



# Gold Anchor Award Scheme

## Gold Anchor Assessment Application

**Marina:** \_\_\_\_\_

**Date of Assessment:** \_\_\_\_\_

**Assessor/s**    **1:** \_\_\_\_\_

**2:** \_\_\_\_\_

### Marina contact details and information

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Manager:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

The Gold Anchor Scheme is a voluntary code which is based on the TYHA Code of Practice; it is designed to act as a marketing and promotions tool.

Please return this completed application form along with payment to the TYHA HQ by email or post. It will be used as a guide for the Gold Anchor assessor and the detail in the corresponding assessor column is used to provide a final grade and will differentiate a marina by awarding 3, 4 or 5 Gold Anchors.

Once we receive the application we will contact you to arrange an assessment at a time convenient to you.

**FOR ASSESSOR USE ONLY** - The total of each section is divided by the number of items marked and expressed as a %.

Final %:	Over 85%	<input type="checkbox"/>	70 – 84%	<input type="checkbox"/>	50 – 69%	<input type="checkbox"/>
	<b>5 Gold Anchors</b>		<b>4 Gold Anchors</b>		<b>3 Gold Anchors</b>	

## Guide to Assessment Marking Procedures

- The Gold Anchor Scheme is intended to raise standards throughout our industry, and to reward those marinas that adhere to 'good practice' throughout their operation.
- The TYHA Code of Practice is used as a benchmark for the design and operational practices of participating marinas.
- There is a detailed questionnaire (attached) that is completed by all applicants.
- The Assessor, an experienced industry professional, will on his or her visit, carry out a comprehensive inspection of the site. The assessor will require to see documentary evidence of good practice in Health and Safety, Environmental and Staff management procedures. These should be in line with recommendations of the Code of Practice, but at the very least must comply with national legislative requirements (where these may differ, evidence of national differences should be supplied). The questionnaire gives guidance on documentation required.
- The questionnaire asks for information on Customer service issues, these will be assessed, and again the form gives some guidance as to the details required.
- The Assessors will mark the facility with a percentage mark for the required elements.
- There is a degree of subjectivity around areas such as the general feel of a site, cleanliness, upkeep, signage, staff attitude etc, which all add to the customers' experience at the marina.
- The Questionnaire shows that a percentage of 50-69% will result in the Award of Three Gold Anchors, 70-84% Four and 85% and above Five. Two Anchors are rarely awarded, as less than 50% would indicate that a site would be unable to comply with even basic legal requirements to operate safely.
- The scheme, as previously mentioned, is designed to raise the overall standards in our industry, as such operators should be aware that the Scheme does evolve with time, and as new legislation and 'best practice' evolves, the Scheme looks for its participants to improve their facilities and services accordingly.
- A three year gap between Assessments has been set as a maximum, and participants are encouraged to ensure that their re-assessment is carried out in due time, failing which the Association has the right to withdraw that participants rights to display the award.

# Payment

Payment for the assessment can be made by telephone by contacting Libby Gordon on 01784 223817, or by completing this section of the survey form, however the booking will be regarded as provisional until this form is received.

Please note that all fees are payable prior to the commencement of your assessment and the appointment of the assessor will not occur until payment has been received.

Contact Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

I confirm that my Company is a TYHA Member:      Yes       No

I enclose a **cheque** (payable to TYHA Ltd) for: £ 500 + VAT

Or

Please charge my **credit/debit card** with £500 + VAT using the following details:

Name on Card: \_\_\_\_\_

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Security No:       Expiry date:

Or

**BACS** transfer to:                      Sort Code 30-94-42                      Account: 01131274

I confirm that I have read and agree to the terms and conditions of assessment as above:

Signed: \_\_\_\_\_

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

# Assessment survey

Copies of the following documents must be available for Gold Anchor Assessment:

