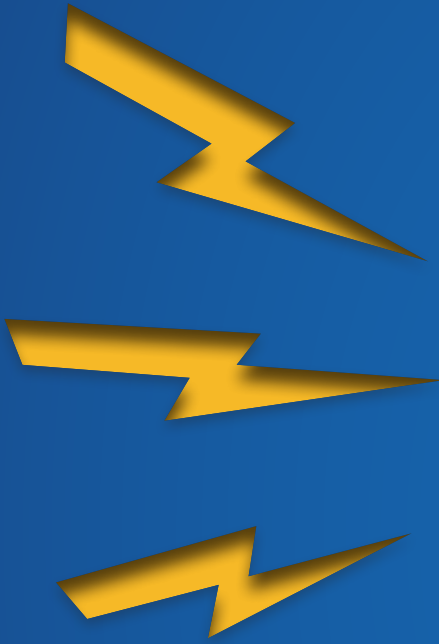




UK PORT WELFARE SEAFARERS' SURVEY

RESULTS

THANKS FOR SHARING



GENERAL SURVEY | JANUARY 2024

UK Port Welfare Seafarers' Survey 2023

RESULTS



INTRODUCTION

In Spring of 2023, MNWB launched a nationwide survey aimed at seafarers visiting UK ports. The survey asked for their feedback on services & facilities available to them and how important they were with the limited time they had in port.

The aim of the survey was to get first-hand information from seafarers themselves as to what they thought about the services available to seafarers in UK ports, as well as to get a snapshot of general areas of concern they might have.

The survey was written by MNWB using the Survey Monkey platform. To welcome input from as many seafarers as possible, we had the survey translated into six additional languages – so were then able to offer the survey in English, Indonesian, Mandarin, Russian, Spanish, Tagalog (one of the main languages of The Philippines) and Ukrainian.

The Survey Monkey platform allowed us to offer these additional languages to the survey, so the seafarer would have the option of choosing the best language to reply in.

We used our contacts within the seafarers' welfare charities (such as Port Chaplains and Ship Visitors), seafarer centre managers & staff, as well as other people who would be likely to come into contact with seafarers (eg: pilots and local Port Health Authority staff)

to help raise awareness of the survey. They each received a packet of paper copies of the survey in all the different languages and posters advertising the survey to be displayed in seafarers' centres or ports. The poster included a QR code so that seafarers had the option of scanning it to be taken to the online version of the survey on the Survey Monkey platform.

MNWB also utilised social media to spread the word of the survey and encouraged our charity partners to do the same – to maximise the reach and knowledge of the survey, thereby increasing the of getting a sufficiently large number of replies.

