



Annex to consultation response: proposals for navigation boat registration charges 2019 to 2021

7 November 2018

We are the Environment Agency. We protect and improve the environment.

We help people and wildlife adapt to climate change and reduce its impacts, including flooding, drought, sea level rise and coastal erosion.

We improve the quality of our water, land and air by tackling pollution. We work with businesses to help them comply with environmental regulations. A healthy and diverse environment enhances people's lives and contributes to economic growth.

We cannot do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to create a better place for people and wildlife.

Published by:

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1. Annex 1

1.1. Summary of responses to each question

This annex summarises the responses received to the consultation on 'Proposals for navigation boat registration charges 2019 to 2021'. The consultation ran from 19 July 2018 to 30 August 2018.

Not all respondents used the consultation response format or answered all the questions, but we have given all comments full consideration. We have combined all the formats of responses received and reflected the total number of responses and comments provided.

The first part of the consultation (questions 1 to 7), provided us with an understanding of who responded. The second part of the consultation (question 8 to 15), asked questions about our proposals for navigation boat registration charges 2019 to 2021. These questions included free text boxes and specific choices. Where questions had choices of 'strongly agree' and 'agree', we have combined these in the relevant tables to show a combined total. We have done the same for 'strongly disagree' and 'disagree' choices.

There were 441 responses to the consultation. The following table shows the response rate to all the questions asked in the consultation. It does not include the response rate to questions 5 to 7 as they dealt with personal information.

Table 1 Summary of response rate to the consultation questions

Question number in consultation	Number of 'no response' or 'not answered'
1	1 out of 441
2	0 out of 441
3	6 out of 441
4	0 out of 441
8	12 out of 441
9a	31 out of 441
9b	30 out of 441
9c	42 out of 441
9d	38 out of 441
10	13 out of 441
11a	35 out of 441
11b	32 out of 441
12a	35 out of 441
12b	39 out of 441
12c	40 out of 441
12d	31 out of 441
12e	37 out of 441
12f	35 out of 441
12g	47 out of 441
12h	39 out of 441

Question number in consultation	Number of 'no response' or 'not answered'
12i	49 out of 441
12j	39 out of 441
12k	41 out of 441
12l	51 out of 441
12m	48 out of 441
12n	53 out of 441
12o	35 out of 441
12p	43 out of 441
13	107 out of 441
14	23 out of 441
15	191 out of 441

1.1.1. Questions 1 to 7 - about the respondent

Question 1

Please tell us if you're responding as an individual or on behalf of a group or organisation

Table 2 Summary of responses to question 1

Are you responding as an individual or on behalf of a group or organisation?	Number of Responses	Percentage of response
An individual	402	91%
On behalf of an organisation or group	35	8%
Not Answered or 'Other'	4	1%
Total number of responses	441	

Question 2

Please tell us on which waterway you or those you represent keep or use your/their boat/s most often

- River Ancholme - Anglian Waterways
- River Welland & River Glen - Anglian Waterways
- Black Sluice (South Forty Foot Drain) – Anglian Waterways
- River Nene – Anglian Waterways
- River Great Ouse System – Anglian Waterways
- River Stour – Anglian Waterways
- River Thames
- Upper Medway

- **Canal & River Trust waterways**
- **Other**

Table 3 Summary of responses to question 2

What is your main waterway?	Number of responses	Percentage of response
Anglian Waterways	133	30%
River Thames	159	36%
Upper Medway	88	20%
Canal & River Trust waterways	37	8%
Other	24	6%
Total number of responses	441	

In table 3, the responses for all Anglian rivers are combined. The consultation lists 6 rivers for Anglian Waterways. The number of responses received for these individual rivers are

- River Nene - 36
- River Great Ouse system – 95
- River Stour – 2
- River Ancholme – 0
- River Welland & River Glen – 0
- Black sluice (South Forty Foot Drain) - 0

Question 3

What is the main reason you or those you represent use your/their boat/s?

- **for private pleasure use**
- **for commercial use**
- **other**

Table 4 Summary of responses to question 3

Reason for using boat	Number of responses	Percentage of response
Private pleasure use	395	90%
Commercial use	7	2%
Not answered or 'Other'	39	8%
Total number of responses	441	

Question 4

What type of boat/s do you own, operate or represent?

- hire boat
- motor cruiser/motor sailer
- narrow boat
- passenger/charter
- powered day boat
- static houseboat
- unpowered (e.g. canoe, kayak, rowing/sculling boat, sailing boat without auxiliary engine)
- wide beam barge
- workboat
- other

Table 5 Summary of responses to question 4

What type of boat do you use?	Number of responses	Percentage of response
Hire boat	5	1%
Motor cruiser/motor sailer	282	64%
Narrow boat	76	17%
Passenger /charter	1	0.2%
Powered day boat	6	1%
Static houseboat	0	
Unpowered (for example canoe, kayak, rowing/sculling boat, sailing boat without auxiliary engine)	24	5%
Wide beam barge	22	5%
Other	25	6%
Total number of responses	441	

Question 5 to 7

These questions asked personal information about the respondents' we have not reported any data from these questions.

