

# Victoria Dock Berth Holders Association

## **Chairman's Report**

26 November 2016

[vdbha.co.uk](http://vdbha.co.uk)

# **OUR OBJECTIVES**

- **To provide a forum for berth holders**
- **To pro-actively represent the collective interests with relevant bodies**
- **To have the backing of the RYA for legal and constitutional matters through affiliation**
- **To maintain contact with and avail of support of the RYA's National Marina panel and other associations with similar objectives**
- **To help organise social and other relevant events for members**
- **To provide a website to inform members of events, offers and enable members input**
- **To help organise social and other relevant events for members**
- **To enjoy leisure time afloat**

# Achievements in last 12 months include:

- Built a good cohesive association with 64 members
- Survey has been very successful tool, thank you all
- Website working & under further development (John Whittaker)
- Working on strengthening and expanding the membership
- Have conducted two surveys which has provided a good feedback helping us formulate the aspirations of the group
- Built an excellent interactive working relationship with the Council and Harbour Trust

[vdbha.co.uk](http://vdbha.co.uk)

# PRACTICAL ACHIEVEMENTS

- **New CCTV system in place & web cams promised by end of the year**
- **Higher and more secure railings on the North Side**
- **Parking & “drop off” permits for north side berth holders**
- **Anti slip surface on North side pontoons**
- **WiFi but survey suggests not yet fully effective**
- **Fuel Berth**
- **Statement on Silting**

**VICTORIA DOCK DRAFT ACTION PLAN 2016 / 7**

<b>Ref</b>	<b>Project</b>	<b>Lead</b>	<b>Outcome</b>	<b>Status</b>	<b>Updates / Comments</b>
<b>1. Information and Communications</b>					
1.1	Establishment of Berth Holders Association	JoS	The establishment of a forum for berth holders	Implemented	Association formally established
1.2	Development of new website for Victoria Dock Berth Holders Association	JoS	Marketing and information	Implemented	Website in operation.
1.3	Berth Holders' Surveys	JoS	Surveys (at least 2 surveys per annum) on customer experiences arranged by berth holders association	Implemented	Surveys carried out by VDBHA
1.4	Collaborative working	All	Liaison meeting between representatives from VDBHA, GC and CHT	Implemented	Established and ongoing.
<b>2. Dredging of Marina Basin</b>					
2.1	Monitor and carry out maintenance / repair works on dock gate	BD	Operational dock gate to ensure access to dock facilities. Failure of the dock gate would prevent access in / out from the marina.	Implemented	<ul style="list-style-type: none"> <li>Substantial repair works carried out on gate during 2016</li> <li>Ongoing need to monitor and maintain</li> </ul>
2.2	Carry out urgent dredging works in vicinity of dock gate	BD	Carry out urgent water agitation works to limit damage to dock gate, and enable navigation within Dock	Trials implemented	<ul style="list-style-type: none"> <li>Safeguarding equipment ('conveyer belt') installed on dock gate</li> <li>Bed-levelling trials carried during 2016</li> <li>Surveys carried out to monitor changes</li> <li>Limited impact of bed-levelling trials – emphasise need for removal of material</li> </ul>
2.3	Develop medium / long term dredging solution for the Dock	LBJ	Apply and obtain statutory consents to enable regular dredging of the Dock basin	Ongoing	<ul style="list-style-type: none"> <li>Work commissioned</li> </ul>
<b>3. Provision of Fuel</b>					
3.1	To install new fuelling facilities within the Dock Area	BD	Provision of diesel fuelling facilities within the Dock available to customers and visitors	Implemented	<ul style="list-style-type: none"> <li>Diesel tank operational</li> </ul>

# Llry Jones statement on silting 23 November 2016

- *The growing build-up of material within the Dock basin is a significant concern and clearly needs to be addressed. Accordingly, our focus and priority for the forthcoming months (and 2017) is to progress dredging proposals in accordance with various statutory and environmental processes / consents.*
- *Some immediate works (notably bed-levelling and material pumping) were trialled during 2016 with limited success. The effectiveness of such immediate measures also highlight the need for the removal of material from the Dock.*

