

# Broads Authority

13 May 2022

Agenda item number 11

## Health & Safety improvements to Hire Boat Licensing Conditions

Report by Director of Operations

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### Purpose

Following the adoption of Version 2: April 2021 of the Code for the Design, Construction and Operation of Hire Boats (Hire Boat Code of Practice) into the Broads Authority Hire Boat Licensing Conditions, on 18 March, further consideration is given to improve safety standards by making the adoption of the British Marine, Quality Accredited Boatyard (QAB) Scheme, a mandatory aspect of the Authorities Hire Boat Licensing Conditions.

### Broads Plan context

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

### Recommended decision

To make the British Marine's QAB scheme a mandatory aspect of Broads Authority Hire Boat Licensing Conditions from 1 April 2023 in line with the Navigation Committee's view.

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## 1. Introduction

- 1.1. We are awaiting the publication of the Marine Accident Investigation Branch's (MAIB) report into the Diamond Emblem 1 accident. The early intervention by the Chief Inspector to strengthen the handover procedures in the Hire Boat Code combined with the feedback from the Hire Boat Helm Questionnaires (see Appendices 1 and 2) is a

prompt for further action by the Authority, working with the industry, to raise safety standards.

- 1.2. At a meeting of the Navigation Committee on 14 April 2022 a report into Health and Safety on the Broads for 2021/22 was provided. Following a debate on the responses to the Hire Boat Helm questionnaires the recommendation to adopt the British Marine Quality Accredited Boatyard Scheme into the Broads Hire Boat Licensing Conditions was supported and this is now for the Broads Authority to consider.

## 2. British Marine Quality Accredited Boatyard Scheme

- 2.1. British Marine and Visit England have developed 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.
- 2.2. 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 ease of accessing the company's website (booking, contacts, complaints etc.). But importantly it focuses 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 and competence of the Hire Operators' staff in important areas like handover (this includes the in-water trial), emergency processes and boat maintenance/control. 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 3.
- 2.3. 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”*

- 2.4. Where a hire boatyard is QAB accredited it makes the work of the Broads Authority’s licensing staff significantly easier when inspecting the yard for conformity with the Broads Authority licensing conditions.
- 2.5. If the Authority is to put public safety as one of its top priorities and demonstrate its commitment to drive up standards across all companies hiring out craft on the Broads then one option is to amend the Authority’s Licensing Conditions such that all operators are required to have the British Marine Quality Accredited Boatyard accreditation (QAB). This additional third-party inspection of all aspects of the businesses’ operation would give greater certainty that the critical safety procedures are in place are being implemented and they are independently audited.

### 3. Legal Implications

- 3.1. The Broads Authority is a Licensing Authority for hire boats, and by virtue of section 40 of the Broads Authority Act 2009 it has powers under section 94 of Public Health Acts Amendment Act 1907 to licence hire boats.
- 3.2. The Members of the Broads Authority are the Duty Holder for the purposes of the Port Marine Safety Code and are individually and collectively responsible for assessing and reducing risks on the waterways to as low as reasonably practicable. This proposed verification of safety standards would provide the Authority with additional assurance regarding the operation of hire boats on the Broads.

### 4. Financial implications

- 4.1. 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

4.2. The costs to the individual operators over three years are seen as modest and the Navigation Committees feedback was to state “*why would the Authority not implement the QAB*” as it looks to drive up safety and boating experiences, to a higher standard.

Author: Rob Rogers, Director of Operations

Date of report: 19 April 2022

Background papers: Annual Safety Audit 2021/22

[Broads Plan](#) strategic actions: 4.3

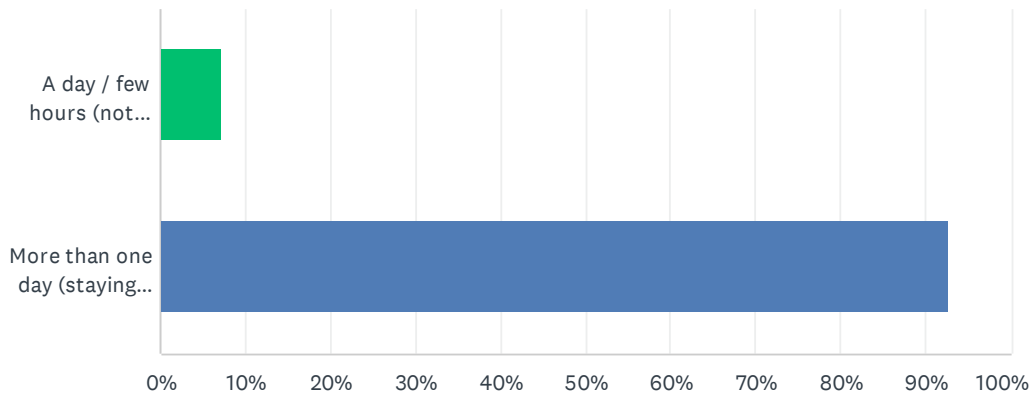
Appendix 1 – Ranger Survey Summary

Appendix 2 – Unprompted survey summary

Appendix 3 – Quality Accredited Boatyard Scheme Vs Broads Authority Licensing criteria

