

Salcombe Harbour Board – 8 November 2005**OUTCOME OF ESTUARY USERS' COMMUNITY SAFETY SURVEY****Report of the Strategic Director (Operations)**

Statutory Powers: The Pier and Harbour Order (Salcombe) Confirmation Act 1954.

Financial Implications: Contained within existing budgets.

Purpose

To inform the Board of the outcome of the recent Estuary User's Community Safety Survey undertaken between 8 August and 16 September 2005 in conjunction with the Council's Community Safety Officer, working with the Safer South Hams Community Safety Partnership, the Police Research Officer, and the Harbour Team.

This links to the Council's Corporate Priority CP5 – improved access to council services and the overall aim of the Council which is to improve the well-being on the people of the South Hams.

RECOMMENDATION

That the Board RESOLVES to note the user feedback received and ask the Harbour Master to investigate ways of addressing the main issues it raises with key partner organisations as appropriate.

Background

1. At its meeting on 18 April 2004, the Board resolved to undertake a survey of this season's users of the Estuary and Harbour in order to obtain a customer perception of marine crime, marine safety and anti-social behaviour in and around the Harbour and Estuary (SH.45/04).
2. The aim of the survey was to provide the Board with a baseline level of information to enable better assessment of any current and future marine safety and/or anti-social behaviour related issues on the Estuary. With this information now available Members may wish to consider any implications from the survey as part of next year's budget setting process in relation to security arrangements and also the work programme for the Harbour Master and his team.

Survey Feedback

3. A copy of the actual survey form is shown at Appendix 1. In summary, users were asked to provide details of their experiences and/or perception of; the level of marine related crime; marine safety in its widest sense; and anti-social behaviour by way of a series of multiple choice questions. The survey form also enabled users to provide written comments of explanation or further details relating to harbour issues.

4. The Harbour Team with support from the SKEA members issued the 3-page survey form with an explanatory letter to contract holders of resident moorings, visitors arriving from sea and also visitors entering the Estuary via the slipways. In total 4,000 surveys were issued during this six week period at the height of the season. Of those issued 992 were completed and returned by the closing date giving a response rate of 25%. Details of the full analysis undertaken by the Police Research Officer are available from the Harbour Office. However, the headline results for the four sections of the survey are shown below.

General Information

- **Types of user** - Of those users that responded to the survey over 80% were full time residents as opposed to visitors or second home owners (Table 1).
- **Location of vessel** – Over 50% of all respondents kept their boats on the foreshore, 26% on pontoons, 22% in deep water moorings and 17% on land, usually at home (Table 2, please note the number of responses is higher than 992 owing to some respondents specifying more than one location).

Type of User	Number	%
RESIDENT	801	80.75%
VISITOR	153	15.42%
SECOND	26	2.62%
BLANK	12	1.21%
Total Respondents	992	

Table 1

Location	Number	%
FORESHORE	501	50.50%
PONTOON	260	26.21%
DEEP WATER	222	22.38%
LAND	173	17.44%
Total Respondents	992	

Table 2

- **Length of stay** - The majority of respondents (largely residents) did not answer this question, presumably they thought it was irrelevant as they were resident all the year round (Table 3).

Duration of Visit	Number	%
BLANK	812	81.85%
FREQUENT (Over a month)	106	10.69%
INFREQUENTLY (Less than a month)	43	4.33%
MONTH	21	2.12%
ALL YEAR	9	0.91%
WEEKENDS	1	0.10%
Total Respondents	992	

Table 3

Marine Crime

- **Experience of Crime** - Only just over 12% (120) of all respondents said they had experienced a form of crime in the last year (Table 4). Unfortunately, the respondents who had experienced crime, generally did not say when or where it had occurred. For those that did however answer this question, it not unexpectedly generally occurred in the summer and in the main, around the most populated areas i.e. Kingsbridge (around the quay and slipway) and Whitstrand.

- Types of crime were stated as; theft of equipment (56 respondents), damage or vandalism (21 respondents), theft of boat (20 respondents), theft of an engine or outboard (15 respondents), or unspecified anti social behaviour (2 respondents). The remaining 6 responses were unspecified.
- Of those 120 respondents experiencing some form of crime, nearly 61% did not report the crime to the police (Table 5). The most common reasons stated were either that the crime was minor, that the respondent did not see the point of reporting it or that the crime had already been reported to the Harbour Office.

