

Navigation Committee

14 April 2022

Agenda item number 11

Annual Safety Audit 2021/22

Report by Director of Operations, Head of Ranger Services, and Head of Safety Management

Purpose

This year's annual safety audit not only examines the accident statistics for the past year but also reviews the effectiveness of the 'package' of additional safety measures introduced by the Authority and the feedback from the new hire boat helm questionnaires. The Committee is asked for its view on whether the Authority should require in its licensing conditions all hire boat operators to achieve accreditation under British Marine's Quality Accredited Boatyard Scheme in time for the start of the 2023 season.

Broads Plan context

4.3 Implement, promote and monitor measures to maintain and improve safety and security for the navigation and boats.

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1. Introduction

- 1.1. It is imperative that all those involved in safety on the Broads waterways learn from any accidents that take place on inland waters and continue to drive-up safety standards. The Department of Transport's Marine Accident Investigation Branch (MAIB) examined the capsizing of the Breakaway V on the River Bure on 19 July 2003. The findings of the investigation were instrumental in the Broads Authority promoting a Private Bill through Parliament to give it the powers to licence hire boats, introduce compulsory third-party insurance and other safety measures. While the Broads is generally a safe boating environment tragically in 2020/21 there were 5 reported fatalities, three related to boating, with one incident which is again the subject of a MAIB investigation.
- 1.2. Members will recall that the publication of the revised Hire Boat Code was delayed at the request of the MAIB following the tragic events of Ferry Marina's hired vessel 'Diamond Emblem 1', on 19 August 2020, when a woman sadly lost her life at Great Yarmouth.
- 1.3. On 27 October 2020, the Chief Inspector of Marine Accidents made the following recommendation to the Association of Inland Navigation Authorities:

2020/129 Revise the Code of Practice for Hire Boats to include:

"A requirement for in-water trial, before handover, to assess the competence of those expected to drive the boat, irrespective of their previous experience or length of hire of the vessel (3.3.4)."

AINA subsequently accepted that recommendation and the Code was amended accordingly.
- 1.4. At its last meeting the Broads Authority adopted the Hire Boat Code in full into its licensing conditions.
- 1.5. The Chief Executive, following consultation with key officers, has fed back comments on the factual content of the draft report into the accident to the Chief Inspector and the final report is expected to be published in the near future. Officers are of the view that this further MAIB investigation and the feedback from the hire boat helm questionnaires (see below) should prompt further action by the Authority, working with the industry, to raise safety standards.
- 1.6. This report examines the accidents for 2021/22, the effectiveness of the package of safety measures introduced last year and then considers the results from the hire boat helm questionnaires before considering whether the Authority should adopt British Marine's Quality Boatyard Accredited Boatyard Scheme into its hire boat licensing conditions.

2. Annual Review of Marine Accidents

- 2.1. Appendix 1 gives details of the main marine incidents reported during the period April 2021 to March 2022, including an analysis of deaths and personal injury since 1996. When considering the large number of visitors to the Broads, especially during the Coronavirus pandemic where we have seen many new visitors, the analysis demonstrates that the Broads continues to be a safe place for boating and boating related activities.
- 2.2. The Authority has continued to highlight the message of personal responsibility for safety in its publications, safety videos, training for handover hire boat staff and Rangers brief boat users on key safety messaging. During 2021/22 we have seen a slight reduction in deaths on or from boats, and of persons entering the water from the previous years.
- 2.3. Notable points are:
- 5 reported fatalities, 3 on or from boats, and 2 reported deaths not related to boating.
 - 24 reported incidents of persons inadvertently entering the water.
 - There has been a slight increase in boat fires, but fires continue to remain at a low level, as in previous years.
- 2.4. In summary, the incident rate within the Broad's executive area has seen a slight reduction in comparison to the previous safety report. This is encouraging but not a time for complacency and by continuously reinforcing safety messaging, it is hoped that we shall see a further reduction in incidents in the coming year.

3. Evaluation of Package of Safety Measures

- 3.1. At the 20 November 2020 meeting the Broads Authority meeting adopted a 'Package' of measures with the aim of enhancing safety on the Broads' waterways.

The package included:

- Increased Ranger staff and patrols between April & November, maintaining a 7-day launch presence on the network to encourage safety.
- Increased the Hire Boat Licensing Officer time from 1 day a week to 3 days.
- A suite of free online instructional videos, developed in conjunction with the Broads Hire Boat Federation, RNLI, Maritime Coastguard Agency, and British Canoeing to provide safety advice and information.
- An increased the number of 'Super Safety Events' where by random spot checks are conducted for vessels on our waters. These multi-agency events help educate boaters in a variety of safety issues from boat handling, speed, as well as looking for vessel defects, non-wearing of buoyancy aids and hazardous boating issues.

- Developed closer ties with relevant organisations through regular meeting with the Broads Hire Boat Federation, the Royal Yachting Association, British Marine, and The Norfolk and Suffolk Boating Association, as well as Broads Beat, Maritime Coastguard Agency and the Drowning Prevention Forum.
- 3.2. For the 2021/22 season The Broads Authority recruited four (4) additional seasonal Rangers to allow for a seven-day patrolling on-water presence, so that the public visibility of the Rangers increased. Although it is difficult to prove cause and effect the informal feedback suggested that the increased Ranger presence was beneficial in terms of safety and the reduction in boating safety incidents can in part be attributed to this.
 - 3.3. A new Senior Ranger role (Compliance & Safety) was also created to assist Rangers with the required and complex documentation and legal processes required to bring prosecutions for the most serious or repeat byelaw offenders. A formal prosecution is the last resort of the Broads Authority, and these are only progressed if other avenues to deal with the matter have failed or the offense is serious enough to move immediately to a criminal proceeding.
 - 3.4. Over the last 12 months there have been successful prosecutions for a speeding offence (a fine of £330, and full costs of £1,045 being awarded) and a 'care and caution' offence, failing to respond to a 'request for information' and obstruction resulting in a fine of £1,100, victim surcharge of £110 and costs of £764.
 - 3.5. These results demonstrate that the complex and exact prosecution processes are being successfully applied by the Rangers and the Legal Team (supplied by NPLaw) and that the local Magistrates have a good knowledge of the consequences on the area of byelaw offences and the seriousness of dealing with those who breach them.
 - 3.6. A key part of the Rangers' duties is not only to uphold byelaws but drive up boating standards and one way this is done is by 'Super Safety Events'. These Rangers lead events 'pop up' on busy or popular stretches of water and often include partnering organisations like the Coastguard, RNLI, Broads Beat and Drowning Prevention Organisations. A Super Safety Event gives the Authority engagement opportunities and allows for safety messaging and other safety checks to be randomly carried out (speeding, hazardous boat checks, life jacket education and other matters observed that require Ranger intervention) to good effect.
 - 3.7. Nine (9) animated safety videos were developed and have been viewed over 50,000 times on the Authority's YouTube channel during the 2021 season. Results from the Hire Boat Helm Questionnaire show that 62% of those who were asked had watched them, with 52% doing so prior to arriving for their holiday hire period.
 - 3.8. The Canals and Rivers Trust (CRT) and the Environment Agency (EA) have contacted the Broads Authority, praising the initiative and asking permission to use the scripts and animations in order to produce their own on-line safety programme.

- 3.9. The 2021 videos are currently being refreshed ready for the new season, with new content being added as well as amendments following feedback from partners and the public. A new animation is being added to educate visitors on how to deal with incidents and accidents and the contents of the paddlesports video is being significantly expanded as this is an increasingly popular activity on our waters.
- 3.10. An additional safety message is being promoted for 2022 is the ‘**Don’t go Overboard – boating and alcohol, don’t mix**’ campaign with logo merchandise being distributed to hospitality businesses and boatyards, this included beers mats and the popular floating keyrings. New signage is also being installed at popular paddlesport launching locations detailing safety elements to be aware of and informing that other craft are using the same water space.
- 3.11. The Authority will continue to use the Broadcaster visitor magazine as a vital way to communicate boating safety messages as we know that 87% of Hire Boat Questionnaire respondents had received a copy.

4. Hire Boat Helm Questionnaires

- 4.1. During the 2021 summer season Rangers asked hired craft helms, selected at random, to complete a questionnaire, these forms were also available from the Authority’s website and some hire companies signposted their customers to the feedback forms. The Broads Hire Boat Federation was consulted ahead of the roll out of the survey and contributed to the formulation of the questions posed to hirers. Please find the Broads Hirers Survey 2021 in appendix 2 and 3.
- 4.2. 588 responses were completed and the purpose of the questionnaire was to gauge key aspects of the hirers experience from confidence to helm the hired craft to their experience of the hand-over from their operators. The key headline findings are:
- 47% of responders reported that the on-board handover (demonstration of controls, functionality of equipment etc) was less than 20 minutes.
 - The majority of responders did have an ‘in-water’ trial, although 25% stated that they had had no in-water trial and a further 13% stated that the in-water trial was 10 minutes or less.
 - For those craft with dual helm controls (in cabin and from an elevated outside position) 31% said they had been shown how these controls work.
- 4.3. The importance of a comprehensive handover process and an in-water trial for all hired boats can be seen from the MAIB’s intervention in the review of the hire boat code. It is therefore concerning that **25% stated that they had had no in-water trial and a further 13% stated that the in-water trial was 10 minutes or less.**
- 4.4. The Hire Boat Helm questionnaires will be used during the 2022 season with Rangers again being set specific quotas to provide a good specimen sample of responses. The

information will assist the Authority in identifying areas where further improvements to hire boat operations is required.

5. British Marine Quality Accredited Boatyard Scheme (QAB)

- 5.1. British Marine is the trade association for the UK leisure, superyacht and small commercial marine industry. Its 1,500+ members come from a broad range of businesses including boat builders, chandlers, brokers, marinas, passenger boats and engineers.
- 5.2. British Marine operates the Quality Accredited Boatyard Scheme (QAB) and accreditation indicates that hire boat operators are committed to quality, providing recognition for their operations, and giving potential customers a label, they can trust. The Scheme provides clear expectations to customers when they are booking their hire boat experience. The clear criteria operators are assessed against provides a method of benchmarking, and can assist operators develop their businesses.
- 5.3. The Quality Accredited Boatyard scheme goes beyond health and safety criteria and assesses the Hire Operators on a number of factors such as booking processes, arrival and departure procedures and scores their website. But importantly it does focus on health and safety factors that are beyond the scope of what is applied by the Broads Authority as part of our Hire Boat Licensing process. For example, the QAB assesses the training of the Hire Operators staff in important areas like Handover (this includes the in-water trial), emergency processes and boat maintenance. A full comparison of the criteria assessed for a QAB accreditation from British Marine and the Hire Operators licensing requirements from the Broads Authority is enclosed in Appendix 4.
- 5.4. British Marine has provided the following statement regarding the proposal to incorporate QAB accreditation into the Broads Hire Boat Licensing Conditions.

“British Marine supports the proposal for the QAB scheme to be a licensing requirement for Hire Vessels operating on the Broads complementing the Broads Authority’s formal licensing inspections. The Scheme was developed by British Marine member Hire Operators and Visit England to provide a consistent level of customer service and safety on all inland hire operations by members of British Marine Inland Boating in 2014, and made a requirement of membership within that association.

It was designed to support both larger operations and those with a small number of boats. In 2018 it was extended by the British Marine Council to all hire operators within British Marine membership. This year all members of British Marine, within all associations, will be required to have a valid QAB examination, or have booked their examination, before they will be able to renew their membership.

The scheme has proved to be well supported by those experienced operators who have undertaken the examination and provides guidance and advice to new operators coming into the sector. The recent implementation of the Hire Boat Code has reinforced

the benefits of having a third-party assessment of operators safety management systems and can only be beneficial to overall customer safety”.

6. Financial Implications

- 6.1. The Quality Accredited Boatyard scheme is open to British Marine Members at a discounted rate and non-members at a competitive rate. The National Scheme has assisted many operators, large and small (small holiday property lets offering the use of a single motor boat) by providing them with advice and guidance on operating their ventures safely, with their customers in mind and helping drive up standards.

Costs	Member Fees	Non-Member Fees	Costs per year if spread over a three-year period
Initial QAB costs	£384	£492	£128/£164
Subsequent costs	£252	£324	£84/£108

7. Conclusion

- 7.1. The Broads Authority's Port Marine Safety Code (PMSC) [Port Marine Safety Code \(broads-authority.gov.uk\)](https://broads-authority.gov.uk) formalises the duties and responsibilities of Members and Officers, The Broads Authority is deemed to be a 'Competent Harbour Authority'. The additional safety measures implemented in 2021, following the events of 2020, are helping to drive up the safety within the Broads, but as always continuous improvements need to be made. The recent changes to the Hire Boat Code of Practice is a good example of this and the Broads Authority Safety Team will continue to work with the hire boat companies and safety organisations to ensure compliance and safety standards continue to see improvements.
- 7.2. Officers are of the view that the MAIB investigation and the feedback from the hire boat helm questionnaires should prompt further action by the Authority, working with the industry, to raise safety standards. One option is requiring all hire boat operators to achieve accreditation under British Marine's Quality Accredited Boatyard scheme. This would bring another independent set of eyes to review the safety arrangements for boats hired on the Broads and could support the Authority's existing licensing regime. The costs to the individual operators over three years are modest and it is supported by British Marine, the industry body. The Committee's view on this proposal is sought.

