



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 Community Interest Company (CIC) 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:	

To subscribe to receive news from the Port of Milford Haven please tick this box:

By ticking, you are confirming that you are over 16 and that you understand that you will be opted in to receive news from the Port of Milford Haven and that you can unsubscribe at any time.

For more details, visit [www.mhpa.co.uk/privacy-policy/](http://www.mhpa.co.uk/privacy-policy/)

Please return to: Pembrokeshire Coastal Forum  
FAO: Marketing Manager  
2<sup>nd</sup> Floor, Pier House  
Pembroke Dock  
Pembrokeshire  
SA67 6TR

[www.pembrokeshirecoastalforum.org.uk](http://www.pembrokeshirecoastalforum.org.uk)  
Deadline for submission 30<sup>th</sup> June 2018



**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
- Journalist
- Port employee
- Owner or senior member of staff of a land-based Pembrokeshire business
- Local Politician
- Public Sector Employee
- Student
- Owner or a senior member of staff of a water-based Pembrokeshire business
- Member of an environmental campaign group
- Visitor to the area
- Customer of the Port of Milford Haven
- County, Town or Community Councillor
- Supplier of goods/services to the Port of Milford Haven
- Recreational user of the Milford Haven Waterway
- Other (please specify).....

**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 build prosperity around the Milford Haven Waterway and across the wider region by remaining an efficient, competitive and environmentally sustainable gateway in the UK's international trade network. A successful port and a successful cluster of businesses trading around and through the port is a key foundation for a prosperous community. The Port of Milford Haven is focused on delivering this objective by investing in the port so that it continues to evolve and deliver value for money for everyone who depends on it.

To that end, there are two principle areas in which the Port is investing considerable resources. Firstly, the Port is promoting Pembroke Port as a world-leading base for marine renewable energy businesses. Secondly, it is developing Milford Waterfront as a unique destination in which to Live, Work and Play - a place which is home to local and national brand retailers, restaurants, hotels and leisure providers. Both of these developments will create significant, well-paid job opportunities.

### 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, build, test and launch of marine renewable technology

Strongly disagree    Slightly disagree    Neutral    Slightly agree    Strongly agree

3.2 Invest profits to develop Milford Waterfront as a vibrant, year-round retail and leisure destination

Strongly disagree    Slightly disagree    Neutral    Slightly agree    Strongly agree

3.3 Invest in a way that creates new economic opportunities

Strongly disagree    Slightly disagree    Neutral    Slightly agree    Strongly agree

3.4 Act as a regional champion to help attract new trade and investment to Pembrokeshire

Strongly disagree    Slightly disagree    Neutral    Slightly agree    Strongly agree

3.5 Invest in the development of the commercial fishing and aquaculture 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. All Trust Ports are expected to generate a commercial return on their operations. 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:

- Investing in infrastructure, with a longer term view than might be expected on a purely commercial basis;
- Investing in infrastructure or environmental improvements to a higher standard or greater extent, bringing quantifiable benefits to stakeholders;
- Undertaking activities that have a lower commercial return than a private sector port would undertake, but which delivers benefits for local stakeholders, such as local communities;

Making charitable contributions or grants to community projects or organisations. 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 2017 direct stakeholder benefit amounted to approximately £199,000 which was made up of both large scale and smaller-scale donations focusing on a range of areas such as education, young people, economic development and environmental improvement.

#### 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

## 6. 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
- 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
- Attract a new aquaculture sector to Pembrokeshire

## (Part of Q7) In 2016 the Port supported the following organisations:

Tenby & District U3A  
 The Queens Hall  
 Elen Roach  
 Span Arts  
 Milford Haven Sea Cadets  
 The VC Gallery  
 Haverfordwest Operatic Society  
 The Inner Wheel Club of Milford Haven  
 Milford Haven Museum  
 The Edge Festival  
 Just Tri Junior Triathlon  
 Dan Devine  
 Pembrokeshire Life Online  
 Carew Cheriton Tower Group  
 Milford Haven Round Table  
 Chloe Nunnery  
 West Wales Activities Group  
 Cresselly Cricket Club  
 Friends of Pembroke School  
 Tenby Sea Swimming Association  
 Llangwm's Big Medieval Weekend  
 Oliver and Victoria Crawford  
 Aberjazz  
 Pembrokeshire Access Group