1.1.2. Question 8 to 15 – consultation questions on draft proposal

When reviewing the text boxes in questions 8 to 9d, 11 and 13 to 15, we grouped together common subjects in the comments into themes. The following table,

summarises the themes we identified in all of these questions. We found some comments identified more than one theme.

Table 6 Summary of themes from combined comments for questions 8 to 9d, 11 and 13 to 15

Theme	Number of times theme identified
All or some charges are too high or should reduce	442
Poor services/facilities provided	382
Act like a business/be efficient	259
Seek other funding streams	251
More/better compliance and enforcement activity	207
Some boaters may leave	203
Link to inflation/Consumer Price Index	202
Boaters cannot afford increase	164
All/some boaters should pay more	139
Government/Council Tax subsidy	128
Change charge scheme/legislation	116
The public benefit of waterways - all users should contribute	113
Other charge/income suggestion	112
All/some charges acceptable	104
Increasing the charge will reduce income users should contribute	96
Not my waterway	84
Boating is/will be expensive	77
The consultation document provides insufficient information to justify the increase	72
Improve customer communication/engagement	67
Water companies contribute more	55
All waterways should pay the same	39
Sustainable funding future - not confident	39
Why consult/will not listen	39
Use more volunteers	37
More field staff/lock keepers	35
Encourage/promote boating	34
Charge for events on the waterways	33

Theme	Number of times theme identified
Good job Environment Agency	30
More transparency - charges/income/budgets/costs	30
Link to/same as Canal & River Trust /Other comments Navigation Authorities	29
Some boaters may lose their homes or businesses	26
Listen to customers	24
Agree to all/some increases	20
Do not cross fund between waterways	19
Boaters should contribute to service	18
Ensure Health & Safety on waterways	15
If charge is increased, then service should increase	11
Sustainable funding future - confident	8
Increase charge -Government will cut subsidy	7
Would stay on Environment Agency waterways	7
Charge for other services/facilities	3
Consultation does not explain funding	3
One registration for all UK waterways	3
Consider impacts on environment	3
Charges should be fair	2
Boaters already pay enough for the service	1
Do not own a boat	1

Some of the comments raised did not fit the themes in the above table. We grouped these as 'other comments'. We received 34 'other comments' for all of the questions.

Question 8

Do you agree with the need to increase Environment Agency boat registration charges in order to maintain the navigation service?

Table 7 Summary of responses to question 8

Do you agree with the need to increase Environment Agency boat registration charges in order to maintain the navigation service?	Number of responses	Percentage of response
Strongly agree/agree	147	33%
Neither agree nor disagree	56	13%
Strongly disagree/disagree	225	51%
No opinion or not answered	13	3%
Total number of respondents	441	
Comments made	314	71%

We have summarised the comments made in the text box for question 8 into themes. There may be more than one theme in a comment. We found some comments identified more than one theme.

Table 8 Summary of themes in comments made to question 8

Theme	Number of times theme identified
Poor services/facilities provided	87
All or some charges are too high or should reduce	71
Link to inflation/Consumer Price Index	47
Act like a business/be efficient	47
Seek other funding streams	34
All/some charges acceptable	30
More/better compliance and enforcement activity	29
The public benefit of waterways - all users should contribute	28
Government/Council Tax subsidy	24
Some boaters may leave	18
Agree to all/some increases	16
All/some boaters should pay more	16
Boating is/will be expensive	15
Boaters cannot afford increase	14
Change charge scheme/legislation	12
The consultation document provides insufficient information to justify the increase	11
Increasing the charge will reduce income users should contribute	10
Other charge/income suggestion	9
More field staff/lock keepers	7
Water companies contribute more	7
Do not cross fund between waterways	6
If charge is increased, then service should increase	5
Boaters should contribute to service	4
Charge for events on the waterways	4

Theme	Number of times theme identified
Increase charge - government will cut subsidy	4
All waterways should pay the same	3
Encourage/promote boating	3
More transparency - charges/income/budgets/costs	3
Some boaters may lose their homes or businesses	3
Good job Environment Agency, being more sustainable	2
Improve customer communication/engagement	2
Link to/same as Canal & River Trust /Other comments Navigation Authorities	2
Ensure Health & Safety on waterways	1
Listen to customers	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 2 'other comments' for this question.

In the first part of the consultation, we asked respondents to tell us the waterway they used. For questions 9a to 9c so we understand what our customers think, we have included tables summarising what all consultation responses show as well as tables of responses from the users of the particular waterway in question.

