

Date	Name	Consultation Input	Summary
07/10/2011	South Devon AONB	The AONB Office welcomes the Plan and supports the key actions identified.	
12/10/2011	Kingsbridge and Salcombe Marine Business Forum	<ol style="list-style-type: none"> <li>1. To achieve a sustained growth via setting goals in the areas of revenue to ensure the financial viability of the harbour and to ensure the harbour remains competitive within its pricing strategy. Work with the harbour in providing a working plan in order to assist them in meeting their objectives for achieving growth in revenue and visitor numbers, to benefit the harbour and the local economy.</li> <li>2. Create a joint marketing plan and strategy with the harbour board, commercial users, Tourist information centres and conservation boards. The joint plan will be able to present the estuary, Salcombe and Kingsbridge as a unified business strategy and serve the interests of the tourists, visitors and local business. This strategy should also consider a method to reduce costs of marketing. Salcombe is attractive to a variety of users from all walks of water based activities. It is important to retain this feature and encourage the estuary to become a best in class area for being able to practice these in a controlled manner whilst not impacting the user experience.</li> <li>3. Infrastructure improvements: <ol style="list-style-type: none"> <li>a. Improve the facilities of the harbour such as the boat washing area with a proper sump, showers at Whitestrand.</li> <li>b. Addition of a second public slipway and relocation of the harbour office to the workshop or Fish quay area, leaving a small reception office at Whitestrand.</li> <li>c. Consider additional dredging at the town centre to improve the deep water landing facilities.</li> <li>d. Plan to improve the boat park area organisation and general area to improve the flow, safety etc.</li> </ol> </li> <li>4. Ensure the protection of the estuary and to ensure we uphold the status of an area of outstanding natural beauty without impacts from undue developments that are not in keeping with the Estuary and local area at large, whilst maintaining a positive approach to the local business needs in attaining their goals, to ensure visitor numbers and a positive visitor experience.</li> <li>5. Regulatory and safety:</li> </ol>	<p>Sustained Growth, competitive pricing</p> <p>Proposal for joint marketing plan between commercial users and Harbour Authority</p> <p>Improve Boat scrubbing grid Second public slipway Second public slipway Move office to Batson Dredging policy</p> <p>Improve Boat park</p> <p>Protect heritage of estuary</p>

<p>a. Create a safety guide for all users on the water and the slipways.</p> <p>b. Re-evaluate the 8KN speed limit in the “Range”. The harbour limit is brought back from Eelstone to a line from Splat to Limebury. This is the official definition of the harbour limit used by the MCA and SHDC in the licensing of commercial boats. The “range” would then become “open sea” and subject to the laws of the COLREGS regarding “safe speed”. The Splat line/Wolf Rock Buoy is the natural entrance to the Harbour as seen by most people entering the Harbour</p>	<p>Create a safety guide Review speed limit</p>
<p>c. Local business consultation process when evaluating any changes or proposals to implement new charges within the harbour which could make it even more expensive for boat owners or make local business unviable because they have to absorb the costs.</p>	<p>Consult with marine businesses</p>
<p>d. Local business consultation process to evaluate any new bylaws that that will add to the cost of running a business in the estuary.</p>	<p>Consult with marine businesses</p>
<p>e. To correctly evaluate the needs of local business and local economy when the harbour are considering rule changes via a high standard of open communication and consultation processes, to ensure information is properly communicated in a timely manner, to all concerned parties.</p>	<p>Consult with marine businesses</p>
<p>f. Enforce the harbour speed limit to apply to all vessels including sail and harbour boats.</p>	<p>Enforce speed limit</p>
<p>6. Contractual and pricing strategy:</p>	
<p>a. To offer maintenance contracts for engineering/lifting etc to local businesses.</p>	<p>Offer maintenance contracts to local businesses</p>
<p>b. To continue to offer favourable terms to local marine businesses for harbour moorings when working on a boat afloat.</p>	<p>Business moorings</p>
<p>c. To offer a special harbour dues sticker for work boats that should not be required to buy a further permit to moor at Whitestrand in July and August.</p>	<p>Special rates for business harbour dues</p>
<p>d. To be accountable and open about the costs of operating the slipping and scrub down facilities in the harbour and to not set cost price by under cutting local businesses by a certain percentage - but base prices on the cost of running the facility or service.</p>	<p>SHDC set prices for boat park services</p>
<p>e. To offer businesses the opportunity to collect harbour dues from their full service customers and retain a percentage for administration.</p>	<p>Offer businesses opportunity to collect harbour dues</p>