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Date of report: 29 March 2022

Background papers: [Broads Authority agenda item 9, 18/03/2022](#) and [Broads Authority agenda item 8, 20/11/2020](#)

[Broads Plan](#) strategic actions: Aspiration 4 to maintain a safe, open navigation and reduce pressures on busy or vulnerable areas, with a strategic action to implement, promote and monitor measures to maintain and improve safety and security for the navigation and boats

Appendix 1 – Annual Marine Incident Statistics

Appendix 2 - Ranger survey summary

Appendix 3 – Unprompted survey summary

Appendix 4 - Quality Accredited Boatyard scheme Vs Broads Authority Licensing criteria

Appendix 1 – Annual Marine Incident Statistics

The reporting periods are from the 1st April 2021 to 9 March 2022. The report is limited to the Broads Authority's executive area for marine responsibility. Notable incidents are listed below.

Table 1

Summary of incidents reported.

2021	Incident details	Hazard log category
10/4	Paddleboarder injured when fell in on Hickling	Fallen in
14/4	Person fell in at Reedham Quay	Fallen in
14/4	Boat fire on Barton Broad.	Fire
24/4	Person fell in and crushed at Ludham Bridge	Fallen in
28/4	Person fell on moorings at St Benets	Injury
30/4	Person injured when fell on vessel underway	Injury
1/5	Leg injury when mooring at Womack dyke	Embarkation/disembarkation
13/5	Boat fire at Brundall. No injuries	Fire
17/5	Leg injury when mooring at St Benets	Embarkation/disembarkation
19/5	Person injured when fell on vessel underway	Injury
20/5	Person injured when fell from yacht at Hunters Yard	Fallen in
23/5	Fatality on vessel at Thorpe Island	Fatality
24/5	Female injured when mooring at Acle Bridge	Embarkation/disembarkation
25/5	Fallen in at Ranworth. Not injured	Fallen in
2/6	Fallen on board moored vessel	Injury
3/6	Body recovered from old Yare near Carrow.	Fatality
11/6	Fallen on moored vessel	Injury
12/6	Fallen on moored vessel	Injury
15/6	Fallen in from vessel navigating after dark near Irstead	Fallen in
18/6	Fallen in from moored vessel at Potter Heigham	Fallen in
19/6	Leg injury when mooring at Horning Marshes	Embarkation/disembarkation
23/6	Injured by broken glass at Norwich Yacht Station	Injury
2/7	Injured when fell on slipway at Oulton Broad	Injury

2021	Incident details	Hazard log category
4/7	4 persons in water following canoe capsized on Barton	Fallen in
6/7	Fallen off moored boat onto quay	Injury
13/7	Fallen on moored boat at Hoveton	Injury
14/7	Fallen on moored boat at South Walsham	Injury
21/7	Fallen in river at Thorpe River Green	Fallen in
27/7	3 persons injured after trip boat collided with Thorpe River Green d/s bridge	Injury – bridge strike
28/7	Body found at Carys meadow	Fatality
2/8	Fallen on moored boat at Sutton Staithe	Injury
5/8	Fallen between quay and boat at Hickling	Fallen in
9/8	Injured by broken cleat at Reedham Quay	Injury
16/8	Injured when tripped over folded canopy on moored boat at Somerleyton	Injury
19/8	2 persons fallen in after canoe hit by sailing vessel under engine	Fallen in
22/8	Child fell in from moored boat at Norwich Yacht Station	Fallen in
22/8	Cardiac arrest on vessel at Broadsgate, Stalham	Fatality
1/9	Fallen in from moored boat at Broadsedge marina Stalham	Fallen in
1/9	Fallen in from moored boat at Hunters Yard, Womack	Fallen in
5/9	Injury to leg when jumped off boat while mooring at Ranworth Island	Embarkation/disembarkation
5/9	Fallen in from moored boat at Boundary Farm	Fallen in
7/9	Vessel in collision with St Olaves Bridge	Bridge strike
17/9	Injury to arm while mooring	Embarkation/disembarkation
19/9	Engine fire/smoke on hire boat. No injuries	Fire
29/9	Fallen in from moored boat Ludham Bridge – minor head injury	Fallen in
3/10	Persons in water following sinking boat near Belaugh. No injuries	Fallen in

2021	Incident details	Hazard log category
6/10	Back injury following fall on board moored vessel.	Injury
9/10	Leg injury following fall on board moored vessel	Injury
16/10	Fallen in while boarding vessel moored at Horning.	Embarkation/disembarkation
23/10	Injury to leg while mooring at Thurne Dyke	Embarkation/disembarkation
24/10	Fatality on board vessel at Richardsons boatyard.	Fatality
8/11	Shoulder injury following fall on board moored vessel at Brundall	Injury
18/11	Fire on board private vessel near Cantley. Minor burn to 1 person.	Fire

Analysis of death/injuries since 1996

Death	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
No of deaths on or from boats	1	1	3	2	1	3	2	6	0	0	2	0	0	0	2	4	2	0	2	1	5	1	2	1	5	3
Reported deaths not related to boating	-	2	1	4	4	2	3	1	0	7	2	1	1	3	3	3	8	2	5	4	2	1	2	2	2	2

Cause of death	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Severe injury	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0
Heart Attack	0	0	0	1	1	0	1	0	0	0	1	0	1	2	2	1	5	0	1	1	3	1	1	1	0	1
Drowning	1	0	4	5	1	3	3	5	0	4	3	0	0	0	1	3	2	0	5	3	0	0	3	2	3	0
Asphyxiation/CO poisoning	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0
Terminal Illness																1	0	0	0	0	0	0	0	0	0	1
Not Known	0	2	0	0	1	0	0	2	0	3	0	1	0	1	2	2	0	0	1	0	2	1	0	0	1	3
Reports of people inadvertently entering in the water ¹	2	4	8	2	5	1	4	15	16	12	23	29	17	34	20	17	18	12	22	19	21	12	23	17	27	24
No of persons reported as requiring hospital treatment	9	8	7	9	8	7	7	18	2	4	13	12	11	22	30	17	15	19	14	13	30	36	49	33	35	35

¹ Reports where someone inadvertently found themselves in the water. It does not include capsizes of sailing dinghies etc, or from any other contact water sports where entry into the water is predictable

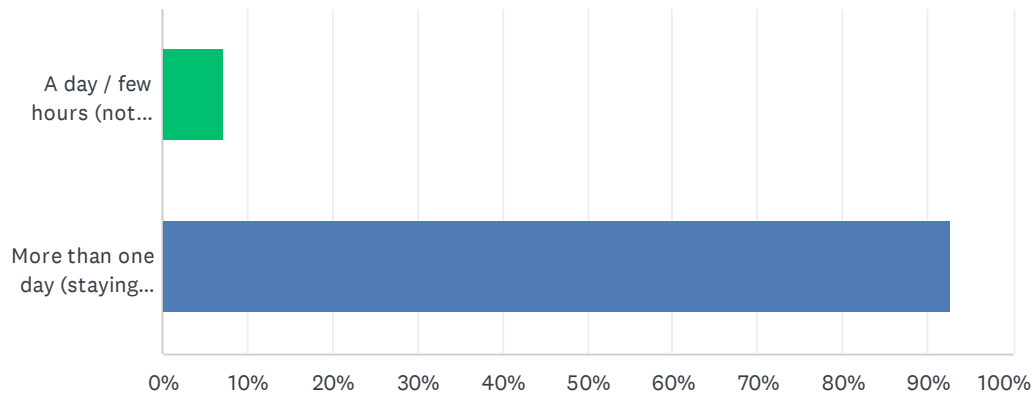
Nature of injuries	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Head	0	4	1	3	2	1	1	1	1	3	1	1	5	3	3	1	3	3		2	7	3	4	5	3	1
Arm/hand	1	6	0	0	1	3	1	1	1	0	1	6	4	1	4	4	2	4	1	0	3	4	6	7	5	2
Leg/foot	5	4	2	4	1	2	2	2	2	1	3	7	5	7	8	3	6	4	3	4	9	8	8	11	9	12
Torso, ribs, chest, back	0	2	0	1	4	1	1	2	0	1	4	3	0	2	4	2	0	2	2	2	1	5	8	2	2	6
Not described	1	0	0	0	0	0	0	10	2	1	4	0	0	8	10	2	2	5	1	4	6	12	13	8	10	10
Asphyxiated/CO poisoning	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	4	0	0	0
Burns/Scalds	1	1	4	1	1	0	2	1	0	0	1	1	0	1	2	1		1	2	0	0	0	0	0	2	1
Heart attack																3	5	1	2	1	5	3	10	0	4	2

Analysis of fire and explosions since 1996

Fire and explosions	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of incidents	2	5	4	6	3	4	2	2	0	2	22	8	4	4	3	3	1	1	1	0	2	2	5	1	2	4
Vessels involved (Private)	1	3	4	3	2	2	2	1	0	1	18	10	4	2	2	2	1	1	3	0	1	2	5	1	2	3
Vessels involved (Hire)	1	2	0	3	1	2	0	1	0	1	4	1	0	2	1	1	0	0	0	0	1	0	0	0	0	1
Prime cause LPG	0	0	2	0	1	1	0	2	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Prime cause Petrol	0	1	1	1	0	0	1	0	0	0	1	2	0	0	0	2	1	0	1	0	0	0	1	0	0	0
Prime cause Electrical	0	2	0	0	1	1	1	0	0	1	0	1	2	2	1	1	0	0	0	0	1	0	1	0	0	1
Prime cause Other	2	2	1	5	1	2	0	0	0	1	21	4	2	2	1	0	0	0	2	0	1	2	3	1	2	3
No of vessels total loss	1	2	0	1	2	2	2	0	0	0	20	6	2	1	0	2	1	0	0	0	0	1	2	0	0	0
No of injuries from fires requiring hospital treatment	0	1	3	1	0	0	2	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	1	0	2	0
No of fatalities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Q1 Are you hiring a boat for:

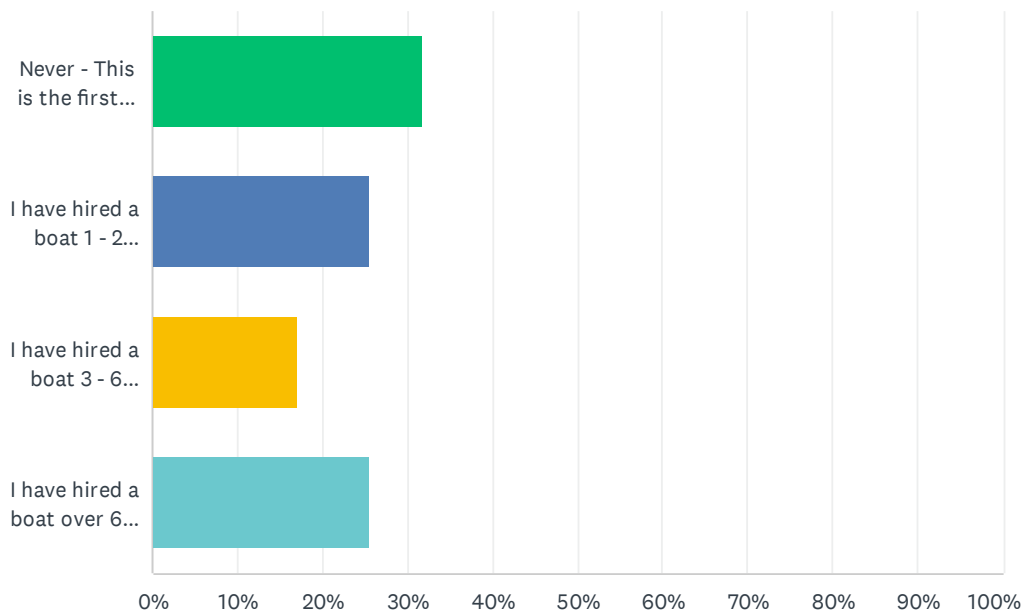
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ANSWER CHOICES	RESPONSES	
A day / few hours (not staying in the boat overnight)	7.26%	31
More than one day (staying overnight in the boat)	92.74%	396
TOTAL		427

Q2 How often have you hired a boat on the Broads before this occasion

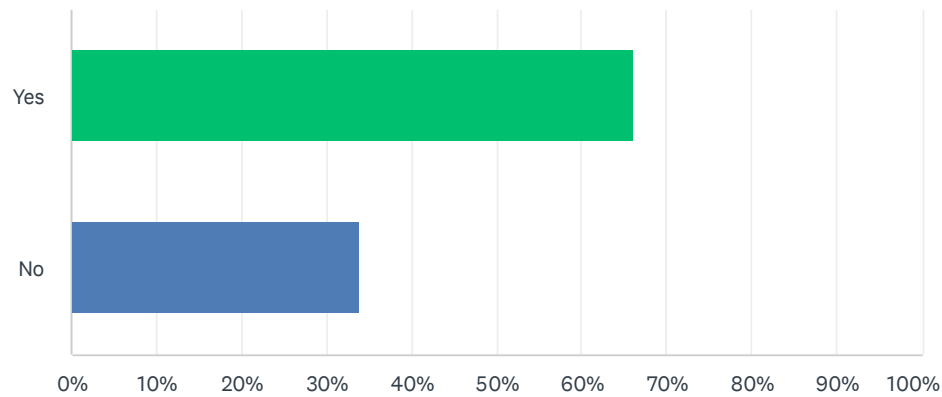
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ANSWER CHOICES	RESPONSES	
Never - This is the first time I have hired a boat on the Broads	31.85%	136
I have hired a boat 1 - 2 times before	25.53%	109
I have hired a boat 3 - 6 times before	17.10%	73
I have hired a boat over 6 times before	25.53%	109
TOTAL		427

Q3 Did your boat hirer recommend viewing the Broads Authority animated safety videos?

