



Port of Milford Haven

**THE PORT OF MILFORD HAVEN – AN INDEPENDENT SURVEY
CONDUCTED BY PEMBROKESHIRE COASTAL FORUM**

We would be grateful if you would take a few minutes to complete this questionnaire.

Pembrokeshire Coastal Forum is conducting a stakeholder perception survey on behalf of the Port of Milford Haven. Your views are important to them. They want to be aware of, and understand, the current views of their many stakeholders. They have asked us to gather opinions on matters such as how the Port operates, its current and future strategy and how it manages activities on the Milford Haven Waterway.

There are 12 questions in total and it should take no more than 10 minutes to complete.

Your feedback is important to the Port. They will use this feedback when planning future strategy and in decision making.

Pembrokeshire Coastal Forum is an independent, voluntary organisation that seeks to raise awareness of the coastal and marine environment by collecting community views on related issues.

Please complete your contact details if you would like to be informed of the outcome of this survey. Your details will be entered into a prize draw to win £100 worth of vouchers to be spent at a Milford Marina based retailer, restaurant or café.

First Name:	
Last Name:	
Phone Number:	
Email Address:	

The Port of Milford Haven may wish to keep you informed of various news, events and offers. By leaving your details you indicate your consent to receiving marketing information from the Port of Milford Haven and its subsidiary companies. If you do not wish to receive such information please tick here to opt out

Please return to: Pembrokeshire Coastal Forum
2nd Floor
Pier House
Pembroke Dock
Pembrokeshire
SA72 6TR

www.pembrokeshirecoastalforum.org.uk

Deadline for submission: 1st August 2016



Port of Milford Haven

1. I live in or within 5 miles of ...

- Pembroke Dock
- Neyland
- Pembroke
- Haverfordwest
- Milford Haven
- Dale

Other: please specify _____

2. I am a (tick all that apply):

- Local resident
- Owner of a land-based Pembrokeshire business
- Owner of a water-based Pembrokeshire business
- Member of an environmental campaign group
- Customer of the Port of Milford Haven
- Supplier of goods/services to the Port of Milford Haven
- Recreational user of the Milford Haven Waterway
- Other (please specify).....
- Journalist
- Local Politician
- Public Servant
- Student

2.1 If you ticked 'Customer' or 'Supplier' in question 2, please answer the following: How would you rate the service you receive from the Port of Milford Haven?

- Very Poor
- Poor
- Average
- Good
- Very Good

3. The Port of Milford Haven's primary objective is to remain an efficient and competitive gateway within the UK's national transport network, facilitating easy access for its customers to their markets in the UK and overseas. Achieving this mission will ensure the Port continues to fulfil its role as a key driver of economic activity and growth, particularly in Pembrokeshire and the Swansea Bay City Region, whilst operating at the highest standards of safety and protection of the environment.

To what extent do you agree/disagree that the Port of Milford Haven should:

- 3.1 Ensure the safe movement of vessels on the Milford Haven Waterway
 - Strongly disagree
 - Slightly disagree
 - Neutral
 - Slightly agree
 - Strongly agree
- 3.2 Manage recreation on the Milford Haven Waterway
 - Strongly disagree
 - Slightly disagree
 - Neutral
 - Slightly agree
 - Strongly agree
- 3.3 Prevent pollution
 - Strongly disagree
 - Slightly disagree
 - Neutral
 - Slightly agree
 - Strongly agree



Port of Milford Haven

- 3.4 Invest in the development of land-based tourism in Pembrokeshire
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree
- 3.5 Invest in the development of sea-based tourism in Pembrokeshire
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree
- 3.6 Attract new trade and investment to Pembrokeshire
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree
- 3.8 Invest in the development of the commercial fishing industry around Pembrokeshire
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree
- 3.9 Invest in the development of the renewables industry in Pembrokeshire
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

4. The Port of Milford Haven is a Trust Port. A Trust Port is an independent commercial entity financing its operations out of retained earnings. The Port of Milford Haven does not have any shareholders, neither is it owned by the UK Government. It generates income by charging fees for its conservancy and pilotage services provided to vessels using the Milford Haven Waterway. The Port of Milford Haven also operates a property portfolio at Milford Marina and Milford Fish Docks and port facilities at Pembroke Port. Any profits generated from these activities are reinvested into the business for the benefit of the local economy and to ensure the long-term viability of the Port.