## Q1 Are you hiring a boat for:

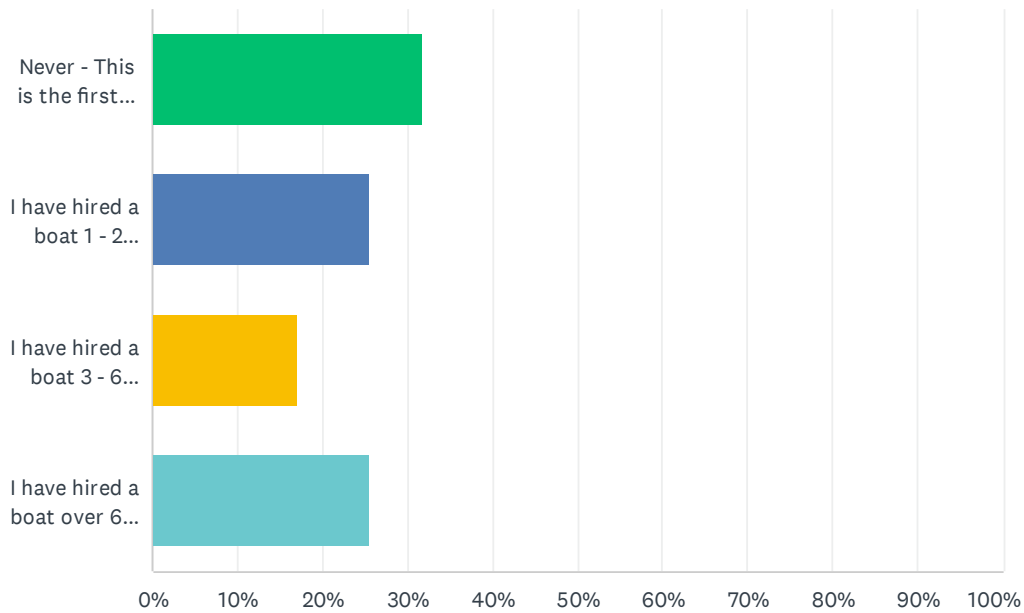
Answered: 427 Skipped: 13



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

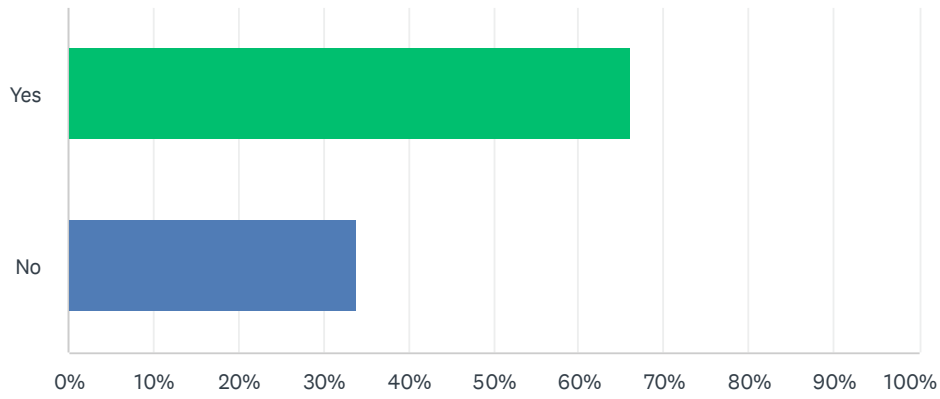
Answered: 427 Skipped: 13



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
<b>TOTAL</b>		<b>427</b>

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

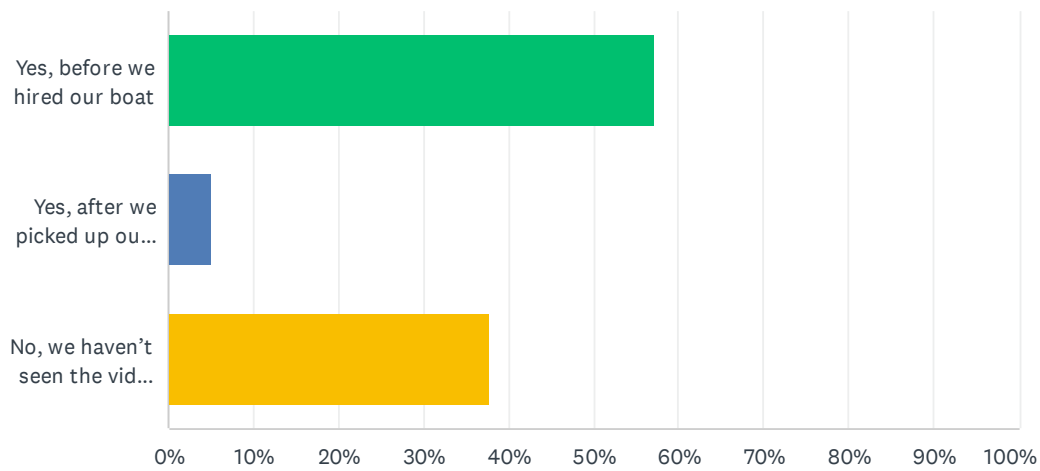
Answered: 427 Skipped: 13



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

## Q4 Have you watched the Broads Authority animated safety videos?

Answered: 427 Skipped: 13

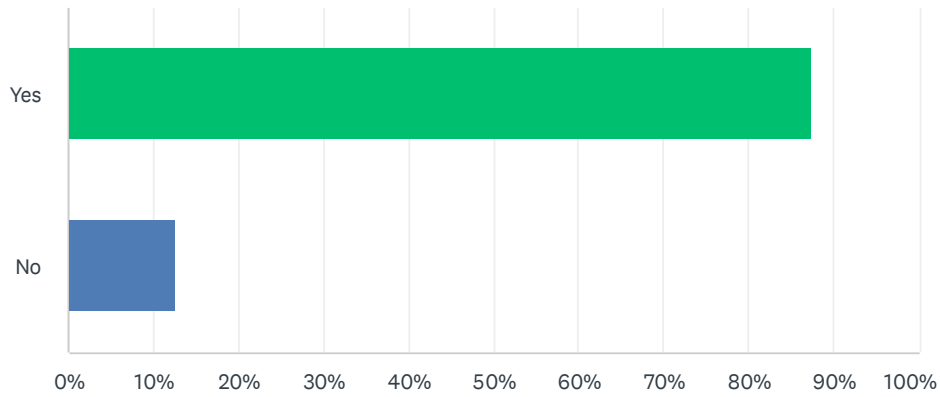


ANSWER CHOICES	RESPONSES	
Yes, before we hired our boat	57.14%	244
Yes, after we picked up our boat	5.15%	22
No, we haven't seen the videos yet	37.70%	161
<b>TOTAL</b>		<b>427</b>



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

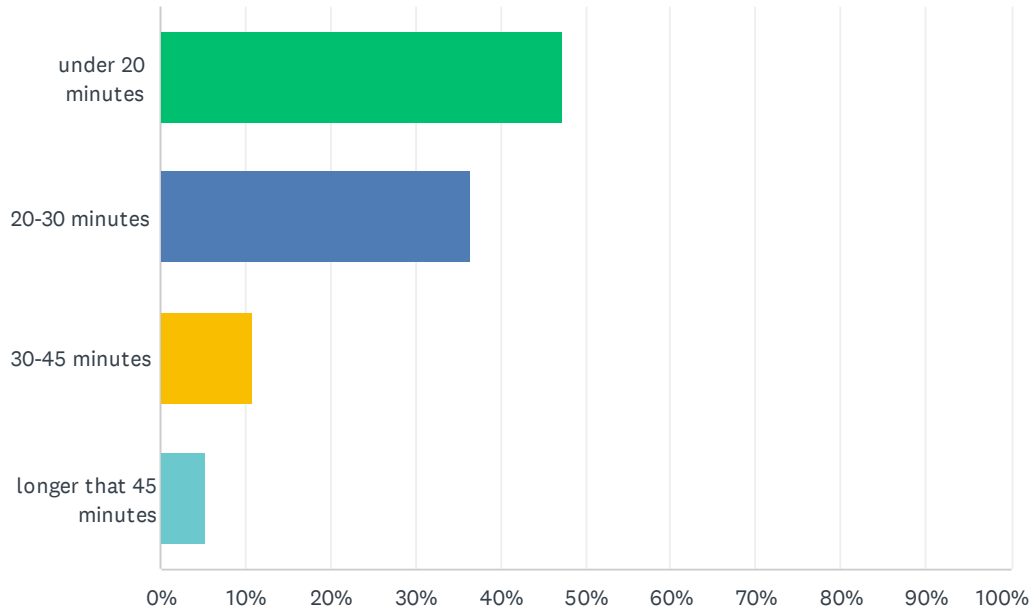
Answered: 428 Skipped: 12



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?