<ol style="list-style-type: none"> <li>1. Chart or diagram to show marina layout and orientation</li> <li>2. Questionnaire results and analysis</li> <li>3. Brochure</li> <li>4. Berthing contract</li> <li>5. Complaints and complaints procedure</li> <li>6. Departure questionnaire</li> <li>7. List of approved contractors for boat repairs</li> <li>8. Diagram to show location of safety equipment</li> <li>9. Health &amp; Safety policy, organisation, admin. and risk assessments</li> <li>10. Fire risk assessment</li> <li>11. COSHH file</li> <li>12. Accident book</li> <li>13. Training records</li> <li>14. Environmental policy</li> <li>15. Environmental audit documents</li> <li>16. Port Waste Management Plan</li> <li>17. Maintenance system</li> <li>18. Fire equipment servicing record</li> <li>19. Electrical circuits test (NICEIC certificate)</li> <li>20. Plant and lifting equipment inspection</li> <li>21. Record of Fire Drills</li> <li>22. PAT testing</li> <li>23. Marina Operations Manual or Emergency Plan</li> <li>24. Staff organigram</li> </ol>	<p><b>Certificates of inspection:</b></p> <p><b>For Assessor use only</b> <b>Score 1 to 10</b></p> <p>Fire apparatus _____</p> <p>Electrical circuits _____</p> <p>Plant inspection slings etc _____</p> <p>Test of pumps _____</p> <p>Record of fire drills _____</p> <p>First aid (personnel) _____</p> <p>Radio licence _____</p> <p>Hoist qualification certificates _____</p> <p>Portable appliance testing records _____</p> <p><b>SCORE</b>            <b>/90 =</b>            <b>%</b></p> <p><b>Health and safety:</b></p> <p><b>For Assessor use only</b> <b>Score 1 to 10</b></p> <p>Company H &amp; S docs _____</p> <p>Company H &amp; S organisation _____</p> <p>Admin &amp; risk assessment _____</p> <p>COSHH file _____</p> <p>Accident book _____</p> <p>Records of training _____</p> <p><b>SCORE</b>            <b>/50 =</b>            <b>%</b></p>
<p><b>Description</b></p>	<p><b>Environment:</b></p> <p><b>For Assessor use only</b> <b>Score 1 to 10</b></p>

(Please tick appropriate boxes)

**Tidal:** Estuary  Harbour

**Non Tidal:** River Canal  Lake

**Marina Basin:** Open  Locked

Sill  Gated Sill

**Berthing:** Individual Finger Berths

Multiple Finger Berths

Alongside Quay or Bank

Stern to Quay or Bank

Dry Berthing (not storage)

Dry Stack (with fork lift)

Moorings Afloat

Mud Berths

**Walkways:** Fixed  Floating

**Breakwater:** Fixed  Floating

**Assessor notes:**

## Capacity

(Please enter numbers in appropriate boxes)

Number of Berths:	Mono	Multi
Permanent	<input type="text"/>	<input type="text"/>
Visitors Only	<input type="text"/>	<input type="text"/>
Trade (e.g. Sales)	<input type="text"/>	<input type="text"/>
Commercial Boats	<input type="text"/>	<input type="text"/>
Working (e.g. Repairs)	<input type="text"/>	<input type="text"/>
Dry and Dry Stack	<input type="text"/>	<input type="text"/>
Moorings Afloat	<input type="text"/>	<input type="text"/>
Mud Berths	<input type="text"/>	<input type="text"/>
Storage Ashore	<input type="text"/>	<input type="text"/>
In Open	<input type="text"/>	<input type="text"/>
Under Cover	<input type="text"/>	<input type="text"/>

### Fleet Mix: (Please give appropriate %)

Under 8 metres %	<input type="text"/>
8 - 12 metres %	<input type="text"/>
Over 12 metres %	<input type="text"/>
Sail %	<input type="text"/>
Motor %	<input type="text"/>

### Maximum Boat Size:

LOA	<input type="text"/>	Beam	<input type="text"/>
Draft	<input type="text"/>	Freeboard	<input type="text"/>

## Maintenance Issues:

For Assessor use only  
Score 1 to 10

Maintenance of:-

Dredging

Roads

Buildings

Walkways

Lighting and Power Services

Water Services

Plant and Machinery

General Upkeep

**SCORE** /80 = %

Assessor notes:

## Access

(Please complete or tick appropriate boxes)

Minimum Depth of Water in Approaches

1 metre depth over marina sill

before MHWS hrs to  hrs after

before MHWN hrs to  hrs after

Lock and Bridges (Marina)

Operational from  to  Summer

Operational from  to  Winter

Approach Signals

Holding Berths

Marina Lock Dimensions

Please give best source of navigational data covering waterways adjacent to non-tidal marinas  
i.e. Chart numbers or page numbers of almanac or book

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## Layout:

For Assessor use only  
Score 1 to 10

Orientation \_\_\_\_\_

Weather protection \_\_\_\_\_

Depth of basin \_\_\_\_\_

Depth of approaches \_\_\_\_\_

Access to water \_\_\_\_\_

Disabled access \_\_\_\_\_

Lock/Gate dimensions \_\_\_\_\_

Lock/Gate operation \_\_\_\_\_

Berth sizes \_\_\_\_\_

Fairway widths \_\_\_\_\_

Walkway widths and stability \_\_\_\_\_

Finger sizes and stability \_\_\_\_\_

Mooring method \_\_\_\_\_

Access by land \_\_\_\_\_

Roads on site \_\_\_\_\_

Buildings \_\_\_\_\_

Location of bunkering \_\_\_\_\_

Location of slipway \_\_\_\_\_

Location of lift out dock \_\_\_\_\_

SCORE /190 = %

Assessor notes:

## The Customer

(Please answer YES or NO or add notes to all that apply to your marina)

Have you circulated a questionnaire to berth holders prior to this Assessment?

How often do you carry out a security check on customers' boats?

Do you comply with Environmental Legislation to reduce your carbon footprint?

Are you aware of the BMF environmental five steps? (See details at end of this Survey Form)

Does your training programme provide for lock (coastal) or tunnel (inland) familiarisation?

How do you make your customers aware of your safety equipment?

How do you make your customers aware of your Health and Safety Policy?

Do you publish an up to date brochure?

Do you circulate a regular newsletter?

Do you train your staff in customer care?

Do you offer quotes for available berths?

Do you give clear pricing information?

Do you issue clear berthing contracts?

Do you have clearly marked/sign posted car parking?

Do you have efficient boatyard and storage ashore facilities?

Do customers have access to smart, friendly and knowledgeable staff?

Do your staff wear a uniform?

Do you offer smart, clean, and odourless toilets and showers?

Do you offer easy access to fuel and gas?

Do you offer a friendly club, bar and/or restaurant?

Do you have a suggestion box?

## The Customer

For Assessor use only

Score 1 to 10

Questionnaire circulated (sample at back of doc.) \_\_\_\_\_

Security checks \_\_\_\_\_

Environmental legislation \_\_\_\_\_

BMF Five Steps \_\_\_\_\_

Lock/Tunnel training \_\_\_\_\_

Awareness of safety Equipment \_\_\_\_\_

Awareness of H & S Policy \_\_\_\_\_

Brochure \_\_\_\_\_

Newsletter \_\_\_\_\_

Customer care \_\_\_\_\_

Berth quotes \_\_\_\_\_

Clear pricing \_\_\_\_\_

Berthing contract \_\_\_\_\_

Car parking signs \_\_\_\_\_

Boatyard/storage ashore \_\_\_\_\_

Smart/friendly staff \_\_\_\_\_

Uniform \_\_\_\_\_

Clean facilities \_\_\_\_\_

Access to fuel/gas \_\_\_\_\_

Club/Bar/Restaurant \_\_\_\_\_

Suggestion box \_\_\_\_\_

**The Customer:** continued

Do you have a visitors' book?

Visitor Book \_\_\_\_\_

Do you have a complaints procedure?

Complaints Procedure \_\_\_\_\_

Do you offer local information on:-  
navigation/weather; events; local facilities;  
pubs/restaurants; train services; taxis;  
road works etc

Local Information \_\_\_\_\_

Do you issue a questionnaire on departure?