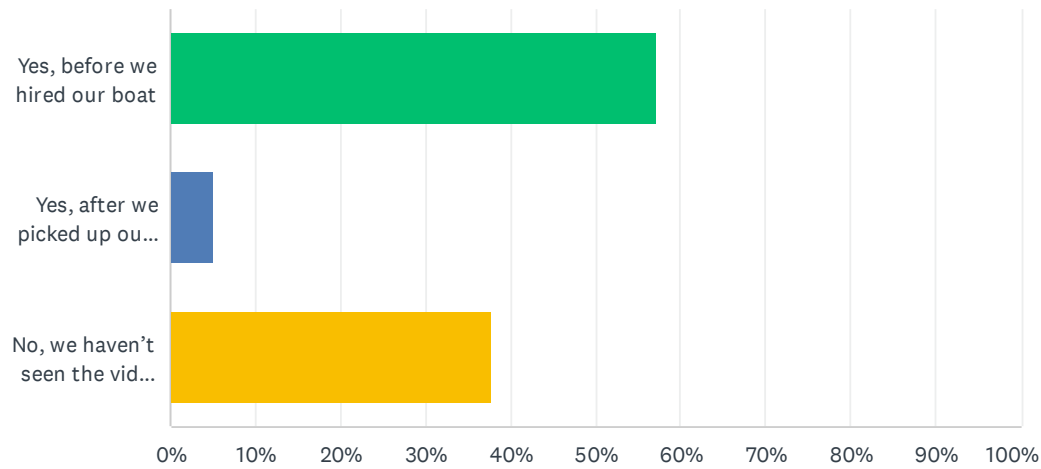
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ANSWER CHOICES	RESPONSES	
Yes	66.04%	282
No	33.96%	145
TOTAL		427

Q4 Have you watched the Broads Authority animated safety videos?

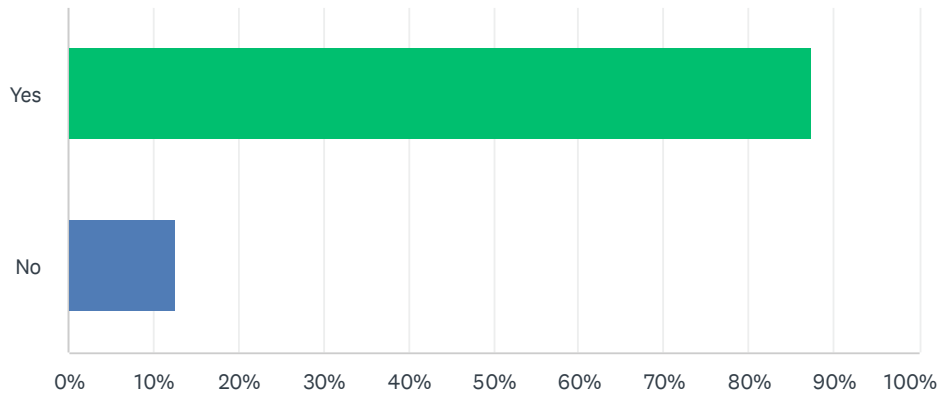
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ANSWER CHOICES	RESPONSES	
Yes, before we hired our boat	57.14%	244
Yes, after we picked up our boat	5.15%	22
No, we haven't seen the videos yet	37.70%	161
TOTAL		427

Q5 Did your boat hirer provide you with a copy of Broadcaster and point out the safety information it contains?

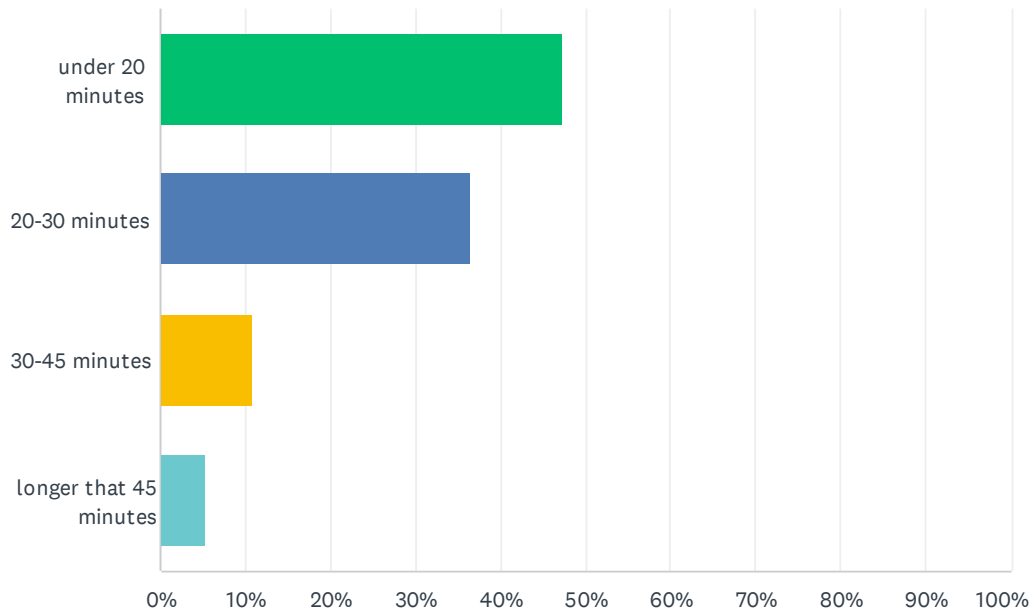
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ANSWER CHOICES	RESPONSES	
Yes	87.38%	374
No	12.62%	54
TOTAL		428

Q6 On your boat handover with your hirer, how long approximately did you spend onboard being shown how to operate the various onboard systems, not including the trial run?

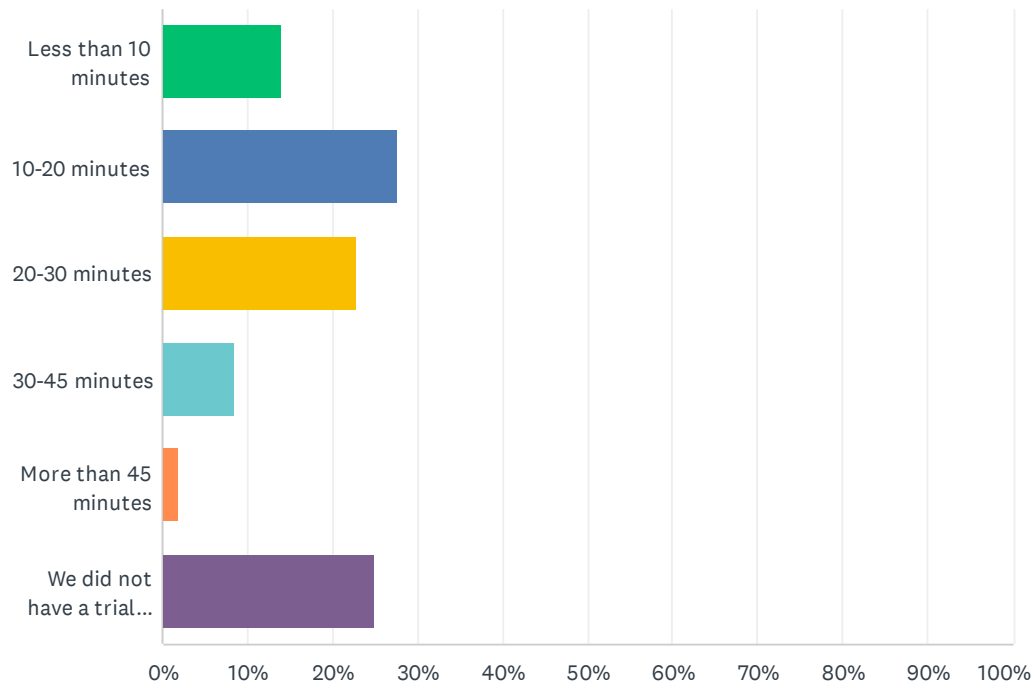
Answered: 427 Skipped: 13



ANSWER CHOICES	RESPONSES	
under 20 minutes	47.31%	202
20-30 minutes	36.53%	156
30-45 minutes	10.77%	46
longer that 45 minutes	5.39%	23
TOTAL		427

Q7 How long approximately did your trial run/show out last?

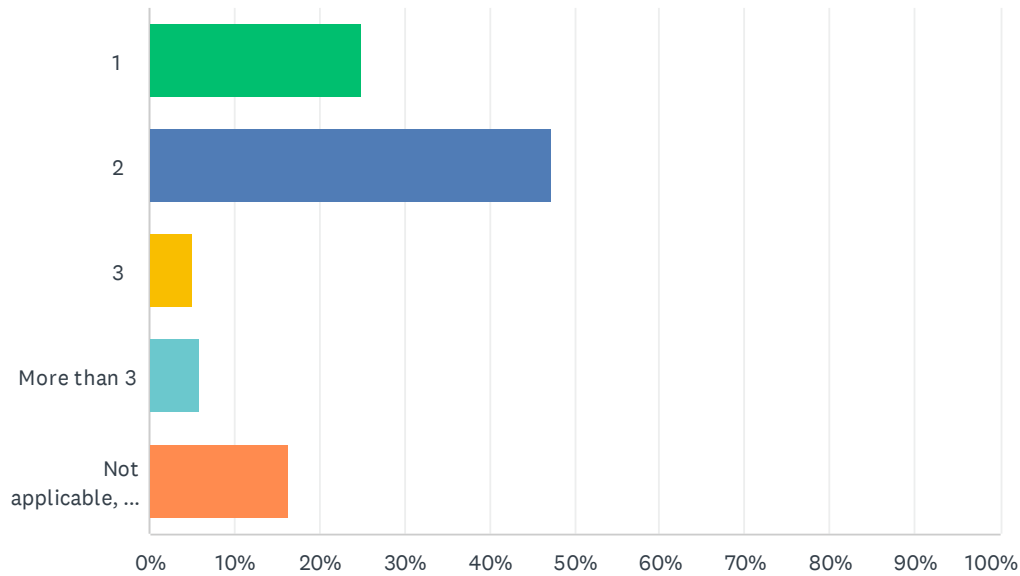
Answered: 429 Skipped: 11



ANSWER CHOICES	RESPONSES	
Less than 10 minutes	13.99%	60
10-20 minutes	27.74%	119
20-30 minutes	22.84%	98
30-45 minutes	8.62%	37
More than 45 minutes	1.86%	8
We did not have a trial run (for example because you were experienced boaters or were only hiring a dayboat)	24.94%	107
TOTAL		429

Q8 How many of your group were actively involved in the trial run/show out demonstration?