# Llyr Jones statement on silting 23 November 2016

- *Clearly, we would prefer to carry out dredging works sooner rather than later, but inevitably, the programme will need to allow for developing detailed proposals (inc likely effects) and formal processes / timescales relating to various consent applications (eg designation of disposal site). We would therefore expect these to be carried out during 2017, which would hopefully lead to dredging works being carried out in advance of the 2018 season. There are a number of risks and unknowns, and the programme may be subject to change – but this is the timetable currently being pursued.*
- *Given the levels of materials in certain parts of the Dock, it may also be necessary to trial further immediate works during 2017.*
- *We look forward to working with the Association in progressing the dredging proposals for the Dock.*

*Your sincerely Llyr Jones*

# The Next 12 Months

- **Primary objective is dredging**
- **Devolve some of the admin, e.g. Constitution and general running of the association including website,**
- **Continue at least annual survey as it gives us a good indication of the prioritised agenda of the members**
- **Succession planning**
- **Increase membership to have more interaction and leverage**
  - **North Side rep. Pamela Hughes MARIAN berth 87**
  - **South Side rep. John Hay ANDIAMO berth 25**



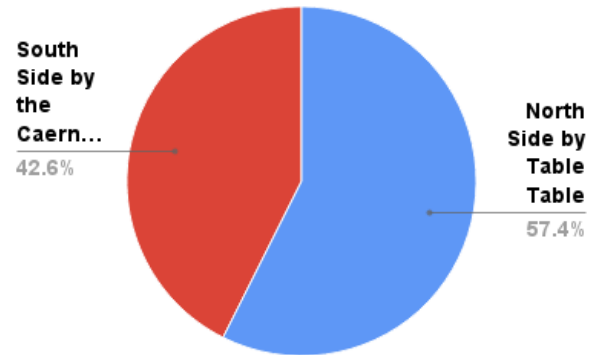
# VICTORIA DOCK BERTH- HOLDERS MEMBERS SURVEY

SEPTEMBER 2016 (Responses)

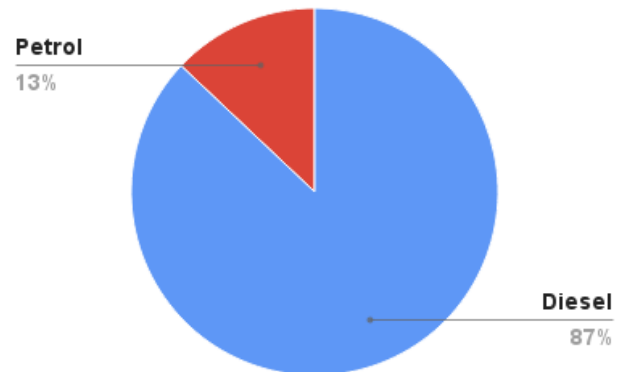
# Analysis of the 54 responses received

## General demographic of members

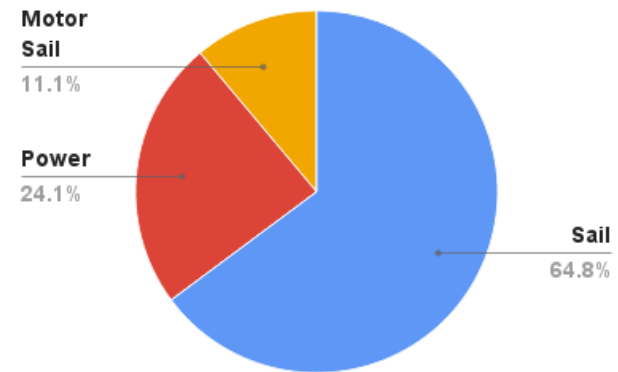
**Q1. As some issues are specifically affected by the berth location please indicate your berth location access point.**



