



Lake District
National Park



Lake Windermere Services- Survey 2018



This survey is being carried out by **South Lakeland District Council (SLDC)** as owners of the lake bed, providers of public slipways and swinging moorings with the **Lake District National Park Authority (LDNPA)** who has responsibility for the lake byelaws.

The aim of the survey is to gather information on lake usage and is completed every four years.

By taking part, lake users have the opportunity to rate and comment on the services and facilities. The information will be used to improve understanding of the needs of service users and inform SLDC and LDNPA's decision making.

Your views are important so please complete the survey online at;
www.southlakeland.gov.uk/lake-survey

If you have any queries, would like to request additional copies or would like help taking part please contact SLDC on: **01539 733333** or email lake.wardens@southlakeland.gov.uk

Paper copies can be obtained and returned in the following locations;

The Lake Warden's Office
Ferry Nab
Bowness-on-Windermere
LA23 3BF

South Lakeland House
Lowther Street
Kendal
LA9 4DQ

This survey will close on 31st August 2018

Other, please
state

Q7 Do you launch your vessel from a slipway, if so, where? Tick all that apply

Ferry Nab

Waterhead

Other, please state

Q8 Is your vessel kept...? Tick all that apply

On a swinging mooring

On a marina

At home

Other, please state

Q9 Do you wash your boat and equipment between visiting different water courses?
(To prevent the introduction of invasive non-native plants and animals) Tick one only.

Always

Occasionally – Go to
Q10

Rarely – Go to Q10

Never – Go to Q10

Q10 What would help you to do this more often? Please comment

Q11 How would you prefer to pay for your mooring (including dinghy rack, parking permit
and winter storage)? Tick ONE only

Direct debit: in
full

Direct Debit:
installments

By direct bank
payment
(BACS)

By card e.g.
payment slip
provided with
renewal

Over the phone

By post

Q12 Have you provided an authorised emergency contact with your mooring application
pack, in case the Wardens can't get hold of you?

Yes

No

If No, please comment

Safety and rescue

Q13 Do you know who to contact in the event of an emergency on the lake?

Yes, please state

No

Complete Q14 to Q17 ONLY if you have needed rescue or recovery AFTER 2014.

If you have not needed rescue or recovery, skip to Q18.

Q14 Have you contacted any of the following, as a result of an emergency? Tick all that apply

999 – Coastguard

Lake Wardens

Lake Rangers

Q15 Has your boat ever broken free from its mooring or required emergency attention?

Tick ONE only

Yes

No

If yes, did we provide enough information for you to decide what action to take? Please comment below

Yes

No

Q16 How do you rate the rescue or recovery service? Tick ONE only

Excellent

Good

Average

Poor

Very poor

Q17 What, if anything, could be better about the rescue and recovery service we provide?
Please state below

Q18 Are you aware of the following safety campaigns? Tick all that apply

- | | | | | |
|--------------------------|---------------------------------------|--------------------------|------------------------------|--------------------------|
| Swim safe/
Boat safe | Life
Jacket/Buoyancy
aid checks | Kill Cords | Carbon
Monoxide
safety | Swimming tow
floats |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q19 Where do you access lake safety information? Tick all that apply

- | | | |
|--------------------------|--------------------------|--------------------------|
| Ferry Nab office | SLDC website | LDNPA Website |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please state | <input type="text"/> | |

Q20 Please tell us about any safety equipment you have. Tick all that apply

- | | | | | |
|--------------------------|--------------------------------|--------------------------------|--------------------------|-------------------------------|
| Kill Cord | Life Jackets/
Buoyancy aids | Carbon
monoxide
Detector | Swimming tow
float | Fire blanket/
extinguisher |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other, please state

Registration and enforcement

Q21 How did you register your vessel for the 2018 season? Tick ONE only

By post

By phone

Online from email
renewal noticeIn person at Ferry
NabRegistration not
applicable

Q22 Was your application dealt with promptly?

Yes

No

Q23 Are you aware of the Lake byelaws?

Yes

No

Information on the lake byelaws and user guides are available at the end of this survey.

Q24 Do you know how to contact a LDNPA Lake Ranger if you want to report a byelaw offence?

Yes

No

Q25 Have you ever been stopped or warned for any byelaw offence?

Yes

No

If yes, did the person who stopped you clearly explain the offence committed?

Yes

No

Did you receive a letter confirming the warning?

Yes

No

Did the warning clearly explain the offence that had been committed?

Yes

No

Q26 How can we improve our lake byelaws management service? Please comment

Lake news and your comments

Q27

Have you used any of the following to access information, news and updates about the lake? Tick ONE on each line

	Yes	No
SLDC Website	<input type="checkbox"/>	<input type="checkbox"/>
LDNPA Website	<input type="checkbox"/>	<input type="checkbox"/>
Windermere Lake Wardens on Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Twitter @lakewardens	<input type="checkbox"/>	<input type="checkbox"/>
Twitter @lakerangers	<input type="checkbox"/>	<input type="checkbox"/>

Other, please state

Q28

Do you have any other comments about the services offered at the lake by SLDC or LDNPA? Please state below

About you

Q29 Are you...? Tick all that apply

Male

Female

Prefer not to say

Q30 What was your age on your last birthday? Tick ONE only

Under 16

16-25

26-35

36-50

51-65

66-80

Over 80

Q31 What is your postcode? Please state below

Privacy

This is an anonymous survey. Following the end of this consultation we shall publish the results. This may include quotes of comments and generic details about the age, gender and location distribution of consultation participants.

What will happen as a result of the survey?

The results of the survey will be used to help us improve the service provided by both authorities. It will be reported to the Lake Administration Committee and on the consultation section of the SLDC website

www.southlakeland.gov.uk/lake-survey.

Thank you for taking part.

Information on the lake byelaws and user guides are available at;
<http://www.lakedistrict.gov.uk/aboutus/publicationsandplans/byelaws>

More information on lake safety can be found here;
<http://www.lakedistrict.gov.uk/visiting/thingstodo/water/water-safety>

General information about the Lake Warden's services can be found at;
<https://www.southlakeland.gov.uk/leisure-culture-and-events/windermere-lake/>