Question 9a - all responses

We are proposing to increase charges for the River Thames by 5.7%. What is your opinion of this proposal?

Table 9 Summary of all responses to question 9a

Do you agree with increasing the charges for the River Thames by 5.7%?	Number of responses	Percentage of response
Strongly agree/agree	73	17%
Neither agree nor disagree	64	15%
Strongly disagree/disagree	213	48%
No opinion or not answered	91	21%
Total number of responses	441	
Comments	245	56%

We have summarised the comments made in the text box for question 9a for all responses into themes. We found some comments identified more than one theme.

Table 10 Summary of themes to comments made to question 9a - all responses

Theme	Number of times theme identified
All or some charges are too high or should reduce	59
Link to inflation/Consumer Price Index	44
Poor services/facilities provided	35
All/some charges acceptable	26
More/better compliance and enforcement activity	25
All/some boaters should pay more	23
Act like a business/be efficient	22
Some boaters may leave	20
Not my waterway	22
Boaters cannot afford increase	17
The consultation document provides insufficient information to justify the increase	15
Seek other funding streams	15
Change charge scheme/legislation	12
The public benefit of waterways - all users should contribute	8
All waterways should pay the same	8
Boating is/will be expensive	7
Government/Council Tax subsidy	6
Water companies contribute more	6
Other charge/income suggestion	5
Encourage/promote boating	4
Increasing the charge will reduce income users should contribute	4
Some boaters may lose their homes or businesses	4
Good job Environment Agency	3
More field staff/lock keepers	3
Agree to all/some increases	2
Boaters should contribute to service	2
Charge for events on the waterways	2
Increase charge -Government will cut subsidy	2
If charge is increased, then service should increase	2
More transparency - charges/income/budgets/costs	2
Do not cross fund between waterways	2
Ensure Health & Safety on waterways	1
Improve customer communication/engagement	1
Why consult/will not listen	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 1 'other comment' for this question.

Question 9a - River Thames responses only

We are proposing to increase charges for the River Thames by 5.7%. What is your opinion of this proposal?

We looked at how many responses to question 9a said the 'River Thames was their main waterway'. There were 159 of these, or 36% of all responses to the consultation.

Table 11 Summary of responses to question 9a - main waterway is River Thames

Having the River Thames as your main waterway, do you agree with increasing the charges for the River Thames by 5.7%?	Number of Thames users responses	Percentage of response of Thames users
Strongly agree/agree	38	24%
Neither agree nor disagree	18	11%
Strongly disagree/disagree	98	62%
No opinion or not answered	5	3%
Total number of responses	159	
Comments made	118	74%

We have summarised the comments made in the text box for question 9a into themes. We found some comments identified more than one theme.

Table 12 Summary of themes in comments to question 9a - main waterway is River Thames

Theme	Number of times theme identified
Poor services/facilities provided	27
Link to inflation/Consumer Price Index	24
All or some charges are too high or should reduce	23
More/better compliance and enforcement activity	21
All/some boaters should pay more	16
All/some charges acceptable	15
Act like a business/be efficient	14
Some boaters may leave	12
The consultation document provides insufficient information to justify the increase	9
Seek other funding streams	9
Boaters cannot afford increase	8
The public benefit of waterways - all users should contribute	6
Government/Council Tax subsidy	5
Water companies should pay more	5
Change charge scheme/legislation	4

Theme	Number of times theme identified
Increasing the charge will reduce income	3
More field staff/lock keepers	3
Charge for events on the waterways	2
Increase charge - government will cut subsidy	2
If charge is increased, then service should increase	2
More transparency - charges/income/budgets/costs	2
Other charge/income suggestion	2
Agree to all/some increases	1
Boaters should contribute to service	1
Boating is/will be expensive	1
Encourage/promote boating	1
Good job Environment Agency	1
Ensure Health & Safety on waterways	1

Question 9b - all responses

We are proposing to increase charges for Anglian Waterways by 7.5%. What is your opinion of this proposal?

Table 13 Summary of all responses to question 9b

Do you agree with increasing the charges for Anglian Waterways by 7.5%?	Number of responses	Percentage of response
Strongly agree/agree	32	7%
Neither agree nor disagree	59	13%
Strongly disagree/disagree	221	50%
No opinion or not answered	129	29%
Total number of responses	441	
Comments made	226	51%

We have summarised the comments made in the text box for question 9b into themes. We found some comments identified more than one theme.

