

**Claife Parish Council**  
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By Email

windermere.ferry@cumbria.gov.uk  
Cumbria County Council

Dear Sir/Madam

### **New Windermere Ferry Consultation**

Claife Parish Council considered a report on the Public Consultation for the new Windermere Ferry at their meeting on 19 July 2022 and would respond as follows:

Residents of Claife and Hawkshead appreciated the opportunity to be consulted about the plans for a new ferry and welcome the prospect of having a reliable ferry service that will be less affected by wind, poor visibility and varying water levels and that will be powered by electricity. In light of questions/concerns raised at the 2 consultations it would be of interest to know if these have resulted in any changes to Cumbria County Council plans going out to shipyards.

Claife Parish Council would like to raise the following queries and concerns:

- 1) Speed and frequency of crossings  
Loading/unloading times refer to cars only. There is no reference to time taken to load/unload pedestrians and cyclists. Has this additional time been taken into account? If not, have you underestimated the time it takes when the ferry is busy and there are large numbers of pedestrians and cyclists?
- 2) Cyclists  
There is no dedicated space for cyclists. Where is it proposed they stand? There does not appear to have been sufficient consideration of how to manage this group of passengers.
- 3) Layout & impact on loading/unloading  
Plans for a publicly accessible toilet and a concessionary stand indicates mixing of all passenger groups. All passengers can access the seating above the covered area. Given the shorter journey time of 5 minutes, there is a risk that passengers returning to cars, cycles etc will not do so quickly enough to ensure speedy unloading. If the toilet is in use on landing, it would also slow down unloading.
- 4) Pollution Risk  
Is it permitted to pump treated waste directly into the lake? See "The state of Windermere" report by the Freshwater Biological Association '[The State of Windermere](#)' [Information Note — Freshwater Biological Association \(fba.org.uk\)](#). If permitted, what would trigger the pumping e.g. flushing, or capacity of holding tank? Has the LDNPA, FBA, Natural England and Environment agency been consulted regarding this matter?

- 5) Toilet  
Can the cost of installation and maintenance be justified and is an on-board toilet necessary? The public would have less than 5 minutes to use. There are land-based alternatives - public toilets at Ferry House, at nearby Claife Station café, and on the access road leading to Ferry Nab. Signage at the Ferry Nab car park entrance indicating the location of toilet facilities would be helpful to visitors in cars. Pedestrians walking from Bowness will walk past the toilets. On-board toilets are a potential management headache as it will need regular cleaning.
- 6) Concession Stand  
Is this necessary? There is an excellent stand at Ferry House slipway and the National Trust have a café with toilets at nearby Claife Station. The stand will take up passenger space and will require hygienic facilities for the handler and products adding extra cost to the build. Is it a financially viable offer given the 5-minute journey time particularly in the winter months when passenger numbers are reduced?
- 7) Land infrastructure changes  
We understand that no planning permission is required for changes to highways, however, when changes are considered at the slipways, we request that local consultation should take place. For example, it is essential that there is a taxi pick up/drop off point and a turn round area at Ferry Nab for vehicles not intending to use the ferry. It is also essential to ensure there is sufficient turning space for the scheduled 525 minibus service at Ferry House.
- 8) Ticketing methods  
It is not clear if a fixed static machine or handheld method is to be used either on shore or on board. Ticketing methods need careful consideration if they are not to disrupt or slow un/loading or put people off using the ferry. We understand that there is a proposal to use oyster cards, perhaps for regular users? Clearly visitors and infrequent users will want to continue using contactless debit/credit cards. What contingency plan is in place for a loss of data connection (as following Storm Arwen when there was no data connection available for several days) leading to no working facility for contactless payments in terms of running the service? Would cash be accepted or would the service continue to run but 'free of charge'?
- 9) Assembly and Launch dates  
The timing of launch is critical. There will be a limited period when it will be possible to remove other boats in the area.
- 10) Management Issues and Design  
We are concerned that management issues are not being taken into sufficient account when making design decisions. For example, understanding passenger behaviour and how it is currently managed by crew, could help the authority to avoid on board and land-based infrastructure design mistakes which would affect efficient un/loading.
- 11) Future Consultation/feedback  
There is a concern that there will be a lack of opportunities for service users and business to provide feedback in future.
- 12) Continuity of officer involvement and design consultants  
There is a concern that there will be no continuity of project management with responsibility passing from CCC to Westmorland and Furness Unitary Authority and if a different consultant design company is employed.

Yours faithfully  
*Lyn Prescott*  
Parish Clerk

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