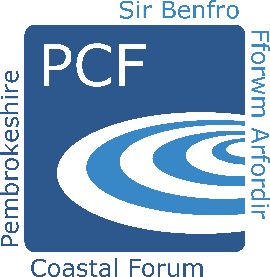


Stakeholder Perception Survey 2020



**Report by:**



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# Executive Summary

This stakeholder perception survey is the seventh survey conducted by Pembrokeshire Coastal Forum (PCF) for the Port of Milford Haven (POMH). This survey was similar to the one used in 2019 with a few minor edits made by the Port, and this report draws comparisons between this year’s data and that of 2019. The survey was marketed to a broad range of stakeholders from local community members, business owners, Port customers, suppliers and statutory bodies. In total 215 people took part.

Overall the results of this survey give a positive view of the Port of Milford Haven, the majority of respondents agreed that the Port should be undertaking a range of different activities, particularly that they should be acting as a regional champion to help attract new trade and investment to Pembrokeshire.

The role of the Port within the local community continues to be of vital importance with 97% of respondents in agreement that the Port should continue its work in supporting the local community and local community organisations.

The Port’s work in managing the safe movement of vessels on the Milford Haven Waterway was recognised and 74% ranked this as the Port’s number one priority.

When asked how the Port was performing against their overall expectations 51% of respondents responded positively.

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# Introduction

2020 marks the seventh stakeholder survey Pembrokeshire Coastal Forum (PCF) has carried out for the Port of Milford Haven. As a Trust Port, POMH regularly seeks the views and concerns of its stakeholders through its Advisory Board, its Annual Stakeholder Meeting, its Stakeholder Accountability Committee and various one to one meetings throughout the annual calendar. These views are taken into consideration when planning future strategies and in decision making.

In 2019 the survey was completed by 362 people and the results gave an overall positive view of the Port of Milford Haven. The majority of respondents in 2019 agreed that the Port should be undertaking a range of different activities, particularly that they should be investing in a way that creates new economic opportunities and attracting new trade and investment. The role of the Port within the local community was seen to be of vital importance with 95% of respondents in agreement that the Port should continue its community work and 86% of people feel it is important that the Port should continue to be a Trust Port.

The aim of this 2020 survey is to measure whether the positivity reflected in 2019 has continued and the questions were designed to gather opinions on matters such as how the Port operates, how it is performing in its duties, and what, in the opinion of its stakeholders, it should be prioritising. This report will outline the results of the survey and will draw comparisons to 2019 throughout.

# Methodology

PCF was asked by the Port of Milford Haven to promote, analyse and report on this 2020 survey. The Port provided the survey questions and a list of defined stakeholder categories. PCF were asked to use their contacts and networks to identify a list of individuals to contact within each category, many of whom completed the survey in 2019. The Port also provided a contact list of individuals to contact. Those targeted included local residents, local business owners, Town & Community Councillors, schools, government officials, Port customers and suppliers, among others.

The survey was created online using [www.surveymonkey.com](http://www.surveymonkey.com) and individuals identified within the stakeholder categories were all personally contacted and asked to complete the survey. The link to the online survey was also posted on PCF’s social media (Facebook, Twitter and LinkedIn), on the PCF website and in the PCF e-newsletter. The Port of Milford Haven also shared several social media posts promoting the survey. The survey was emailed to several of PCF databases: PCF members, Marine Energy Wales members and Pembrokeshire Outdoor Charter members. £100 worth of vouchers to be spent at a Milford Waterfront retailer, restaurant or café was offered as an incentive. The survey was open between 20th July and 24nd August 2020. During this time it was completed by 215 people which is a 41% decrease compared to last year. This period during 2020 has been unprecedented, due to the impact of the coronavirus pandemic. with many stakeholders and Port contacts working remotely or furloughed during this survey period.

The survey results were then analysed and are presented in this report. All figures in this report have been rounded to the nearest whole number. The full datasets can be found in Appendix B.

# Survey Results

## About the Respondents

This year’s survey drew responses from people in a range of geographical locations but the majority lived in or near Milford Haven. 22% lived in “other” locations which included:

|  |  |
| --- | --- |
| * Aberdare | * Landshipping |
| * Angle | * Maenclochog |
| * Broad Haven | * Martletwy |
| * Cardiff | * Narberth |
| * Carew | * Rosebush |
| * Carmarthen | * Saundersfoot |
| * Fishguard | * Solva |
| * Freshwater East | * St Davids |
| * Haycastle Cross | * Tenby |
| * Johnston | * West Glamorgan |
| * Llandeilo | * Wolfscastle |
| * Llanstadwell | * Maenclochog |

There were also responses from people based outside of Wales including:

* Bewdley
* Cardiff
* Cheltenham
* Exeter
* Hampshire
* Northamptonshire
* Kendal
* Yeovil