Table 14 Summary of themes to comments made to question 9b - all responses

Theme	Number of times theme identified
All or some charges are too high or should reduce	91
Poor services/facilities provided	60

Theme	Number of times theme identified
Link to inflation/Consumer Price Index	34
Not my waterway	25
Act like a business/be efficient	24
Change charge scheme/legislation	16
Boaters cannot afford increase	15
The consultation document provides insufficient information to justify the increase	12
Seek other funding streams	11
All waterway should pay the same	9
Some boaters may leave	9
All/some charges acceptable	7
Increasing the charge will reduce income users should contribute	7
More/better compliance and enforcement activity	7
Water companies contribute more	7
Encourage/promote boating	6
Government/Council Tax subsidy	6
Do not cross fund between waterways	6
The public benefit of waterways - all users should contribute	5
Boating is/will be expensive	4
More field staff/lock keepers	3
Some boaters may lose their homes or businesses	3
Good job Environment Agency	2
Improve customer communication/engagement	2
More transparency - charges/income/budgets/costs	2
Use more volunteers	2
Boaters should contribute to service	1
Other charge/income suggestion	1
Consider impacts on Environment	1
Link to/same as Canal & River Trust /other comments Navigation Authorities	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 4 'other comments' for this question.

Question 9b - Anglian Waterway responses only

We are proposing to increase charges for Anglian Waterways by 7.5%. What is your opinion of this proposal?

We looked at how many responses to question 9b said 'Anglian Waterway was their main waterway'. There were 133 of these, or 30% of all responses to the consultation.

Table 15 Summary of responses to question 9b - main waterway is Anglian Waterway

As an Anglian Waterway user, do you agree with increasing the charges for Anglian Waterways by 7.5%?	Number of Anglian Waterway users responses	Percentage of response of Anglian Waterway users
Strongly agree/agree	10	8%
Neither agree nor disagree	3	2%
Strongly disagree/disagree	116	87%
No opinion	4	3%
Total number of responses	133	
Comments made	110	83%

We have summarised the comments made in the text box for question 9b into themes. We found some comments identified more than one theme.

Table 16 Summary of themes in comments to question 9b - main waterway is Anglian Waterway

Theme	Number of times theme identified
All or some charges are too high or should reduce	53
Poor services/facilities provided	48
Act like a business/be efficient	16
Link to inflation/Consumer Price Index	15
Boaters cannot afford increase	9
Change charge scheme/legislation	7
The consultation document provides insufficient information to justify the increase	6
Increasing the charge will reduce income users should contribute	6
Some boaters may leave	5
More/better compliance and enforcement activity	5
Do not cross fund between waterways	5
Seek other funding streams	5

Theme	Number of times theme identified
All waterways should pay the same	4
All/some charges acceptable	3
Encourage/promote boating	3
Government/Council Tax subsidy	2
More field staff/lock keepers	2
Use more volunteers	2
The public benefit of waterways - all users should contribute	1
Boating is/will be expensive	1
Good job Environment Agency	1
Link to/same as Canal & River Trust /other comments Navigation Authorities	1
Consider impacts on Environment	1
Water companies contribute more	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 3 'other comments' for this question.

Question 9c - all responses

We are proposing to increase charges for Upper Medway by 10%. What is your opinion of this proposal?

Table 17 Summary of all responses to question 9c

Do you agree with increasing the charges for Upper Medway by 10%?	Number of responses	Percentage of responses
Strongly agree/agree	23	5%
Neither agree nor disagree	70	16%
Strongly disagree/disagree	180	41%
No opinion or not answered	168	38%
Total number of responses	441	
Comments made	188	43%

We have summarised the comments made in the text box for question 9c into themes. We found some comments identified more than one theme.

Table 18 Summary of themes to comments made to question 9c - all responses

Theme	Number of times theme identified
All or some charges are too high or should reduce	66
Not my waterway	33
Link to inflation/Consumer Price Index	30
Poor services/facilities provided	26
Some boaters may leave	22
Seek other funding streams	15
Act like a business/be efficient	14
Increasing the charge will reduce income users should contribute	13
The public benefit of waterways - all users should contribute	11
Boaters cannot afford increase	11
More/better compliance and enforcement activity	11
Change charge scheme/legislation	10
The consultation document provides insufficient information to justify the increase	10
All/some charges acceptable	8
All waterways should pay the same	7
Boating is/will be expensive	5
All/some boaters should pay more	4
Government/Council Tax subsidy	4
Good job Environment Agency	3
Other charge/income suggestion	3
Improve customer communication/engagement	2
If charge is increased, then service should increase	2
Boaters should contribute to service	1
Encourage/promote boating	1
More transparency - charges/income/budgets/costs	1
Water companies contribute more	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 1 'other comments' for this question.

Question 9c - Upper Medway responses only

We are proposing to increase charges for Upper Medway by 10%. What is your opinion of this proposal?

We looked at how many responses to question 9c said the 'Upper Medway was their main waterway'. There were 88 of these, or 20% of all responses to the consultation.