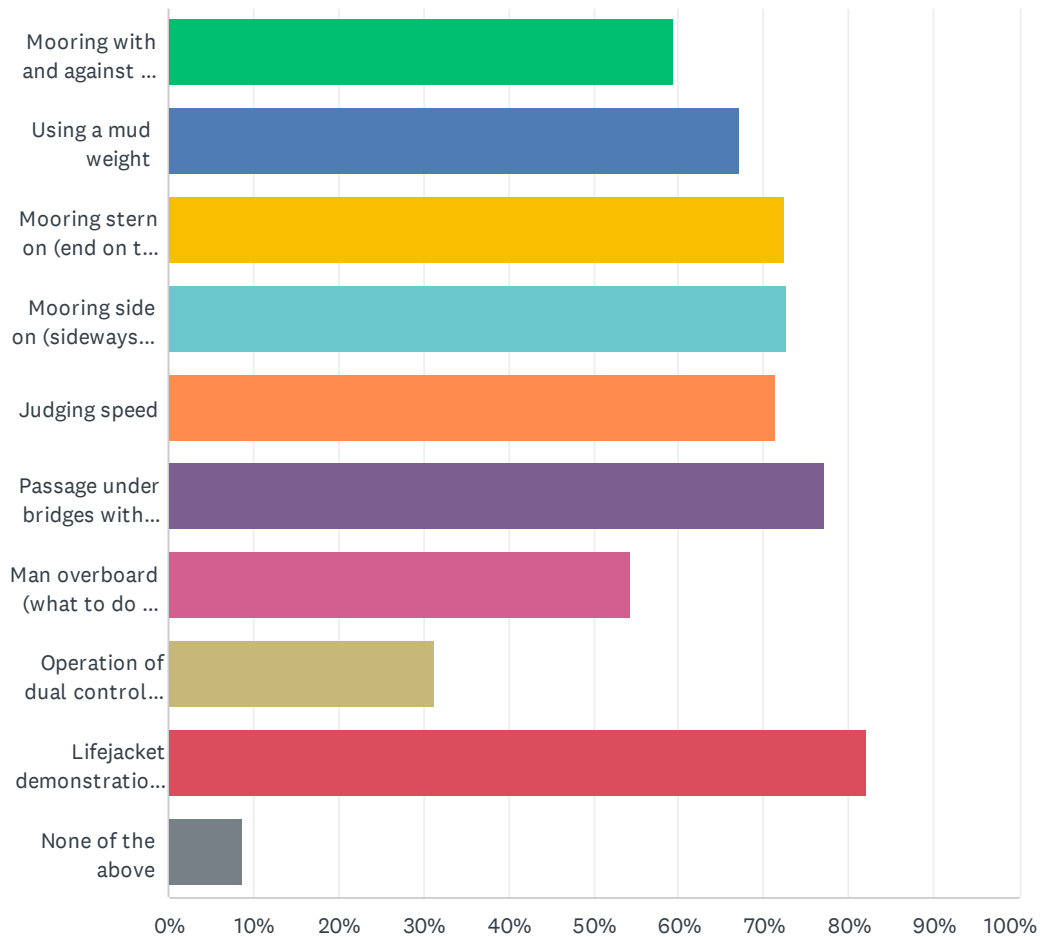
Answered: 428 Skipped: 12



ANSWER CHOICES	RESPONSES	
1	25.00%	107
2	47.43%	203
3	5.14%	22
More than 3	6.07%	26
Not applicable, we did not have a trial run	16.36%	70
TOTAL		428

**Q9 Thinking about your handover / trial run, did the yard staff member explain clearly how to control the boat in the following circumstances?
(please tick all those that apply)**

Answered: 425 Skipped: 15

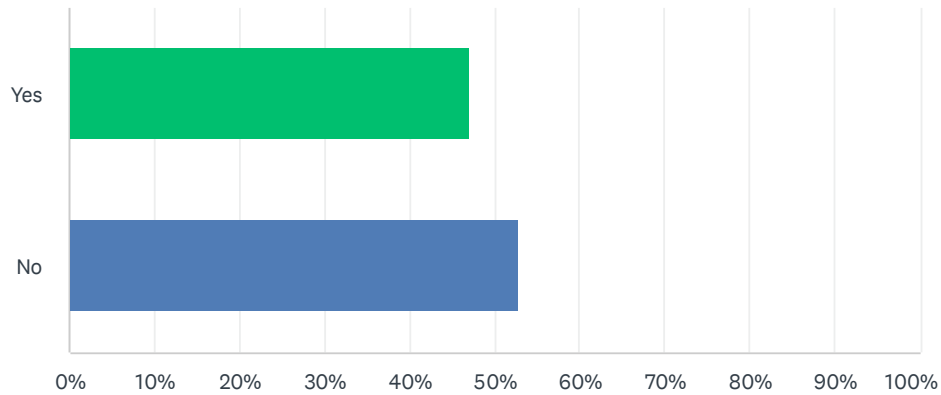


Broads Hirers Survey 2021 (Ranger Version)

ANSWER CHOICES	RESPONSES	
Mooring with and against the tide.	59.53%	253
Using a mud weight	67.06%	285
Mooring stern on (end on to the mooring)	72.47%	308
Mooring side on (sideways to the mooring)	72.71%	309
Judging speed	71.53%	304
Passage under bridges with particular reference to air draft (the space needed for your boat to pass under a bridge safely)	77.18%	328
Man overboard (what to do if someone falls into the water)	54.35%	231
Operation of dual control and method of switching	31.29%	133
Lifejacket demonstration – how to fit it correctly and when to wear it	82.12%	349
None of the above	8.71%	37
Total Respondents: 425		

Q10 Did the yard staff discuss the dangers of boating with alcohol consumption with you?

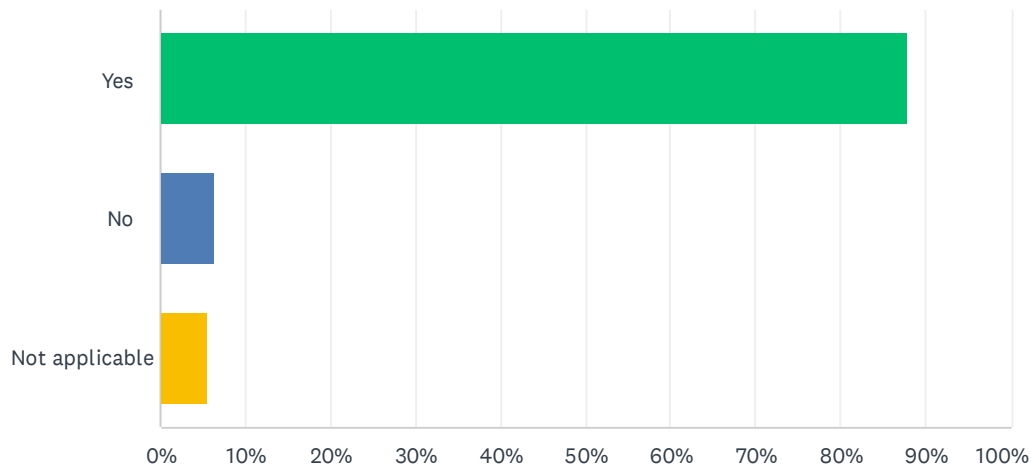
Answered: 430 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	47.21%	203
No	52.79%	227
TOTAL		430

Q11 On completion of the trial run did you sign anything to say you were satisfied with your ability to handle the boat?

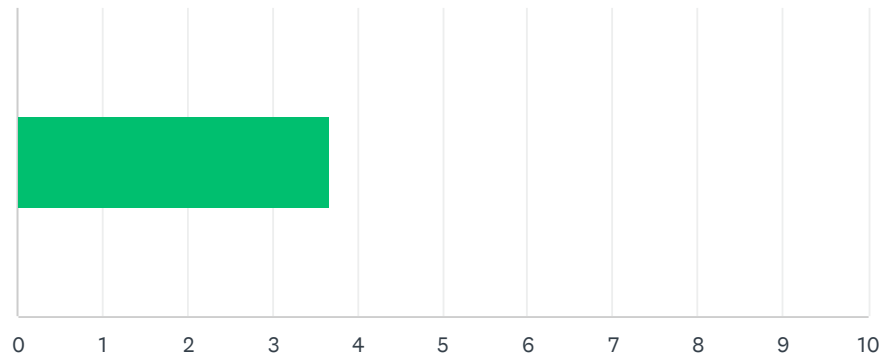
Answered: 431 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	87.94%	379
No	6.50%	28
Not applicable	5.57%	24
TOTAL		431

Q12 How confident did you feel operating the boat when you first left the boatyard? 1 is not confident at all and 5 is very confident

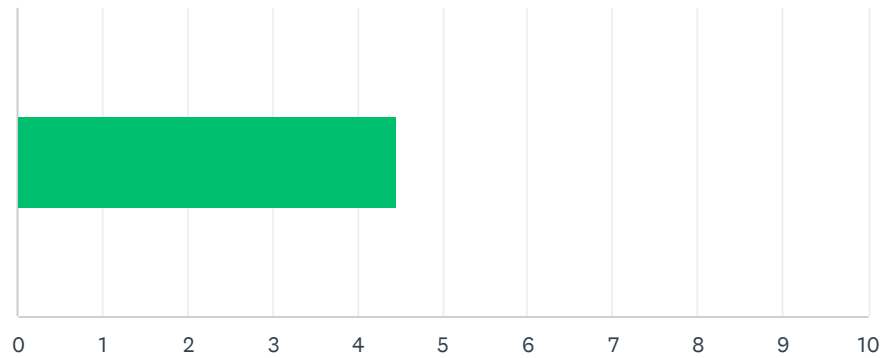
Answered: 412 Skipped: 28



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	1,512	412
Total Respondents: 412			

Q13 How confident do you feel operating the boat now? 1 is not confident at all and 5 is very confident

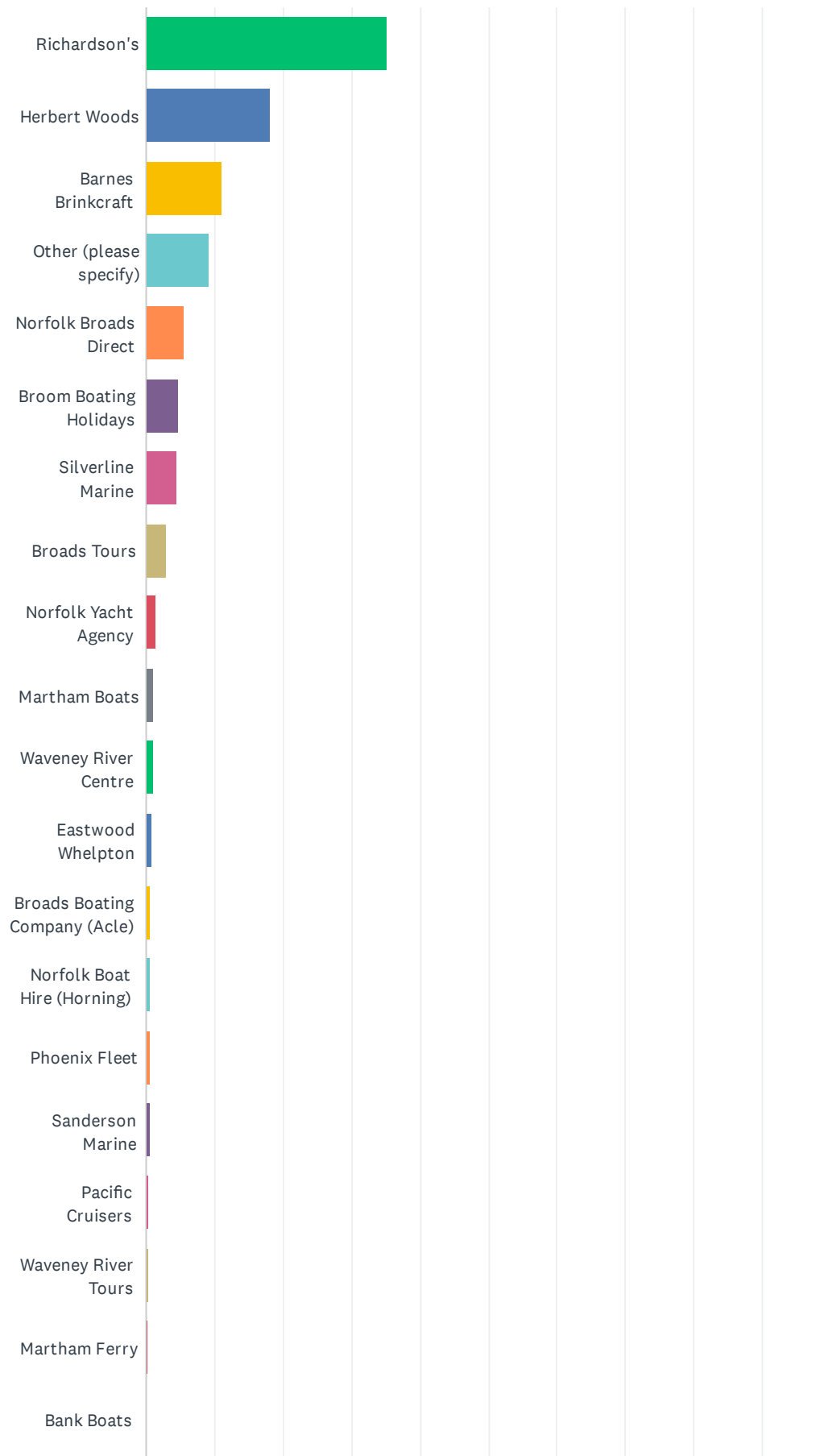
Answered: 428 Skipped: 12



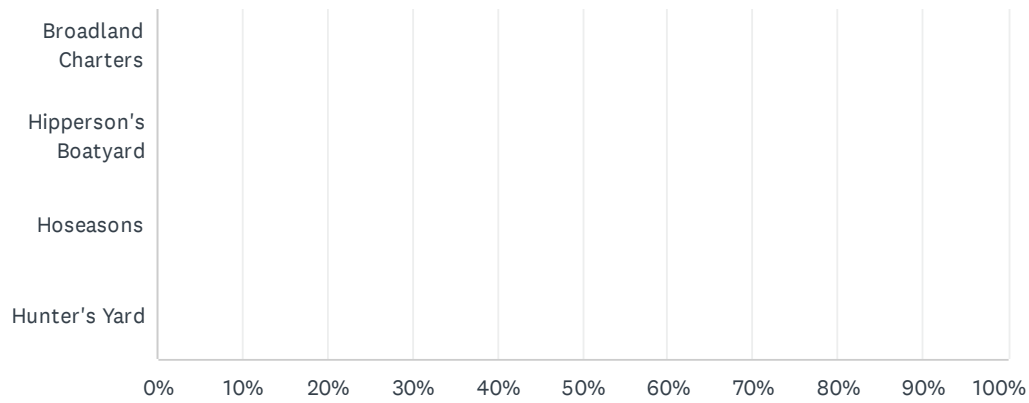
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	1,903	428
Total Respondents: 428			

Q14 Which yard did you hire your boat from?