		<p>7. Establish a communication process via the newsletter that is an active distribution process as opposed to a “have to search and find”.</p> <p>8. Ensure that the harbour becomes a customer focused and customer led organisation. Improving customer contact with visitors and local business will give a much better impression of the harbour and local area. Harbour staff are often a first point of contact for visitors and can leave an overall impression of the area, they should be considered as ambassadors of the area. Apply a code of conduct for staff to ensure harbour rules apply to them also.</p> <p>9. A feasibility study into changing the Harbour from a municipal port to a trust port</p> <p>10. To employ locally and promote internally when jobs become available.</p>	<p>Issue newsletters</p> <p>Improve customer service</p> <p>Trust Port Status</p> <p>Recruitment policy</p>
17/10/2011	Member of the Public	<p>First, I am surprised that the service provided by the RNLI is not mentioned because it is vital both to visitors and locals. I know that it is a voluntary organisation but an acknowledgement of its work would surely be appropriate. Secondly, and you will not be surprised that I make this comment, I sense that the writer of the plan has no feeling for the pre-eminence of the estuary as a dinghy sailing resort. The beauty and shape of the estuary, the fickle winds and strong tides give it a particular character which is found nowhere else; and there is also the opportunity to race outside the harbour over the bar. The word dinghy or the words sailing dinghy do not appear in the plan; presumably they fall in the category 'small boat' which includes everything from motor boats to rubber dinghies. While there is a table headed 'Visitor Numbers' it relates solely to yachts. The number of dinghies which descend on the estuary for the various dinghy sailing events, Merlin week, etc., is not quantified nor the number of holiday makers who simply bring or keep their boats here.</p> <p>It must be a significant number both in terms of boats and spending power. By not focusing on sailing dinghies, for which Salcombe is so well known, the Harbour Board risks missing a trick by not providing the welcome, the attention and perhaps resources for dinghy sailors, which may be important to retain the estuary's pre-eminence.</p>	<p>RNLI</p> <p>Dinghy Sailing</p>
04/11/2011	The Moorings Residents' Company Limited	<p>Representation to the Harbourmaster, Salcombe, on 8May11 in response to a public invitation for comment to inform a review of harbour facilities for the Harbour Board's Strategic Business Plan 2012-17</p> <p>Dear Harbourmaster</p> <p>On behalf of the members with moorings of The Moorings, Kingsbridge, I wish to request you consider ways of improving our access to the water. Although we contribute significant sums in harbour charges, we have limited water access with only up to one hour either side of high water at neap tides.</p>	<p>Improve access to moorings at "The Moorings"</p>

		<p>Possibilities of increasing our access include: (1) dredging off our beach, (2) further lengthening our running moorings and (3) installing a floating pontoon. These solutions are not new, but I mention them again in the hope that they might be considered both in the short term and in your longer range review of harbour facilities and services.</p> <p>With many thanks for the recent and planned improvements to Salcombe Harbour and Kingsbridge estuary, Chairman, The Moorings Residents' Company Limited</p>	
Nov-11	The Moorings Residents' Company Limited	<p>Thank you for receiving representations from The Moorings in Kingsbridge, as reproduced below. I recently became aware that these have been considered by the Harbour Board and a policy agreed, as described in your Strategic Business Plan (SBP) Consultation document.</p> <p>Discussions seem to have focused around the third option in my submission, regarding the installation of a pontoon. I was encouraged to see that mooring policy will be reviewed again, as I would hope that this will give an opportunity to consider additional representations, as follows:</p> <p>We believe that the Board's opinion that pontoons are detrimental to the appearance of the estuary is highly subjective and is not representative of the views of residents and visitors. In coming to this conclusion the Board referred to a proliferation of walk-ashore pontoons, but the SBP makes it clear that there has only been one application for a private-use pontoon, which is our request.</p> <p>We suggest that allowing our proposed installation would have a negligible impact on the amenity and appearance of the foreshore. We would also point out that its size and location has not yet been detailed and there is no reason to believe it would inconvenience other boat users.</p> <p>Furthermore, there are positive reasons for agreeing to our request. In our opinion you have correctly identified the trends in future usage of the estuary, which show a greater demand for ease of access to the water. The large number of vacant moorings is an indicator of this change of need.</p> <p>However, this is not facilitated by our drying out running-moorings which, as noted in our original submission, limit our water access to a maximum of one hour either side of high water at neap tides. At spring tides we virtually have to swim ashore or adopt various inconvenient strategies to leave our boats. As a result, an increasing proportion of our moorings are becoming vacant and I predict this loss of income to the Harbour Board will continue to exacerbate in the future. The absence of a pontoon is also a missed income-generating opportunity for the Board.</p>	Improve access to moorings at "The Moorings"