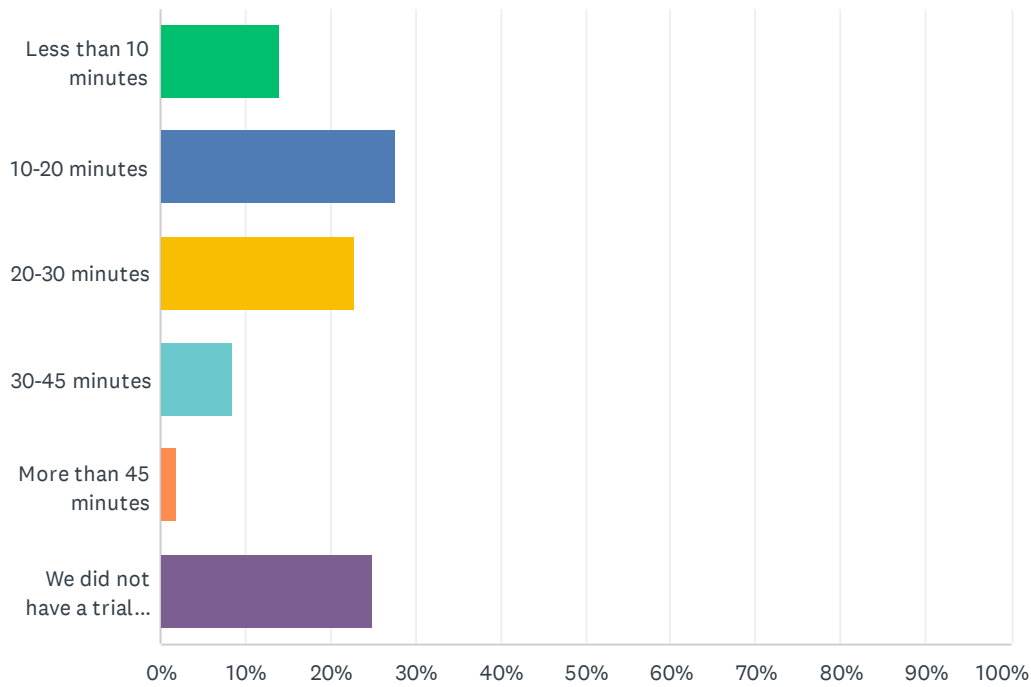
Answered: 427 Skipped: 13



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
<b>TOTAL</b>		<b>427</b>

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

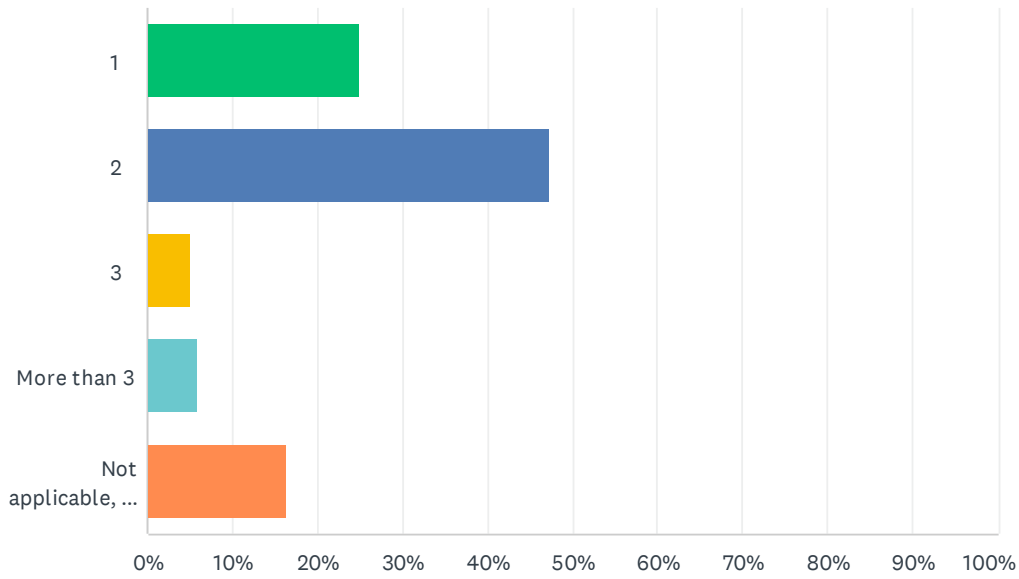
Answered: 429 Skipped: 11



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
<b>TOTAL</b>		<b>429</b>

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

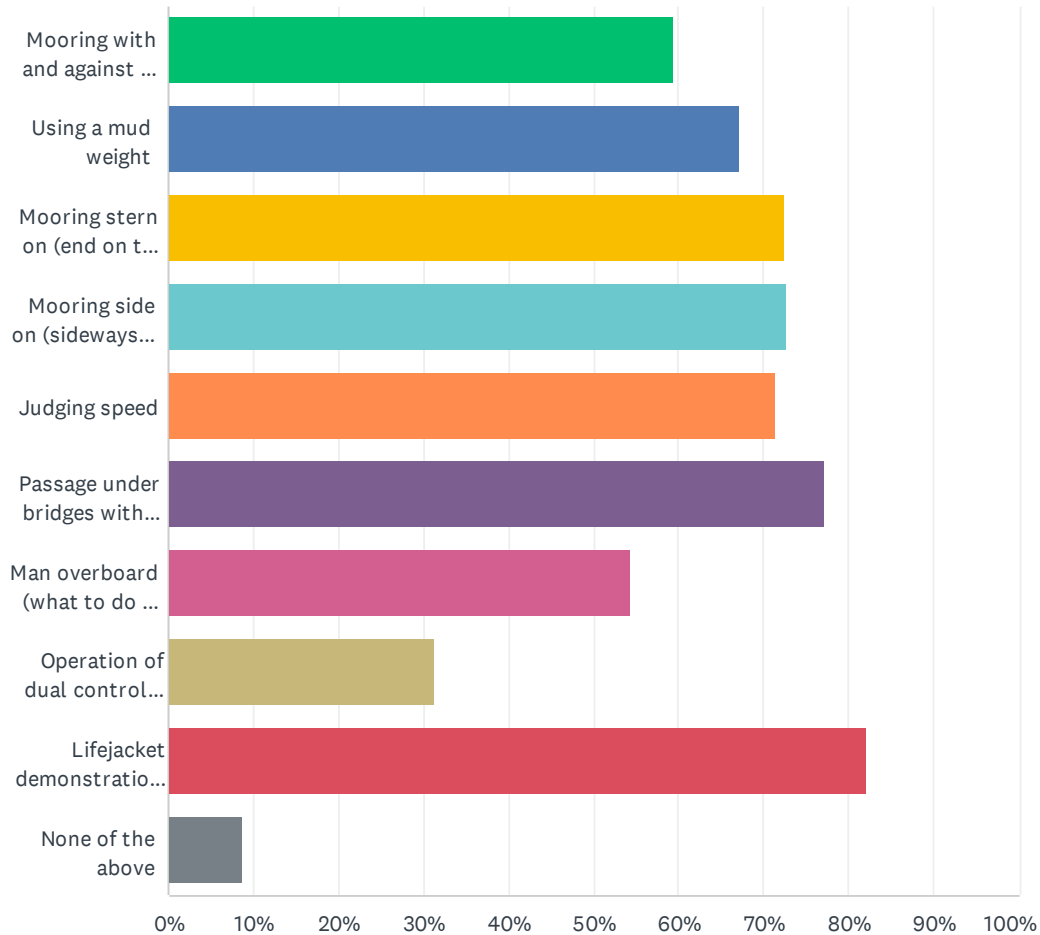
Answered: 428 Skipped: 12



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
<b>TOTAL</b>		<b>428</b>

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

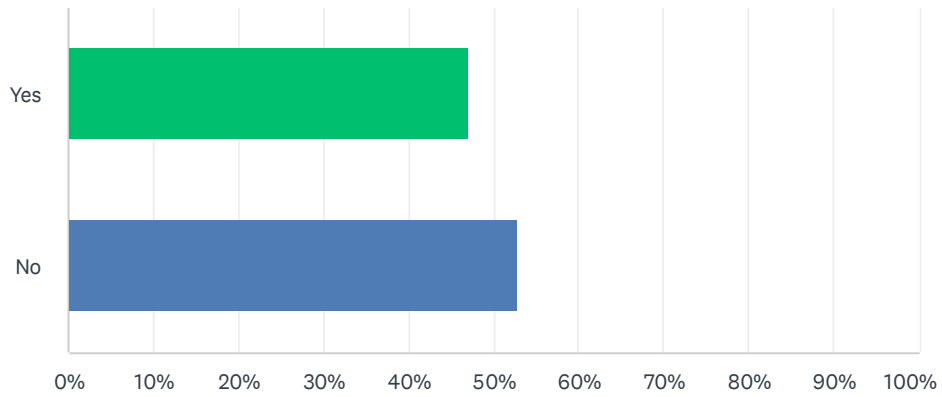


## Broads Hirers Survey 2021 (Ranger Version)

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?

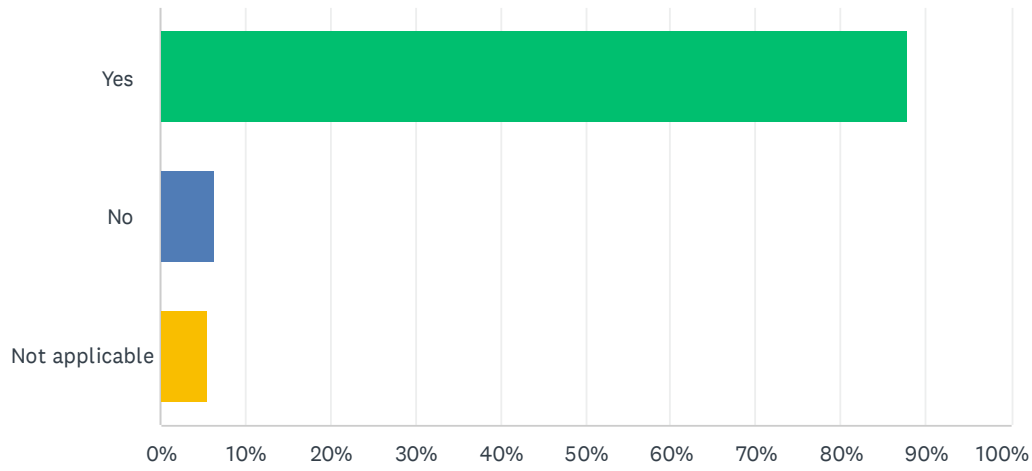
Answered: 430 Skipped: 10



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

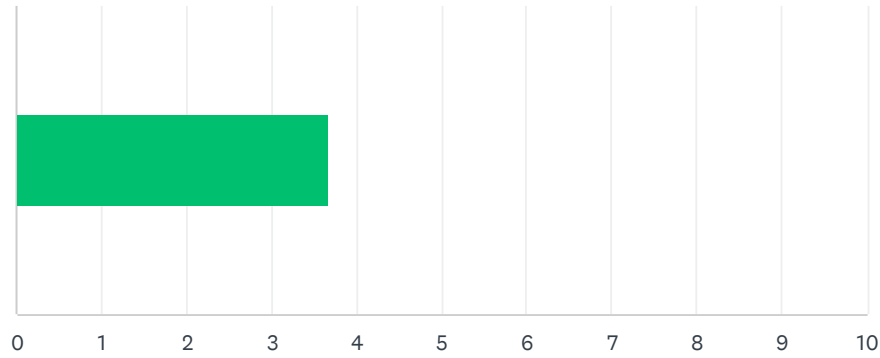


ANSWER CHOICES	RESPONSES	
Yes	87.94%	379
No	6.50%	28
Not applicable	5.57%	24
<b>TOTAL</b>		<b>431</b>