Because of its Trust Port status, the Port of Milford Haven is able to provide benefits to its stakeholders by:

- Taking a longer term view than conventional commercial businesses when considering Return on Investment (ROI) for projects
- Accepting a lower Return on Investment (ROI) than would normally be acceptable, where such investment provides benefits to stakeholders
- Making charitable grants and donations of time
- Making other financial investments with social as well as economic returns

The Port of Milford Haven regularly supports business organisations, sponsors local events and invests significantly in local charities and community organisations as well as creating its own engagement activities such as the annual Scholarship Scheme and Milford Fish Festival. In 2015 direct stakeholder benefit amounted to approximately £400,000 which was made up of both large scale and smaller-scale donations focusing on a range of areas such as safety, education, young people and the environment.

To what extent do you agree/disagree that the Port of Milford Haven should:

- 4.1 Support the Pembrokeshire community and community-based organisations in this way
- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree



Port of Milford Haven

4.2 Continue as a Trust Port

- Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

5. Are you aware of any community projects that have been supported by the Port of Milford Haven?

- Yes No

6. What other activities do you think the Port of Milford Haven should get involved with which, in your opinion, would make a positive contribution to the Pembrokeshire economy?

7. According to your views, please place the following activities in order of priority:

(number each point 1-10, with 1 being the most important and 10 being the least important:

- Ensure the safe movement of vessels on the Milford Haven Waterway
- Manage recreation on the Milford Haven Waterway
- Prevent pollution
- Promote land-based tourism in Pembrokeshire
- Promote sea-based tourism in Pembrokeshire
- Support existing Pembrokeshire-based businesses
- Attract new trade and investment to Pembrokeshire
- Support the commercial fishing industry around Pembrokeshire
- Support the renewables industry in Pembrokeshire
- Support the Pembrokeshire community and community-based organisations



Port of Milford Haven

8. How would you rate the Port's performance in the following areas:

8.1 Ensuring the safe movement of vessels on the Milford Haven Waterway

Very poor Poor Average Good Very good Not sure

8.2 Managing recreation on the Milford Haven Waterway

Very poor Poor Average Good Very good Not sure

8.3 Preventing pollution

Very poor Poor Average Good Very good Not sure

8.4 Promoting land-based tourism in Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.5 Promoting sea-based tourism in Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.6 Supporting existing Pembrokeshire-based businesses

Very poor Poor Average Good Very good Not sure

8.7 Attracting new trade and investment to Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.8 Supporting the commercial fishing industry around Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.9 Supporting the renewables industry in Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.10 Supporting the community and community based organisations

Very poor Poor Average Good Very good Not sure

9. Which of the following do you think are owned by the Port of Milford Haven

(more than one answer is possible):

Milford Marina

Pembroke Port

Maritime and Coastguard Agency

Hubberston Fort

Oil and Gas terminals on the Milford Haven Waterway

Quayside Properties

Pembroke Dock Ferry Terminal

Lifeboat services



Port of Milford Haven

10. How is the Port of Milford Haven performing overall against your expectations?

(Please tick one)

- Much improvement needed
- Some improvement needed
- Neutral
- Well
- Very well

11. In 2015 we launched our biannual newsletter OnBoard which is posted to 30,000 homes and businesses surrounding the Milford Haven Waterway. This new publication aims to inform the Port's many stakeholders of activities and developments taking place, or planned to take place, on the Haven.

How has OnBoard impacted on your awareness and understanding of Port activities?

- I have never seen it
- No impact / No change
- Slightly improved awareness/understanding
- Greatly improved awareness/understanding

12. The Port of Milford Haven is committed to engaging with its wide range of stakeholders in a way that is timely and effective. Where issues or proposals arise which clearly affect particular stakeholders, the Port will seek to form focus groups and may maintain those groups as necessary. Examples include the Port Users Group and the Milford Haven Waterway Recreation Group. The Port's Advisory Committee meets twice a year with groups of major stakeholders; every year we hold an Annual Consultative Meeting (ACM) which is open to all members of the public (in 2016 the ACM will be held on 22nd July at 2.30pm at The Cleddau Bridge Hotel, Pembroke Dock), and we also maintain an active presence on social media.

Which form of communication to you find most useful for keeping up to date with Port news and developments?

- Local Newspapers
- Local Radio
- Facebook
- Twitter
- OnBoard (port publication)
- Port website (www.mhpa.co.uk)
- Email
- Face to face



Port of Milford Haven

Thank you for taking the time to fill in this questionnaire, your views are greatly appreciated.

If you have any other comments or questions that you would like to make the Port's Board aware of, please email the Chairman of the Port's Stakeholder Accountability Committee Andy Edwards, at andy.edwards@mhpa.co.uk

Please return to: Pembrokeshire Coastal Forum
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Deadline for submission: 1st August 2016