

South Lakeland District Council
Lake Administration Committee
Friday, 25 January 2019
Lake Windermere Service Survey Full Analysis
Report 2018

Portfolio:	Not Applicable
Report from:	Director People and Places
Report Author:	Frankie Flannigan – Principal Lake and Parking Services Officer
Wards:	Not Applicable
Forward Plan:	Not Applicable

1.0 Expected Outcome

- 1.1 Members are asked to note the report and details of the survey

2.0 Recommendation

2.1 It is recommended that the committee:-

- (1) Note the report

3.0 Background and Proposals

- 3.1 This survey was carried out jointly by South Lakeland District Council (SLDC) as owners of the lake bed, providers of public slipways and swinging moorings, and the Lake District National Park Authority (LDNPA) as they are responsible for the Lake byelaws.
- 3.2 The aim of the survey was to gather information on the lake usage and by taking part, lake users had the opportunity to rate and comment upon the services and facilities to use. The information will be used to improve both authorities understanding of the needs of lake users and ensure that services and facilities are in line with or exceed their expectations where possible.
- 3.3 The Lake Windermere Service Survey was open to all users of the Lake. There was an initial press release in the local press to bring the survey to the attention of the local population. The survey was also posted out to all registered lake mooring holders and a link was put on both SLDC's and the LDNPA's websites. The LDNPA also distributed the survey to their registered users, and surveys were distributed to various partners and businesses around the lake (marinas, Ferry Nab etc.) Finally another press release was put out prior to the survey closing.
- 3.4 The information gathered will assist in our current and future planning and strategy. This will enable the council and its partners to consult and engage with lake users on an appropriate action plan. The new Windermere Lake Action Plan 2017-22 would be

the most appropriate document to deal with the recommendations that have been highlighted within the survey.

3.5 There were 274 complete useable responses to the consultation.

4.0 Consultation

4.1 Consultation has taken place with the LDNPA Park Management Ranger,

5.0 Alternative Options

5.1 The results will support the breakthrough actions within the Windermere Lake Action Plan

6.0 Links to Council Priorities

6.1 Not Applicable

7.0 Implications

Financial, Resources and Procurement

7.1 Not Applicable

Human Resources

7.2 There are no staff implications

Legal

7.3 Not Applicable

Health, Social, Economic and Environmental

7.4 Have you completed a Health, Social, Economic and Environmental Impact Assessment? Not applicable

7.5 If you have not completed an Impact Assessment, please explain your reasons: The report provides survey information only.

7.6 Summary of health, social, economic and environmental impacts: not applicable

Equality and Diversity

7.7 Have you completed an Equality Impact Analysis? Not applicable

7.8 If you have not completed an Impact Assessment, please explain your reasons: The report provides survey information only.

7.9 Summary of equality and diversity impacts: Not applicable

Risk

Risk	Consequence	Controls required
None Identified		

Contact Officers

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Appendices Attached to this Report

Appendix No.	Name of Appendix
1	Copy Of Lake user survey 2018
2	Copy of Lake Windermere service survey report 2018
3	Copy of Lake Windermere 2014/2018 comparison 2018
4	Current Actions

Background Documents Available

As Appendixes

Tracking Information

Signed off by	Date sent
Legal Services	30/11/18
Section 151 Officer	30/11/18
Monitoring Officer	30/11/18
SMT	20/12/18

Circulated to	Date sent
Assistant Director	30/11/18
Human Resources Manager	N/A
Communications Team	30/11/18
Leader	N/A
Committee Chairman	N/A
Portfolio Holder	N/A
Ward Councillor(s)	N/A
Committee	N/A
Executive (Cabinet)	N/A
Council	N/A