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

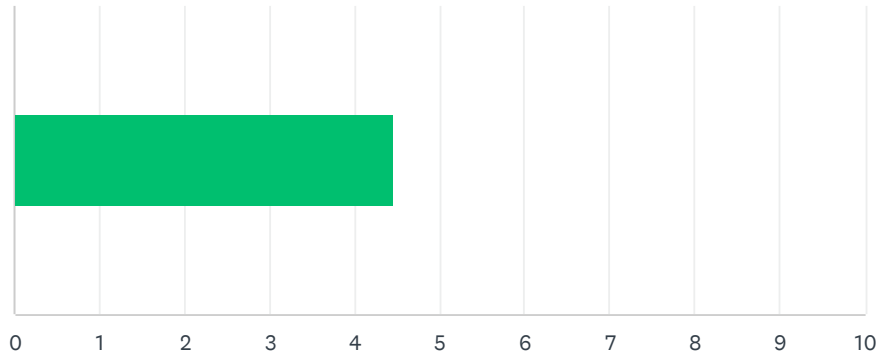
Answered: 412 Skipped: 28



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

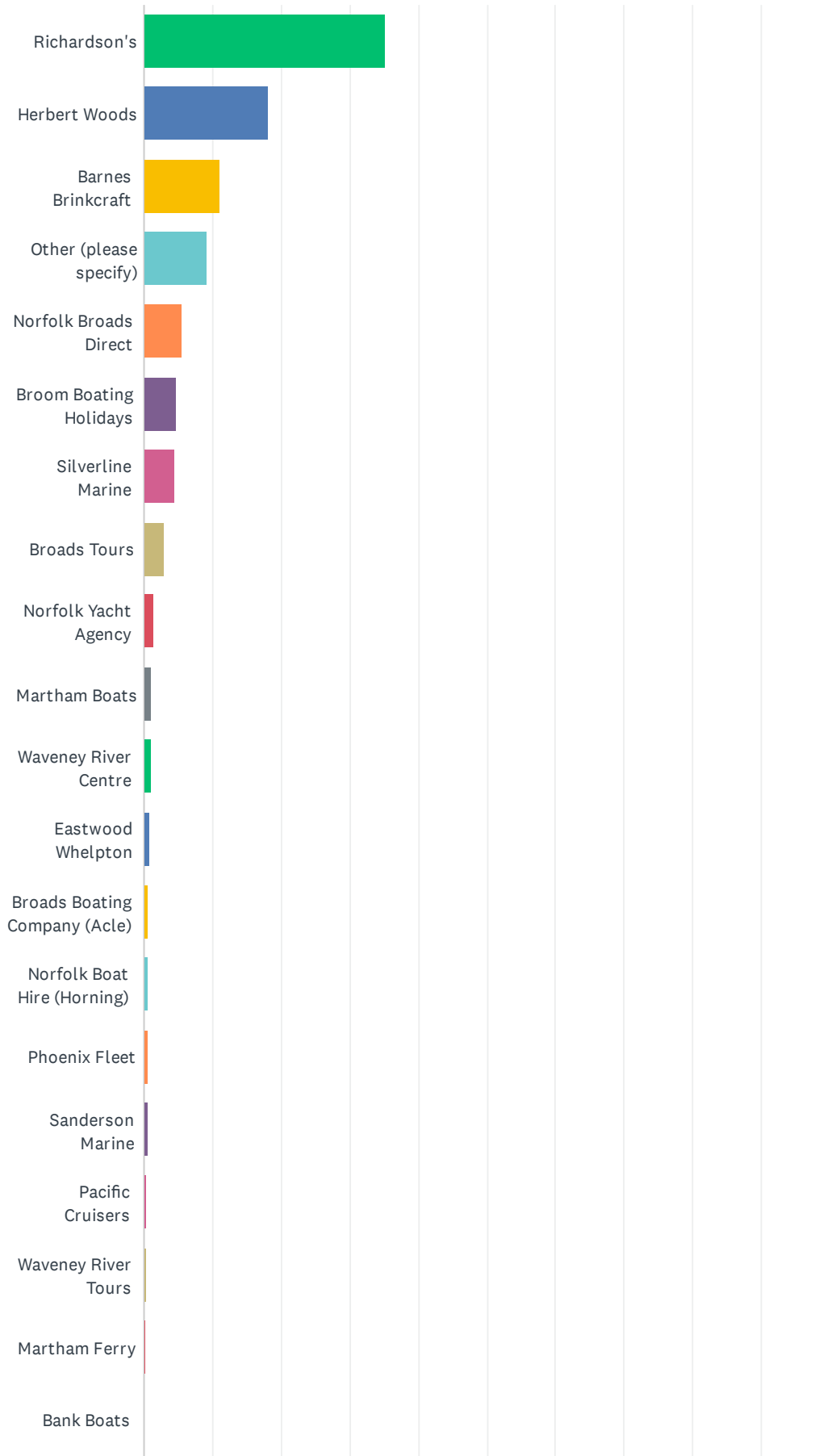
Answered: 428 Skipped: 12



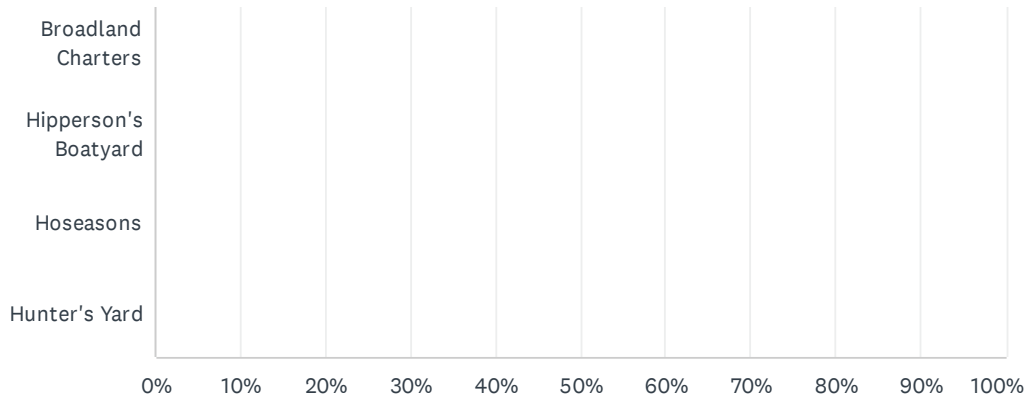
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	1,903	428
Total Respondents: 428			

# Q14 Which yard did you hire your boat from?

Answered: 429 Skipped: 11



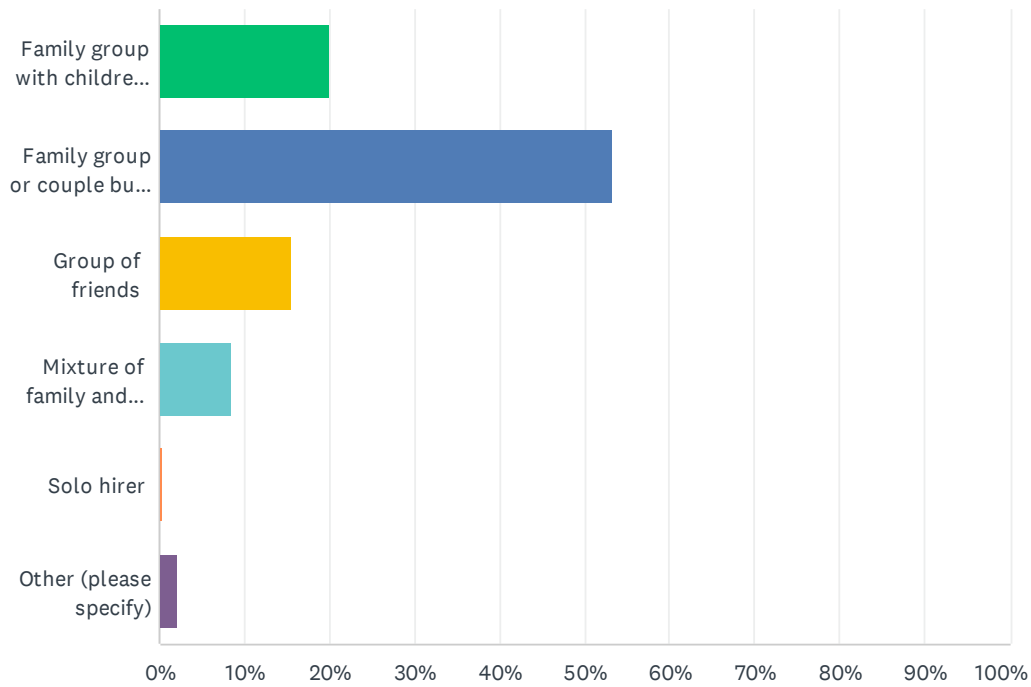
## Broads Hirers Survey 2021 (Ranger Version)