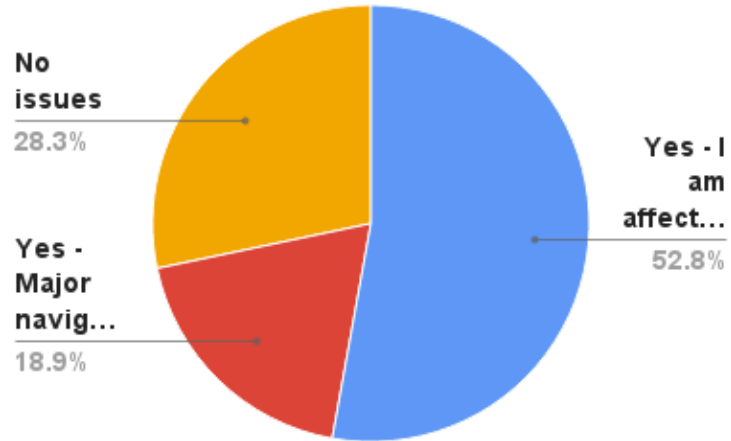
**Q4. Fuel Type:**



**Q3. Vessel Type:**



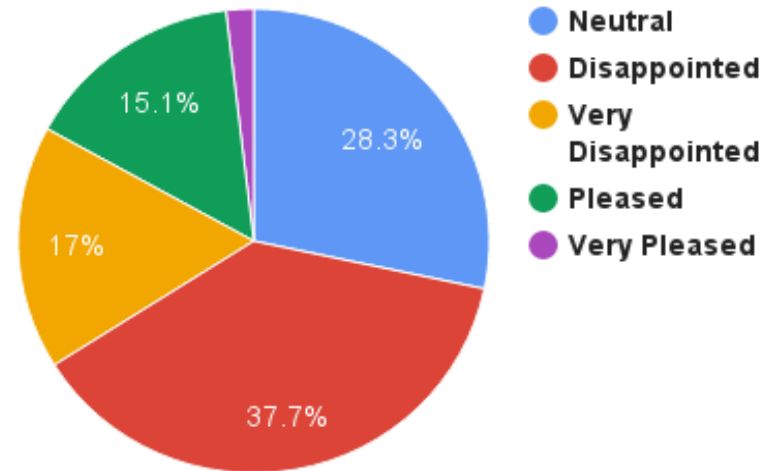
Does the current level of silting affect your use and enjoyment of the dock?



## PRIORITY 1 SILTING Analysis

71.7% of members say the current level of silting affects their enjoyment of the dock.

PRIORITY 1 SILTING: What is your level of satisfaction with the progress so far?



54.3% of members say they are disappointed with the progress so far

## Comments on Priority 1 – Silting of the Doc

I am happy with the attempt by the council, however it has not worked and there is still a serious silting issue in the doc with access issues and hitting the bottom on more than one occasion

I need to wait a while for the water level to rise. Being a motorboat, I cannot touch the bottom as my props would hit first.

I have major safety concerns including if one runs aground and in the process loses a crew member overboard one will not be able to manoeuvre the boat to retrieve the potential casualty and in worse case scenario this may result in a fatality

Having recently gone aground soon after high water, after refuelling, its clear that this is a serious problem. If a vessel does go aground it could not only damage the vessel but cause a major obstacle to other vessels using the harbour. I feel if the start of a solution is not until 2018, the problem will only get worse in the meantime.

Becoming a 2 hour + -

Egress at gate opening times is difficult

Moving silt has made access more difficult

Glaslyn has been in the Doc since it opened. This issue should have been addressed properly 10 years ago.

up to 1 hour delay on neap tides

If needing to exit lock early on the tide, often get stuck.

Seagem draws 2.1m and sits in silt when the gate is up. I cannot leave the berth when the gate opens but have to wait for the tide to rise to provide sufficient depth of water.

The problem is getting worse. We didnt really gave a problem last season, but it has become more f one this season.

We only draw 1 ft 6 in so it hasn't been an issue specifically for us but it does affect the dock and that is a concern.

Silting now evident at end of Pontoon C - recently grounded on exit shortly after gate opened. Safety concern if crew on deck stowing fenders etc.

Silting remains priority 1

After a long passage from N. Ireland I was held outside the dock for a period of time beyond the published gate opening time.