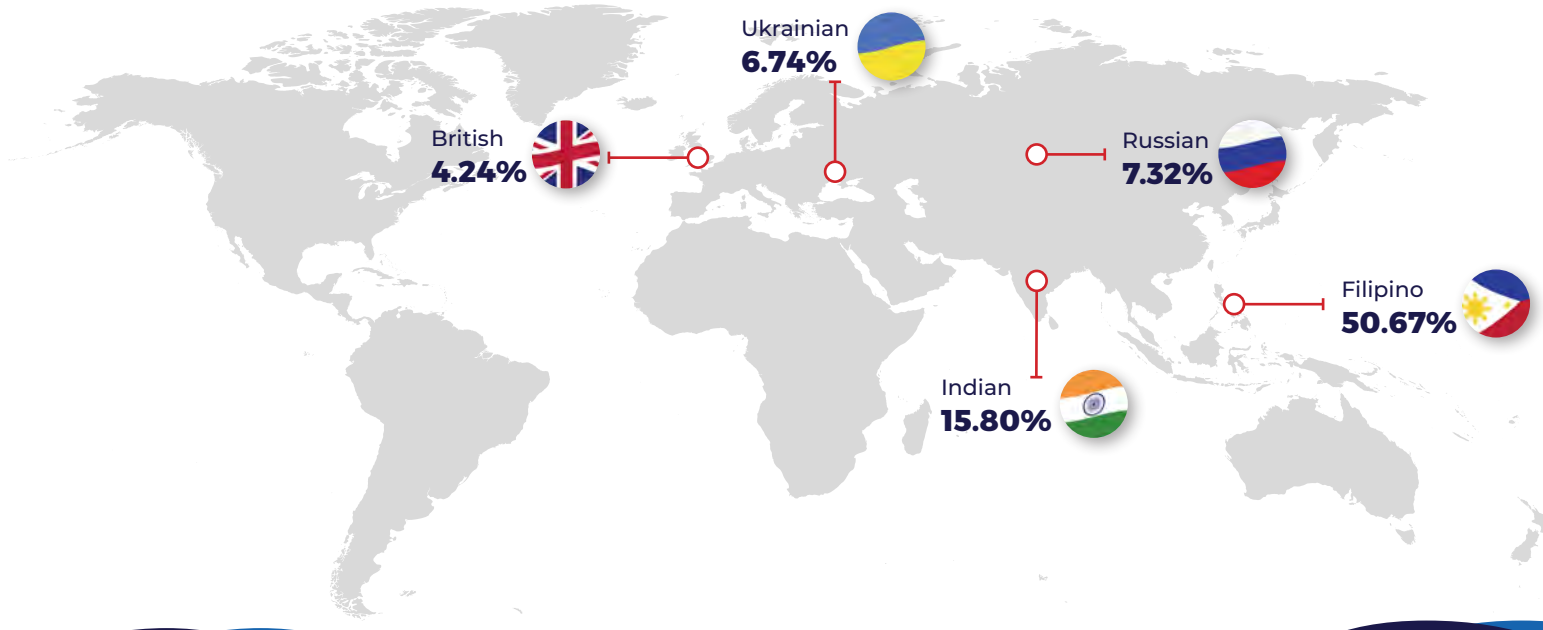
Although we did not have a minimum number of surveys we had to obtain, we realised that we needed a substantial number to be done to legitimise the survey and any recommendations we were to make. In the end we received a total of 519 fully completed surveys for the 3 months that the survey ran for.

