

Ilfracombe Harbour

Customer Charter



THE SERVICE

Vision for the Service

To provide the highest standard of management and customer service to ensure that Ilfracombe Harbour remains one of the premier resort harbours in the Bristol Channel.

Service functions

- The provision and maintenance of mooring berths and anchorages.
- The provision of landing and launching facilities.
- The efficient operation, including maintenance of records, of Harbour property and equipment.
- Maintain provision of fuel sale and supply.
- Enforcement of all relevant statutory Harbour legislation, Health and Safety regulations and Harbour bye-laws as necessary.
- Licensing and control of all moorings within Harbour limits.
- Administration of proper procedures for the collection and invoicing of all monies due to the Council in accordance with financial regulations.
- Compliance with the Port Marine Safety Code.
- Provision, exercise and revision of an Oil Spill Response plan in accordance with the Merchant Shipping (Oil Pollution Preparedness, Response and Co-operation Convention) Regulations 1988.
- Compliance with Ilfracombe Harbour policies for Safety (2001) and Conservancy (2001).
- Maintenance and compliance of Ilfracombe Harbour Marine Emergency Plan (2001).
- Maintenance and compliance of Ilfracombe Harbour Waste Management Plan (2001) in accordance with Merchant Shipping (Port Waste Reception Facilities) Regulations 1997.
- Adherence to the Harbour Environmental Plan (2001).
- To develop identifiable policies for a consistent linked approach to service provision.
- Maintenance and development of Harbour security procedures including provision of secure winter time boat storage.
- Maintenance of Navigational aids.
- To consult with all Harbour Users to ensure that development and change is widely promulgated.

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways



By **telephone** on 01271 862108

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you
- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



In **person** from 0900 to 1700. The Harbour Office is open 7 days a week from April to October during which time the opening hours may be extended.

- No appointment system is in operation and you will normally be seen immediately depending on ship/boat traffic at the time.
- We aim to see 80% of callers within 15 minutes of visiting one of our reception areas
- All staff will wear name badges
- You will be seen in a private place if you want to



In **writing** at: Harbour Office, The Pier, Ilfracombe, N. Devon, EX34 9EQ

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter

Responses will be typed and easy to understand



By **computer** by sending us an e-mail at harbour_master@northdevon.gov.uk

- Contact through e-mail will be subject to the same standards as contacting us in writing.

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press, on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service :

- Maintain 100% availability of Diesel Fuel Oil to all harbour users.
- Maintain Navigation light availability at 99%.
- Reallocate permanent mooring berths within 4 weeks of vacation of former holder.

LEGISLATION

Ilfracombe Harbour complies with the Port Marine Safety Code and enforces the Harbour Bye Laws in accordance with The Pier and Harbour Orders Confirmation Act 1870 (no.1).

NEW IDEAS AND IMPROVEMENTS

We will undertake surveys annually by questionnaire to help to improve our services. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through the local press, Council's newspaper and council website.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

REVIEW

This charter will be reviewed every 2 years.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 862108.

This Charter was produced on 15 May 2003