

Group Safety & Risk Assessment Guide

Windermere Lake Cruises prides itself on an excellent safety record.

This guide is designed to help organisers and teachers feel confident that safety is our absolute priority.



Official Safety Standards

As one of the UK's leading visitor attractions, we believe that an exceptional experience on the water is built on a foundation of absolute safety and trust.

We are proud to welcome over 1.6 million passengers annually and maintain an exemplary safety record.

To ensure your group can relax with total peace of mind, every one of our sixteen vessels is surveyed by the Maritime and Coastguard Agency to ensure full compliance with the Merchant Shipping Act.

While the following pages outline our specific risk assessments, please be assured that our crews are expertly trained and our fleet is equipped with the latest safety technology to protect every passenger who steps on board.

When you book with Windermere Lake Cruises, you are choosing a partner that puts the wellbeing of your guests first, allowing you to focus on the beauty of the Lake District.

Emergency Equipment

All our vessels are equipped with float-free buoyancy equipment, including inflatable liferafts, lifebuoys, and lifejackets.

In the unlikely event of an evacuation, crew will direct all passengers to the nearest exits.

PA Announcement

Prior to or immediately after departure, a safety briefing is conducted via the PA system.

This vessel is equipped with float-free buoyancy equipment, which is situated on the main deck(s) in the form of inflatable liferafts, seating and lifebuoys. In the unlikely event of an emergency requiring evacuation, passengers will be directed to the nearest exits, at which point the liferafts will automatically inflate ready for boarding.

Please note: There are slight variations to the Safety Announcement, dependant on the vessel.

MCA Testing and certification



PASSENGER SHIP SAFETY CERTIFICATE FOR SHIPS OPERATING SOLELY IN UK CATEGORISED WATERS
This certificate shall be supplemented by a Record of Equipment and Information (MSF 1256) which must be carried on board

SHIP

SAMPLE

NOTICE THAT: This certificate is issued only to ships surveyed and found to comply with The Merchant Shipping (Passenger Ships) (Safety Code for UK Categorised) Regulations 2010.

This certificate is valid for use on voyages within the limits stated on the Record of Equipment and Information which supplements this Certificate. It shall only be used to carry the numbers of passengers shown below, under the conditions indicated.

Operation	Mode	Maximum Number of Passengers allowed	Number of Crew	Notes
SAMPLE				

All sixteen of our vessels are surveyed by the Maritime and Coastguard Agency to ensure they comply with the Merchant Shipping Act.

Each vessel is tested every year and a passenger ship safety certificate is displayed on each vessel.

It's just like an MOT certificate on a car (except a lot, lot, lot more detailed).

Risk Assessment 1 - Mooring operations and ropes



The Hazard: Mooring ropes can become highly stressed or snap during berthing.

Summary

- Our Action: Crew are fully trained in rope use, and the Skipper inspects lines for wear.
- Group Safety: Passengers must stay clear of the rope-work area when the vessel is arriving or departing.

Detail

Site or area	All Class V Vessels
Location or department	Steamer and Launch
Operations covered by this assessment	Mooring of Vessels/Use of Ropes
People (<i>Maximum number of persons exposed to the hazard, frequency and duration exposure</i>)	All Passengers (See Passenger Certificate) and Crew and every 30 minutes (approx) x 3 minute duration (approx)
Who may be harmed	General Public and Crew
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	2
Risk (<i>Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely</i>)	1
Product of hazard severity x risk likelihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	3
Actions already taken to reduce risk	<ul style="list-style-type: none"> • Crew trained in the use of ropes. • Skipper/Master to inspect mooring ropes for wear and passengers to be kept clear when ropes are in use.
Assessment of residual risk	Mooring ropes snapping
Further actions required	Passengers to be kept clear when ropes are in use
Signed Position	John Woodburn Operations Director
Review Date	May 2027

J Woodburn

Risk Assessment 2 - Vessel striking pier



The Hazard: The vessel may strike the pier during arrival or departure, particularly in windy conditions

Summary

- Our Action: The Master/Skipper will stop sailing if weather conditions are unfavourable
- Group Safety: It is recommended that passengers remain seated during the entire berthing and departure manoeuvre.