Table 19 Summary of responses to question 9c - main waterway is Upper Medway

As an Upper Medway user, do you agree with increasing the charges for Upper Medway by 10%?	Number of Upper Medway responses	Percentage response from Upper Medway
Strongly agree/agree	6	7%
Neither agree nor disagree	3	3%
Strongly disagree/disagree	77	88%
No opinion or not answered	2	2%
Total number of responses	88	
Comments made	73	83%

We have summarised the comments made in the text box for question 9c into themes. We found some comments identified more than one theme.

Table 20 Summary of themes in comments to question 9c - main waterway is Upper Medway

Theme	Number of times theme identified
All or some charges are too high or should reduce	32
Poor services/facilities provided	20
Some boaters may leave	16
No comment	15
Link to inflation/Consumer Price Index	10
More/better compliance and enforcement activity	9
Increasing the charge will reduce income users should contribute	8
Seek other funding streams	8
Boaters cannot afford increase	6
The public benefit of waterways - all users should contribute	5
The consultation document provides insufficient information to justify the increase	5
Act like a business/be efficient	4
Boating is/will be expensive	4
All/some charges acceptable	3
Change charge scheme/legislation	3
Good job Environment Agency	3
All waterways should pay the same	2
Improve customer communication/engagement	2
Other charge/income suggestion	2
All/some boaters to pay more	1
Encourage/promote boating	1

Theme	Number of times theme identified
Government/Council Tax subsidy	1
If charge is increased, then service should increase	1

Question 9d

Do you agree with increasing charges for unpowered boats and those boats (powered or unpowered) which are part of joint registration agreements (British Rowing, British Canoeing, Canal & River Trust Gold Licence) by 7.7%?

Table 21 Responses to question 9d

Do you agree with increasing charges for unpowered boats and those boats (powered or unpowered) which are part of joint registration agreements (British Rowing, British Canoeing, Canal & River Trust Gold Licence) by 7.7%?	Number of responses	Percentage of responses
Strongly agree/agree	119	27%
Neither agree nor disagree	73	17%
Strongly disagree/disagree	152	34%
No opinion or not answered	97	22%
Total number of responses	441	
Comments made	213	48%

We have summarised the comments made in the text box for question 9d into themes. We found some comments identified more than one theme.

Table 22 Summary of themes in comments to question 9d

Theme	Number of times theme identified
All or some charges are too high or should reduce	58
All/some boaters should pay more	52
Link to inflation/Consumer Price Index	23
All/some charges acceptable	18
Some boaters may leave	15
Change charge scheme/legislation	12
More/better compliance and enforcement activity	12
The public benefit of waterways - all users should contribute	11
Poor services/facilities provided	9
Encourage/promote boating	8
Act like a business/be efficient	9

Theme	Number of times theme identified
All waterways should pay the same	7
Boaters cannot afford increase	7
Increasing the charge will reduce income users should contribute	7
The consultation document provides insufficient information to justify the increase	6
Boaters should contribute to service	4
Improve customer communication/engagement	4
Link to/same as Canal & River Trust /other comments Navigation Authorities	4
Seek other funding streams	4
More transparency - charges/income/budgets/costs	2
Not my waterway	3
Agree to all/some increases	1
Boating is/will be expensive	1
Good job Environment Agency	1
Other charge/income suggestion	1
Some boaters may lose their homes or businesses	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 3 'other comments' for this question.

Question 10

To what extent do you agree that the boat registration charge is important in the overall cost of owning or operating your boat/s?

Table 23 Summary of responses to question 10

To what extent do you agree that the boat registration charge is important in the overall cost of owning or operating your boat/s?	Number of responses	Percentage of response
Strongly agree/agree	356	81%
Neither agree nor disagree	35	8%
Strongly disagree/disagree	31	7%
No opinion or not answered	20	4%
Total number of responses	441	

Question 11

If introduced, would the proposed increases make you consider either (a) leaving Environment Agency waterways or (b) giving up boating?

(a) leaving Environment Agency waterways

Table 24 Summary of responses to question 11a

Would you consider leaving Environment Agency Waterways?	Number of responses	Percentage of response
Yes	191	43%
No	96	22%
Maybe	100	23%
Do not know	9	2%
No opinion or No response	45	10%
Total number of responses	441	

(b) giving up boating

Table 25 Summary of responses to question 11b

Would you consider giving up boating?	Number of responses	Percentage of response
Yes	136	31%
No	142	32%
Maybe	111	25%
Do not know	12	3%
No opinion or No response	40	9%
Total number of responses	441	
Comments made	284	64%

We have summarised the comments made in the text box for question 11b into themes. We found some comments identified more than one theme.