ON NEAPTIDES WE CANNOT LEAVE THE DOCK UNTIL THE HEIGHT MEASURE IN THE ENTRANCE READS A CERTAIN LEVEL

Leaving and accessing berth is restricted. Not able to take full advantage of dock opening times.

I am situated in the most silted area where the culvert enters the dock from the town and only have a small window of movement before I cant get out

Affected on entry and exit to marker position and also proximity to west facing finger

Time aground after gate lowering increasing

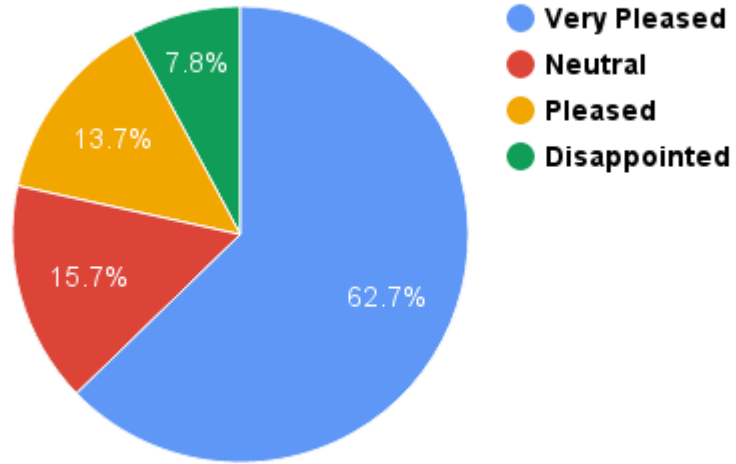
My boat draws 1.2m, so I am only affected if I leave my berth as soon as the gate opens, in which case I motor a large circle around the shallow patch.

My boat's draught is only 2' so no serious effects. However silting obviously remains a problem, and exposed mud smells at low tide, with potential adverse effects on nearby eateries.

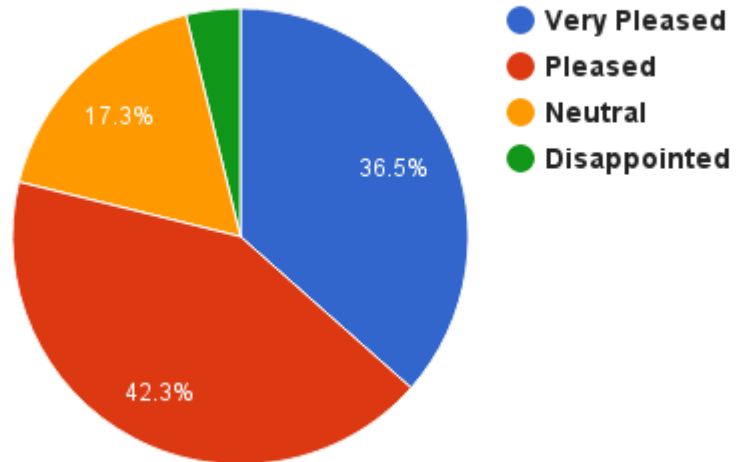
Access time severely limited. The boat dries at low water this has got worse this season.

I have run aground once or twice even with a shallow draft of 30 cm. Fortunately I am able to tilt my engine.