Detail

Site or area	All operational piers
Location or department	Steamers and launches
Operations covered by this assessment	Vessels striking piers
People (<i>Maximum number of persons exposed to the hazard, frequency and duration exposure</i>)	All passengers
Who may be harmed	General public and crew
Hazards and severity (<i>1=minor, 2=serious, 3=very serious/fatal</i>)	2
Risk (<i>Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely</i>)	3
Product of hazard severity x risk likelihood (<i>1,2,3 = low, 4 = medium, 6 or 9 = high</i>)	5
Actions already taken to reduce risk	<ul style="list-style-type: none"> • Safety announcement before vessel arrives at the piers. • Passengers remain seated until the vessel has finished berthing manoeuvre.
Assessment of residual risk	Sailing in inclement weather
Further actions required	Master/Skipper to stop sailing if weather conditions are not favourable.
Signed Position	John Woodburn Operations Director
Review Date	May 2027

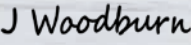
Risk Assessment 3 - Onboard movement & trip hazards

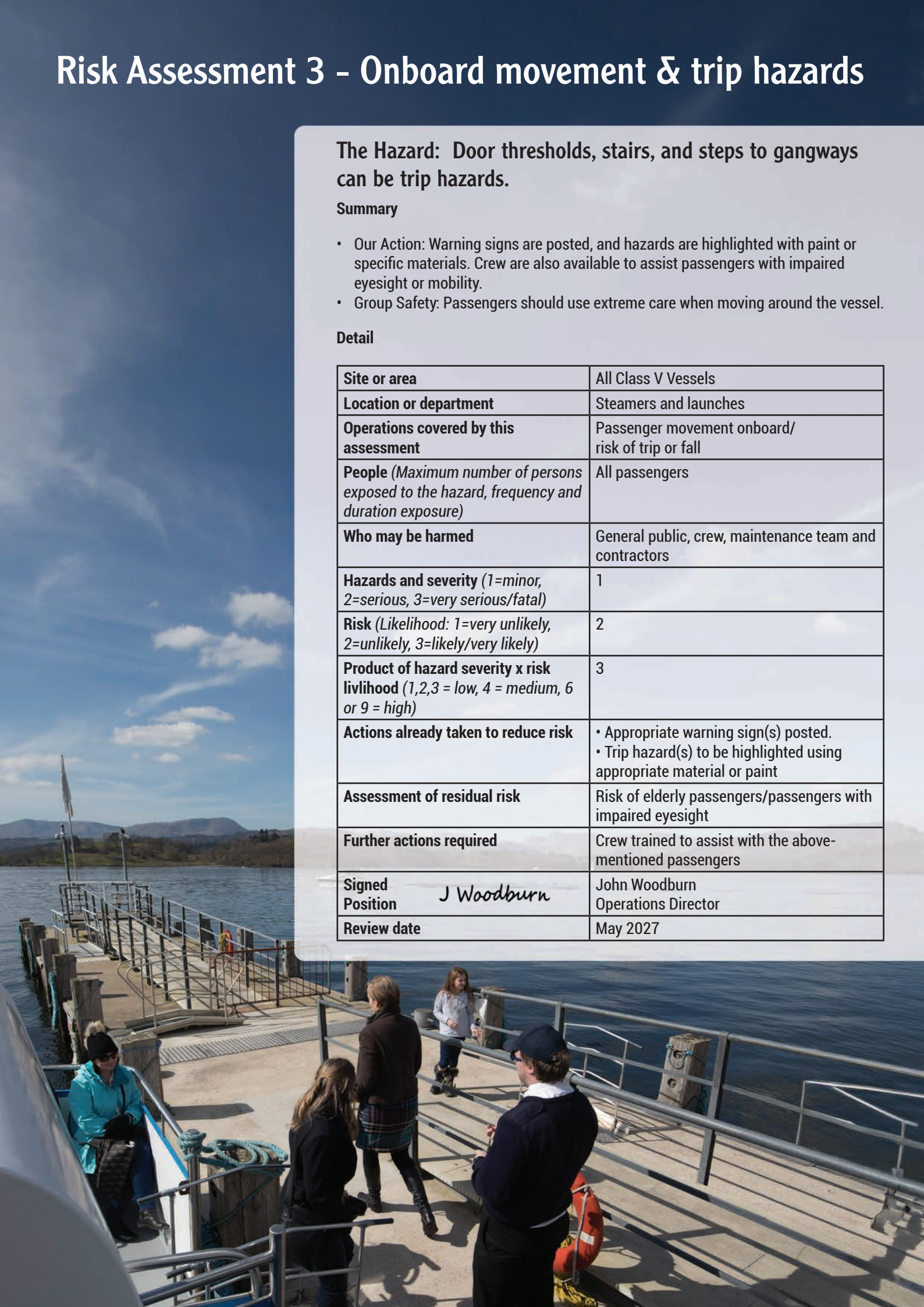
The Hazard: Door thresholds, stairs, and steps to gangways can be trip hazards.