50% of people defined themselves as a local resident, which is a small (4%) decrease compared to 2019. 10% were recreational users of the Haven Waterway (the same as last year) and 6% defined themselves as “other” – these responses included:

* Apartment owner / boat berth holder
* Boat owners
* Community Council Clerk
* Interested party
* Local boat owner
* Local resident & MHPA customer & recreational user of waterway
* Marina resident
* NRW employee
* Partner through CCAT Project
* Port Officer, Fishermen's Mission
* Retired employee
* Salaried local search and rescue practitioner
* Second home owner soon to be full time resident

## The Work of the Port

The majority of those completing this survey agreed that the Port should be undertaking the activities outlined in the graph above. Compared to 2019 results, the amount of people agreeing (strongly, slightly or neutral) that the Port should be investing profits in marine renewables, Milford Waterfront and acting as a regional champion for new trade and investment have all increased. There has been a 5% decrease in the amount of people believing the Port should be investing in the commercial fishing industry.

Over 66% of respondents strongly agreed that the Port should be investing in marine renewables, an 18% increase on 2019 figures. There was a 21% increase in the number of people strongly agreeing that the Port should invest in the development of Milford Waterfront and a 6% increase in those who strongly agree that the Port should act as a regional champion to attract new trade and investment. Investing in the commercial fishing industry received the least amount of support overall with 13% of respondents disagreeing either slightly or strongly, a 1% increase from 2019.

A new question was added for 2020. Q 3.5 asked “Are there any other areas you think the port should invest its profits which would provide economic, social, cultural or environmental benefits to come of all of the population of Pembrokeshire?”

81% of respondents answered this question.

Responses include:

|  |  |
| --- | --- |
| Economic:   * Invest in the town centre * A clear long-term strategy for the development of the Port of Pembroke to bring more employment based activities which in turn would provide economic benefits for the whole of Pembrokeshire. The engineering skill levels and work ethics of Pembrokeshire tradesmen are the best in the UK and unfortunately, it’s the rest of the UK that are benefiting from these skills because most have to travel away to work to earn a living. * A marina Pembroke side would be a investment | Social:   * Areas for adults / young teenagers * Local village playgrounds and rural youth projects * Leisure marine sector / more marine spaces * Supporting work experience and working with schools and colleges to help students make choices about potential future careers |
| Cultural:   * Art centre and festival areas * Outdoor event space * Protect heritage buildings in the area | Environmental:   * A renewable energy hub * Marine education centre * Environmental projects with local schools |

A full list of responses to question 3.5 can be seen at Appendix A

## The Port and the Community

For Q4, respondents were provided with a description of what it means to be a Trust Port, the benefits this provides and the ways in which the Port is able to support local businesses and communities as a result of its Trust Port status.

97% said that the Port’s support for the local community was important (either very or somewhat), a 2% increase from 2018. Only 1% said that this wasn’t important.

They were then asked in Q5 whether they were aware of any community projects that have been supported by the Port, to which 63% replied yes. This is a decrease of 2% from 2019.

## The Port’s Priorities and Performance

Q6 asked respondents to place six of the Port’s activities in order of priority, according to their views. To analyse the data, each time an activity was ranked 1st it was awarded six points, five points for 2nd, four for 3rd etc. The list below is the ranked order of priorities when an average was taken for these scores (the average score is shown in brackets, six being the maximum that could have been scored).

1. Ensure the safe movement of vessels on the Milford Haven Waterway (5.37)
2. Invest profits to promote the marine renewables industry in Pembrokeshire (3.37)
3. Collaborate with others on new initiatives that bring benefits to Pembrokeshire (3.34)
4. Manage recreation on the Milford Haven Waterway (3.3)
5. Invest profits to make Milford Waterfront a leading retail and leisure destination (2.82)
6. Support the commercial fishing industry around Pembrokeshire (2.8)

Ensuring the safe movement of vessels tops the list again this year with 74% of people putting this answer as the number one priority for the Port. There is very little between the remaining options as they all scored very closely. The only change from last year is that support for commercial fishing around Pembrokeshire has dropped to last place, now below investing profits in Milford Waterfront.

Q7 asked respondents to rate the Port’s performance in a number of key areas. Overall every activity received a positive rating from the majority of respondents – at least 50% ranked all the activities as either very good, good or average. 82% rated the Port’s work in safety postively, this is the same result as 2019. 62% of people rated the Port’s work in supporting the commercial fishing industry postively, a 7% increase on 2019 results. However 36% of people said they were not sure of this – the highest percentage across all the categories. This was also reflected in the 2019 results.

When comparing this question to the 2019 results there has been very little change across many of the categories. The biggest change is for promoting the marine renewables industry – 76% rated the Port’s work in this as either very good, good or average, a 7% increase from last year.