Answered: 429 Skipped: 11



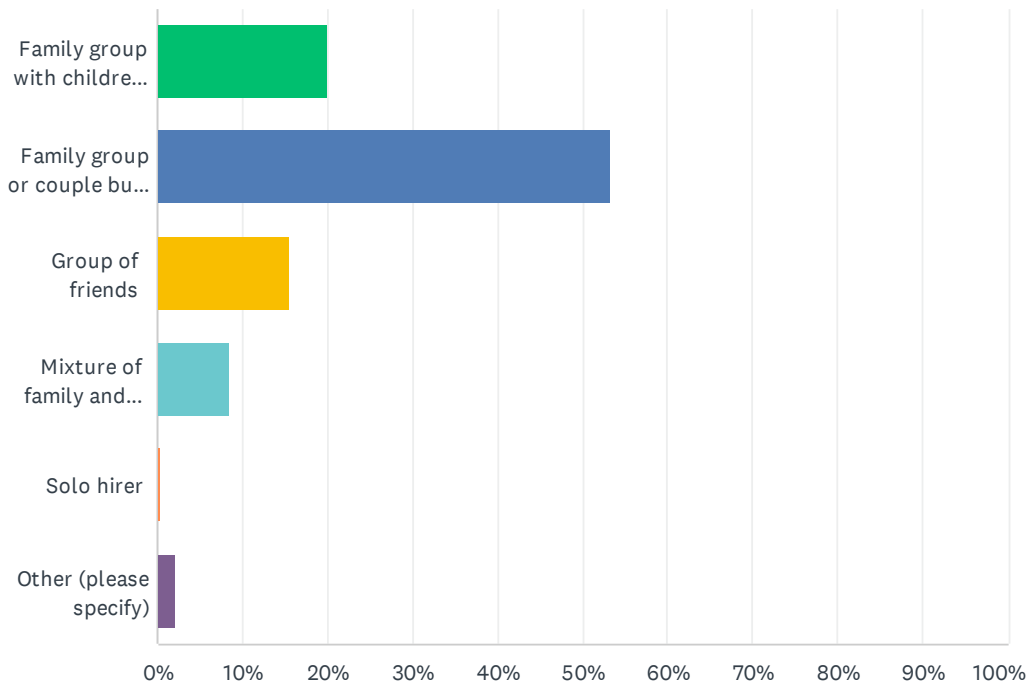
Broads Hirers Survey 2021 (Ranger Version)



ANSWER CHOICES	RESPONSES	
Richardson's	35.20%	151
Herbert Woods	18.18%	78
Barnes Brinkcraft	11.19%	48
Other (please specify)	9.09%	39
Norfolk Broads Direct	5.59%	24
Broom Boating Holidays	4.66%	20
Silverline Marine	4.43%	19
Broads Tours	3.03%	13
Norfolk Yacht Agency	1.40%	6
Martham Boats	1.17%	5
Waveney River Centre	1.17%	5
Eastwood Whelpton	0.93%	4
Broads Boating Company (Acle)	0.70%	3
Norfolk Boat Hire (Horning)	0.70%	3
Phoenix Fleet	0.70%	3
Sanderson Marine	0.70%	3
Pacific Cruisers	0.47%	2
Waveney River Tours	0.47%	2
Martham Ferry	0.23%	1
Bank Boats	0.00%	0
Broadland Charters	0.00%	0
Hipperson's Boatyard	0.00%	0
Hoseasons	0.00%	0
Hunter's Yard	0.00%	0
TOTAL		429

Q15 Which best describes your group?

Answered: 430 Skipped: 10



ANSWER CHOICES	RESPONSES	
Family group with children under 16 years old	20.00%	86
Family group or couple but no children under 16 years old	53.26%	229
Group of friends	15.58%	67
Mixture of family and friends	8.60%	37
Solo hirer	0.47%	2
Other (please specify)	2.09%	9
TOTAL		430

Q16 What other measures would like to see to improve boating safety on the Broads? (Leave blank if N/A)

Answered: 211 Skipped: 229

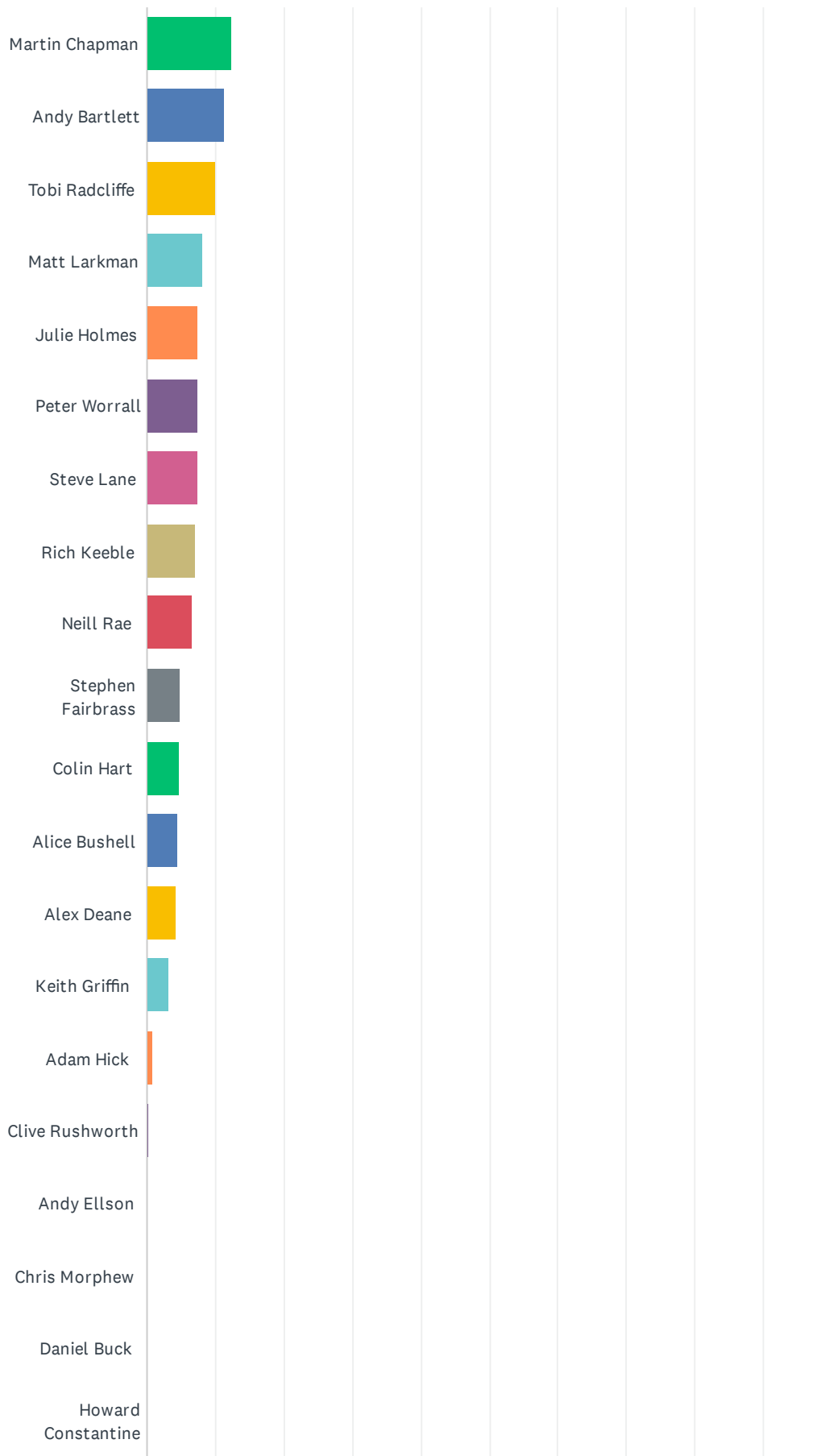
Q17 Please provide your details below if you wish to be entered into the prize draw to win a Columbia rucksack and beanie. Your personal data will only be used by the Broads Authority for the purposes of the free prize draw and will not be passed on to any other organisation. The draw will close on 31 October after which a winner will be drawn at random.

Answered: 223 Skipped: 217

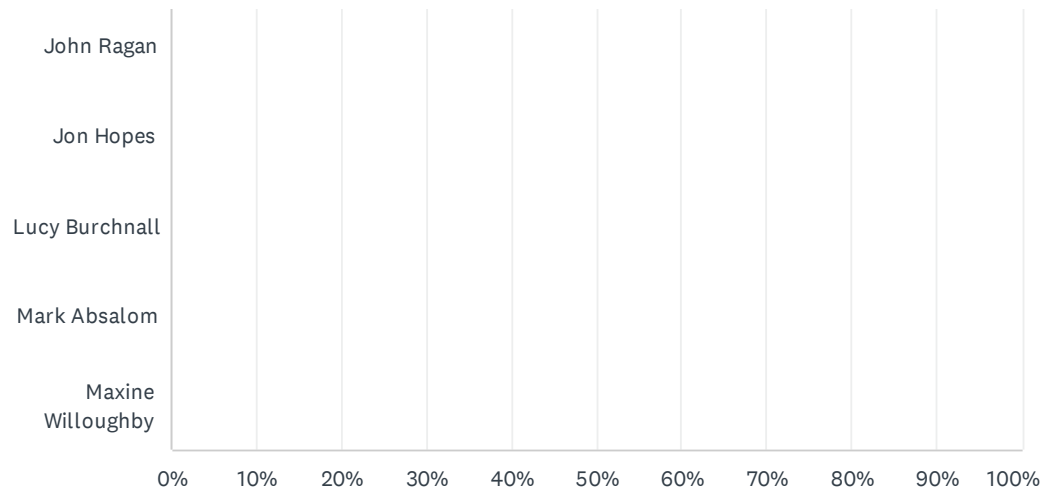
ANSWER CHOICES	RESPONSES	
Name	96.41%	215
Email address	91.93%	205
Telephone number	66.37%	148

Q18 Name of Ranger:

Answered: 432 Skipped: 8



Broads Hirers Survey 2021 (Ranger Version)



Broads Hirers Survey 2021 (Ranger Version)

ANSWER CHOICES	RESPONSES	
Martin Chapman	12.27%	53
Andy Bartlett	11.34%	49
Tobi Radcliffe	9.95%	43
Matt Larkman	8.10%	35
Julie Holmes	7.41%	32
Peter Worrall	7.41%	32
Steve Lane	7.41%	32
Rich Keeble	6.94%	30
Neill Rae	6.71%	29
Stephen Fairbrass	4.86%	21
Colin Hart	4.63%	20
Alice Bushell	4.40%	19
Alex Deane	4.17%	18
Keith Griffin	3.24%	14
Adam Hick	0.93%	4
Clive Rushworth	0.23%	1
Andy Ellson	0.00%	0
Chris Morpew	0.00%	0
Daniel Buck	0.00%	0
Howard Constantine	0.00%	0
John Ragan	0.00%	0
Jon Hopes	0.00%	0
Lucy Burchnell	0.00%	0
Mark Absalom	0.00%	0
Maxine Willoughby	0.00%	0
TOTAL		432

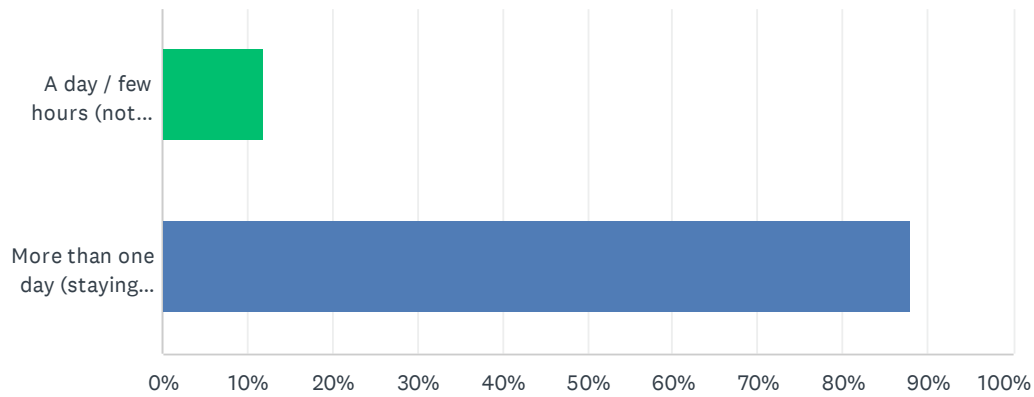
Q19 Today's date:

Answered: 434 Skipped: 6

ANSWER CHOICES	RESPONSES
Select date:	100.00% 434

Q1 Are you hiring a boat for:

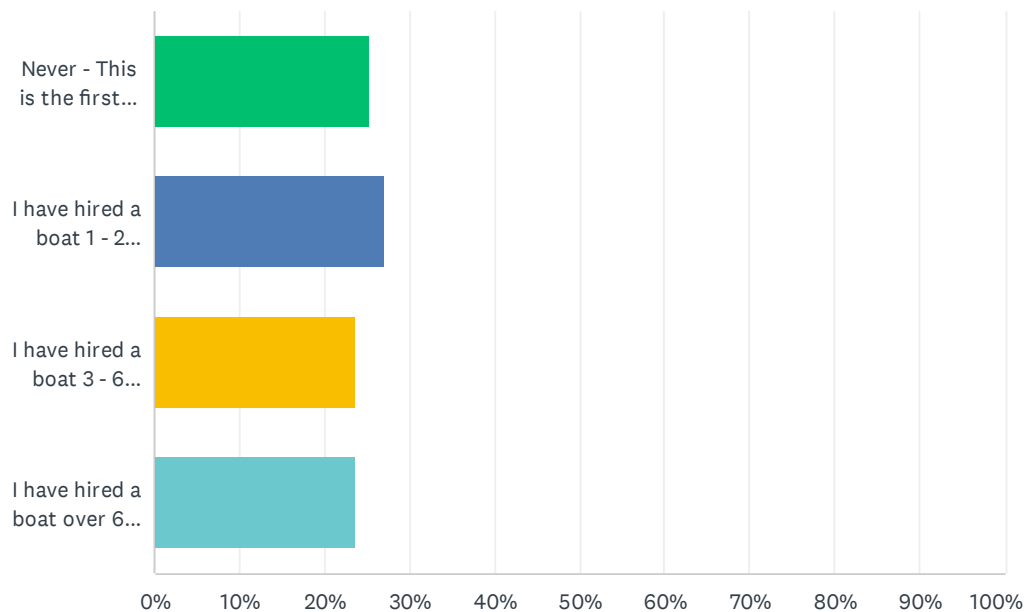
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
A day / few hours (not staying in the boat overnight)	11.86%	7
More than one day (staying overnight in the boat)	88.14%	52
TOTAL		59

Q2 How often have you hired a boat on the Broads before this occasion

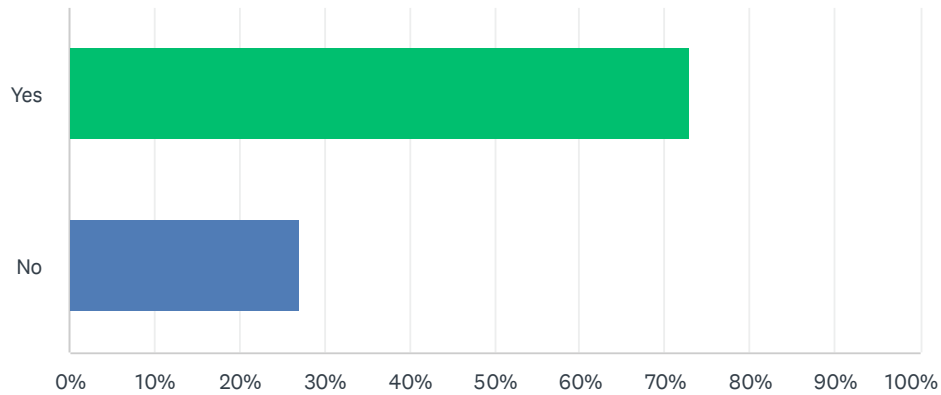
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never - This is the first time I have hired a boat on the Broads	25.42%	15
I have hired a boat 1 - 2 times before	27.12%	16
I have hired a boat 3 - 6 times before	23.73%	14
I have hired a boat over 6 times before	23.73%	14
TOTAL		59

Q3 Did your boat hirer recommend viewing the Broads Authority animated safety videos?

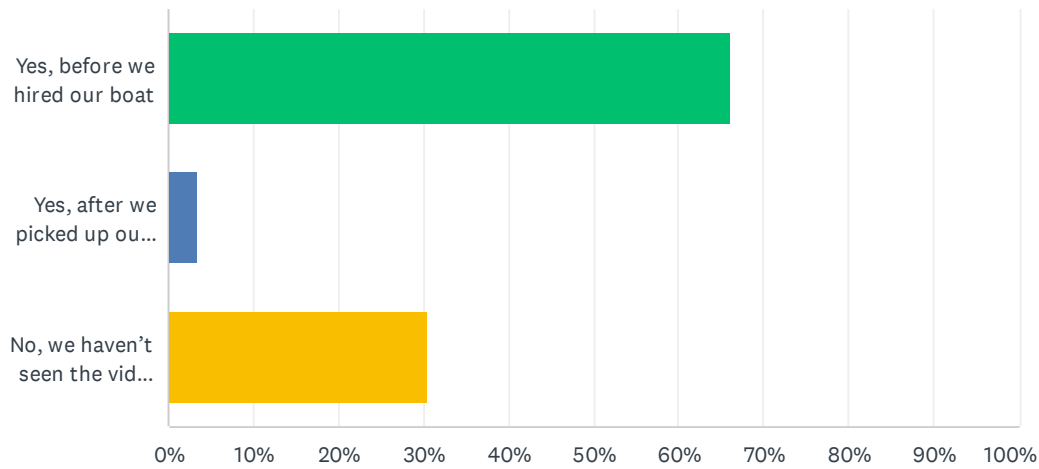
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.88%	43
No	27.12%	16
TOTAL		59

Q4 Have you watched the Broads Authority animated safety videos?

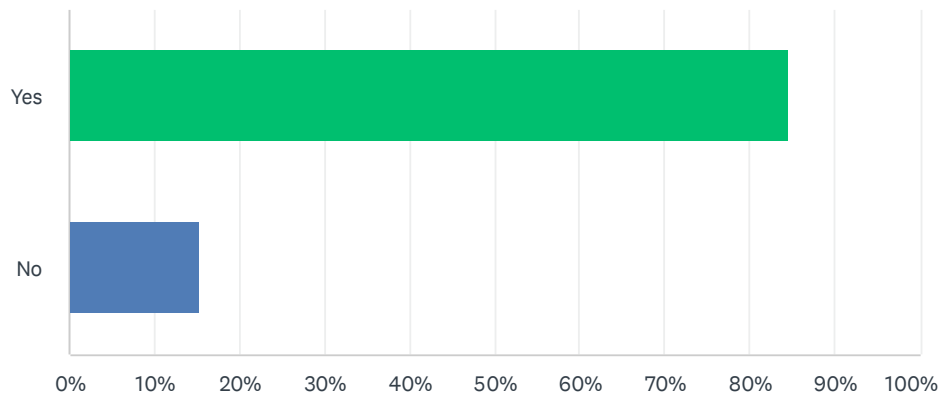
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, before we hired our boat	66.10%	39
Yes, after we picked up our boat	3.39%	2
No, we haven't seen the videos yet	30.51%	18
TOTAL		59

Q5 Did your boat hirer provide you with a copy of Broadcaster and point out the safety information it contains?

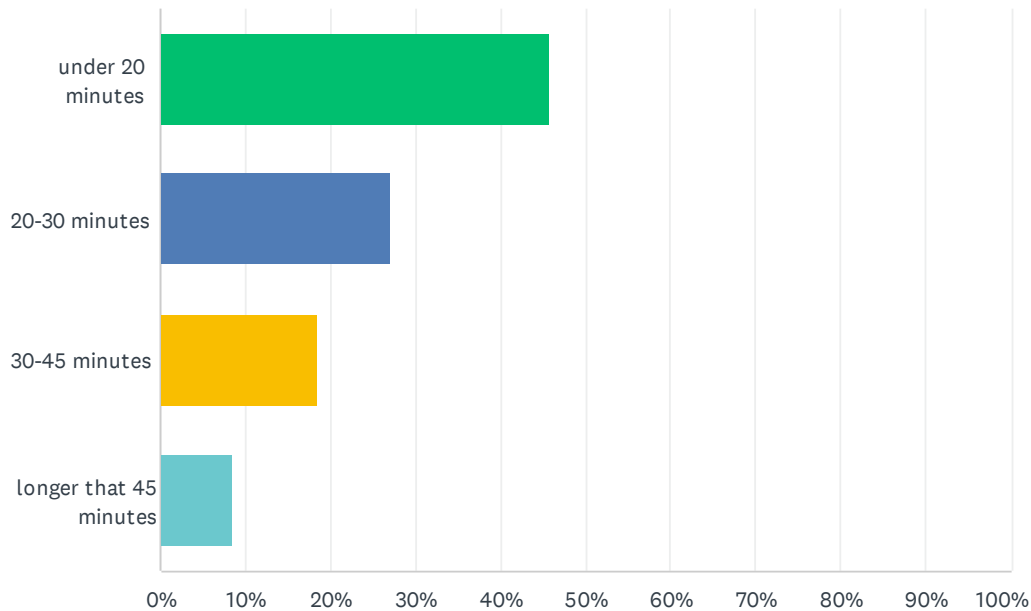
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.75%	50
No	15.25%	9
TOTAL		59

Q6 On your boat handover with your hirer, how long approximately did you spend onboard being shown how to operate the various onboard systems, not including the trial run?

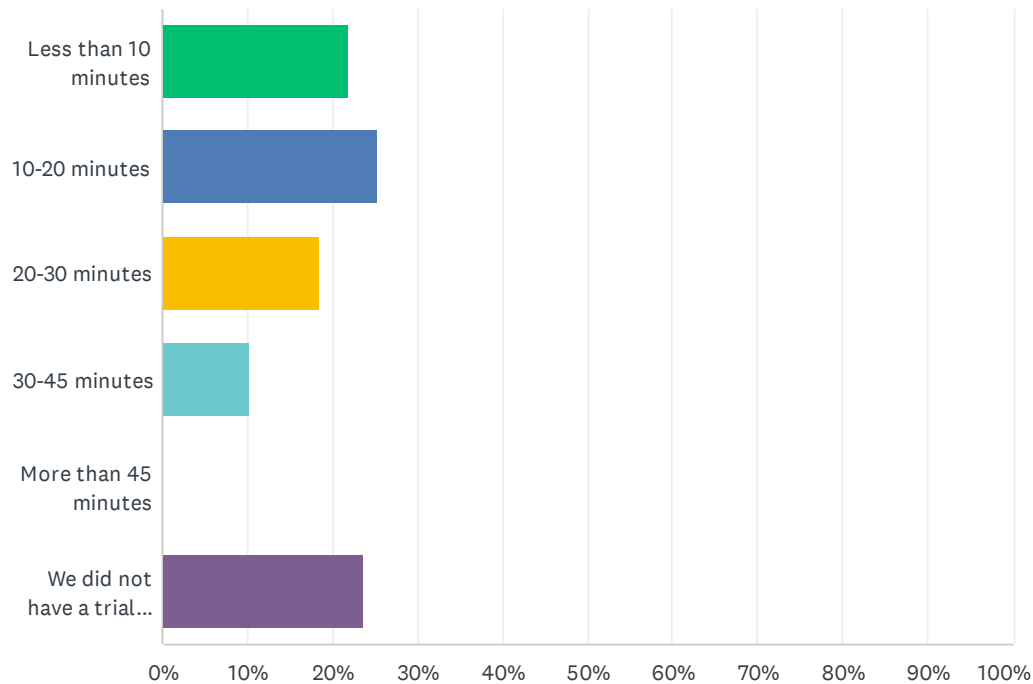
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
under 20 minutes	45.76%	27
20-30 minutes	27.12%	16
30-45 minutes	18.64%	11
longer that 45 minutes	8.47%	5
TOTAL		59

Q7 How long approximately did your trial run/show out last?

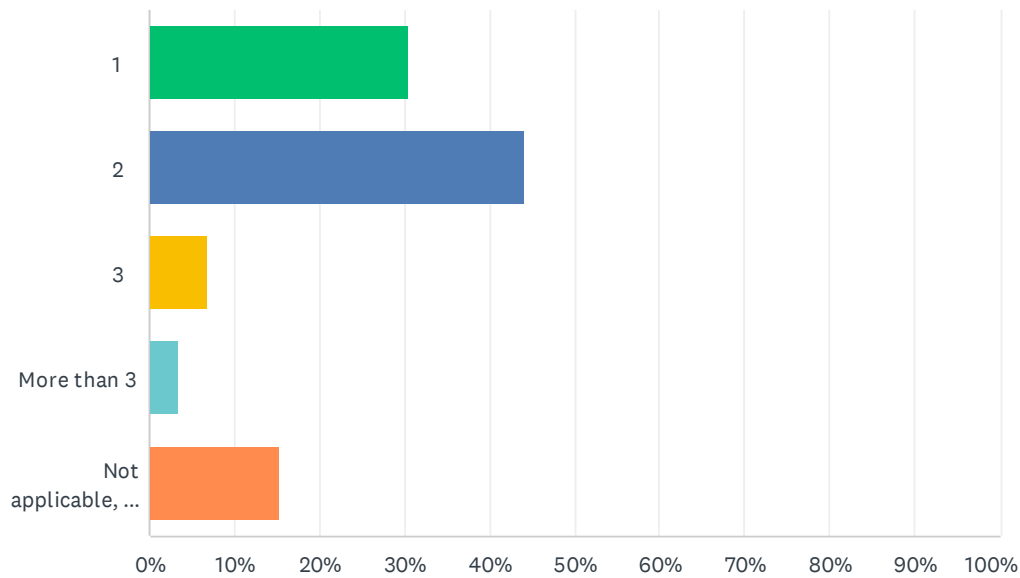
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 10 minutes	22.03%	13
10-20 minutes	25.42%	15
20-30 minutes	18.64%	11
30-45 minutes	10.17%	6
More than 45 minutes	0.00%	0
We did not have a trial run (for example because you were experienced boaters or were only hiring a dayboat)	23.73%	14
TOTAL		59

Q8 How many of your group were actively involved in the trial run/show out demonstration?

