4.5 Question 5: After several years of steady improvement the trend has moved in the wrong direction. The speeding message has been and will continue to be broadcast loud and clear for all harbour users to heed.
- 2.4.6 Question 6: Although the overall number of reported marine crimes is down from year to year, the survey is suggesting that marine crime is becoming more of a problem. In addition to the Night Security Patrol and the Kingsbridge Boat Club Boat Watch the Harbour Authority run a crime prevention initiative with the Devon and Cornwall Police.
- 2.4.7 Question 7: The fact that only 10% of customers who were victims of marine crime have reported the facts to the police is disturbing. More education is required on this subject.
- 2.4.8 Question 8: There has been a significant increase in the number of customers who are concerned about environmental issues.
- 2.4.9 Question 9: Considerable efforts have been made over successive years to improve the customer experience. This will continue to be a focus of attention for all staff.
- 2.4.10 Question 10: There has been a significant rise in the number of customers who feel that the Salcombe Harbour Authority offers good value for money. The fact that visiting yacht prices and the Yacht Taxi charges will be frozen again for next season and that resident facility will rise below the rate of inflation should continue to please our customers.

2.4.11 Question 11: It is disappointing that the trend for customers who would consider using the harbour again has moved in the wrong direction when most all of the other trends are moving in the right direction. We will have to work even harder!

4. LEGAL IMPLICATIONS

4.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).

4.2 There are no other legal implications to this report.

5. FINANCIAL IMPLICATIONS

5.1 There are no direct financial implications from this report, however any policy changes or improvements which are implemented as a result of this report will have to be budgeted for.

6. RISK MANAGEMENT

6.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
The opinion meter survey gives the harbour customers an opportunity to give feedback on a range of issues directly to the Harbour Board. The size of the survey needs to be taken into consideration.	3	3	9	The Harbour Board, through its contact with harbour Community Forums and by setting and monitoring performance standards will be in a position to develop policies that will address the concerns of the harbour customers. The issues that customers are concerned about have been recorded in the survey.

7. OTHER CONSIDERATIONS

Corporate priorities engaged:	Community Life Economy Environment
Statutory powers:	Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).
Considerations of equality and human rights:	None
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	None

AGENDA
ITEM
10

SOUTH HAMS DISTRICT COUNCIL

AGENDA
ITEM
10

NAME OF COMMITTEE	Salcombe Harbour Board
DATE	18 November 2013
REPORT TITLE	MATTERS FOR FUTURE CONSIDERATION
REPORT OF	Salcombe Harbour Master
WARDS AFFECTED	All South Hams

Summary of Report

To identify matters for future consideration by the Harbour Board.

RECOMMENDATION

That the Harbour Board RESOLVES to note the report

Officer contact:

Ian Gibson – 01548 843791 (Internal 7104)

1. BACKGROUND

- 1.1 The Harbour Board Constitution states that Matters for Future Consideration should be reviewed by the Board at each meeting.

2. MATTERS FOR FUTURE CONSIDERATION

2.1 Harbour Board Dates

2.1.1 The following dates have been set for Harbour Board Meetings:

- 3 February 2014
- 31 March 2014
- 2 June 2014
- 14 July 2014
- 29 September 2014

2.3 Performance Management

2.3.1 Reviewed quarterly with the report for the 3rd quarter of financial year 2013/14 being presented on 3 February 2014.

2.4 Customer Satisfaction Survey

2.4.1 A customer satisfaction has been conducted annually since 2007. The results of the 2014 survey will be reported to the Harbour Board in November 2014.

2.5 Year End Budget Report

2.5.1 To be presented to the Board in July Annually.

2.6 Revenue Budget and Review of Fees and Charges.

2.6.1 The annual revenue budget for the following financial year will normally be brought to the Harbour Board for consideration in September annually.

2.6.2 The Harbour fees and charges will be reviewed annually and brought to the Board for consideration directly after the Budget in September annually.

2.7 Harbour Board Annual Report

2.7.1 The Harbour Board Annual Report will normally be presented at the July Board meeting annually.

2.8 Harbour Annual Inspection

2.8.1 To take place in July Annually. Next year's inspection will take place on the morning of 14 July 2014 before the scheduled Board Meeting.

2.9 Compliance with the Port Marine Safety Code

2.9.1 The Harbour is audited bi-annually by the designated person. A report of the Audit forms part of the agenda of this meeting.

2.9.2 The next inspection will be in December with the results being reported to the Board in February 2014.

2.10 Long Term Security of Tenure

2.10.1 The Strategic Business Plan 2012-2017 set out within its key Strategic Objectives task 4.1 - To consider future boating trends and provide suitable and appropriate facilities and Services through an annual Harbour Board Workshop.

2.10.2 The third Harbour Board annual workshop will be held in October 2014.

3. LEGAL IMPLICATIONS

3.1 Statutory Powers: Local Government Act 1972, Section 151. The Pier and Harbour Order (Salcombe) Confirmation Act 1954 (Sections 22-36).

3.2 There are no other legal implications to this report.

4. FINANCIAL IMPLICATIONS

4.1 There are no new financial implications as a result of this report; however this is not necessarily the case for the work which will follow.

5. Risk Assessment

5.1 The risk management implications are:

Risk/Opportunity	Risk Status			Mitigating and Management Actions
	Impact/Severity	Likelihood/Probability	Risk Score	
The Harbour Authority is striving to deliver an improving service to harbour users.	3	2	6	The Harbour Board, considers many routine issues annually, topical items will be brought to the Board as they arise. The objective being a better service in a safe environment for estuary users.