		<p>There were, of course, two other options mentioned in our representation. I would welcome the opportunity of discussing any and all possible solutions with you again. I have the highest regard for you and the Board's achievements and genuinely believe that our mutual objectives can be accommodated with understanding on both sides.</p> <p>Yours sincerely (signed) <b>Chairman, The Moorings Residents' Company Limited</b></p>	
14/11/2011	Member of the Public	<p>In response to the two questions asked under the introduction section of the Salcombe Harbour Strategic Business Plan 2012 to 2017.</p> <p>Q1: Yes, fully supported and appreciate the need for consolidation after what has been a rapid expansion and improvement to facilities for the area. These changes have all been justifiable and relevant for the better use of both local and visitor needs.</p> <p>Q2: Although the draft clearly touches all areas for attention and review, there are which I'm sure is already understood a need to further increase the facilities to make our destination a longer term stay 'Resort'. Walk ashore is something we simply cannot provide and should not as is already understood one of the many charms our area provides, this I'm sure is and can remain a strength for the future especially for the yachtsman. However, the addition of two shower units at Whitestrand and an increase to the already overstretched landing access in both Salcombe and Kingsbridge will for a very short time arrest the situation to show that progress is being made, but not absorbing the current demands. Access demands are key drivers for</p> <p>□</p> <p>Five years is quite a long time and as we will hopefully see a continued general increase in the harbours usage and revenue, once we gradually emerge from recession we could well find ourselves woefully behind expectations, verging on frustration. These frustrations weaken retention of usage and result in unsold moorings and visitor numbers, to date a situation clearly experienced. Furthermore we all find ourselves wanting things 'now' not later, some would say a version of laziness, but sadly it's here to stay and therefore access will become the single make or break for the harbours future. Expanding the visitor experience for both large and small craft alike with the harbours need for volume daily sales, 'one' shower per gender will simply be a token and not cater for demand. Although the generous new facilities at the yacht club are wonderful, once again access is the weak link. As for example in Fowey ( a competitor ) the two yacht club shower facilities both have their own direct landing access.</p>	<p>Improve facilities</p> <p>Improve Access</p>

		<p>Naturally there is no easy fix for this situation as it would have been sorted by now, but now it is an investment, a speculation for growth and retention. A second floor for the current Whitestrand toilet block or the harbour office its self would be ideal but clearly that has its own problems. The Harbour Office is in a wholly unenviable position trying to cater for user demands and visitor experience satisfaction for which the next five years will but only increase. Further marketing would certainly plant the seeds for more visitors which in itself would but only increase the pressure on experience satisfaction. Customer retention in the long run is always the more cost effective form of marketing as each individual gradually adapts to want to own your core product, but ease of use and comfort are the key factors in order to create the time to close this cycle of activity. Regardless of all the above, the Salcombe Harbour Office is a credit to the South Hams and I as well as others are in full admiration for your hard work and almost impossible tasks you are presented with. Keep up the good work.</p>	Improve facilities
15/11/2011	Member of the Public	<p>I regret that I was unaware of the public meeting on 8th November. I have read the consultation document and I believe the changes proposed will make a significant improvement to the capacity and functioning of the town landings. The proposals address what for many years has been regarded as an intractable problem.</p> <p>Although not part of the town landings, dredging the area adjacent to the seaward end of the Batson pontoons, would make available useful additional temporary berths for boats that can't make it back to their pontoon position; boats which otherwise have to be left somewhere in front of the town.</p>	Salcombe Town Landings Maintenance dredging
25/11/2011	On behalf of the Historic Environment Service, Devon County Council	<p>Please find below comments on the Salcombe Harbour Strategic Business Plan 2012 to 2017 from the Historic Environment Service at Devon County Council: Thank you for giving us the opportunity to comment on the Salcombe Harbour Strategic Business Plan 2012 to 2017. It is welcome to note that much is made in this document about the unique character of the Estuary. However, no reference to the historic environment is made within the document, and this is an important part of what makes the Estuary so special. It would be appropriate to include the Historic Environment as well as the Natural Environment. A short summary of the Historic Environment of the estuary should be included. This may be along the lines of: The estuary's distinctive historic landscape contains a variety of important archaeological features. As well as the many historic wrecks and hulks it is overlooked by military defensive sites, for example the 16th century artillery castle at Fort Charles, fortifications from the civil war and the Napoleonic wars as well as the Second World War. Furthermore the edge of the estuary demonstrates links to the industrial past, for example lime kilns near the water's edge.</p>	Reference to Historic environment