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
<b>TOTAL</b>		<b>429</b>

## 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
<b>TOTAL</b>		<b>430</b>

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

Answered: 211 Skipped: 229

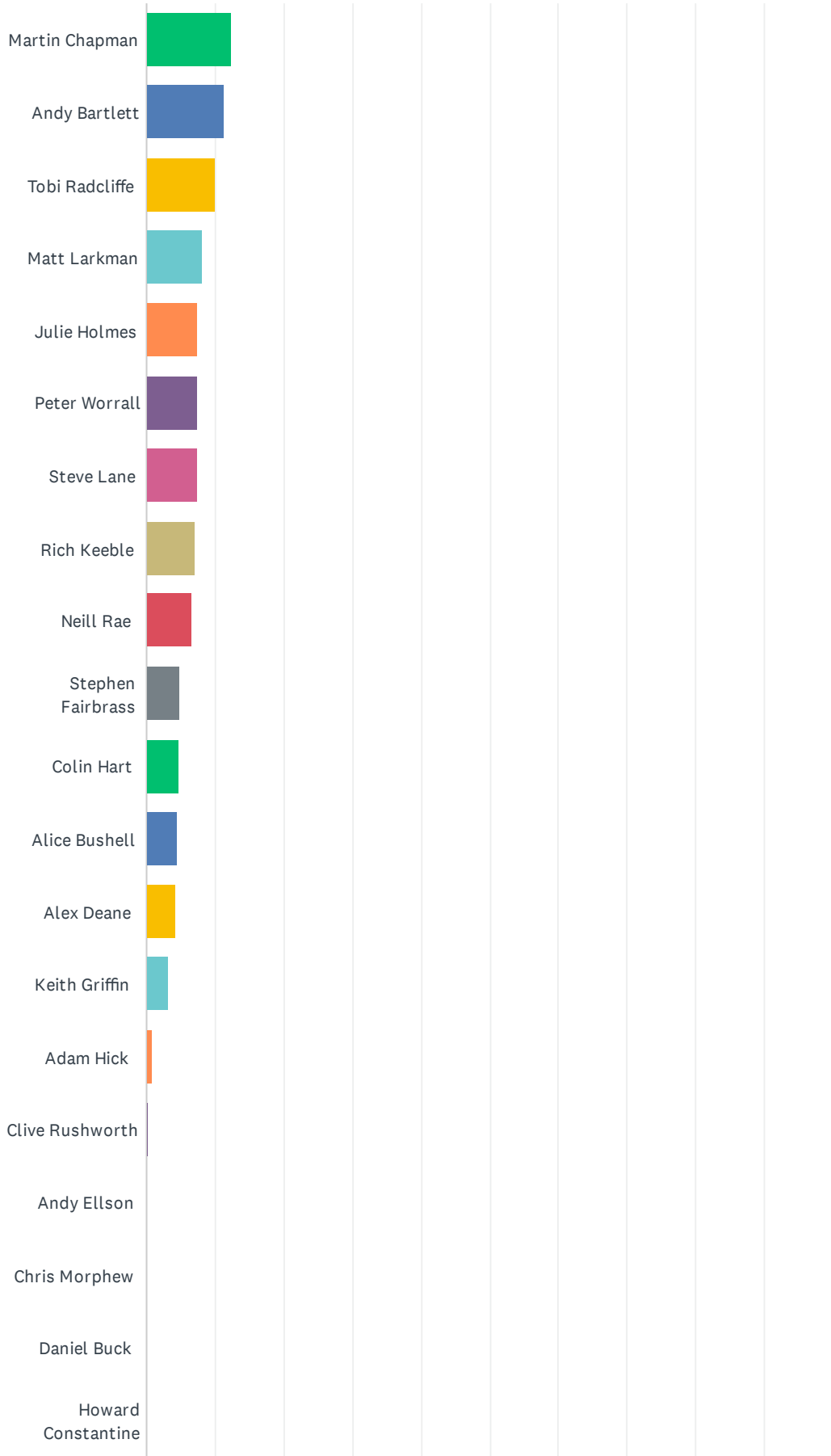
Q17 Please provide your details below if you wish to be entered into the prize draw to win a Columbia rucksack and beanie. Your personal data will only be used by the Broads Authority for the purposes of the free prize draw and will not be passed on to any other organisation. The draw will close on 31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

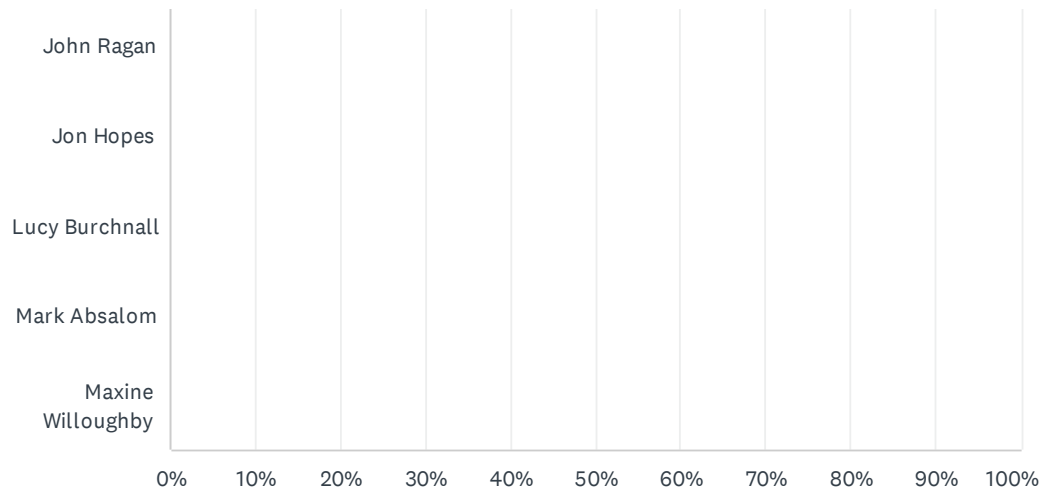
### Q18 Name of Ranger:

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 Mophew	0.00%	0
Daniel Buck	0.00%	0
Howard Constantine	0.00%	0
John Ragan	0.00%	0
Jon Hopes	0.00%	0
Lucy Burchnall	0.00%	0
Mark Absalom	0.00%	0
Maxine Willoughby	0.00%	0
<b>TOTAL</b>		<b>432</b>

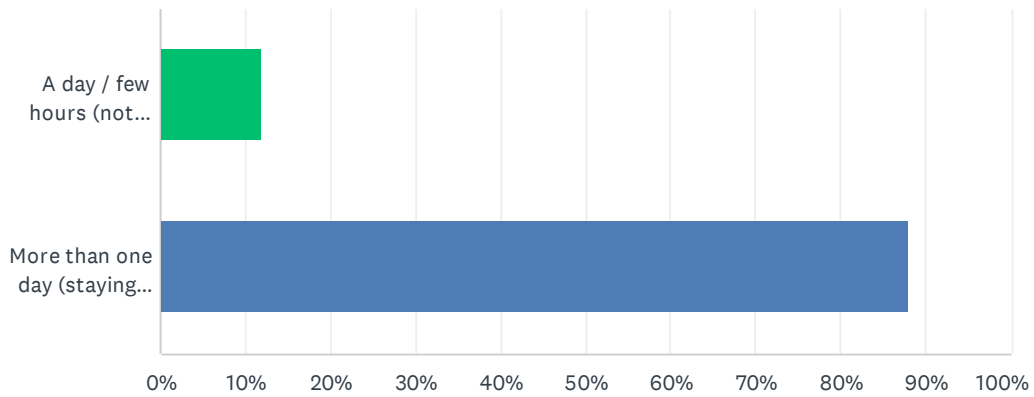
## Q19 Today's date:

Answered: 434 Skipped: 6

ANSWER CHOICES	RESPONSES	
Select date:	100.00%	434

### Q1 Are you hiring a boat for:

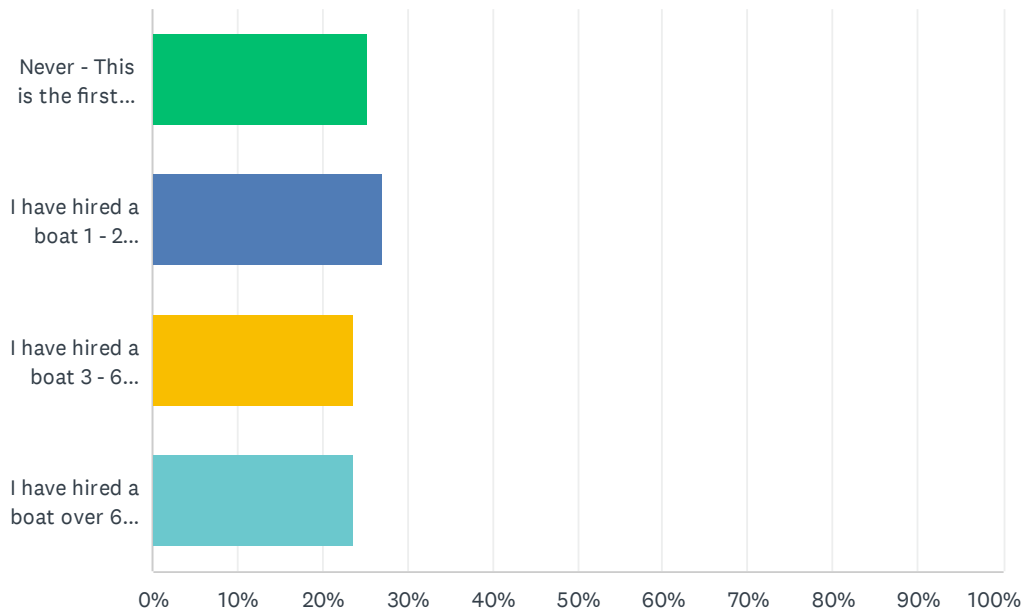
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