People



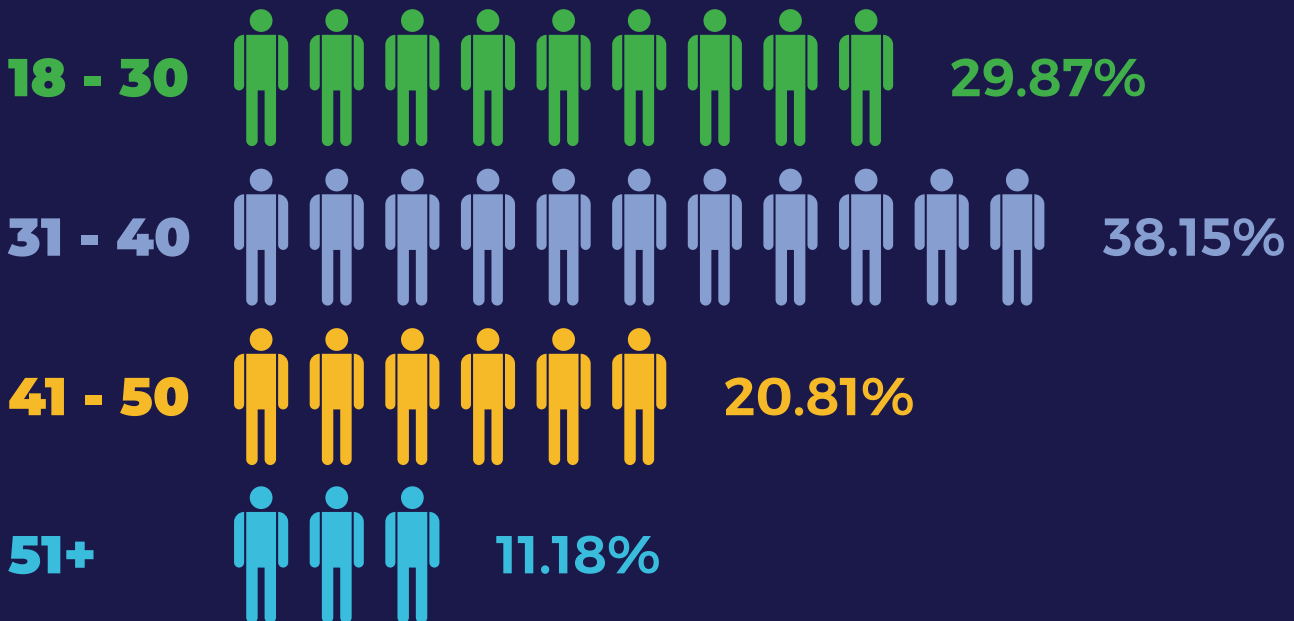
TOP 5 NATIONALITIES

- More than 50% of all respondents were Filipino, with almost a third of those respondents responding to the survey in their own language.



AGE GROUPS

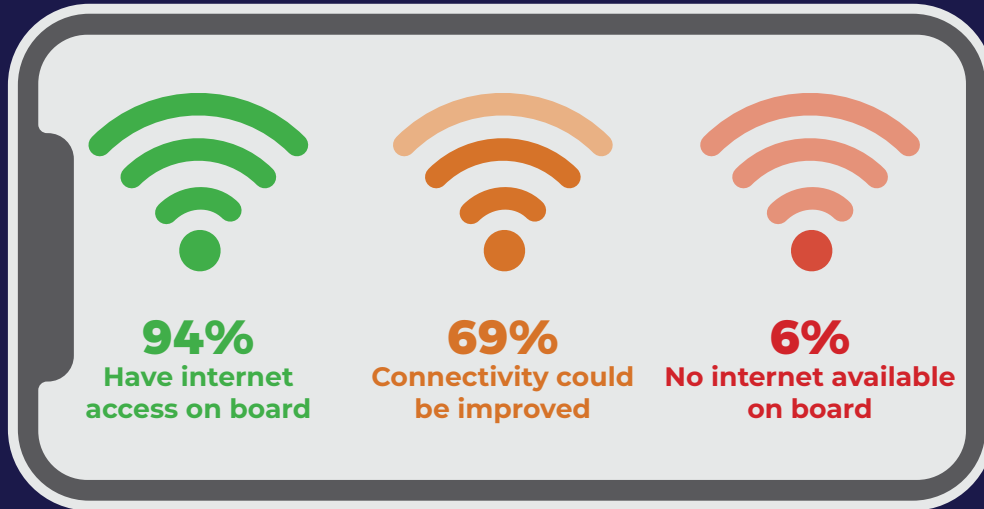
- Over two-thirds of all respondents were aged between 18-40.



Connectivity

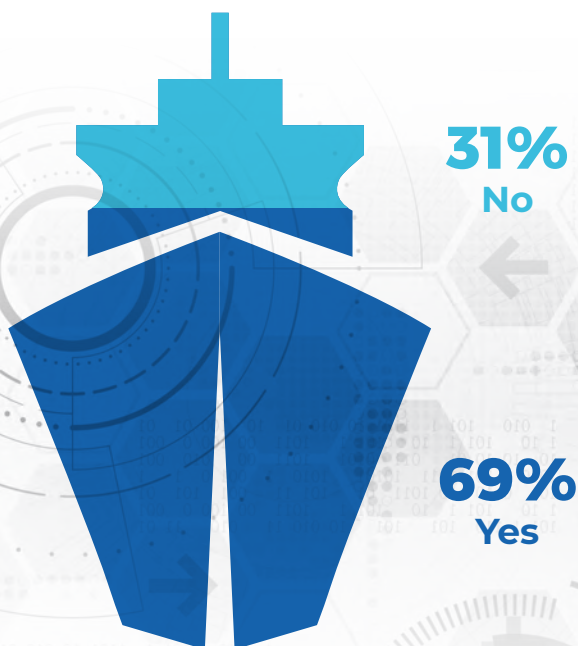
ACCESS TO INTERNET ON BOARD VESSELS

- 94% confirmed that they do have access to internet on board vessels. The fact that the figure was so high, highlights that shipping companies recognize the importance of internet connectivity to their crews.