Q8 asked respondents how the Port was performing overall against their expectations. Overall, 51% of respondents expressed positive responses (well or very well), 13% expressed negative responses (some or much improvement needed), whilst 36% gave a mixed response or did not have an opinion (neutral). Of those respondents that expressed a clear opinion, 80% expressed satisfaction with the Port’s performance and 20% expressed dissatisfaction with the Port’s performance.

When asked in Q9 if they had any concerns regarding the Port’s activities, 34% said yes – This is the same as in 2019. Of the people that said yes, 100% left a comment in the comments box. The most common themes from these comments include consultation and engagement on regeneration plans, investment and wider development plans, and marina management and parking.

A full list of these answers can be found in Appendix A.

## Communication

Q10 gave respondents a description of the OnBoard publication and asked whether it had impacted their awareness and understanding of the Port. 59% responded positively, which is a 10% increase compared to 2019. There has been a 1% increase in the amount of people that have never seen OnBoard since 2019.

Q12 asked respondents which form of communication they find most useful for keeping up to date with Port news and developments. The graph above shows that Facebook has continued to grow in popularity from 31% in 2019 to 34% in 2020. Email has not changed and is still the second most preferred method of communication, followed by the Port website which has increased in popularity by 3%. Local newspapers have seen a decrease of 5% and OnBoard magazine has a 2% decrease in people referring to it since 2019.

# Conclusion

This survey has given a positive overall view of the Port and its activities, which is comparable to the results from last year. Below is a summary of the results:

* 50% of people who responded to this survey were local residents and 78% lived in or near one of the major towns on the Haven Waterway, demonstrating the strong links between the Port and the local towns. There were also people participating in the survey from all over Pembrokeshire and further afield including outside of Wales which reflects the Port’s far-reaching influence.
* The majority of respondents agreed that the Port should be undertaking a range of different activities, particularly that they should be acting as a regional champion to help attract new trade and investment to Pembrokeshire. Over 66% of respondents strongly agreed that the Port should be investing in marine renewables, an 18% increase on 2019 figures.
* 97% said that the Port’s support for the local community and local community organisations was important, a 2% increase from 2019. Only 1% said that this wasn’t important at all.
* 63% were aware of community project supported by the Port – 2% decrease from 2019.
* 74% of people taking this survey said that ‘ensuring the safe movement of vessels on the Milford Haven Waterway’ should be the Port’s number one priority. While 26% placed ‘supporting the commercial fishing industry around Pembrokeshire’ as the lowest priority.
* When asked to rate the Port’s performance in a number of key areas at least 50% ranked all the activities as either very good, good or average. 82% rated the Port’s work in safety positively. 77% rated the Port’s work in developing Milford Waterfront as either very good, good or average, a 3% increase from last year. The biggest change is for promoting the marine renewables industry – 76% rated the Port’s work in this as either very good, good or average, a 7% increase from last year.
* When asked how the Port was performing against their overall expectations 51% of people responded positively, with an answer of either very well, well or neutral. This is an 12% increase from 2019.
* 34% said that they had concerns regarding the Port’s activities. The most common themes from these comments include community consultation, and investment and development plans..
* The OnBoard publication has seen a rise in popularity with 59% responding positively that it helped improve understanding and awareness of the Port, which is a 10% increase compared to 2019. Facebook continues to be the most popular method of communication for the majority of people, followed by email and the Port Website which has increased in popularity since 2019.