Departure Questionnaire \_\_\_\_\_

Ambience/Atmosphere \_\_\_\_\_

**SCORE**            **/120 =**            **%**

**Assessor notes:**

## Facilities

(Please tick or enter numbers as appropriate and add "c" if facility is provided by concessionaire)

### Sanitary:

Toilets	<input type="text"/>	Showers/Baths	<input type="text"/>
Pump out	<input type="text"/>	Chemical closet disposal	<input type="text"/>
Changing Rooms:	<input type="text"/>	Launderette:	<input type="text"/>

### Gear Stores:

### Bunkering:

Petrol	<input type="text"/>	Diesel	<input type="text"/>
Gaz	<input type="text"/>	Calor	<input type="text"/>

Hours Available

### Fuel Through put: (Please enter litres per annum)

Petrol	<input type="text"/>	Diesel	<input type="text"/>
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### Car Parking:

Number of Spaces

### Boat Yard: (Please tick appropriate box)

Operated by Marina  Operated by Tenant

### Haul Out: (Please tick appropriate box)

Operated by Marina  Operated by Tenant

Max Load                      Max Dimensions

Hoist	<input type="text"/>	<input type="text"/>
Crane	<input type="text"/>	<input type="text"/>
Slip	<input type="text"/>	<input type="text"/>
Forklift	<input type="text"/>	<input type="text"/>

## Facilities

For Assessor use only  
Score 1 to 10 in each box

Toilets and showers/baths \_\_\_\_\_

Disabled toilet \_\_\_\_\_

Changing and drying rooms \_\_\_\_\_

Launderette \_\_\_\_\_

Dry dock \_\_\_\_\_

Slipway/Ramp \_\_\_\_\_

Reception/reporting berth \_\_\_\_\_

Car parking \_\_\_\_\_

Boat storage ashore \_\_\_\_\_

### Facilities cont:

Repairs and fitting out

**Repairs & Fitting Out:**

Approximate Floor Area of Workshop

Average Number of Employees

**Marina Shop:**

Floor Area

**New Boat Sales:**

No of Staff

**Brokerage:**

No of Staff

**Restaurant:**

Floor Area

**Club:**

Floor Area

**Accommodation:**

(Specify) \_\_\_\_\_

\_\_\_\_\_

**Assessor notes:**

## Services

(Please complete or tick appropriate boxes)

Lighting of walkways and dockside:

Electricity to Berths: No of outlets

Voltage

Amps

Water to Berths: Potable

Non Potable

Telephone: At berths

On Shore

Wireless Internet Access:

Met & Navigation Information:

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Radio Watch:

Frequency  Hours

Refuse Collection:

On Walkways  Ashore

Luggage Trolleys: Number

## Services

Assessor use only

Score 1 – 10 in each box

Walkway and dockside Lighting \_\_\_\_\_

Electricity supply to berths \_\_\_\_\_

Electricity protection \_\_\_\_\_

Earth leakage \_\_\_\_\_

Drinking water supply \_\_\_\_\_

Telephone provision \_\_\_\_\_

Wireless internet access \_\_\_\_\_

VHF radio watch \_\_\_\_\_

Refuse collection \_\_\_\_\_

Luggage trolleys \_\_\_\_\_

SCORE /90 = %

Assessor notes:

## Equipment

(Please complete or tick appropriate boxes)

Fire Warning System:	<input type="checkbox"/>
Fire Extinguishers: No.	<input type="checkbox"/>
Escape Ladders: No.	<input type="checkbox"/>
Life Buoys: No.	<input type="checkbox"/>
Electrical EL Protection:	<input type="checkbox"/>
Bilge/Fire Pump(s):	<input type="checkbox"/>
First Aid Equipment:	<input type="checkbox"/>
Service Boat(s):	<input type="checkbox"/>

## Equipment

For Assessor use only  
Score 1 to 10 in each box

Fire alarm system	_____
Fire control apparatus	_____
Safety ladders	_____
Life saving appliances	_____
Fire bilge pumps	_____
First aid	_____
Service boats	_____
Boatyard plant/machinery	_____
Pump out station provision	_____
Chemical closet disposal	_____
Bunkering	_____
Gear stores	_____
Lifting out	_____
<b>SCORE</b>	<b>/140 = %</b>