CAN INTERNET CONNECTIVITY BE IMPROVED ON YOUR VESSEL?

- 69% of seafarers said more could be done to improve connectivity on ships.



COMMENTS

- "Improve internet speed so that we can live chat / video call our families"*
- "It would be better to use Starlink satellite internet as it has high speed and doesn't get affected by the weather as much"*
- "Make it available 24 hours a day"*
- "Make it unlimited for all crew"*
- "Better data allowance per crew person"*
- "Increase the speed and make it free for all crew"*
- "Make internet stronger and faster - need more data per month as well"*

Shore leave

HOW MUCH SHORE LEAVE DO YOU GET?

- 95% of all respondents received some period of shore leave. The main factors noted by those who did not have time off were duties and shift patterns on board their vessel.

No time off
5%

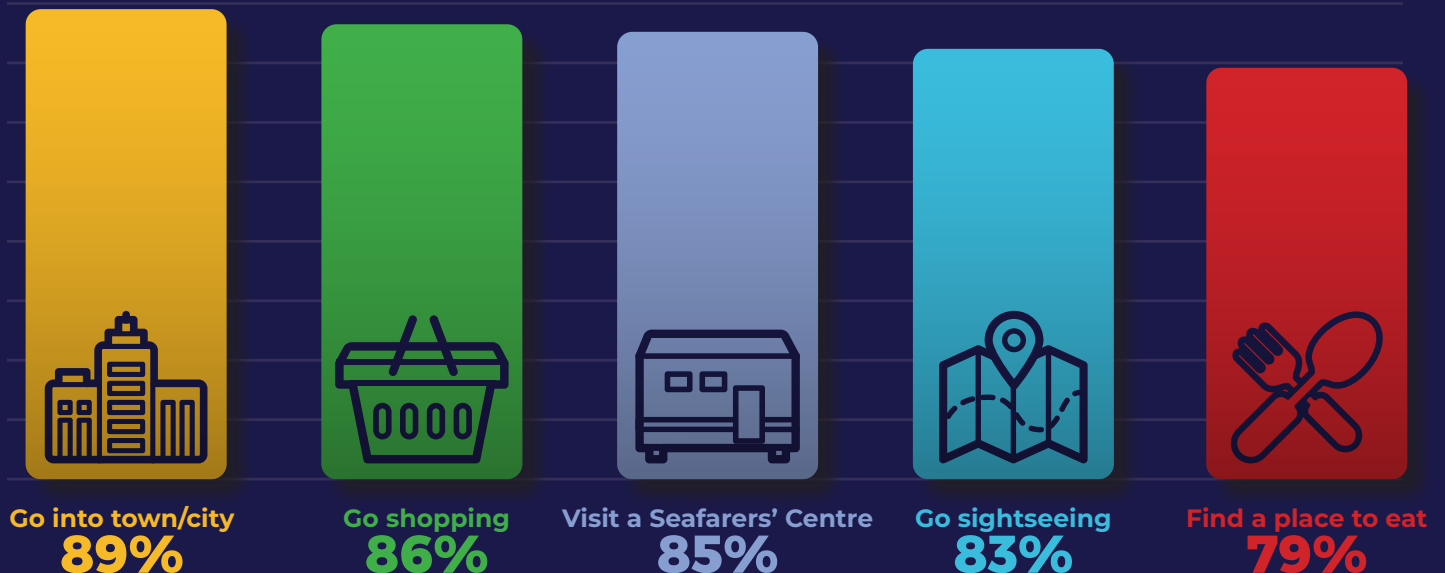
1-4 hours
65%

5-10 hours
28%

More than 10 hours
2%

MOST HIGHLY RATED ACTIVITIES WHILE ASHORE

- Below are the Top 5 activities given by seafarers that they thought were important to do while ashore.