Summary

- Our Action: Warning signs are posted, and hazards are highlighted with paint or specific materials. Crew are also available to assist passengers with impaired eyesight or mobility.
- Group Safety: Passengers should use extreme care when moving around the vessel.

Detail

Site or area	All Class V Vessels
Location or department	Steamers and launches
Operations covered by this assessment	Passenger movement onboard/ risk of trip or fall
People (Maximum number of persons exposed to the hazard, frequency and duration exposure)	All passengers
Who may be harmed	General public, crew, maintenance team and contractors
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	1
Risk (Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely)	2
Product of hazard severity x risk livelihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	3
Actions already taken to reduce risk	<ul style="list-style-type: none"> • Appropriate warning sign(s) posted. • Trip hazard(s) to be highlighted using appropriate material or paint
Assessment of residual risk	Risk of elderly passengers/passengers with impaired eyesight
Further actions required	Crew trained to assist with the above-mentioned passengers
Signed Position	 John Woodburn Operations Director
Review date	May 2027



Risk Assessment 4 - Finger & hand entrapment

The Hazard: Hands or fingers can become trapped between the vessel and the pier as the boat rubs along the side.

Summary

- Our Action: The Master/Skipper uses the PA system to alert passengers to the hazard.
- Group Safety: All extremities (hands and fingers) must be kept inboard at all times.

Detail

Site or area	All operational piers
Location or department	Steamers and launches
Operations covered by this assessment	Arrival/departure of vessel from a pier – Hand/finger trapped between vessel and pier
People (Maximum number of persons exposed to the hazard, frequency and duration exposure)	All passengers
Who may be harmed	General public and crew
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	2
Risk (Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely)	1
Product of hazard severity x risk livlihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	3
Actions already taken to reduce risk	<ul style="list-style-type: none"> • Master/Skipper to make passengers aware of hazard. (using PA system if required) • All extremities to be kept inboard
Assessment of residual risk	Passengers who are hard of hearing
Further actions required	Crew to speak\show those hard of hearing the hazard. First Aid Box to be available onboard all vessels
Signed Position	<i>J Woodburn</i> John Woodburn Operations Director
Review date	May 2027



Risk assesment 5 - Boarding & disembarking



The Hazard: Passengers (especially children) may push toward the gangway, increasing the risk of slips or falls.