	<p>The surrounding landscape also contains evidence of prehistoric and later human activity, and prehistoric enclosures and other monuments are a valuable and vulnerable part of the historic environment. Slipways in parts of the harbour date to the 1940's and represent important evidence of the US naval base at Salcombe. The quays and boatyards in settlements such as Salcombe and Kingsbridge are themselves significant features that testify to the historic development of the area. Archaeological evidence is also preserved within sediments within and at the edges of the estuary as palaeoenvironmental deposits. In the SWOT analysis (page 16), we would suggest that "Diversity and richness of natural environment" should read "Diversity and richness of natural and historic environment". In the STEEP Analysis (page 17), under Issues - Environmental, should include "Importance of Historic Environment".</p> <p>Under Actions - Environmental (page 19), should include "Harbour Authority to work closely with Devon County Council Historic Environment Service, South Hams District Council Conservation Officers and English Heritage to protect and make best use of the historic environment" and also "Ensure that development opportunities are in keeping with the historic character of settlement and landscape". Also in this section, improving water quality and minimising flooding may involve inland works, for example subsoiling to reduce compaction or projects involving groundworks carried out under the Catchment Sensitive Farming capital grant scheme. If this is the case then these need to be checked with the Historic Environment Service, as they may have a significant Historic Environment impact, including on below-ground archaeology not generally visible at ground level. References to dredging should include reference to archaeological issues, and disturbance of archaeological deposits as well as historic wrecks and hulks. environment matters.</p> <p>We would recommend that an archaeological assessment of impact should be carried out in reference to any dredging. It should also be noted that a high proportion of the farmed land bordering the estuary has been characterised as 'Barton field' enclosures, which have a distinctive 'blocky' field pattern which survives well in some areas. These were created during a period of land reorganisation in the 15th to 18th century, and may incorporate earlier (medieval or earlier) field boundaries. Areas of lower lying enclosed land (for example to the south of West Charleton) demonstrates historic agricultural reclamation of this estuarine environment, which may be especially vulnerable to changes in sea level or estuary developments. It would be useful to mention that the Historic Environment Service at Devon County Council will be happy to advise on any historic environment matters.</p>	<p>Diversity and richness of natural environment</p> <p>Environmental Actions</p>
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20-Jan-11	Member of Public	<p>I'm grateful for the advertised opportunity to comment on the above; and will now (respectfully) submit my oft' expressed minority views, as follows. It remains my certainty that Salcombe should be economically progressed as an <i>idyll</i> which is anti further development as such - let all the other coastal towns morph into the supermarket mentality of 'being the same' and competing as such; 'year by year' The day will come when the reason for sailing into our town is because there is no other destination left that offers <i>excellence</i> based on a relatively unspoilt natural resource, around which conservation and wildlife issues thrive and should be placed far ahead of 'washrooms on Whitestrand' (for example); on which note, I'll approach closure. There are so very few towns which have a waterside 'square' and Whitestrand should be held back for future use in just that definition – a place where visitors by land and sea can arrive and quite simply 'chill out' in a glorious community experience. It's this expectation that visitors – wealthy and no so'; will actually pay us to enjoy.</p>	
		<p>This letter may seem frivolous: but it's seriously meant, and I hope the committees concerned will reflect on what I say.</p>	