# Appendices

**Appendix A**

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| **Full set of answers Q3.5: Are there other areas you think the Port should invest its profits which would provide economic, social, cultural or environmental benefits to some or all of the population of Pembrokeshire?** |
| Art centre and festival area |
| if we can’t anchor because of conservation measures provide more mooring buoys (as at Longor Bay) |
| Leisure marine sector, more marina spaces |
| None - MHPA does good work around the community. |
| marine educational centre at Milford haven |
| A renewable energy hub of excellence, we have good winds long sunshine hours and great tidal. Maybe with all this area some battery storage solutions could be implemented to store all that energy we produce and allow the RWE to back off on gas use at times |
| The needs to be mindful of it’s investments having a detrimental effect on other businesses in the areas of the town outside the port |
| None |
| A marina Pembroke side would be a investment |
| Technology or actions to promote a clean and diverse marine environment rich in wildlife |
| Environmental projects with local schools and community groups. Seed-corn funding opportunities. |
| Create an educational facility to engage and educate Pembrokeshire's youth on the projects, renewable energy, sustainability and environmental challenges. |
| Community agriculture and local food supply chains |
| Outdoor events space. |
| No |
| Areas for young adults/teenagers to be. |
| Help brighten up main streets of milford |
| I think the port does a great job of providing all the benefits as listed above - they not only employ people which supports the local economy, they are also good supporters of local community organisations |
| Sponsor the torch theatre |
| Supporting maritime youth development activities such as Sea Scouts, Sea Cadets, youth sailing etc. This will have strong synergy with the planned developments, give young people a stake in these projects, and a sense of ownership, and also provide a positive outlet for their energies (which are currently sometimes misspent!) |
| No |
| Extend Milford Marina and its facilities. |
| Local village playgrounds and rural youth projects. |
| Invest into the old mining depot in Blackbridge turn it into an adventure centre or a place for tourists and locals to visit on wet/ cold days |
| Invest in the Port of Pembroke dockyard and encourage more trade. |
| No |
| I understud it's a none profertabil organisation ,if so I think all profits should go to the local community I e.milford maven this town has gone through a lot over the years ,it needs reviving I feel this a good opportunity to do something about it. |
| Actively support and promote small business/traders, particularly those that are without the Marina footprint (not everything can be solved by building an hotel!). |
| Invest and support the responsible use of brown field sites and the magnificent buildings surrounding Pembroke Port. Specifically make use of the area around the Ferry Port to develop a tasteful caravan site with cinema swimimg pool and shops. Ensure the trees remain untouched. Create a footferry link between Pembroke Dock, Neyland and Milford Haven. Provide park and ride facility to access footferry. |
| Better facilities for Marina customers, seating within shower areas, also a thorough clean of the marina, clearing rubbish from the water utilising the seabin type unit, the one currently in use does not seem to be functional/ fit for purpose and hasn’t been for the last two years. |
| No |
| Better carparking arrangements for the berth holders at Milford marina. Remove the carparking company and let the boat owners use the carpark outside of the office for longer periods. |
| Berth holder parking |
| Invest more into the town center of Milford Haven. |
| All areas between & around the 2 areas would benefit if residents were involved. |
| not at this time |
| Be ready for the hydrogen from renewables industry that will arise over the next decade |
| ! |
| Provide support both financial and practical to voluntary and charitable bodies making use of the waterway |
| Well firstly I would make sure that the area is safe , and invest in a safe environment for people to enjoy the docks , my wife fell over on a poorly fit area of astroturf hurtling her knee and her nose ,and breaking the screen on her phone,,even though the area was very quickly cordoned off as it was unsafe , she hasn't had an apology from anyone!!!which tbh as someone who Champions local business is very disappointing. |
| Continue with the Community Support Committee it does invaluable good for Pembrokeshire |
| A clear long term strategy for the development of the Port of Pembroke to bring more employment based activities which in turn would provide economic benefits for the whole of Pembrokeshire. The engineering skill levels and work ethics of Pembrokeshire tradesmen are the best in the UK and unfortunately its the rest of the UK that are benefiting from these skills because most have to travel away to work to earn a living. |
| I do not agree with the Port should assuming the role of philanthropist to the County. It has no need to behave in such a manner and should concentrate on maintaining its core functions. |
| no |
| Community Councils |
| Support any endeavours to remove plastic waste from the sea, e.g. KeepWalesTidy; SurfersAgainstSewage; etc. |
| No |
| Public slipways |
| I |
| Invest more in local businesses, support, grants etc. |
| Protect heritage buildings in the area. Add to pcnpa funds to support local small business and green development |
