

**SALCOMBE HARBOUR
BUSINESS PLANNING FRAMEWORK**

CUSTOMER EXPERIENCE

- ◆ Shore facilities → Fishing Industry
Public
- ◆ Promotion of the Natural Experience (shoulders of the Season) - Know our Market!
- ◆ Access to the water - assets and transport links
- ◆ Information on Services and attractions and facilities
- ◆ Quality staff training - the Personal Experience - Customer Care - National Occupational Standards
- ◆ Ask Fishing Industry what they want.

ENGAGEMENT

- ◆ Partnerships with external users (ICC, Island Trust, Environment Agency, South West Water) for funding opportunities
- ◆ Work with other stakeholders for the benefit of local community
- ◆ Small 'Harbour Improvement' Group SHA to play a key leading facilitation role - at every Board meeting?
- ◆ Board Governance - size and composition and constitution + CHARGING.
- ◆ Better links with Businesses and Traders

SAFETY

- ◆ Safe Haven → promote it
maintain it
- ◆ Conserve and facilitate
- ◆ Risk assessments - maintain safe systems
- ◆ Regulation of marine operations
- ◆ Safe management system in compliance with Port Marine Safety Code
- ◆ Emergency Plans
- ◆ Conservancy
- ◆ Multi-agency Partnership approach to deliver high profile policing

THE ENVIRONMENTAL STEWARDSHIP

- ◆ Environmental Stewardship
(a) SSSI) conserving the environment
(b) AONB) environment
(c) Environment Management Plan
- ◆ EIA - implement in all services, policies Environmental Management system and work practices.
- ◆ Promote and encourage best environmental practice and the natural beauty of the Estuary
- ◆ Link to related Agencies with environment responsible - eg Environment Agency and South West Water

10 YEAR AIM
SALCOMBE HARBOUR
VISION
FOCUSED 'SMART' ACTIONS

HIGH STANDARD OF MANAGEMENT

PREMIER RECREATIONAL HARBOUR

VIABILITY FINANCIAL

WIDER LOCAL COMMUNITY

HIGH CUSTOMER SERVICE

PROSPERITY

- ◆ Sustainable Tourism - niche markets -accommodation
- ◆ Support for traditional Marine Industries and encourage year round employment
- ◆ Dialogue with local Businesses and Traders to service incoming tourists as well as locals (extending the season)
- ◆ Promote local trade
- ◆ Local Housing for Harbour staff