

Current Actions in relation to the Lake Users Survey 2018
Supported by the Windermere Lake Action Plan

Appendix 4

<u>QUESTION</u>	<u>Action</u>
<p><u>4 & 5</u> 4: If we install any new public jetties, where would you like to see them? 5: Would you like more short stay public mooring buoys provided?</p>	<p>The answer to both questions 4 and 5 are invaluable information from the lake users about where they want to see new public jetties and short stay public moorings. We are using this feedback to inform the group looking at breakthrough action 4 – Enhance the boat user experience through improved infrastructure and information at existing locations.</p>
<p><u>9 & 10</u> 9. Do you wash your boat and equipment between visiting different water courses? 10. What would help you do this more often?</p>	<p>We are using this feedback from these 2 questions to inform the group looking at breakthrough action 4 – Enhance the boat user experience through improved infrastructure and information at existing locations.</p>
<p><u>13:</u> Do you know who to contact in the event of an emergency on the lake?</p>	<p>Through the Lake Ranger update 2018 being sent out to all registered power driven boats in December 2018 we are reminding lake users if they get into difficulty out on the lake in an emergency then they need to call 999 and ask for the coastguard.</p>
<p><u>18 & 19</u> 18: Are you aware of the following safety campaigns? 19: Where do you access lake safety information?</p>	<p>We will use the responses to these questions to improve current water safety information. We will be promoting the lake safety videos on LDNPAs website to all registered power driven boats through the Windermere Registration renewals that are going out in early December 2018.</p>
<p><u>21:</u> How did you register your vessel for 2018 season?</p>	<p>We currently monitor this, and we encourage registrations online as this is far more efficient than by post, phone or at Ferry Nab.</p>
<p><u>22:</u> Was your application dealt with promptly?</p>	<p>We are pleased with the percentage that feel that their application was dealt with promptly and we hope this will improve each year.</p>

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<p>23: Are you aware of the Lake Byelaws?</p>	<p>It's concerning that compared to the 2014 survey, the proportion of the respondents aware of the Lake Byelaws has dropped from 97% but there are more people who did not answer this question which would affect the percentages. We are sending out a copy of the byelaws to all 3600 registered power driven boats through the registration renewals in December 2018.</p>
<p>24: Do you know how to contact a LDNPA Lake Ranger if you want to report a byelaw offence?</p>	<p>We would want more people to know how to contact a Lake Ranger to report byelaw offences. We have now created a page on our website and is called lake byelaw enforcement. http://www.lakedistrict.gov.uk/visiting/thingstodo/water/lake-byelaw-enforcement</p>
<p>25: Have you ever been stopped or warned for any byelaw offence?</p>	<p>We know how many lake users the Lake rangers have interacted with in any given period. The information provided for this question is useful when comparing to other questions in the survey.</p>
<p>26: How can we improve our Lake byelaws management service?</p>	<p>We are promoting through the Lakes Rangers update 2018 the number of byelaw offences the Lake Rangers have dealt with in 2018. We are also promoting how lake users can report byelaw infringements to the Lake Rangers. This will be sent to all registered power driven boats through the Windermere Registration renewals that are going out in early December 2018.</p>