| Local community groups / sports clubs |
| Roads into the port towns. |
| Improve parking facilities |
| More careers for young people |
| None |
| The protection and promotion of the area and achieving the buy in from the local population requires better education and understanding not only of the Port’s role, but also nurturing a pride in the wonderful natural assets at our fingertips. Given the economic deprivation in the area, many are excluded from seeing and experiencing the natural wonders around us. I would like to see the Port work with local businesses to develop programmes - both leisure/recreational and educational - which would give young people the chance to see and experience what’s on offer in Pembrokeshire. Suck programmes would hopefully nurture interest in some traditional and emerging eco/maritime trades, conservation and natural sciences, but also instill greater pride in our area. |
| Not sure |
| Container terminal at Blackbridge seeing as the biomass power station will no longer happen. You |
| Sustainability awareness of visitors and local businesses |
| No |
| Improve / support water based leisure activity’s .by improving facility’s and supporting / funding local improvements such as slipway improvement ,local clubs, and environmental improvements. |
| Tourism |
| The Port is already doing a wonderful job! |
| I understood that campervan and motorhomes were once permitted to overnight at the marina but no longer. This needs to be reinstated |
| Invest more in marketing the Waterfront as a tourist destination with a lot to do and see |
| Regeneration of Milford Haven high street |
| Extend the scholarship programme each year. Have less awards but make the donation greater or pay the tuition fees for one year |
| It should invest in renewable energy and getting the local businesses to become more established and remain consistent rather than cafes/shops being replaced all the time. It needs to draw in the locals as well as tourists. |
| Supporting work experience and working with schools and colleges to help students make choices about potential future careers |
| Nothing |
| You could promote that transport links by train and bus are just a 10 minute walk to the marina . Friend of mine from Kilgetty came over to visit me on The Waterfront recently we sat in the picnic area . She said she had never ever been down here before and had taught in the county 30 years . ! ! ! Too many get in their cars and drive East they need to hear about this lush place very soon. |
| Potentially to support youth engagement projects and blight regeneration (where dead areas of both towns encourage crime/ASB). More prosperous towns will aid in your vision for the ports. |
| Increase the range of sports attracted to the area. Support sea swimming which is booming and more for running and cycling |
| Big litter campaign to stop our litter entering into the sea. Also more natural plants and greenery. |
| No |
| Sustainable energy manufacturing and training Pembrokeshire should be world leaders in wave wind and renewable energy |
| Local leisure facilities, (bike lanes/routes, parks/open areas to relax on the marina. Youth engagement, so the young people of Milford Haven learn, understand and enjoy the locality and waterways. |
| Provide pump out facility at marina as promised 2 years ago |
| Recreational |
| Environmental and social benefits |
| No |
| Nil |
| No |
| No |
| More chandler choices |
| An area for Motorhomes and camper vans to enjoy the ambiance of the Milford Waterfront and Pembroke Port.  Visitors will spend money in the restaurants and bars on the Waterfront and local areas.  They would also be willing to pay a nominal fe for the pleasure I'm sure. |
| A container port would be nice |
| Investment for the arts |
| Invest in local projects ( stack fort ) |
| Perhaps in the year 2021 post Brexit the possibility of becoming a Free Port? |
| Put a proper boatlift in the marina capable of at least 30 tons. |
| Provide apprenticeships |
| Should be a non profit making and just be involved with the safety of navigation for the port. Everything else is money from grants. Stop bonus payments. |
| No |
| Tourism |
| Invest in the local schools, develop projects with the secondary schools. |
| Local supply chain |
| Develop as a centre of excellence for Watersports & an Events Destination |
| tourism |
| Help conservation organisations, eg Wildlife Trust, to manage some areas primarily for wildlife, and others for a combination of leisure and wildlife. |
| n/a |
| Linkage of Milford Marina with town centre for their mutual benefit |
| Neyland |
| N/a |
| Don’t neglect the industrial side of Milford, local people don’t want to see it just retail and leisure. The dry dock etc needs to stay. |
| No |
| Social is so important, I work in a youth centre and feedback from all our young people is there is nothing else to do. I also feel as an adult we are limited to social activities too. So important for mental health to be able to interact with others. Something to look forward too. |
| Attracting local business to create jobs for local people. Reduce rents for local businesses on the Waterfront to reduce empty spaces, it looks awful and rundown, it's very off putting for locals and visitors alike. Shops, cafes and restaurants appear to shut so early when it should be a vibrant and exciting place to visit on a summer evening. |
| As above |
| Develops former armament site |
| N/a |
| Tourism |
| Local community development |
| The port has provided me with very well priced workshop space this has been the key to my business expansion. |
| Lessen ground rents in marina |