Experienced Crime in last 12 months	Number	%
NO	859	86.59%
YES	120	12.10%
BLANK	7	0.71%
Crime over a year ago	6	0.60%
Grand Total	992	100.00%

Table 4

Crime Reported to the Police	Number	%
NO	73	60.83%
YES	38	31.67%
BLANK	9	7.50%
Grand Total	120	100.00%

Table 5

- **Perception of crime of the Kingsbridge-Salcombe Estuary** – turning to perception of crime compared to other areas that users had visited, the survey allowed analysis between all respondents in general (Table 6) and those that had experienced crime directly (Table 7).
- Firstly of the total respondents, over 38% thought that there was less crime on the Salcombe-Kingsbridge Estuary when compared to other areas they had visited and just under 36% said their perception of crime on the Estuary was the same as other areas they had visited. Only 5.75% thought there was more crime on the Salcombe-Kingsbridge Estuary compared to other areas
- Of those respondents who had experienced some form of crime, not surprisingly their perception of levels of crime on the Salcombe-Kingsbridge Estuary were higher than those respondents that had not experienced any form of direct crime during their visit.

Perception of Crime (Total Respondents)	Number	%
LESS THAN OTHER AREAS	379	38.21%
SAME AS OTHER AREAS	356	35.89%
MORE THAN OTHER AREAS	57	5.75%
BLANK	200	20.16%
Total Respondents	992	100.00%

Table 6

Perception of Crime (Respondents that have experienced crime)	Number	%
LESS THAN OTHER AREAS	29	23.02%
SAME AS OTHER AREAS	38	30.16%
MORE THAN OTHER AREA	31	24.60%
BLANK	28	22.22%
Grand Total	126	100.00%

Table 7

Marine Safety

- **Night Time Security Patrol** – when asked if users were aware of this service over 66% of respondents stated that they were indeed aware of the Patrol. However only 7% (71 respondents) said that the Patrol had been of use to them personally in terms of ‘peace of mind’, ‘prevention of crime’ and ‘checking of boats’.

- Nearly 79% of respondents did however express a view that the Patrol did contribute to marine safety (Table 8) and nearly 75% of respondents thought the Patrol was adequately managed (Table 9).

Patrol contributes to marine safety?	Number	%
YES	783	78.93%
NO	109	10.99%
BLANK	100	10.08%
Total Respondents	992	100.00%

Table 8

Patrol adequately managed?	Number	%
YES	742	74.80%
NO	128	12.90%
(blank)	122	12.30%
Total Respondents	992	100.00%

Table 9

Anti Social Behaviour

- Nearly 40% of all respondents (395 users) said they had experienced some form of what they would class as anti social behaviour, either directly or indirectly, during their time on the Estuary. This contrasts with 58% of respondents (577 users) who had not experienced any form of anti social behaviour on the Estuary.
- Of the types of direct or indirect anti social behaviour stated by respondents, the three main causes of anti social activity on the Estuary accounting for 66% of the problems relate to: speeding and the resultant wash effect, nuisance from alcohol, and inexperienced boat users (Table 10 please note: 17 respondents did not state a particular type of anti social behaviour therefore only 378 views are given).

Type of Anti Social Behaviour	Number	%
SPEEDING & WASH	192	50.79%
NUISANCE & ALCOHOL	35	9.26%
INEXPERIENCED BOAT USERS	24	6.35%
NOISE AT NIGHT	16	4.23%
INEXPERIENCED YOUNG PEOPLE	15	3.97%
NUISANCE & YOUTHS	15	3.97%
GENERAL ANTI SOCIAL BEHAVIOUR (NON SPECIFIC)	15	3.97%
INCONSIDERATE BOAT USERS	14	3.70%
JET SKIERS	13	3.44%
ALCOHOL & YOUTHS	13	3.44%
VANDALISM	10	2.65%
LITTER	6	1.59%
BOATS MOVED	5	1.32%
COMPLAINTS ABOUT HARBOUR MASTER	3	0.79%
BEACH PARTIES	1	0.26%
WATER SKIERS	1	0.26%
Total Respondents Experiencing Anti Social Behaviour	378	100.00%

Table 10

- Nearly 75% of all respondents (742 users) expressed a view that the Night Security Patrol did assist in the reduction of anti social behaviour incidents.
- A range of comments relating to marine crime, marine safety and/or views on anti social behaviour were also given and are available as part of the full analysis from the Harbour Office.

