



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
FAO: Engagement Coordinator
Pier House
Pembroke Dock
Pembrokeshire
SA67 8UB

www.pembrokeshirecoastalforum.org.uk

Deadline for submission 31st July, 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 the description which most closely describes your relationship with the port):

- 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



Port of Milford Haven

The Port of Milford Haven's primary objective is to remain an efficient, competitive and environmentally sustainable gateway in the UK's international trade network, facilitating easy access for its customers to their markets in the UK and overseas. It also has an important role as a key regional driver of economic activity and growth. One way it achieves this is by investing in, and promoting, businesses across its estates.

To that end, there are two principle areas in which the Port is investing considerable resources. Firstly, they are promoting Pembroke Port as a world-leading base for marine renewable energy businesses. Secondly, the Port is developing Milford Waterfront as a tourist destination which is home to local and national brand retailers, restaurants, hotels and leisure providers.

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

3.1 Invest profits to develop Pembroke Port as an internationally recognised centre for the development of marine renewable technology

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

3.2 Invest profits to develop Milford Waterfront as a retail and leisure destination

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

3.3 Invest in a way that creates opportunities for local businesses to emerge and to grow

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

3.4 Invest in the development of tourism in Pembrokeshire

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

3.5 Act as an regional champion to help attract new trade and investment to Pembrokeshire

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree

3.6 Invest in the development of the commercial fishing industry around Pembrokeshire

Strongly disagree Slightly disagree Neutral Slightly agree Strongly agree



Port of Milford Haven

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 other educational projects. In 2016 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.

4. **How important is it to you that the Port of Milford Haven:**

4.1 Supports the Pembrokeshire community and community-based organisations in this way

Not important at all Neutral Somewhat important Very important

4.2 Remains a Trust Port

Not important at all Neutral Somewhat important Very important

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

Yes No



Port of Milford Haven

In 2016 the Port supported the following organisations:

- | | | | |
|--|--|---|---|
| <ul style="list-style-type: none"> Union Warriors Rowing Club Pembroke Farmers Club Elle's Flag Appeal St Florence Village Hall Committee Haverfordwest Lawn Tennis Club Pembroke Judo Club Sand Palace Arts Pembrokeshire Cruiser Racing Club Launch Project- Monkton Tenby Museum & Art Gallery Hayscastle Community Centre Llangwm Lit Fest Milford Haven Rotary Club Pennar Robins Football Festival Pembroke & Pembroke Dock Boxing Club Letterston Memorial Hall Stackpole School PTA Wings Over Carew Hakin United Football Club Angle Football Club Merlins Bridge AFC Herbrandston Cricket Club Hundleton Short Mat Bowls Club St Florence AFC Dale Play Area Maisie Moo Foundation Friends of St Oswalds School | <ul style="list-style-type: none"> Really Wild Festival Mission to Seafarers Neyland Cultural Purposes Fund RYA Cymru- Pembrokeshire events Aberjazz Sign and Share Club Pembrokeshire Scout Area Kilgetty AFC Milford Haven Business Circle Solva Edge Festival Milford Haven Round Table Pembrokeshire Cystic Fibrosis Branch Music at Llanstadwell Adam's Bucketful of Hope Pembrokeshire Schools Football Association Milford Haven Operatic Society Neyland Rowing Club Pembrokeshire Guild of Weavers Broad Haven & District Village Hall Committee Newport Memorial Hall Pembroke & District Swimming Club Haverfordwest Operatic Society Tenby Sea Swimming Association Viking Explorer Scout Group Welsh Ladies International Fly Fishing – Pembs team St David's Junior Netball Club U13s & U15s Splash Out | <ul style="list-style-type: none"> Neptune's Army of Rubbish Cleaners Pembrokeshire Coastal Forum Elly's Ward 10 Appeal Hakin Branch RNLI Neyland Under 16s Rugby Team Haverfordwest County AFC PDST dive group Neyland Cultural Purposes Fund Tenby AFC Under 15s Herbrandston Sports and Recreation Association West Wales Maritime Heritage Society Asbestos Awareness & Support Cymru Pembrokeshire Special Needs Gym Club Rob Nichol Milford Ladies Hockey Club Pembroke Dock Regeneration Team Pennar Robins U15 Paul Sartori Gareth Sanders-Swales Milford Haven Round Table Pembrokeshire Powerlifting Hakin Point RNLI Rhiannon Mansfield | <ul style="list-style-type: none"> Friends of Milford Haven School Adam Rowe NDCSA TCYFC Tenby Sailing Club Milford Haven Swimming Club Milford Junior Netball Milford Haven Business Circle Milford Town Regeneration Team PATCH Herbrandston AFC Welsh Sailing Venture SSPOT Meads Squash Club Milford Haven Amateur Operatic Society Christmas Together Pembroke Heritage and Environment Group Coleg Plas Dwbl Frya Terry Corporate Parenting Team Royal Voluntary Service Monkton Young People First Llangwm Village Voices Pembroke and Monkton History Society |
|--|--|---|---|

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
- Invest profits to promote the marine renewables industry in Pembrokeshire
- Invest profits to make Milford Waterfront a leading retail and leisure destination
- 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 Promoting the marine renewables industry in Pembrokeshire

Very poor Poor Average Good Very good Not sure

8.10 Developing Milford Waterfront as a leading retail and leisure destination

Very poor Poor Average Good Very good Not sure

8.11 Supporting the community and community based organisations

Very poor Poor Average Good Very good Not sure



Port of Milford Haven

9. On a scale of 1-5, how is the Port of Milford Haven performing overall against your expectations?

(1 = much improvement needed. 5 = very well)

- 1
- 2
- 3
- 4
- 5

10. Do you have any concerns regarding any of the Port's activities?

- Yes
- No

Comments....

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.

11. 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





Port of Milford Haven

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.

12. Which form of communication to you find most useful for keeping up to date with Port news and developments? *(Please tick one option, being the option you find MOST useful)*

- | | |
|---|--|
| <input type="checkbox"/> Local Newspapers | <input type="checkbox"/> Local Radio |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> OnBoard (port publication) | <input type="checkbox"/> Port website (www.mhpa.co.uk) |
| <input type="checkbox"/> Email | <input type="checkbox"/> Face to face |

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

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