RYA Cymru  
 St Tudwal's Church  
 Llanion Warriors Rowing Club  
 Alpha Kickboxing  
 7th Milford Haven Brownie Unit  
 Friends of Portfield School  
 Milford Haven United Under 9s  
 Hollie Jenkins  
 Llangwm Literary Festival  
 Sand Palace Arts  
 St Ishmael's Cricket Club  
 Pembrokeshire Paddlers  
 Tom Boogan  
 Neyland Judo Club  
 Pembroke Farmers' Club  
 SenLogistix Sports and Social Club  
 Milford Haven Rotary Club  
 Pembrokeshire Macmillan  
 2nd Milford Haven Sea Scouts  
 Fishguard Sea Cadets  
 Pembroke Dock Town Team/Bungee Jump  
 Red Dragon Ju-jitsu  
 West Wales Rivers Trust  
 REACH Pembrokeshire  
 Friends of St Oswalds School  
 Ponnar Robins  
 Pembrokeshire Yacht Club  
 Friends of Ponnar School

Milford Haven Girl Guides  
 Pems Cricket Coaches  
 Maisie Moo Foundation  
 3rd Pembrokeshire Sea Scouts  
 Milford Haven Town Team  
 Pembrokeshire Special Needs Gym Club  
 Dale Yacht Club  
 Milford Haven Gymnastics Club  
 Slicks Martial Arts  
 St Mary's Church, Herbrandston  
 Neyland Yacht Club  
 1st Litterston Brownies  
 Neyland AFC  
 Milford Haven Ladies Circle  
 St Clements Hall  
 Pembroke Borough Football Club  
 Prostate Wales  
 Haverfordwest Festival  
 Support the Boardwalk  
 Pembroke Dock Harlequins RFC Mini and Junior Section  
 Lawronry Football Club - Juniors  
 Pembrokeshire Samaritans  
 Charlotte Caawell  
 St Katharine & St Peters Church  
 Pembroke Ladies Hockey Club  
 Dewis Centre for Independent Living  
 Pembrokeshire Coastal Forum

Plant Dewi  
 Pembroke Dock Harlequins Under 9  
 PATCH  
 Dale Yacht Club  
 Milford Haven Round Table  
 Pembroke 21c  
 Friends of Milford School  
 Mindful Future  
 Litterston Memorial Hall  
 Gruffydd + Dafydd Green  
 Penrhyn Church in Wales School  
 Friends of Cosheaton School  
 Neyland Yacht Club  
 PYC Rowing  
 Christmas Together  
 Pembrokeshire Football Association  
 Transition Haverfordwest  
 Tenby & Saundersfoot Community First Responders  
 Sand Palace Arts  
 Pembrokeshire Macmillan Cancer Support Group  
 Cystic Fibrosis Trust  
 Pembrokeshire Branch  
 Waterloo Club  
 Royal Voluntary Service



## Port of Milford Haven

7. **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?**

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 Supporting existing Pembrokeshire-based businesses

Very poor       Poor       Average       Good       Very good       Not sure

8.5 Attracting new trade and investment to Pembrokeshire

Very poor       Poor       Average       Good       Very good       Not sure

8.6 Supporting the commercial fishing industry around Pembrokeshire

Very poor       Poor       Average       Good       Very good       Not sure

8.7 Promoting the marine renewables industry in Pembrokeshire

Very poor       Poor       Average       Good       Very good       Not sure

8.8 Developing Milford Waterfront as a leading retail and leisure destination

Very poor       Poor       Average       Good       Very good       Not sure

8.9 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 2018 the ACM will be held on 27<sup>th</sup> July at 2.30pm at a location to be confirmed) 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 ( <a href="http://www.mhpa.co.uk">www.mhpa.co.uk</a> ) |
| <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](mailto:andy.edwards@mhpa.co.uk)

Please return to: Pembrokeshire Coastal Forum  
FAO: Marketing Manager  
2<sup>nd</sup> Floor, Pier House  
Pembroke Dock  
Pembrokeshire  
SA67 6TR

[www.pembrokeshirecoastalforum.org.uk](http://www.pembrokeshirecoastalforum.org.uk)

Deadline for submission 30<sup>th</sup> June 2018