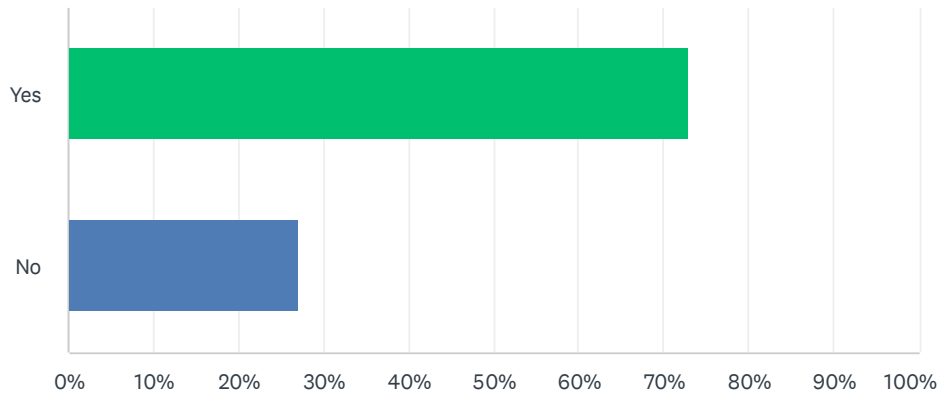
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

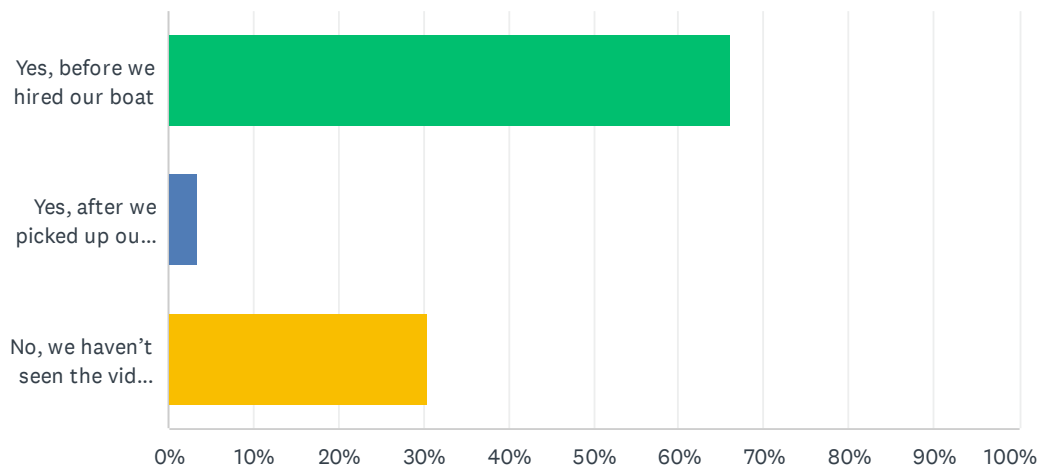
Answered: 59 Skipped: 0



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

## Q4 Have you watched the Broads Authority animated safety videos?

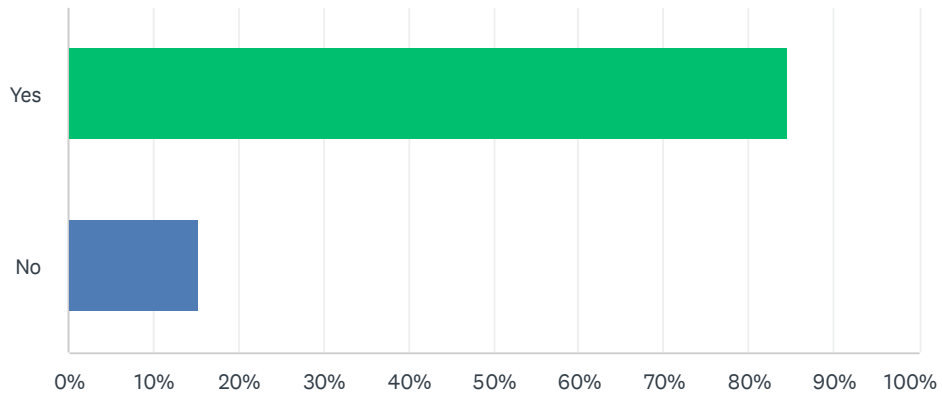
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

Answered: 59 Skipped: 0

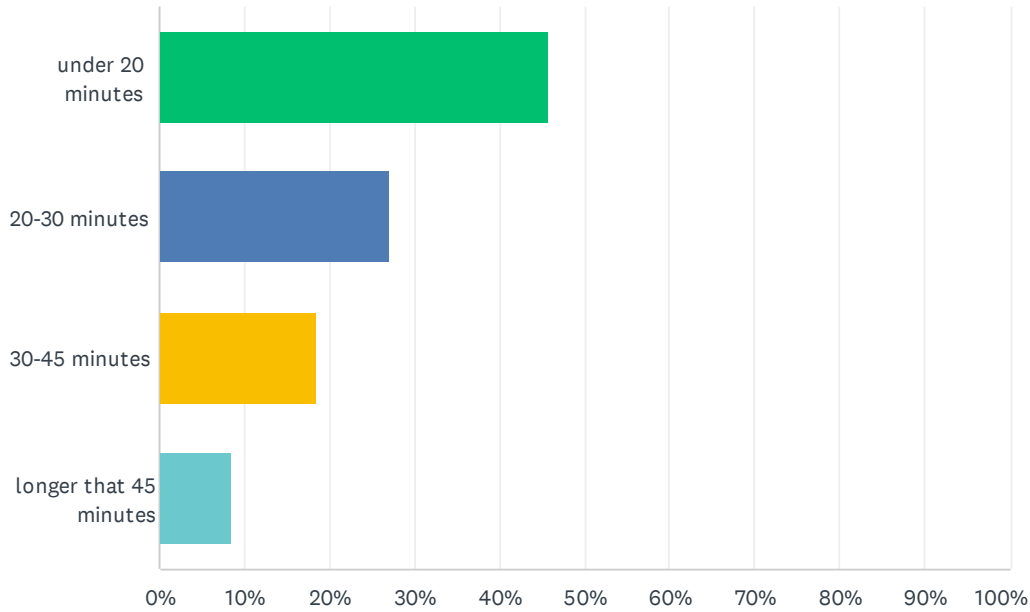


ANSWER CHOICES	RESPONSES	
Yes	84.75%	50
No	15.25%	9
TOTAL		59



**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?**

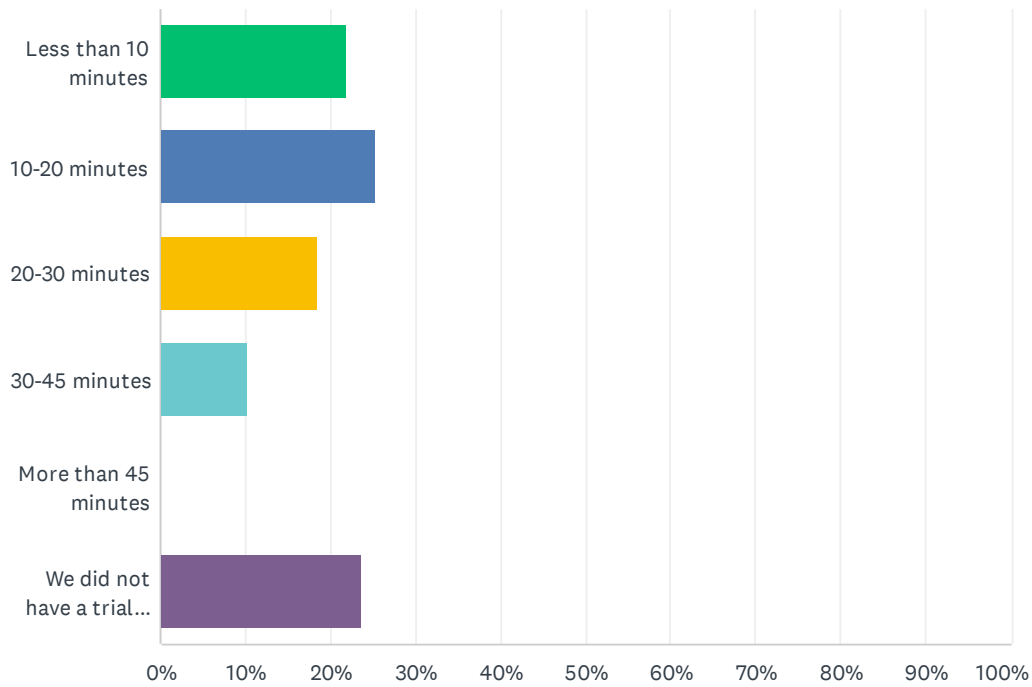
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