Conclusions Drawn from the User Survey

5. Although the response rate from the survey itself was lower than ideal, a good number of users did make the effort to return the survey form within the six week window given. Indeed the sample size is sufficient to enable interpretation and baseline 2005 data to be formally recorded.
6. The high number of resident users that responded (80%) is reassuring and shows the extent of local interest and importance in the Harbour and the Estuary itself. So too is the low level of respondents who had actually experienced crime on the Estuary (12%) together with the types of minor crimes that make-up this number.
7. In terms of the Night Security Patrol, the majority of respondents were aware of this service (66%) and most respondents (79%) felt that the presence of the Patrol contributed to lower marine related crime. Respondents also felt that the Patrol contributed to a reduction of anti social behaviour (75%). Having said that, only 7% of respondents had actually directly benefited from the activities of the Patrol.
8. In terms of the Night Security Patrol, respondents clearly see this service as a valuable one to have and retain to provide users with 'peace of mind' and a visible presence 'checking boats' etc. It also contributes to a reduction in the fear of crime and anti social behaviour. Certainly some users did not wish to see the service either reduce nor did some want to see it expand in the future leading to rising cost. What appears to be important from this survey is the visible presence of the Patrol in a monitoring and observation role with close liaison with the Police.
9. Users' positive perception of marine related crime is also pleasing. From this survey almost three quarters of all respondents view the level of crime to be less or the same amount as other areas they have visited (74%). This broadly tells us that the Salcombe-Kingsbridge Estuary and Harbour are still viewed by users as safe places to visit which is again reassuring.
10. However, there are a number of issues which the Board may wish to consider instigating further discussion and work on. As highlighted in Table 10 above there are some key themes running through the views of users. Some of these issues are within the scope of the Harbour Board and Harbour Team to address and some require further work with partner organisations such as the Maritime and Coastguard Agency (MCA), Estuary user groups, local Town and Parish Councils and the Police to alleviate.

11. In particular by dissecting the list of anti social behaviour activity that users have experienced from Table 10 above there are some clear issues which could be addressed by the Harbour Board (Table 11 below).

Type of Anti Social Behaviour	Harbour Board	Other Partners?
SPEEDING & WASH	✓	
NUISANCE & ALCOHOL		✓
INEXPERIENCED BOAT USERS	✓	✓
NOISE AT NIGHT		✓
INEXPERIENCED YOUNG PEOPLE DRIVING BOATS	✓	
NUISANCE & YOUTHS		✓
GENERAL ANTI SOCIAL BEHVIOUR (NON SPECIFIC)		✓
INCONSIDERATE BOAT USERS	✓	
JET SKIERS	✓	✓
ALCOHOL & YOUTHS		✓
VANDALISM		✓
LITTER	✓	✓
BOATS MOVED	✓	✓
COMPLAINTS ABOUT HARBOUR MASTER & STAFF	✓	
BEACH PARTIES		✓ ?
WATER SKIERS	✓	✓

Table 11

12. Resolutions to many of these issues may be possible through extension of byelaws and Harbour Policy. Some may also require additional training for Harbour Staff whilst others such as noise and alcohol related issues may be addressed through closer working with the Safer South Hams Community Safety Partnership and in particular the Police in Kingsbridge and Salcombe and the Town and Parish Councils.
13. It is suggested that the Harbour Board consider requesting the Harbour Master to address their key concerns and those of users in this survey through the development of the Strategic Business Plan and also operational service planning for 2006/07 and onwards.

Risk Assessment

14.

Risk	Mitigation
The Council and Salcombe Harbour Board do not safely manage the Salcombe Harbour Kingsbridge Estuary in accordance with their statutory requirements.	Policies are developed to enhance the safety for Harbour and Estuary users.
Future Harbour policies restrict users to the detriment of the pursuit of leisure activities.	Clearly there will need to be a degree of balance between safety and pleasure for the majority of users and the exploits and pursuits of the minority. In whatever new polices or practices are developed, the Harbour Master will ensure due consultation with user and community groups with adequate transparency so that risks for all users can be weighed-up and balanced action taken.
Non-compliance with the Human Rights Act.	The rights of individuals will be protected in any future policy development.

Conclusion

15. Evidence from the Users' Survey suggests that there are some key issues for the Board and the Harbour Team to address in the coming operational year which would enhance both the customer experience of Harbour users and ensure safety and peace of mind for users pursuing leisure activities along the Estuary.
16. It is anticipated that such a survey can now be undertaken on a triennial basis as part of strategic business planning.

Peter Dale
Community Safety Officer

Salcombe Harbour Board
8 November 2005

Stephen Tooke
Harbour Master

Paula Brooks
Strategic Director (Operations)

Background Documents

Estuary Users' Survey (August to September 2005)