| Provide more and update existing entry points to the warweway by looking at easy access for both local and visitors alike . Eg the entry point at neyland marina is unusable |
| The Arts |
| None |
| Develop a Maritime Heritage area in the Western area of Pembroke Dock's Dockyard. Do as much for a sense of place for Pembroke Dock as you do for Milford. |
| Maintain historic buildings in area and open up access rather than asset strip and prohibition. |
| The port should invest in launching facilities (slipways) in the haven which have had no major investments in many years although owned by PCC it is evident that they don’t have funds available to ensure facilities are in a safe condition |
| No |
| Can't think of anything |
| Skilled job creation. Investment into other sea ports throughout Pembrokeshire. |
| Invest in our young people |
| no |
| None |
| No |
| Recreational Sea Angling and marine conservation and better policing of activities especially illegal commercial activity |
| No |
| Invest in more boating trips for visitors& local community. |
| Do something at Pembroke Dock |
| Navigational aids in the upper reaches of the Haven to enable visiting boat users to explore upstream. |
| Make a commitment to enhance biodiversity within the ports area of operations and then make sure it happens and not just words on paper. The Marine Energy sector has the potential to cause damage and requires robust monitoring along with the whole waterway and solid environmental management will be applauded in the longer term. |
| Other users of the haven including charter industry such as diving, wildlife trips and angling. |
| Redevelop / restore redundant / derelict land and property owned by PoMH for the benefit of local residents and to enhance the waterway''s appeal to visitor's, eg the footpath between the marina and the Ward''s yard site; Fort Hubbetston. |
| Promote greater opportunity for the youth of Pembrokeshire to train and work in Pembrokeshire.  Improve the visibility of MHPA workforce as diverse and move away from focus on white male leadership across the business. |
| Think you are doing a good job now |
| Invest properly in the waterfront development. |
| Local produce |
| Look into the effects of 'over tourism' on the environment and local community |
| Electric Vehicle charging points.  Town tours/ historic trips maybe on bikes? To educate tourists of the history of Milford Haven whilst keeping the carbon footprint to a minimum |
| n/a |
| promote charities such as 2 mjnute beach clean and people who are championing cutting down on single use plastic, and promoting beachcleaning and litter picking with education to explain that litter outside a shop etc gets into the sea/ waterways. Also promote current advice from Shark Trust on which sharks are at risk and which ones shouldn't be landed for photographs etc and the most up to date advice on how to hold any sharks and how to return to the water. |
| - |
| Beach cleaning. Much of the rubbish is washed over board from ships and as a result makes the beaches unclean and discourages the tourist industry, so helping keep them tidy would be beneficial to everyone in the area. |
| no |
| Better community engagement strategy from an early stage across all projects. Climate change adaptation strategies. Retainment of young people in the area through effective partnerships. |
| sponsoring cultural events |
| Yes - sort out the flooding issues you created before looking to do anything else |
| Seaweed aquaculture  Sustainable tourism  Environmental programmes & education |
| Hydrogen shipping - hydrogen powered vessels |
| I would like to see facilities such as showers and laundry for Fishermen. Ideally, once lockdown is over, I would like a small office for my role with the Fishermen's Mission.   We are a Christian charity so preferably at no cost |
| Diversify the port's business areas |
| Invest in local youngsters with grants for students |
| No |
| Continue to invest in Visitor Economy opportunities. |
| Supporting the development of community led tourism and pride in Pembroke Dock - based on our history and our future. We're working to develop a self-sufficient community based social enterprise Destination Management Organisation, we have worked closely with the Port on this project and hope that you will be able to part-fund a development officer to deliver on our business plan which will be finalised by Spring 2021 (delayed by Coronavirus pandemic) |
| Promote more responsibility from the fishing fleet to reduce the amount of rubbish that pollutes our beautiful coast line. Promote more businesses that use the waterways for recreation and tourism. Such as the recreational fishing diving and eco tours. Tourism will increase with morestaycation |
| Help the Torch survive |
| Invest in wider tourism economy |
| Sustainable and long term employment opportunities with the Port itself. |
| Annual community function such as musical festival, boat race, fishing competition as it is the top hobby for people in milford, invite young people to a meeting so they can feel part of any process or future plans |
| Improve Pembroke Dock waterfront land at Criterion way for leisure purposes and recreation. |
| More activities and facilities that interest younger residents - potential redevelopment of old Naval facility at blackbridge? |
| Local business or establishment ie cinema casino |
| Progress development of other significant land holdings eg Hubberston Fort and Wards Yard |
| The Port should invest profits to develop Tourism in Pembroke Dock as well as the in Town of Milford Haven |
| N/a |
| No |
| n/a |
| NO |
| n/a |
| n |