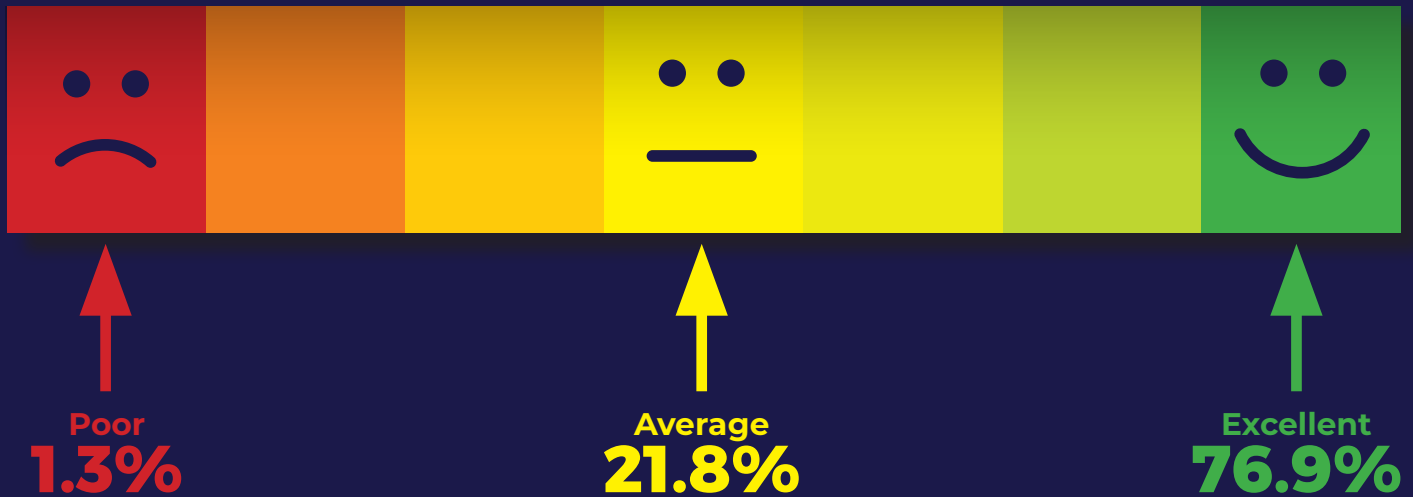


Welfare



RATING OF PORT SERVICES IN THE UK

- It was pleasing to see so many respondents saying that seafarers' welfare facilities in the UK are excellent (almost 77%), with the number of respondents rating the facilities as poor being so small at just over 1%.



COMMENTS ON IMPROVEMENTS TO UK PORT SERVICES:

- The lack of transport to help seafarers to get to the shops and even a seafarers' centre was mentioned by almost 15% of responses in this section. Some ports are isolated and the lack of regular transport then affected if seafarers thought it was worthwhile actually leaving the ship.
- Around 10% of responses to this question noted that they felt every major port in the UK should have a seafarers' centre of some sort - and compared the outstanding facilities available in European ports to those lacking here in the UK.

"Something to break down the barriers between crews from each country - as we all just stick with our own countrymen."

"Things are too far away from the port and limited transport means we're stuck a lot of the time."

"No, but I would like to applaud the people who are working for seafarers for their hospitality. They are all so friendly and assisting crew in every way they possibly can."

"Free transport available to seafarers."

"Free Wi-Fi in ports."

"All major UK ports should have a Seafarers' Centre."

"Providing connectivity to seafarers and fishers who spend months away from their friends and family is crucial to their well-being. MNWB are committed to raising standards in port welfare and see welfare levies as a mechanism to provide sustainable welfare provision."
Stuart Rivers, Chief Executive, MNWB.