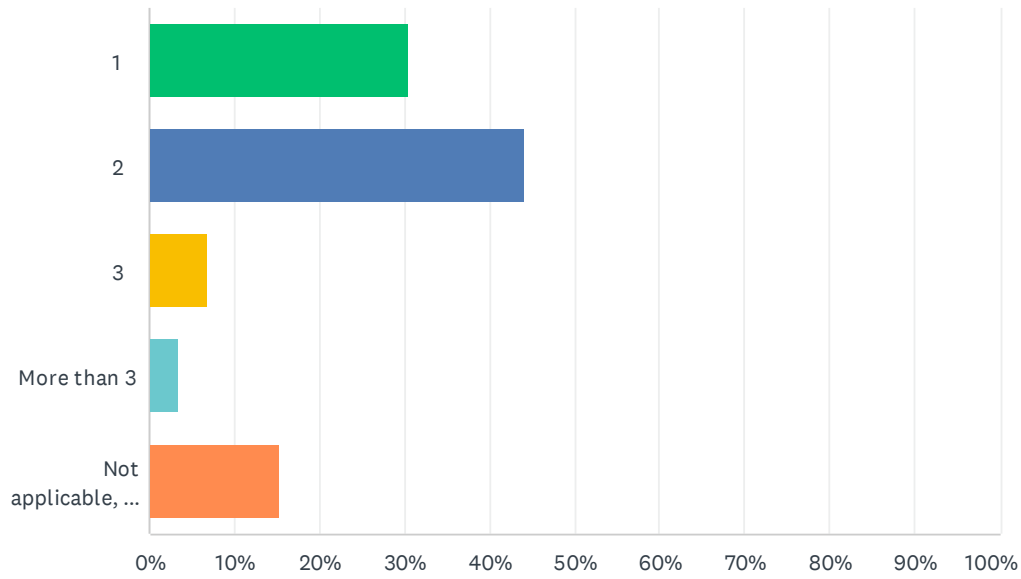
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

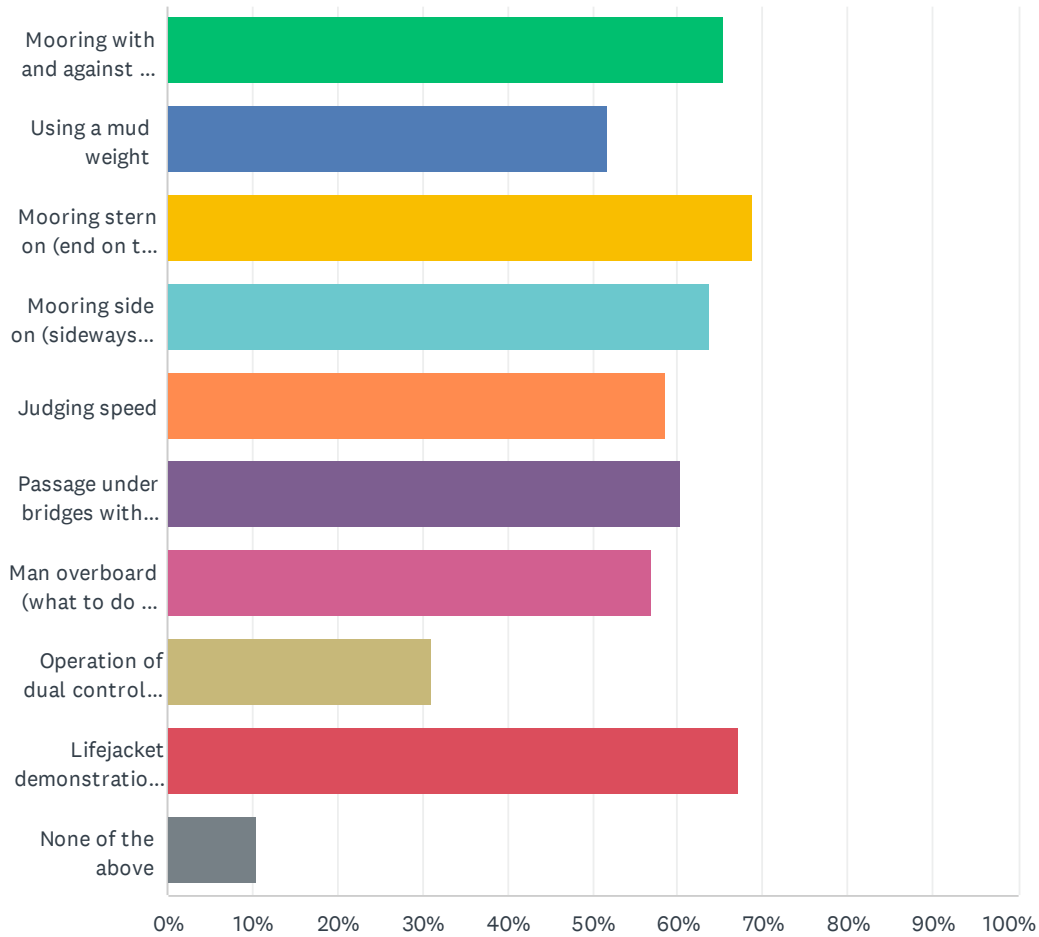
Answered: 59 Skipped: 0



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
<b>TOTAL</b>		<b>59</b>

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

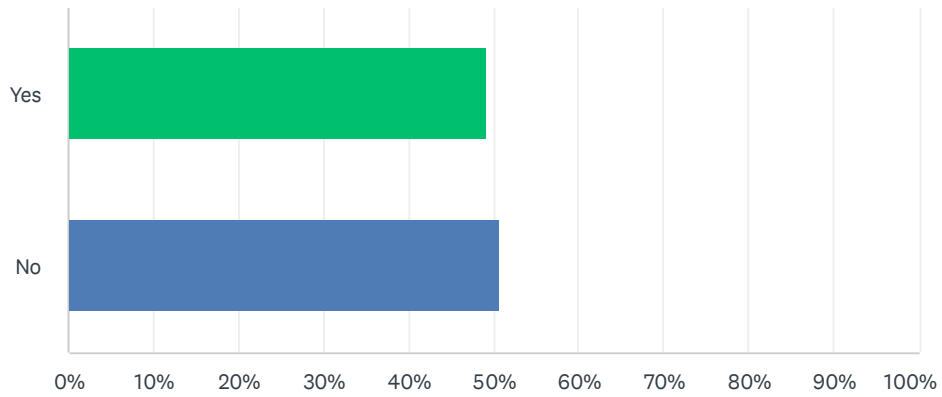


## Broads Hirers Survey 2021

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?

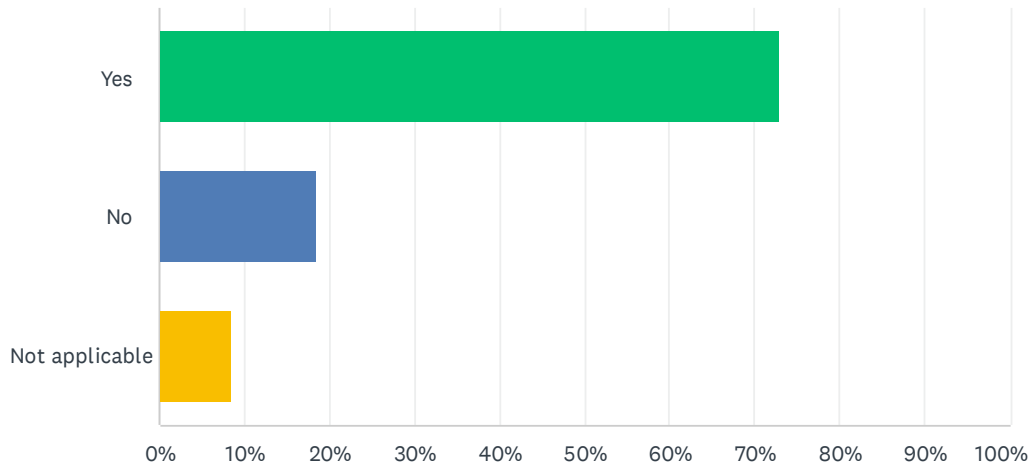
Answered: 59 Skipped: 0



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?

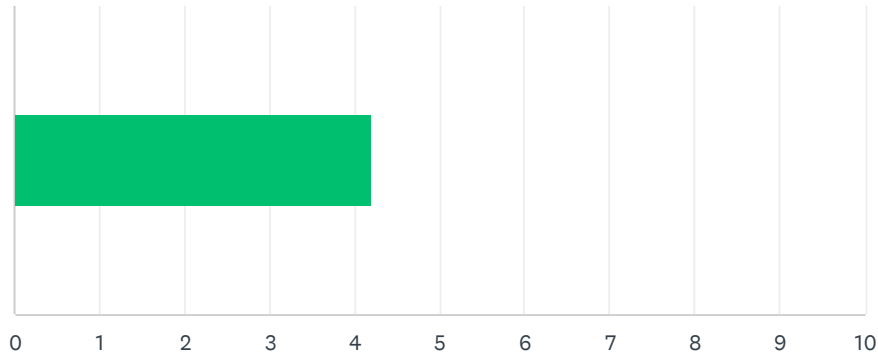
Answered: 59 Skipped: 0



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

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

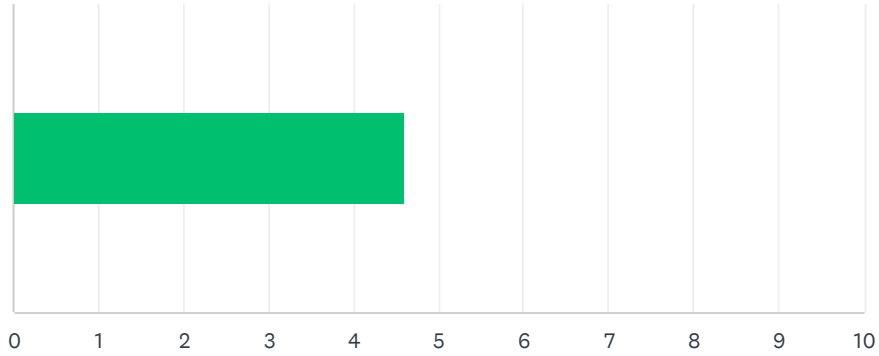


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	244	58
Total Respondents: 58			