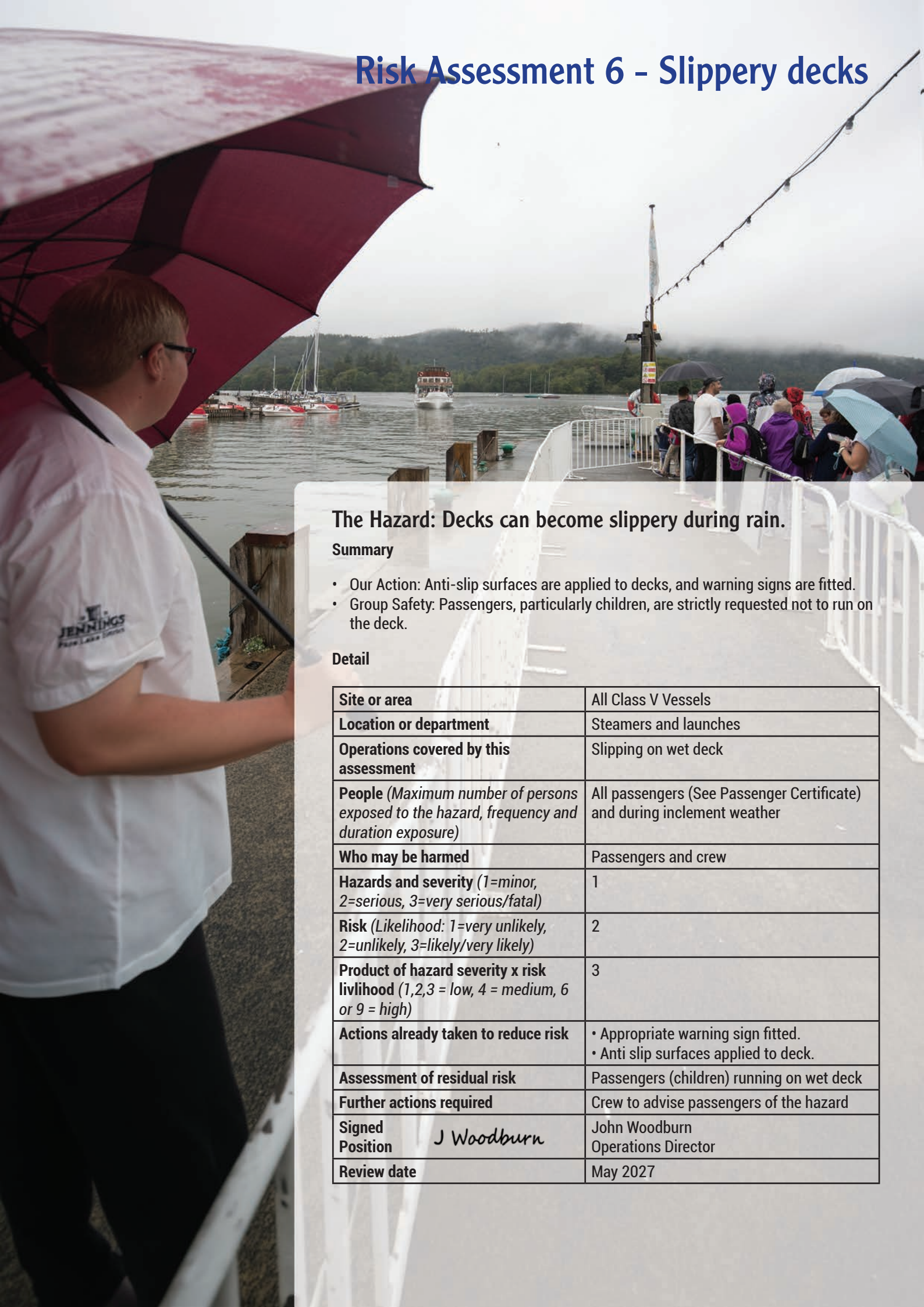
Summary

- Our Action: The gangway is manned by crew at all times, and the vessel is made fast before movement begins.
- Group Safety: Groups must remain orderly and follow all staff instructions during embarkation and disembarkation.

Detail

Site or area	All operational piers
Location or department	Steamer and launches
Operations covered by this assessment	Embarkation/Disembarkation of passengers
People (Maximum number of persons exposed to the hazard, frequency and duration exposure)	All Passengers
Who may be harmed	General Public
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	1
Risk (Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely)	2
Product of hazard severity x risk livlihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	3
Actions already taken to reduce risk	• Gangway to be manned by crew during embarkation and disembarkation of passengers. Vessel to be made fast.
Assessment of residual risk	Slipping/Tripping
Further actions required	Lifebelts to be available. Pier to be kept in good condition and free of trip hazard Deficiency(s) to be reported to Duty Manager.
Signed Position	J Woodburn John Woodburn Operations Director
Review Date	May 2027

Risk Assessment 6 - Slippery decks



The Hazard: Decks can become slippery during rain.