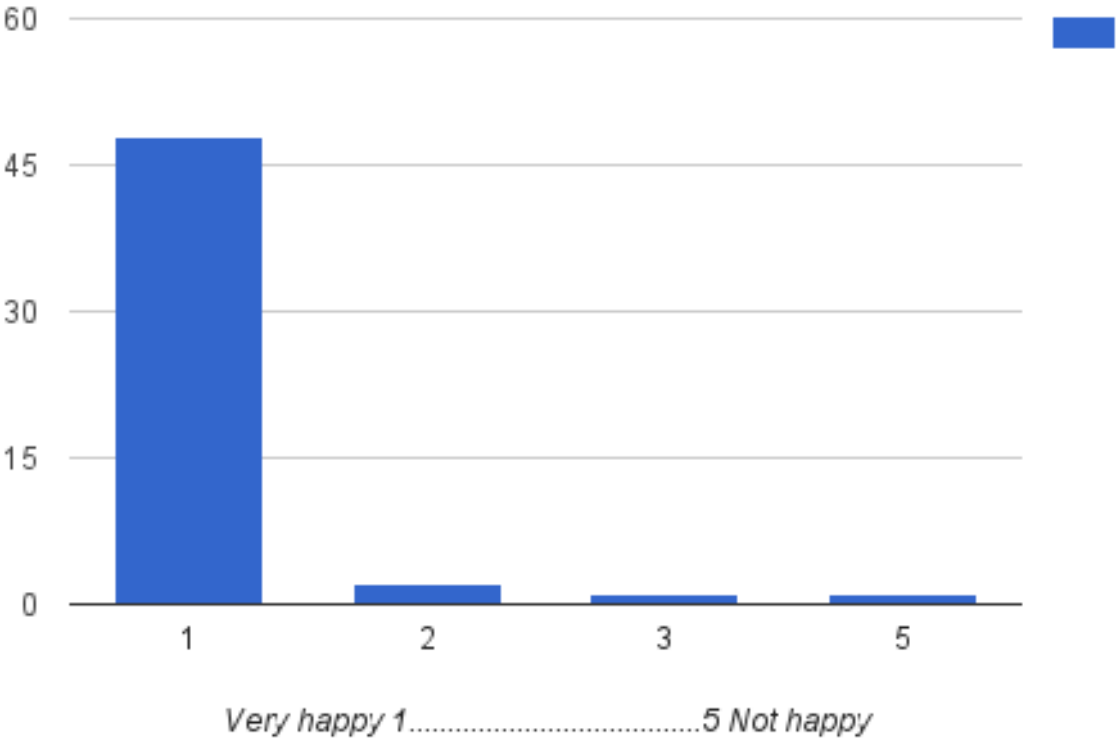
**PRIORITY 3 CAR PARKING: Gwynedd Council issued annual car parking permits to North Side berth holders to alleviate parking. Is this useful?**



**PRIORITY 4 SECURITY: Gwynedd Council have taken some remedial action regarding security. What is your level of satisfaction with progress?**



**How happy are you with the service provided by the Dock Master (Mark Shackleton) and his team?**



## Comments on the Doc team

Mark and his team are great. I have to say I don't have much contact with anyone other than Mark as he takes his days off at non peak times. Mark is by far the best harbour master I have experienced in my travels and from experiences when based in other marinas. In fact I think the Welsh should name a national holiday just for him :) St Marks Day, sometime in September would be nice.

Mark is great and very helpful.

The whole team could not in my experience be more helpful. They seem happy to go the extra mile

Friendly and professional. Couldn't ask for more.

Always pleasant and helpful

Personable, helpful and attentive.

They are fantastic always polite and helpful nothings to much trouble

I don't think you could better the service received from the Dock Master

First rate service!

Couldn't ask for a better Dock master 😊

Always helpful and friendly - no issues whatsoever.

Always pleasant and helpful.

ALWAYS VERY HELPFUL

Mark could not be more helpful. He has a great deal of sound advice and experience which he willingly shares. Fine fellow.

All the staff deliver a first class service. Always friendly and helpful. The isn't another marina we've been to that staff come out and take your lines for you.

Excellent level of service.

Our Harbour Master is always helpful, a pleasant fellow to speak with and he is always courteous. He knows us all, our boating patterns and he looks out for us at all times. A big thank you to Mark.

Mark is very helpful and always has a pleasant manner

This gentleman deserves great praise for his helpful always good humoured attention and for his valued knowledgeable advice given to the berth holders

Mark is wonderful! Top marks! The man who sometimes replaces him is a bit surly, but overall we get excellent service from Mark and his colleagues.

Incredibly helpful and supportive. Appreciate their thoughtfulness, good humour and friendliness.

Caring and conscientious

Mark is always helpful and has a realistic and positive approach

Fantastic always helpful And  
Obliging