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

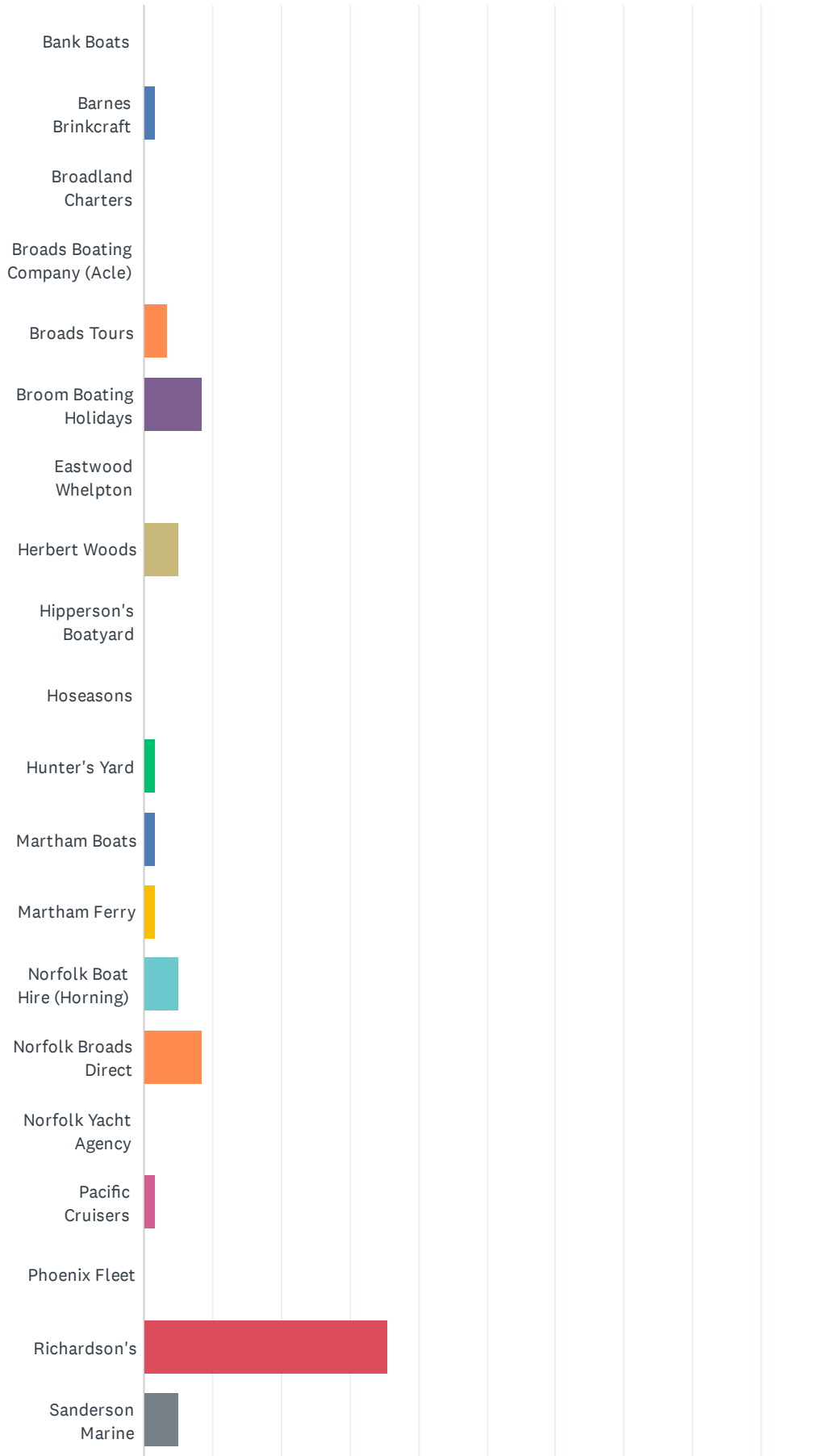
Answered: 57 Skipped: 2



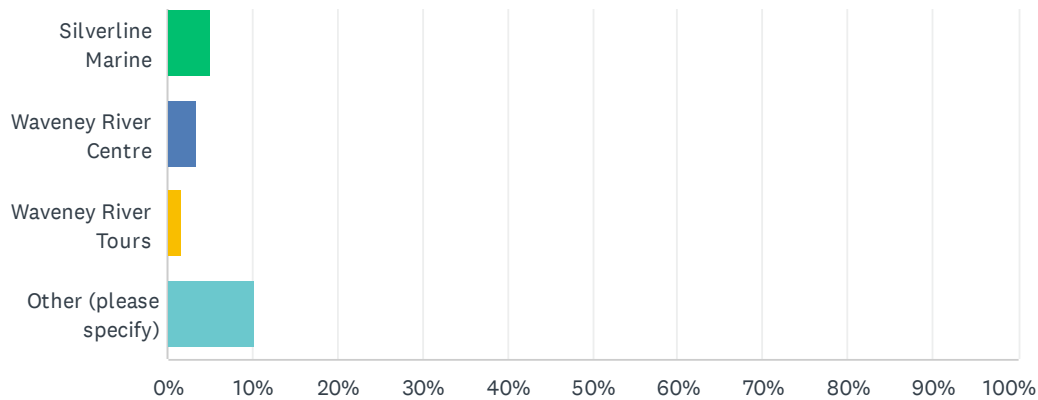
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	263	57
Total Respondents: 57			

## Q14 Which yard did you hire your boat from?

Answered: 59 Skipped: 0



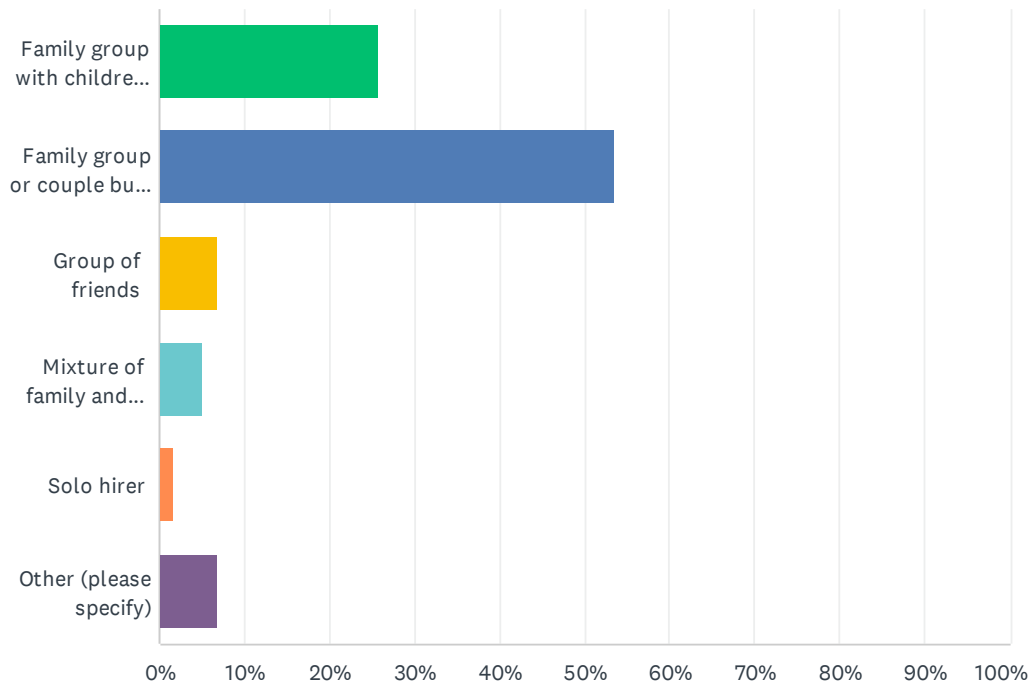
## Broads Hirers Survey 2021



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
<b>TOTAL</b>		<b>59</b>

## 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
<b>TOTAL</b>		<b>58</b>

**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
<b>Name of Boatyard / Operator/ Group:</b>	Y	Y
<b>Name of Person Completing this Pro-Forma:</b>	Y	Y
<b>Position:</b>	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
<b>What services are provided?</b>	Y	N
Direct bookings		
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
<b>How many staff do you employ?</b>	Y	N
Reception		

Engineers	Y	N
Housekeeping	Y	N
Handover	Y	N
<b>What staff training do you provide?</b> 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?  If not, where?	Y	Y



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 <sup>st</sup> April 2023 Broads by 1 <sup>st</sup> 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