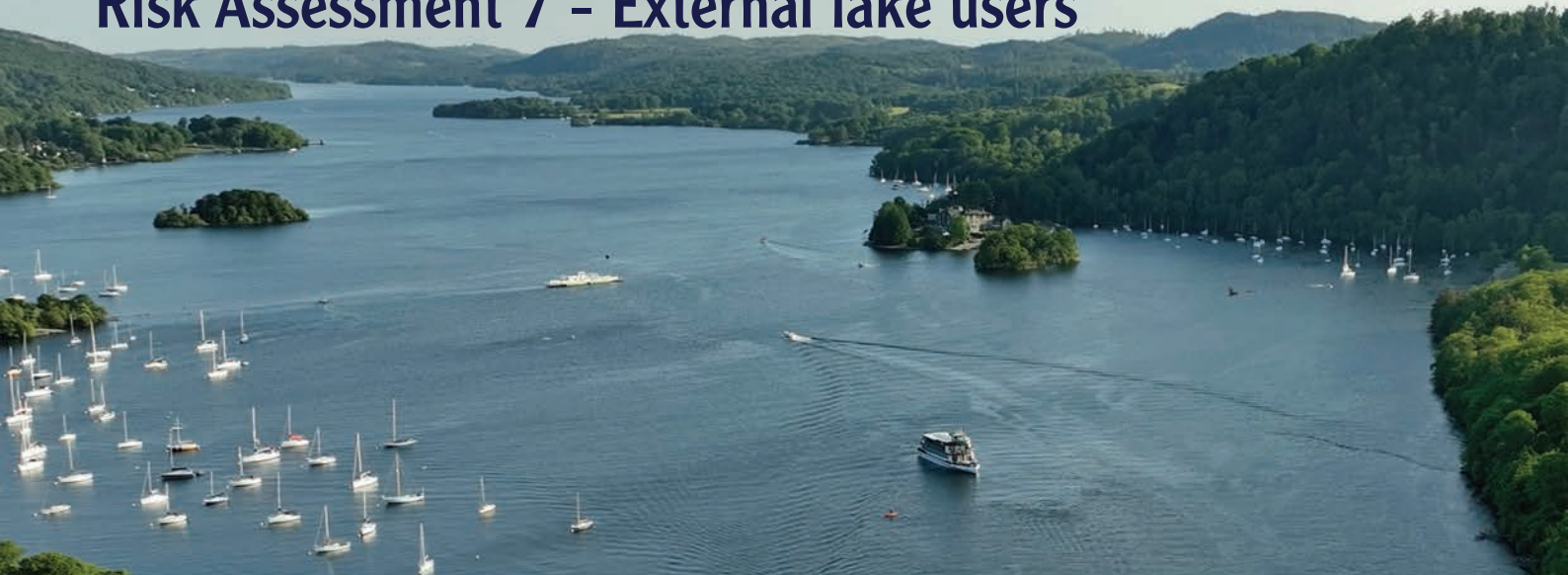
Summary

- Our Action: Anti-slip surfaces are applied to decks, and warning signs are fitted.
- Group Safety: Passengers, particularly children, are strictly requested not to run on the deck.

Detail

Site or area	All Class V Vessels
Location or department	Steamers and launches
Operations covered by this assessment	Slipping on wet deck
People (Maximum number of persons exposed to the hazard, frequency and duration exposure)	All passengers (See Passenger Certificate) and during inclement weather
Who may be harmed	Passengers and crew
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	1
Risk (Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely)	2
Product of hazard severity x risk livlihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	3
Actions already taken to reduce risk	<ul style="list-style-type: none"> • Appropriate warning sign fitted. • Anti slip surfaces applied to deck.
Assessment of residual risk	Passengers (children) running on wet deck
Further actions required	Crew to advise passengers of the hazard
Signed Position	<p style="text-align: center;"><i>J Woodburn</i></p> John Woodburn Operations Director
Review date	May 2027

Risk Assessment 7 - External lake users



The Hazard: Other vessels, swimmers, or unauthorized moorings can obstruct the pier or impede safe navigations

Summary

- Our Action: Warning signs are fixed to piers, and staff use whistle/horn or VHF radio to communicate with other lake users.
- Group Safety: Our crew monitors the area to ensure a clear and safe approach to every pier.

Detail

Site or area	Piers
Location or department	Any pier used for mooring a WLC vessel
Operations covered by this assessment	Lake users mooring or at anchor where it is likely to cause nuisance impede or hamper the safe progress or mooring of a WLC vessel at a pier. Likewise members of the public and swimmers using a pier or the immediate area.
People (Maximum number of persons exposed to the hazard, frequency and duration exposure)	Lake users (including all craft, members of the public and those swimming).
Who may be harmed	Crew and passengers on board the affected vessels.
Hazards and severity (1=minor, 2=serious, 3=very serious/fatal)	3
Risk (Likelihood: 1=very unlikely, 2=unlikely, 3=likely/very likely)	2
Product of hazard severity x risk livlihood (1,2,3 = low, 4 = medium, 6 or 9 = high)	5
Actions already taken to reduce risk	Warning signs (No mooring\berthing, swimming etc) are fixed to those piers where WLC vessels operate regular timetabled services to.
Assessment of residual risk	Lake users disregarding or not being aware of the warning signs. Private piers where warning signs are not permitted
Further actions required	<ul style="list-style-type: none"> • Staff to be familiar with the Windermere Lake Byelaws, in particular "22 Interference with a Craft" • Pier person (when manned) to advise the lake users to leave the area (explaining the implications of their actions) and communicate the situation to the master of an approaching vessel via VHF radio or by phone to the appropriate operations centre. • The master of an affected WLC vessel to make lake user aware of his presence (using the vessel whistle\horn) and if required request assistance from lakewarden\ranger\police or WLC operational centre.
Signed Position	John Woodburn Operations Director
Date of review	May 2027