Corporate priorities engaged:	Community Life Economy Environment
Statutory powers	The Pier & Harbour (Salcombe) Order Act 1954
Consideration of equality and human rights:	There are no equality or human rights issues with this report
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background Papers:	Strategic Business Plan 2nd Edition dated 26 March 2012. Constitution of the Salcombe Harbour Board (as adopted by Council on 25 June 2009). Harbour Board Constitution (as adopted by Council on 25 June 2009).
Appendices attached:	None

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**MINUTES OF THE MEETING OF
THE SALCOMBE HARBOUR BOARD
HELD AT CLIFF HOUSE, SALCOMBE ON MONDAY 18 NOVEMBER 2013**

Members in attendance			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr R J Carter (Chairman)	∅	Mr G Burrell
∅	Cllr M J Hicks	∅	Dr C C Harling (Vice Chairman)
*	Cllr K R H Wingate	∅	Mr M Mackley
*	Cllr S A E Wright	*	Mr H Marriage
		*	Mr A Thomson
		∅	Mr M Taylor
∅	Cllr H D Bastone		

Item No	Minute Ref No below refers	Officers in attendance and participating
All agenda items		Salcombe Harbour Master and Member Services Manager

SH.29/13 MINUTES

The minutes of the meeting of the Salcombe Harbour Board held on 23 September 2013 were confirmed as a correct record and signed by the Chairman.

SH.30/13 URGENT BUSINESS

The Harbour Master asked for two items of business to be brought to the attention of the Board. The first matter was that he announced his retirement, which would take effect from spring 2014. Members of the Board expressed their thanks for his hard work.

The second item related to the Rivermaid Passenger Ferry which was now under new ownership and meetings were being held with the new owners to see how the Board could help and support them in their new venture.

SH.31/13 DECLARATIONS OF INTEREST

Members were invited to declare any interests in the items of business to be considered during the course of the meeting, and the following were made:

Cllr Wright, Mr Marriage and Mr Thomson all declared a disclosable pecuniary interest in all related agenda items by virtue of having moorings or paying harbour dues to the Council, however as the Deputy Monitoring Officer had previously granted a dispensation under Paragraph 8.1 (c) of the Code of Conduct (minute SH.14/13 refers), all Members remained in the meeting and took part in the discussion and debate on all agenda items.

SH.32/13 PUBLIC QUESTION TIME

There were no members of the public in attendance who wished to utilise the question time session.

SH.33/13 FEEDBACK FROM HARBOUR COMMUNITY FORUMS

The Board received verbal update reports from the Board Members who attended the Harbour Community Forums, during which reference was made to:-

Salcombe Kingsbridge Estuary Association (SKEA)

The representative for SKEA was not in attendance.

Salcombe Kingsbridge Estuary Conservation Forum (SKECF)

The representative for SKECF was not in attendance

Kingsbridge Estuary Boat Club (KEBC)

Representatives of the KEBC were in attendance and had no points to raise.

South Devon & Channel Shellfishermen

The South Devon and Channel Shellfishermen had an issue that had been raised with their representative, who would take the matter up with the Assets department at South Hams District Council.

Kingsbridge and Salcombe Marine Business Forum

The representative advised that there were no issues to raise.

SH.34/13 PERFORMANCE MANAGEMENT

The Board was presented with a report that set out the Harbour's performance against agreed Performance Indicators (PIs).

The Harbour Master introduced the report and took Members through the key elements and advised them of more detail where appropriate.

In respect of minor collisions, the Harbour Master was able to advise the Board of the locations of reported collisions, the main concentration being close to the Sailing Club Start Line and throughout the Bag. Following a brief discussion it was agreed that the Harbour Master would discuss the information with the Yacht Club. In respect of pollution incidents, the Harbour Master advised that South West Water had now been prosecuted for two instances that took place during the first quarter at South Sands and Chapel End. Finally, in respect of abuse of harbour staff, Board Members were adamant that these instances should be monitored and kept under review as this behaviour was unacceptable and that the harbour staff deserved the support of the Board.

It was then:

RESOLVED

That the report be noted

SH.35/13 **OPINION SURVEY**

The Board was asked to consider a report that outlined the results of the Harbour Authority 2013 Opinion Survey.

The Harbour Master introduced the report and advised the Board that the table of trends on page 25 of the presented report showed the most important information.

During discussion, the Harbour Master stated that he felt the Survey was useful and should be continued. Board Members asked that a web-based survey be compiled so that harbour users who did not come ashore and use the Opinion Survey in the Harbour Office could still leave their feedback.

It was then:

RESOLVED

- a) That the report be noted; and
- b) That the contents of the report be noted when formulating policy for the future.

SH.36/13 **MATTERS FOR FUTURE CONSIDERATION**

The Board considered a report that identified matters for future consideration by the Harbour Board.

During discussion, Members asked if a workshop could be arranged to discuss linking in with traders both at Salcombe and Kingsbridge. The Harbour Master advised that the Councils Economic Development Officer would be able to assist and perhaps facilitate such a workshop. Members had a number of ideas that could be discussed and were keen to work together with traders.

The Board expressed a wish for the March 2014 meeting to take place at Kingsbridge and the June 2014 meeting to take place at South Pool.

It was then:

RESOLVED

That the report be noted.

(Meeting commenced at 2.30 pm and concluded at 3.40 pm)

Chairman

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