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| **Full set of answers Q9: Do you have any concerns regarding any of the Port’s activities?** |
| I think some areas do look quite run down, the marina area has some nice retail areas but large areas of what looks like waste land, even tidying up the car parking areas would be a good start, the area could do with a decent large public house that would pull people to the area bit like a weatherspoons or even a fast food chain something decent though like wagamamma or nandos. These would pull more people to the area including the locals |
| Little consideration is given to areas outside of the port. Investments need to enhance the town as a whole not replace what already exists. Example: new hotel will mean less revenue for existing hotels. More coffee shops mean coffee shops close in town. Cinema means torch theatre income reduction. To encourage tourism to Milford Haven investment in the port cannot be done in isolation, working in silos comes to mind |
| Outsourcing employment Not fully engaging the wider community specifically from lower economic background Community pride and ownership of the projects are imperative |
| Increased leisure usage of the waterway is great (and will continue to grow as development gathers pace), but there is currently a lack of resource to enforce maritime safety (e.g. irresponsible use of PWC and small craft in the Haven; tourists mobbing jetties at Dale and elsewhere so boats cannot get alongside). More water rangers to assist leisure users in having a safe and pleasant experience will be key if the very necessary development is going to be successful and sustainable in the long term. |
| Additional baggage trollies would be of great help at the Marina. |
| The port consults but tends not to listen to responses it doesn't like. The port likes to move in higher circles and tends to cut out the people that are invested in the area. |
| Current regeneration plans for Milford Haven are, in my view, poorly assessed and poorly judged. I am aware that 'land' is an important asset (after all, it's not being made anymore!): however, as I've commented previously, the future for the immediate area is not always solved by building an hotel. To look to the future, it often helps to take regard of the past. Many visitors to Milford Waterfront arrive simply to look at the ships and boats, both commercial and leisure variants. I believe that individual and collective vanities within the MHPA hierarchy would do well to keep that in focus. |
| Marina parking is useless, using a private company that unfortunately catches marina customers out is an absolute disgrace. Not cleaning rubbish out of the marina is a disgrace. Not dealing with rowdy marina skippers on living on their yachts and moving them on or to a berth closer to another rowdy skipper is a disgrace and will just drive decent skippers to Swansea, several conversations skippers said they were seriously thinking of moving due to the aforementioned rowdy behaviour. |
| The parking situation at Milford Marina needs to be addressed. Where are berth holders meant to park? When using our boat, we have many bags that need to be brought onboard and our only choices to park are under the Victoria bridge or on mackerel quay - if you can find a space. You have many free spaces behind the buildings that cannot be used unless you rent one. It’s ludicrous and I’m sure you will see locals leave for other marinas - or maybe that’s what you want? I sent an email of complaint at the time this was introduced and have had no reply to date. |
| There is an awful amount of litter around the port & shopping areas on the waterfront even though ' keep Wales tidy' have a presence on the quay. It is such a shame as I would visit more often if it was a cleaner environment. The fish shop is good. I was saddened to see so much rubbish on the point beach & on the walk along Hubberston pill. I think we need a cordinated effort of behavioral change here. |
| Carparking arrangements for the marina berth holders. |
| The Port's core activity is safety of navigation. Whilst the systems are in place to do this continual efforts must be made to avoid complacency. |
| other than to expand their activities |
| I do not agree with the port's approach to commercial economic development. This seems to be in direct competition with traditional Town areas and not complimentary to them. |
| Don't believe the Port should be investing heavily in Milford Waterfront in the manner it's intending. It will not be developed to a 'build it and they will come' place for locals/tourists. |
| Lack of local input , board members seem to not be local to pembs |
| Seem to be buying a lot of buildings and property which increase its monopoly for rentals and etc which is great as a commercial activity but limits growth for SMEs. |
| The destruction of heritage buildings at the marina and the plastic floor stickers for covid safety advice, slippy and plastic, bad for people and the environment. |
| improve commercial infrastructure |
| There is the perception that the Port can sometimes seek to compete with local, long established companies. The extent to which this is true is probably unknowable, nevertheless it would be beneficial for the Port to improve its outreach work with the community and seek (and be seen to seek) areas to work collaboratively with all stakeholders |
| Over the 20 plus years I have used my boat in the haven And I have noticed a decline in wildlife. I rarely see dolphins and seals in the haven now compared with when I first used my boat in the haven .Has the port done an environmental review to look at its activity and the impact that activity has on the local wild life and assessed if any changes to that activity might improve Environmental outcomes . |
| Pill residents who experienced flooding weren't treated very well. The Port does help to drive business away from the Town Centre. Aside from that, the Port is doing well. |
| Campervans and motorhomes were once able to overnight at the marina. This is no longer permitted. Provision needs to be reinstated, with a small charge if necessary. |
| Cleanliness of the Waterfront could be improved slightly to make it a place that all including Milford Haven residents could feel proud to go to. |
| Poor management of Milford Waterfront |
| The Fish docks are opposite me and every day we have to listen to the noise of the pressure washer between 9 a.m.and 5 pm . Destroys the tranquility and calm of the marina for us all 5 days a week !!!!!. Always glad when the weekend comes and I can open the doors and get some peace . . The guy doesn't even turn it off on his lunch break so annoying so noisy to suffer every week day for months. |
| We should redefine areas of the port, Milford Haven is a mixed leisure and commercial we should move all commercial activity to Pembroke dock and then make Milford a retail and leisure hub. More marina berths in Milford fishing and commercial moved. |
| I feel that on occasion the Marina and the Port Authority have a tendency to hold making a profit on events higher than raising the profile of the area. e.g. High cost of tickets for the P1 power boat event. I believe that if the ticket price was low/free and an option to donate was available. there would of been vastly increased visitors on the day, the vendors would have been happy to be there with huge sales. Also, the footfall on the marina would have been massive on the day, highlighting the benefits of the area. |
| Over development around the marina leading to parking problems for live aboard berth holders. Do not become like Swansea, they over developed too fast and allowed the marina to go down hill. |
| Would be great to see the port interacting more with the local coastguard rescue teams and events and promoting safety. |