Assessor notes:

# Attendance

(Please complete the times of attendance)

Berthing Staff	<input type="text"/>	to	<input type="text"/>	hrs
Lock Keeper	<input type="text"/>	to	<input type="text"/>	hrs
Boatyard	<input type="text"/>	to	<input type="text"/>	hrs
Shop	<input type="text"/>	to	<input type="text"/>	hrs
Bunkering	<input type="text"/>	to	<input type="text"/>	hrs
Sales/Broker	<input type="text"/>	to	<input type="text"/>	hrs
Night Security	<input type="text"/>	to	<input type="text"/>	hrs
Are you manned on a 24 hour basis?	<input type="checkbox"/>			

**For Assessor use only**  
**Score 1 to 10 in each box**

Dockmaster(s)	<input type="text"/>
Lock or gate	<input type="text"/>
Boatyard	<input type="text"/>
Shop	<input type="text"/>
Bunkering	<input type="text"/>
Sales / brokerage	<input type="text"/>
Night security	<input type="text"/>
Reception	<input type="text"/>
Charter	<input type="text"/>
General security	<input type="text"/>
Training – Management (CMM or Intermediate Marina Manager Course	<input type="text"/>
Marina operatives handbook	<input type="text"/>

**SCORE**            **/130 =**            **%**

**Assessor notes:**

# Charges and Terms (inclusive of VAT and Harbour Dues)

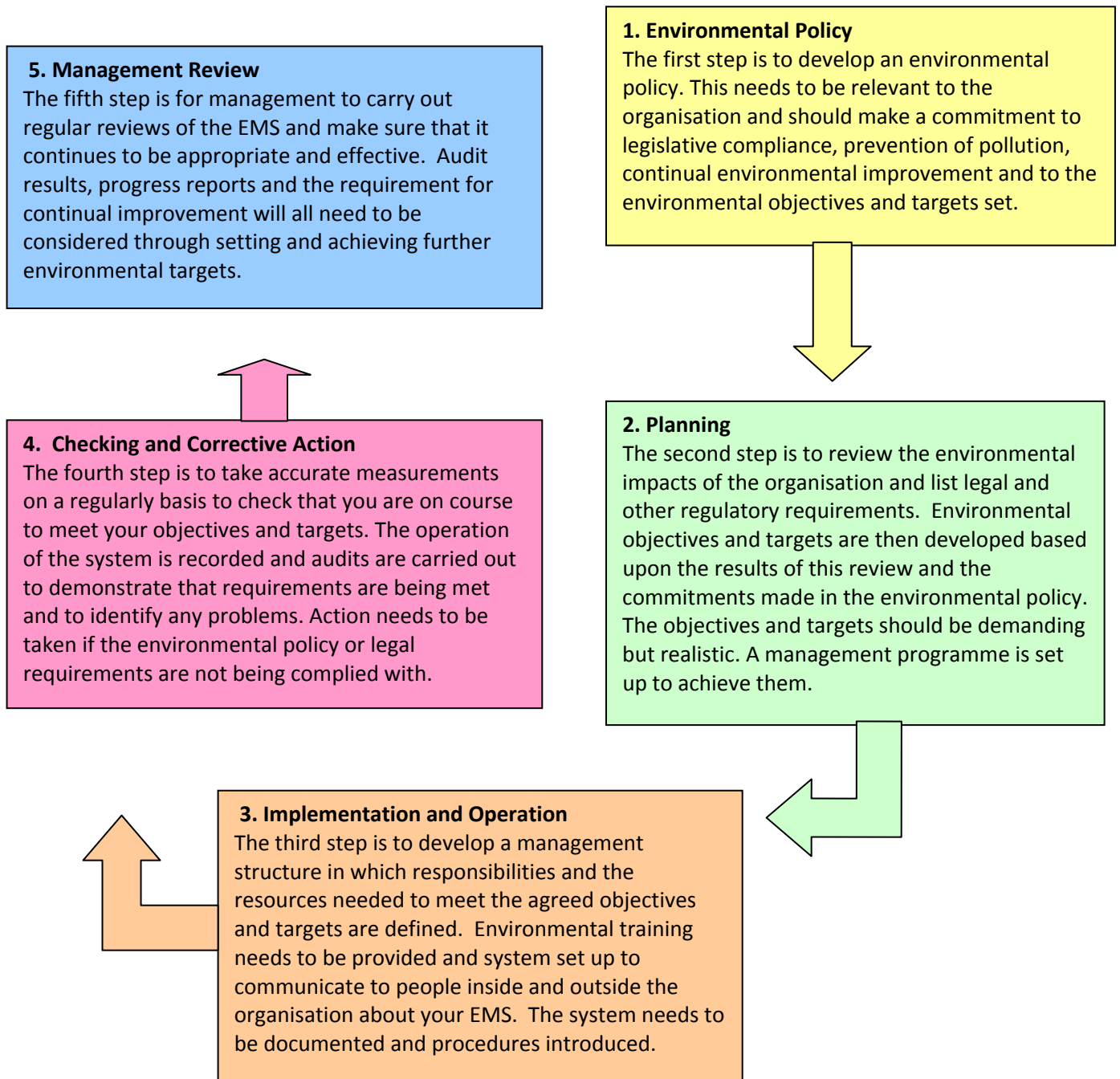
(Please complete appropriate boxes)