Table 26 Summary of themes in comments made to question 11

Theme	Number of times theme identified
Some boaters may leave	82
Boaters cannot afford increase	73
Poor services/facilities provided	47
All or some charges are too high or should reduce	53
Boating is/will be expensive	38
Increasing the charge will reduce income users should contribute	25
All/some charges acceptable	12
Seek other funding streams	12
More/better compliance and enforcement activity	11
Change charge scheme/legislation	8

Theme	Number of times theme identified
Some boaters may lose their homes or businesses	9
Link to inflation/Consumer Price Index	7
Would stay on Environment Agency waterways	7
The public benefit of waterways - all users should contribute	5
Government/Council Tax subsidy	5
Act like a business/be efficient	9
The consultation document provides insufficient information to justify the increase	4
Link to/same as Canal & River Trust /Other comments Navigation Authorities	3
Why consult/will not listen	3
All/some boaters should pay more	2
Encourage/promote boating	2
Ensure Health & Safety on waterways	2
Improve customer communication/engagement	2
Agree to all/some increases	1
Boaters should contribute to service	1
Do not own a boat	1
Good job Environment Agency	1
More field staff/lock keepers	1
Do not cross fund between waterways	1
Not my waterway	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 4 'other comments' for this question.

Question 12

If we were not to increase charges, some services may have to reduce or stop. We would like to understand what's important to you to help us prioritise the service we provide on our waterways.

Please rank the following in order of importance from 1 (important) to 16 (least important)

- **Assisted passage**

- **Car parking**
- **Canoe portage**
- **Channel dredging**
- **Compliance and enforcement checks**
- **Drinking water supply**
- **Electric hook up**
- **Non-statutory/safety routine site maintenance**
- **Permanent/base moorings**
- **Pump out and chemical toilet disposal**
- **Routine patrolling of river**
- **Showers and toilets**
- **Short stay/overnight moorings**
- **Slipways**
- **Tree and vegetation clearance**
- **Waste and recycling points**

The number of consultation responses recorded for each service in question 12 are summarised below.

Table 27 Summary of services listed in question 12 and how these were ranked

Service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Response not made
Assisted passage	105	22	28	13	15	19	14	19	15	23	12	12	15	14	11	69	35
Car parking	12	9	4	1	9	8	7	10	10	22	14	20	30	24	96	126	39
Canoe portage	4	6	10	6	9	5	6	12	15	21	14	23	17	76	93	84	40
Channel dredging	117	85	45	43	28	14	11	11	11	11	7	4	6	9	2	6	31
Compliance & enforcement checks	34	54	48	38	29	28	23	32	16	30	15	13	18	9	14	3	37
Drinking water supply	24	53	57	48	34	21	26	29	27	12	10	16	20	18	7	4	35
Electric hook up	3	6	7	15	17	19	5	14	21	27	37	40	54	64	33	32	47
Routine site maintenance	1	3	9	21	30	33	39	32	33	35	47	41	37	17	17	7	39
Permanent base moorings	11	11	17	25	16	19	28	21	31	22	41	46	33	27	30	14	49
Pump out & chemical toilet disposal	11	24	51	36	47	29	32	36	28	30	19	22	18	13	5	1	39

Service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Response not made
Routine patrolling by river	22	46	39	40	37	43	36	35	26	16	22	9	12	10	5	2	41
Showers & toilets	2	6	8	9	12	18	27	40	36	38	51	42	39	31	18	13	51
Short stay /overnight moorings	27	27	35	35	40	51	40	29	30	30	14	13	9	5	5	3	48
Slipways	3	3	5	7	9	24	31	22	26	27	45	35	44	55	31	21	53
Tree & vegetation clearance	30	46	31	47	39	42	30	25	30	17	17	15	16	8	9	4	35
Waste & recycling points	8	12	17	25	30	33	45	32	41	38	27	37	19	12	17	5	43

To better understand what services respondents thought of as important, we have grouped responses into four as follows:

- group 1 reports the total responses ranked as 1 to 4 (considered most important)
- group 2 reports the total responses ranked as 5 to 8
- group 3 reports the total responses ranked as 9 to 12
- group 4 reports the total responses ranked as 13 to 16 (considered least important)

The percentages are reported based on the 441 responses received.

Table 28 Summary of question 12 services - group 1 most important, to Group 4 least important

Ranking	Group 1 Most important	Group 2	Group 3	Group 4 Least important
Assisted passage	38%	15%	14%	25%
Car parking	6%	8%	15%	63%
Canoe portage	6%	15%	7%	61%
Channel dredging	66%	15%	7%	5%
Compliance and enforcement checks	39%	25%	17%	10%
Drinking water supply	41%	25%	15%	11%
Electric Hook up	7%	12%	28%	41%
Routine site maintenance	8%	30%	35%	18%
Permanent base moorings	15%	19%	32%	24%
Pump out and chemical toilet disposal	28%	33%	22%	8%
Routine patrolling by river	33%	34%	17%	7%
Showers and toilets	6%	22%	38%	23%
Short stay /overnight moorings	38%	36%	20%	5%
Slipways	4%	20%	30%	34%
Tree and vegetation clearance	35%	31%	18%	8%
Waste and recycling points	14%	32%	32%	12%

From the above tables the results of the most important (Group1) and least important (Group 4) services have been sorted into table 29 and 30 to show the highest percentage at the top of the table and the lowest percentage at the bottom.