| The introduction of parking wardens in the marina has engendered a hostile environment and we have lost the unique warm welcoming feeling enjoyed over much time. This is from someone who has played on or used the dock both commercially and pleasure for over 65 years. Also sadly the rules and regulations seem to be tightening as elsewhere. |
| No refund for berth holders because of COVID |
| Management of the marina need a shake up to many bosses , outside staff very helpful. What a waste of money the lodge cabins are in "shit corner". |
| MHPA is obviously a good champion for milford whilst PCC focuses on Hwest and Pembroke Etc. maybe port should also focus on the Dock? |
| Sometimes I feel they share too much information with locals ahead of when it is necessary. This drives misunderstanding and the inevitable bad PR |
| The floods at lower priory. Local residents are watching that outcome as a gauge to how much MHPA really cares about the community of Milford. |
| More input from locals and residents on development issues. |
| I am very unhappy that this survey asks about developments in Milford Haven and omits questions about Pembroke Dock. Of course if you invest in tourism on Milford Waterfront then you should be doing it well. The Trust Port was established to include Pembroke Dock. This survey tells respondents about how important Milford Haven's "sense of place" is, before asking about it. Why does it not ask about what it has done about Pembroke Dock's "sense of place"? |
| Lack of clarity and openness especially with regard to sale/purchase/development of assets which were/are community stock. Who is held to account to ensure no conflicts of interest. Is the port authority operating in areas beyond that of ensuring safety in waterway. Proposed development of Milford docks for monetary purposes leads to lock of facilities for sea based activities and where does profit/income go. Where did original port assets come from - surely authority custodian of such assets and used for benefit of community in clear and open manner. |
| Don’t believe the Port should be investing in Milford Waterfront, the demand isn’t there for it either locally or with tourist trade, the ‘build it and they will come’ approach is not viable given the other tourist hotspots in the county. |
| Always interested to know more. I follow MHPA on Facebook. Always read any info that I come across about what's going on. |
| Let commercials get away with things too easliy too many blind eyes turned |
| Please sort out the car park area next to Foam. It needs properly surfacing and spaces marked out. It is very hard to walk on safely for the less able, hardwire with pushchairs and wheelchairs and many parking spaces are lost due to not having lines in place. Thank you |
| Hotel development questionable |
| Not enough thought, time or effort given to support small boat users of the haven both recreational and commercial. An example is fencing off and stopping all loading on mackerel stage when cruise ship is at anchor. The convenient excuse is security. Mackerel stage gets taken away late season and put back in spring. The stage replaces the original structure which was available all year round. The fishing pontoon is out all year, why is the mackerel stage not the same. |
| Be aware that behaviour and language used at leadership level informs behaviour across the business. I’ve had first hand experience of poor management of personnel issues - prefer to brush problem under the carpet or work around it rather than tackle the issue, in this case blatant sexism. Cultural change needs to start with HR and senior management, workshops look great on paper but needs to have targets and assurances for change to happen. Negativity is rife which is a real shame, there is opportunity to turn this around if people are prepared to tackle some of the harder issues. |
| Focus on long term unsustainable peiorites paticularly commercial fisheries and cruise ships. |
| You need to involve the businesses on the waterfront and get their involvement and support. |
| Traffic management around the marina. New traffic warden and no parking in and around retail shops. Now wouldnt visit those shops and just shop online due to this new enforcement. Killer for local business around marina, surely? Over night campers and tourers now using more and more space on gravel carpark. Definately put local boaters who loyally use marina first in terms of parking etc. The proposed hotel on ice works site....viable? The 4 'floatels' viable? |
| Need a bigger and more focused approach to climate change initiatives in response to PCC declaring a climate emergency. POMH could have a lot of clout and could lead the way, not just on marine energy but building resilience through adaptation. |
| Their plans to build on the marina should not be allowed until they sort their culverts out which will stop local communities being flooded. ANY company who is considering locati ng to the Milford Marina should have all the information to hand on flooding issues. |
| Concerns over the waste management site in Pembroke Dock, and would like to find out more about the future of the egnedol site. I have some concerns over this site, and would much rather this is repurposed for a green/blue low carbon industry. This site also currently has grid capacity locked up that could be released for renewables. Please continue engagement with the community on these. |
| I think more could be done for Fishermen As stated earlier showers etc |
| Continue with the good work ! |
| I think the Port needs to work closer with and in partnership with it's communities. It is slowly moving in the right direction, and key staff such as Clare Stowell and Tim James have done a lot to open up to and involve our communities. New initiatives and plans should be developed with the communities surrounding the Port, not internally and then 'enforced' on the people. This will benefit the Port too as there would be a lot less resistance to plans if people understand how and why they have been developed. The Board of the Port should include people with expertise and a role in championing sustainability and inclusion (two roles). At present it is far too business focussed, there is no-one whose job is to hold the Port to account for the impact of the decisions it makes on the environment and local communities. |
| I am very concerned at the amount of marine waste mainly commercial fishing gear that pollutes our coastline. I am suprised that you want to support an industry that contradicts the tourist industry by polluting beaches and over fishing. Most of the fishing beneficiaries are also not local. |
| The image needs work. Recreational users have suggested many improvements but do not feel that the Port listens well. Port more focused on their own portfolio than wider stakeholders. |
| I think more disabled friendly access like scooters that could be used by locals/visitors as it is a large area to try and walk all around so feel that limits choices of were to visit, would like to be able to visit all outlets please |
| Too self serving |
| To much interest in waste coming into Pembroke dock not considering residents |
| The Port must continue to move quickly and decisively to grasp the opportunities available to lead on marine renewable energy development, construction and deployment. This is a fast growing sector that other UK, European and international ports are also persuing. |
| The proposal to create a Waste Transfer Station handling RDF bales in the Pembroke Dockyard is completely unacceptable for a range of reasons which we have already discussed with the Port. The proposal to cover over the Pickling Pond and Graving Dock needs to be carefully considered. |