Sale of Berth	<input type="text"/>	per metre
Leasehold for <input type="text"/> years at	<input type="text"/>	meter
Annual Berthing Licence	<input type="text"/>	metre
Berthing Licence Fees:	<input type="text"/>	per meter
per month	<input type="text"/>	per metre
per week	<input type="text"/>	per metre
per day	<input type="text"/>	per metre
per hour	<input type="text"/>	per metre
other	<input type="text"/>	per metre
Trade Berths: per annum	<input type="text"/>	per metre
Commercial Berths: per annum	<input type="text"/>	per metre
Multihull: per annum	<input type="text"/>	per metre
Dry Berthing: per annum (Rapid Launching)	<input type="text"/>	per metre
Dry Stack: per annum	<input type="text"/>	per metre
Moorings: per season	<input type="text"/>	per metre
Mud Berths: per season	<input type="text"/>	per metre
Haul Out and Launch:	<input type="text"/>	
Haul Out & Chock off in Open:	<input type="text"/>	
Haul Out & Chock off under Cover:	<input type="text"/>	
Storage Ashore:		
In Open per season	<input type="text"/>	
Covered per season	<input type="text"/>	
Electricity: <input type="text"/> per <input type="text"/>		
Car Parking:	<input type="text"/>	
Gear Store:	<input type="text"/>	
Club:	<input type="text"/>	



## BMF five steps

### Environmental Management System Cycle



[Customer Address]

**Anonymous questionnaire for marina berth holders**

Dear Sir / Madam,

As a customer of [name of marina] we would like to invite you to complete a brief questionnaire about your experience as a berth holder. This is important as it will help us make an informed judgement on the Gold Anchor rating of the facility. Please can you answer the following questions and return this questionnaire to us directly or if more convenient to your marina office:

1. How long have you been at the marina?
2. Are the staff friendly and helpful?
3. Are the facilities satisfactory?
4. Is your berth safe and accessible?
5. Is the marina kept clean and tidy?

Do you have any additional comments you would like to make?

Thank you for your time, if you would like to learn more about the Gold Anchor scheme or the Yacht Harbour association please visit [www.yachtharbourassociation.com](http://www.yachtharbourassociation.com).

TYHA General Manager

Tel: 01784 223816

Fax: 01784 475870

Email: [gturnbull@britishmarine.co.uk](mailto:gturnbull@britishmarine.co.uk)

## SUMMARY ACTION PLAN – (For assessors use only)

Critical issue requiring immediate attention - **Before operation re-commences**

Attention / essential maintenance required within time Scale indicated

Time scale

Conclusion