Table 29 Question 12 - Group 1 most important services - highest to lowest percentage

Service	Group 1 Most important service
Channel dredging	66%
Drinking water supply	41%
Compliance and enforcement checks	39%
Assisted passage (staff to operate locks)	38%
Tree and vegetation clearance	35%
Routine patrolling by river	33%
Short stay /overnight moorings	28%
Pump out and chemical toilet disposal	28%
Permanent base moorings	15%
Waste and recycling points	14%
Routine site maintenance	8%
Electric hook up	7%
Canoe portage	6%
Car parking	6%
Showers and toilets	6%
Slipways	4%

Table 30 Question 12 - Group 4 least important services -highest to lowest percentage

Service	Group 4 Least important service
Car parking	63%
Canoe portage	61%
Electric hook up	41%
Slipways	34%
Assisted passage (staff to operate locks)	25%
Permanent base moorings	24%
Showers and toilets	23%
Routine site maintenance	18%
Waste and recycling points	12%
Drinking water supply	11%
Compliance and enforcement checks	10%
Pump out and chemical toilet disposal	8%
Tree and vegetation clearance	8%
Routine patrolling by river	7%

Service	Group 4 Least important service
Channel dredging	5%
Short stay /overnight moorings	5%

Question 13

Please tell us if you have any ideas on alternative or additional ways that we could/should fund the navigation service we provide. - Ideas on funding

We have summarised the comments made in the text box for question 13 into themes. We found some comments identified more than one theme. Of the 441 responses to the consultation 334 comments were made or 76% of the total responses.

Table 31 Summary of themes in comments to for question 13

Theme	Number of times theme identified
Other charge/income suggestion	76
More/better compliance and enforcement activity	56
Seek other funding streams	50
Act like a business/be efficient	48
Government/Council Tax subsidy	38
All/some boaters should pay more	32
Change charge scheme/legislation	30
The public benefit of waterways - all users should contribute	26
Poor services/facilities provided	26
Use more volunteers	25
Water companies contribute more	25
Charge for events on the waterways	23
Cut wages/office staff	18
Improve customer communication/engagement	14
Issues with question 12 of the consultation	8
Encourage/promote boating	6
Link to/same as Canal & River Trust /Other comments Navigation Authorities	6
More transparency - charges/income/budgets/costs	5
All or some charges are too high or should reduce	5
All/some charges should reduce	4
Boaters should contribute to service	3
Charge for other services/facilities	3
More field staff/lock keepers	3
Link to inflation/Consumer Price Index	3
All waterways should pay the same	2
Boaters cannot afford increase	2

Theme	Number of times theme identified
Ensure Health & Safety on waterways	2
Listen to customers	2
One registration for all UK waterways	2
Why consult/will not listen	2
All/some charges acceptable	1
Some boaters may leave	1
Boating is/will be expensive	1
Good job Environment Agency	1
The consultation document provides insufficient information to justify the increase	1
Question 12 needs work	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 7 'other comments' for this question.

Question 14

Do you feel confident that the Environment Agency is working to secure a sustainable funding future for the waterways we manage?

Table 32 Summary of responses to question 14

Do you feel confident that the Environment Agency is working to secure a sustainable funding future for the waterways we manage?	Number of responses	Percentage of response
Yes	76	17%
No	212	48%
Do not know	113	26%
No opinion or not answered	40	9%
Total number of responses	441	
Comments made	252	57%

We have summarised the comments made in the text box for question 14 into themes. We found some comments identified more than one theme.

Table 33 Summary of the themes in comments to question 14

Theme	Number of times theme identified
Seek other funding streams	73
Act like a business/be efficient	48

Theme	Number of times theme identified
Sustainable funding future - not confident	37
Poor services/facilities provided	37
Government/Council Tax subsidy	27
More/better compliance and enforcement activity	23
Improve customer communication/engagement	20
Increasing the charge will reduce income users should contribute	13
All or some charges are too high or should reduce	11
Some boaters may leave	10
Boaters cannot afford increase	9
Good job Environment Agency	9
Sustainable funding future - confident	8
Other charge/income suggestion	8
Change charge scheme/legislation	7
Link to/same as Canal & River Trust /Other comments Navigation Authorities	7
The public benefit of waterways - all users should contribute	6
Why consult/will not listen	6
All/some boaters should pay more	4
More field staff/lock keepers	4
More transparency - charges/income/budgets/costs	3
Water companies contribute more	4
Link to inflation/Consumer Price Index	3
Charge for events on the waterways	2
Encourage/promote boating	2
Use more volunteers	2
Do not cross fund between waterways	2
Boating is/will be expensive	1
Increase charge - Government will cut subsidy	1
Issues with question 12 of the consultation	1
Ensure Health & Safety on waterways	1
The consultation document provides insufficient information to justify the increase	1
Consider impacts on Environment	1
Listen to customers	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 6 'other comments' for this question.