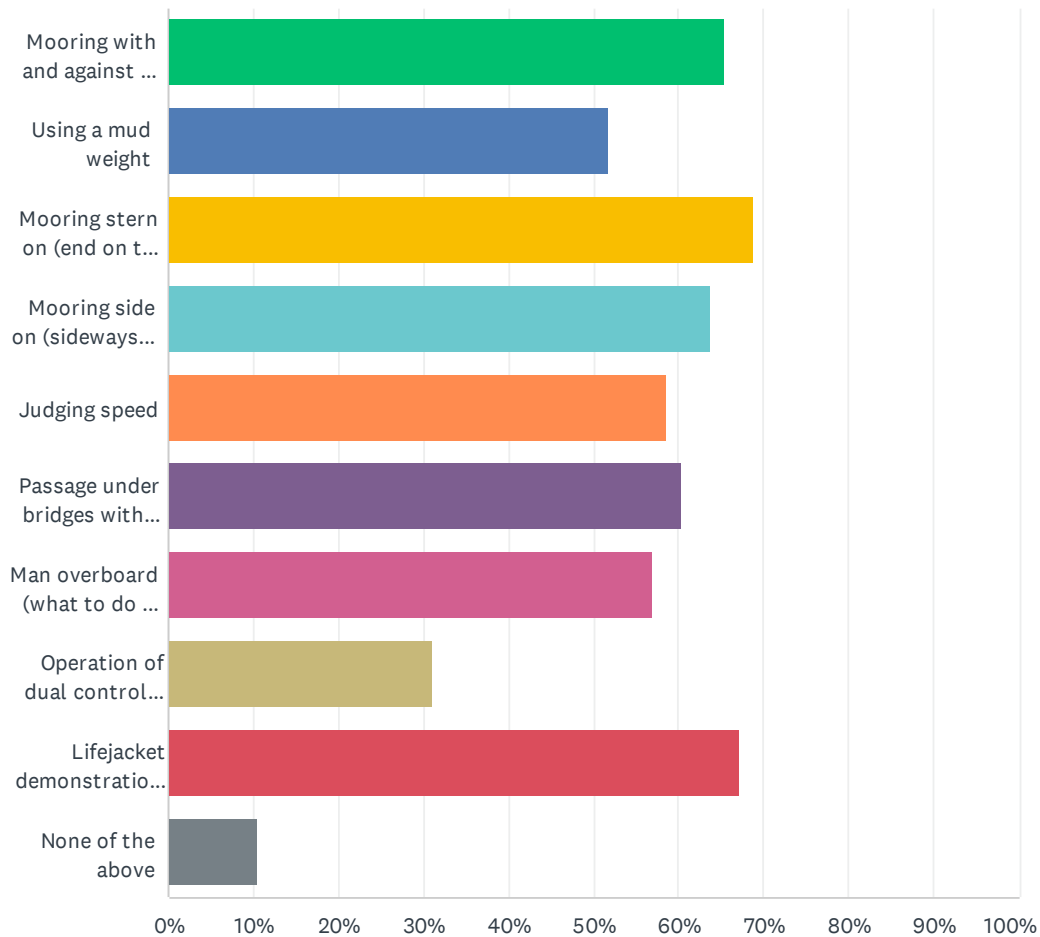
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	30.51%	18
2	44.07%	26
3	6.78%	4
More than 3	3.39%	2
Not applicable, we did not have a trial run	15.25%	9
TOTAL		59

**Q9 Thinking about your handover / trial run, did the yard staff member explain clearly how to control the boat in the following circumstances?
(please tick all those that apply)**

Answered: 58 Skipped: 1

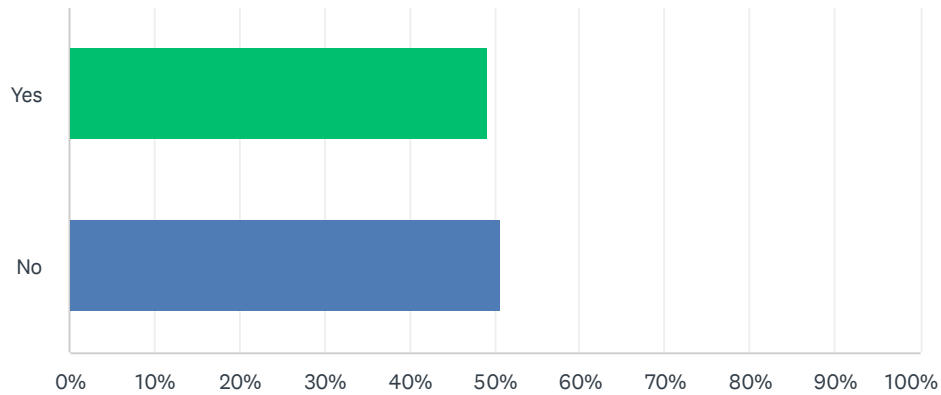


Broads Hirers Survey 2021

ANSWER CHOICES	RESPONSES	
Mooring with and against the tide.	65.52%	38
Using a mud weight	51.72%	30
Mooring stern on (end on to the mooring)	68.97%	40
Mooring side on (sideways to the mooring)	63.79%	37
Judging speed	58.62%	34
Passage under bridges with particular reference to air draft (the space needed for your boat to pass under a bridge safely)	60.34%	35
Man overboard (what to do if someone falls into the water)	56.90%	33
Operation of dual control and method of switching	31.03%	18
Lifejacket demonstration – how to fit it correctly and when to wear it	67.24%	39
None of the above	10.34%	6
Total Respondents: 58		

Q10 Did the yard staff discuss the dangers of boating with alcohol consumption with you?

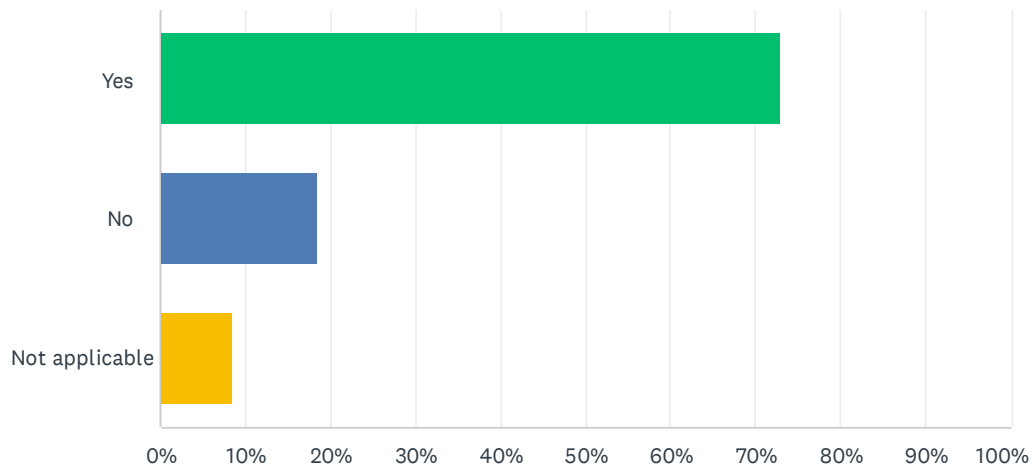
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	49.15%	29
No	50.85%	30
TOTAL		59

Q11 On completion of the trial run did you sign anything to say you were satisfied with your ability to handle the boat?

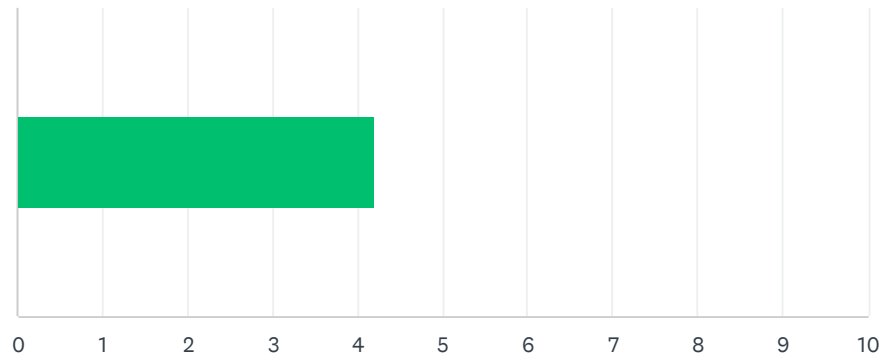
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.88%	43
No	18.64%	11
Not applicable	8.47%	5
TOTAL		59

Q12 How confident did you feel operating the boat when you first left the boatyard? 1 is not confident at all and 5 is very confident

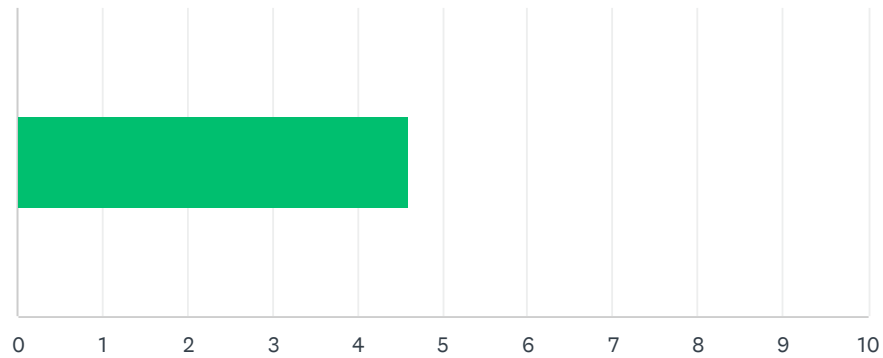
Answered: 58 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	244	58
Total Respondents: 58			

Q13 How confident do you feel operating the boat now? 1 is not confident at all and 5 is very confident