Question 15

We really value your feedback on our proposals. Please tell us if you have any further comments and provide as much information as possible to support your answer.

We have summarised the comments made in the free text box for question 15 into themes. We found some comments identified more than one theme. Of the 441 consultation responses received, 245 comments were made to this question or 56% of the total consultation response.

Table 34 Summary of the themes in comments to question 15

Theme	Number of times theme identified
Poor services/facilities provided	53
Seek other funding streams	37
Act like a business/be efficient	35
More/better compliance and enforcement activity	32
All or some charges are too high or should reduce	28
Some boaters may leave	26
Government/Council Tax subsidy	18
Improve customer communication/engagement	18
Increasing the charge will reduce income users should contribute	17
Why consult/will not listen	16
Boaters cannot afford increase	14
More field staff/lock keepers	13
The public benefit of waterways - all users should contribute	12
Link to inflation/Consumer Price Index	11
The consultation document provides insufficient information to justify the increase	10
Change charge scheme/legislation	9
Other charge/income suggestion	9
Good job Environment Agency	8
Ensure Health & Safety on waterways	8
Use more volunteers	8
More transparency - charges/income/budgets/costs	7
All/some boaters should pay more	6
Link to/same as Canal & River Trust /Other comments Navigation Authorities	6
Boating is/will be expensive	5
Listen to customers	5
Some boaters may lose their homes or businesses	5
Water companies contribute more	4
All waterways should pay the same	3

Theme	Number of times theme identified
All/some charges acceptable	2
Boaters should contribute to service	2
Charge for events on the waterways	2
Issues with question 12 of the consultation	2
Encourage/promote boating	2
If charge is increased, then service should increase	2
Do not cross fund between waterways	2
Sustainable funding future - not Sustainable funding future - confident	2
One registration for all UK waterways	1
Consider impacts on environment	1

Some of the points raised did not fit the themes in the table. We grouped these as 'other comments'. We received 7 'other comments' for this question.

We asked a final question about the consultation tool itself and whether respondents were satisfied with it.

We have summarised the comments made in the free text box to this question into themes. We found some comments identified more than one theme. Of the 441 responses to the consultation 154 comments were made or 35% of the total responses.

Table 35 Summary of themes in comments about the consultation tool

Theme	Number of times theme identified
Issues with question 12 of the consultation	47
Not well designed	43
Suggestions to improve consultation design	34
Satisfied with consultation tool	19
More choices in non-ranked questions/include text box	11
Too long to complete	9
Adapt consultation tool to use with smart phone	7
Issues when using consultation tool	6
Consultation difficult to analyse	5
Poorly communicated	3
Unable to save/print responses in consultation tool	3
More user discussion groups	3
Longer consultation needed	2
Consultation is a way to communicate	2
Consult more often	2

Theme	Number of times theme identified
Good design	2
Not easy to understand	2
Have a link direct to consultation document	1
Do not consult	1
Fewer questions/more sections	1
Intrusive	1
Pre-amble in consultation is unclear/repetitive	1

2. Annex 2

2.1. List of consultation participants

The following table lists the companies, groups, associations and organisations that took part in the consultation. Individuals and anonymous respondents are not included in this table.

Organisations and groups that declared their participation in the consultation
Albany Motor Yacht Club
Allington Marina
Association of Medway Marina Operators
Association of Nene River Clubs
Association of Thames Yacht Clubs
Blackthorne Lake Marina
Bridge Boatyard, Ely
British Marine
British Rowing
Bygone Boating Ltd
Canal & River Trust
Cotswold Boat Hire
DBA - The Barge Association - National
DBA - The Barge Association - Thames
Great Ouse Boating Association Ltd
Harleyford Marina
Inland Waterways Association
Manager of a group of boats some of which visit or are on EA waters
Medway & Swale Boating Association
Medway Rivers Users Association
National Association of Boat Owners
National Bargee Travellers Association (NBTA)
Northern Exposure Rescue
Ouse Valley River Club St Neots
Paddlers International
Penton Hook Yacht Club
PG Pleasure Boats Ltd t/a Tonbridge River Trips
Residential Boat Owners Association (RBOA)
River User Group 3
Royal Yachting Association
South Eastern Marine Services Ltd
St Ives Rowing Club
Thames Motor Boaters Association (TMBA)
Thames User Group navigation
Thames Vintage Boat Club
Upper Thames Motor Yacht Club

Organisations and groups that declared their participation in the consultation

Walbrook Rowing Club, Teddington

Weybridge Mariners Club

Weyfarers Rowing Club

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