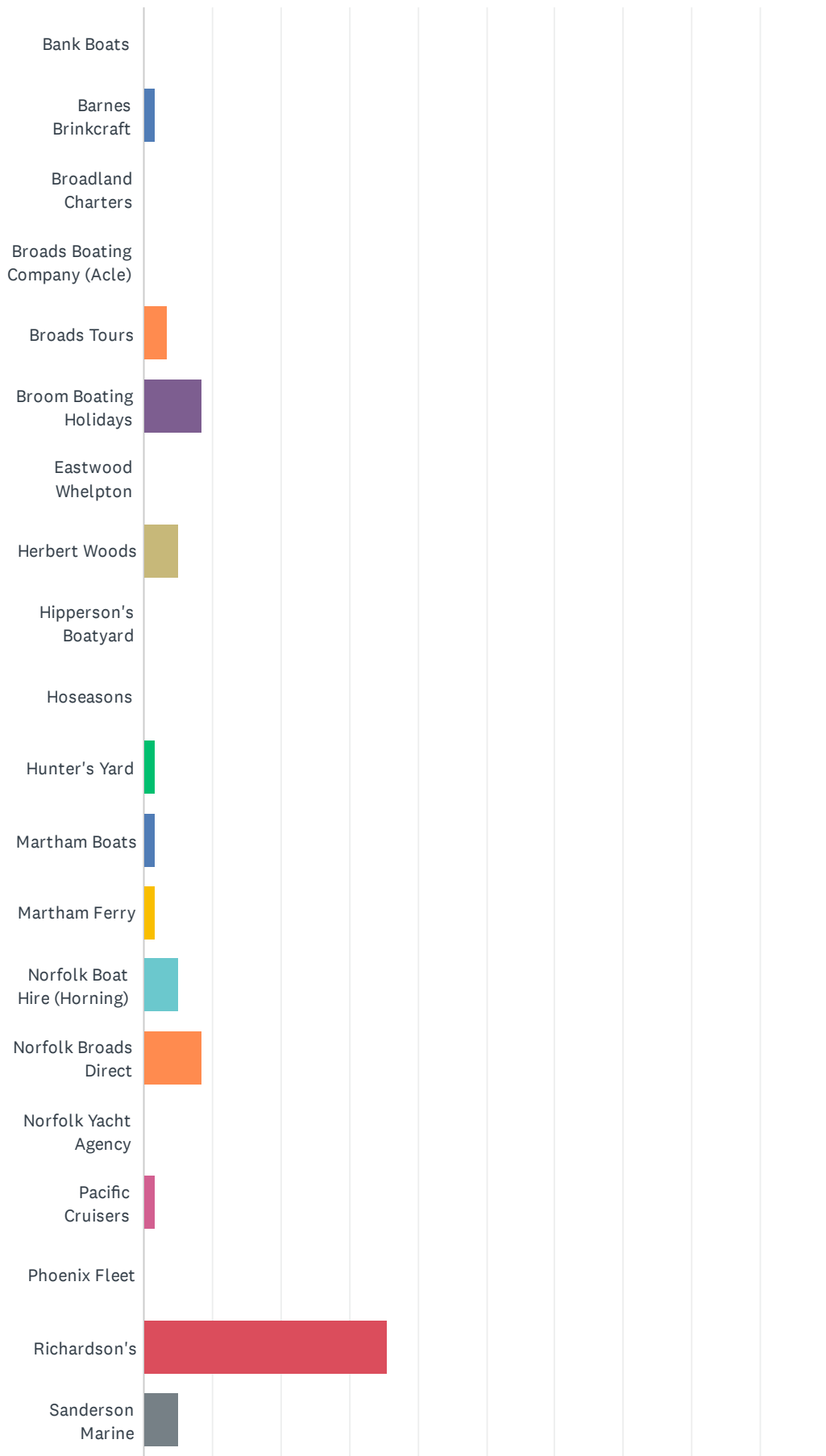
Answered: 57 Skipped: 2



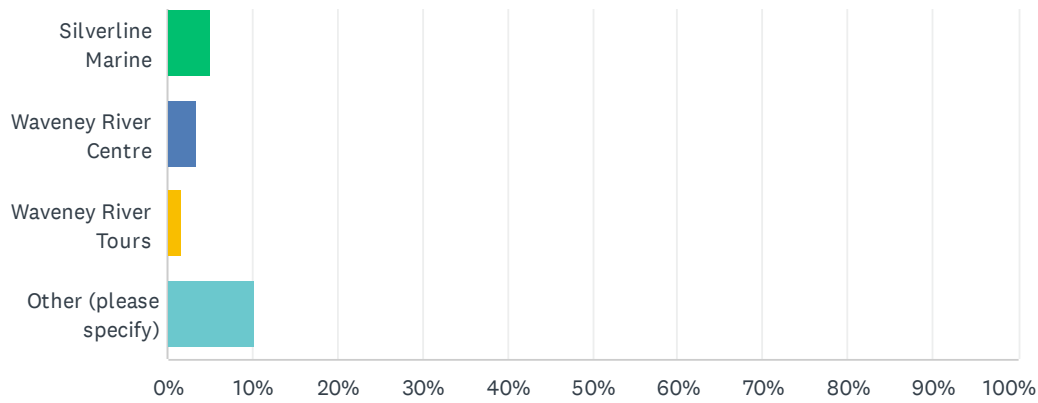
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	263	57
Total Respondents: 57			

Q14 Which yard did you hire your boat from?

Answered: 59 Skipped: 0



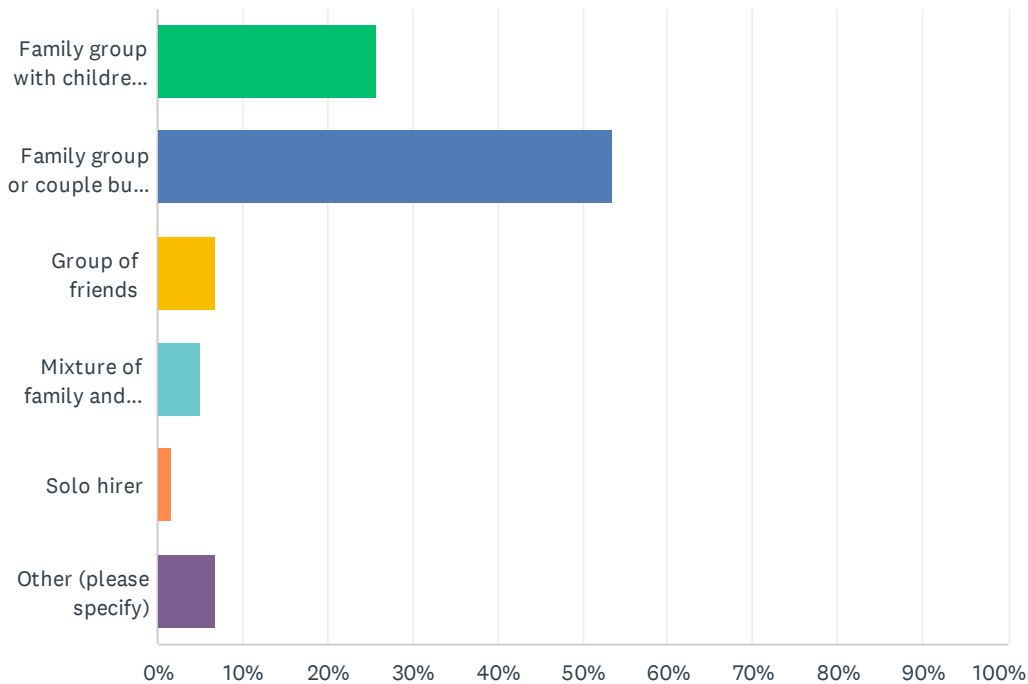
Broads Hirers Survey 2021



ANSWER CHOICES	RESPONSES	
Bank Boats	0.00%	0
Barnes Brinkcraft	1.69%	1
Broadland Charters	0.00%	0
Broads Boating Company (Acle)	0.00%	0
Broads Tours	3.39%	2
Broom Boating Holidays	8.47%	5
Eastwood Whelpton	0.00%	0
Herbert Woods	5.08%	3
Hipperson's Boatyard	0.00%	0
Hoseasons	0.00%	0
Hunter's Yard	1.69%	1
Martham Boats	1.69%	1
Martham Ferry	1.69%	1
Norfolk Boat Hire (Horning)	5.08%	3
Norfolk Broads Direct	8.47%	5
Norfolk Yacht Agency	0.00%	0
Pacific Cruisers	1.69%	1
Phoenix Fleet	0.00%	0
Richardson's	35.59%	21
Sanderson Marine	5.08%	3
Silverline Marine	5.08%	3
Waveney River Centre	3.39%	2
Waveney River Tours	1.69%	1
Other (please specify)	10.17%	6
TOTAL		59

Q15 Which best describes your group?

Answered: 58 Skipped: 1



ANSWER CHOICES	RESPONSES	
Family group with children under 16 years old	25.86%	15
Family group or couple but no children under 16 years old	53.45%	31
Group of friends	6.90%	4
Mixture of family and friends	5.17%	3
Solo hirer	1.72%	1
Other (please specify)	6.90%	4
TOTAL		58

Q16 What other measures would like to see to improve boating safety on the Broads? (Leave blank if N/A)

Answered: 34 Skipped: 25

Q17 Please provide your details below if you wish to be entered into the prize draw to win a Columbia rucksack and beanie. Your personal data will only be used by the Broads Authority for the purposes of the free prize draw and will not be passed on to any other organisation. The draw will close on 31 October after which a winner will be drawn at random.

Answered: 56 Skipped: 3

ANSWER CHOICES	RESPONSES	
Name	100.00%	56
Email address	100.00%	56
Telephone number	78.57%	44

Comparison Table of Requirements and audits as checked by the BM QAB scheme and by The Broads Authority upon licensing.

General Information

	QAB Scheme	Broads Licensing
Name of Boatyard / Operator/ Group:	Y	Y
Name of Person Completing this Pro-Forma:	Y	Y
Position:	Y	Y

Overview of the Boatyard

How many boats does the yard hire out for more than one night?	Y	y
How many day boats does the yard have for hire?	Y	y
What services are provided?	Y	N
Direct bookings	Y	N
Arrival and departure services	Y	N
Car parking	Y	N
Toilet facilities	Y	N
Housekeeping	Y	N
Emergency and maintenance services on the waterway	Y	N
Quayside services; fresh water, etc.	Y	N
How many staff do you employ?	Y	N
Reception		

Engineers	Y	N
Housekeeping	Y	N
Handover	Y	N
What staff training do you provide? Customer Service	Y	N
Accessibility	Y	N
Health & Safety	Y	N
Handover	Y	N
Boat Maintenance	N	N
Emergency Procedures	N	N
Other	Y	N

Do you have a documented Safety Management System in place?	Y	Y
Who in the company is the DP? Designated Person.	Y	N
Does the SMS include the below:		
Do you have Risk Assessments in place for all boatyard and hire operations?	Y	Y
Do you have a documented policy on risk assessment review with identified changes in circumstances which would trigger risk review?	Y	N
Who in the company is responsible for ensuring that all of the certification and licences are in place?	Y	Y
Are they all held at the boatyard?	Y	Y
If not, where?		

Does the boatyard operator have a valid Fire Risk Assessment document?	Y	Y
Does it include boats?		
Servicing of fire extinguishers	Y	Y
Do you have a valid boat licence for each hire boat?	Y	Y
Do you have a boat safety scheme certificate for each hire boat?	Y	Y
Do you have a valid Gas Safe certificate for each hire boat?	Y	Y
Do you have a valid Stability certificate for each boat?	Y	N
CRT by 1 st April 2023 Broads by 1 st October for Sailing vessels		
Do you have current public liability and employers (where appropriate) liability insurance?	Y	Y
Do you PAT test electrical equipment?	Y	Y
Do you have a documented Environmental Policy?	Y	Y
How do you ensure that every boat is in a safe condition for each hire?	Y	Y
Is this procedure documented?	Y	N
How do you keep customers to the boatyard away from potentially dangerous areas?	Y	Y
Where there are tunnels on routes are life jackets/buoyancy aids provided?	Y	Y
Do you have documented emergency procedures for likely incidents?	Y	N
Do you have a documented procedure for conveying information about navigation restrictions or other hazards to hirers.	Y	N
Do you have a documented procedure for reporting relevant incidents and	Y	N

accidents to the appropriate authority?		
Do you have a documented self audit process?	Y	N

Company Website and Brochure

Are any logos and awards displayed correctly?	Y	N
Are boat descriptions and facilities such as sleeping and bathroom arrangements clear on the website and the brochure?	Y	N
Is there a pictorial plan for each boat?	Y	N
Are other on-board arrangements and facilities clearly detailed	Y	N
Is the type of electricity supply on the boat detailed? Inverter fitted	Y	N
Are the terms and conditions of the business clearly laid out and easy to understand?	Y	N
Are the website search and booking functions easy to use?	Y	N
Is it easy to contact the yard with questions?	Y	N
Do any special offers advertised provide added value over and above the normal rate?	Y	N
Is customer feedback provided on the website?	Y	N
If an in-house grading scheme is operated, is it clear to potential customers that it is operated in-house and how a grading is achieved?	Y	N

In-House Boat Assessments (if relevant)

If an in-house boat assessment system is used, please give details	Y	N
If an in-house boat assessment is used, how often is each boat assessed?	Y	N
Is each boat measured against a clearly defined set of criteria?	Y	N

Does the in-house assessment process take account of quality as well as facilities?	Y	N
Is a clear explanation of the assessment scheme provided for customers?	Y	N
Is it made clear that this is an in-house scheme and is not connected to VisitEngland or British Marine?	Y	N

Office and Boatyard Procedures

Are guests able to check availability and fully complete a booking on-line?	Y	N
Are guests made aware of the Terms and Conditions at the time of the booking?	Y	N
Are on-line payments carried out securely?	Y	N
Can guests book by telephone or by post?	Y	N

Arrival and Departure Procedures

What information is sent out to guest pre-arrival?	Y	N
Is the address of the yard and clear directions to the site provided? Also public transport links?	Y	N
If on-site car parking is provided, is it clearly signposted, surface in good order, lit and secure?	Y	N
Is assistance or are trolleys provided to transport luggage to the boat?	Y	N
Is there a standard 'Welcome' procedure?	Y	N
Are staff well-presented and welcoming?	Y	N
In what conditions are customers expected to leave the boats and is this detailed?	Y	N
Are departure times from the boats clearly detailed?	Y	N
Are recycling facilities offered	Y	N

Customer Satisfaction Survey / Complaints Procedure

Is the complaints procedure clearly detailed and provided to customers via the website and /or in written material?	Y	N
How are complaints dealt with if they are raised during the holiday?	Y	N
How are complaints dealt with if they are raised following the holiday and departure from the boatyard?	Y	N
Are complaints monitored and analysed in order to identify weaknesses in procedures or individual boats? If so, how often?	Y	N
Is there any evidence of any measurable improvement to any aspect of the business as a result of customer complaints?	Y	N
Is a customer satisfaction survey operated?	Y	N
Are all customers invited to make comments?	Y	N
How are the results used?	Y	N
If boats are let on behalf of third party owners, is a written report provided to the owner in order to provide quality feedback and improvement points?	Y	N

Housekeeping

How does the company ensure a high standard of housekeeping throughout the fleet?	Y	N
Do housekeepers undergo training?	Y	N
Are there any supervisory staff?	Y	N
Are spot checks undertaken?	Y	N
Is the standard of housekeeping included in the customer satisfaction survey?	Y	N

Boat Maintenance

Do you keep maintenance logs for each hire boat?	Y	Y
How does the company ensure that every boat goes out in good working order every time?	Y	N
Are worksheets generated for mechanical and domestic defects? If yes, how are they generated?	Y	N
What is the servicing regime?	Y	N
Who is responsible and is the process well managed?	Y	N
What is the procedure for responding to breakdowns or emergencies on the water for one of your boats?	Y	N

Accessibility

Are there any accessible features on the website?	Y	N
Can deaf customers or those with hearing impairment communicate and book either on-line or via email? Are staff aware of the Type-Talk service?	Y	N
Are some boats a little more accessible than others and is this made clear in the information?	Y	N
Are staff trained to assist customers with special needs?	Y	N

Boat Handover & Customer Information

Handover Procedure	Y	Y
The Quality Audit Trail	Y	N