

D.A.F.F. INLAND FISHERIES CUSTOMER SURVEY REPORT

SUMMARY OF RESPONSES

NUMBER OF SURVEYS SENT OUT

The following numbers of surveys were distributed to a random cross section of licence holders in July 2007:

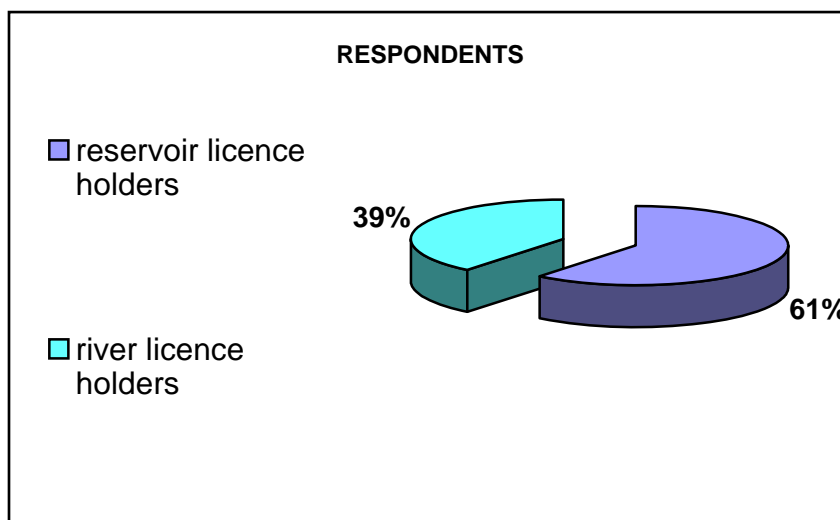
Reservoir licence holders	469 (53 of which held river licences as well)
River licence holders	284 (53 of whom held reservoir licences as well)
TOTAL *	753

**In addition to this figure, survey forms were also distributed to anglers on request and were available at post offices and tackle shops Island-wide. Survey forms were also downloadable from DAFF's website and available from the counter at Rose House.*

NUMBER OF SURVEYS RECEIVED

The following number of completed survey forms were received by the deadline of 20 August 2007:

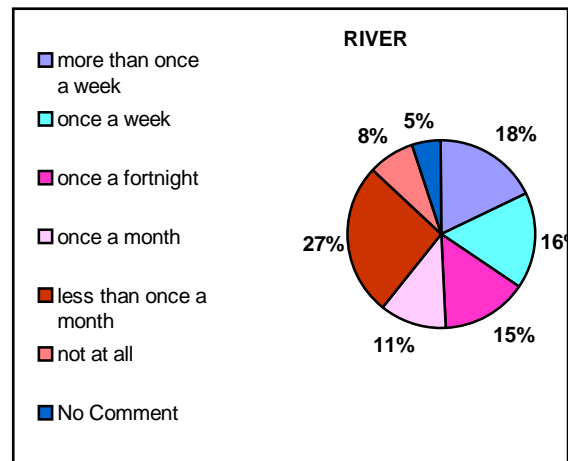
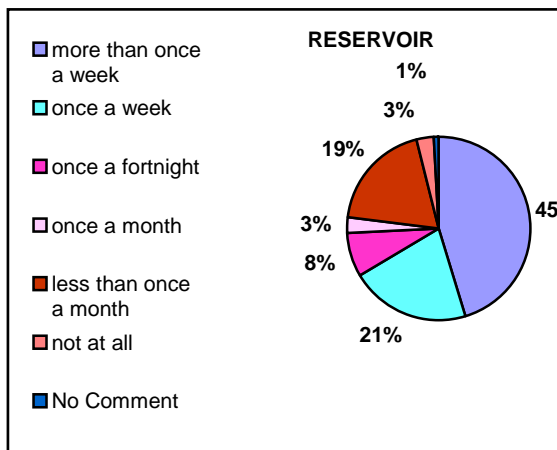
Reservoir licence holders	120 (of whom 16 held river licences as well)
River licence holders	77 (of whom 16 held reservoir licences as well)
TOTAL	121



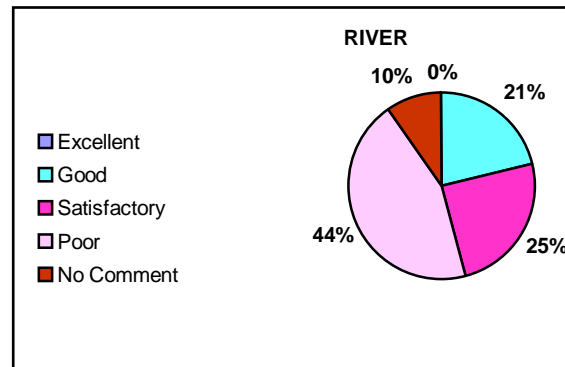
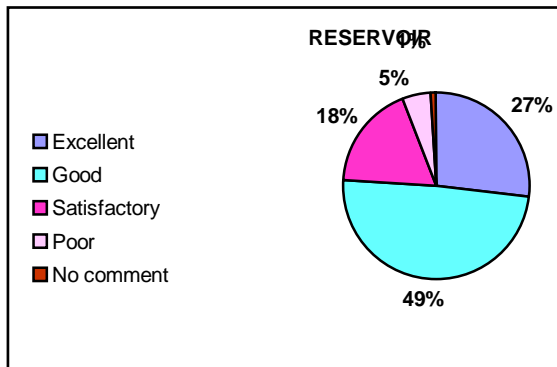
2. STATISTICAL BREAKDOWN OF RESPONSES

Customers had the option of commenting on either reservoir facilities or river facilities or both. This allowed the statistics to be shown separately in order to distinguish between the two areas.

Q. How often did you fish in 2006?



Q. How would you rate the quality of fishing?

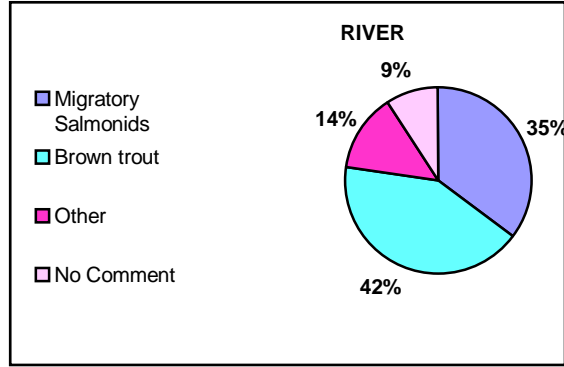
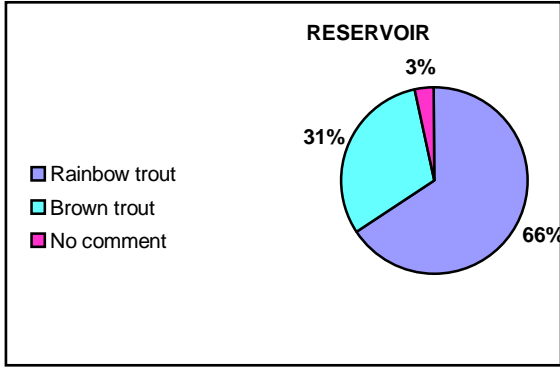


Comments on quality of fishing

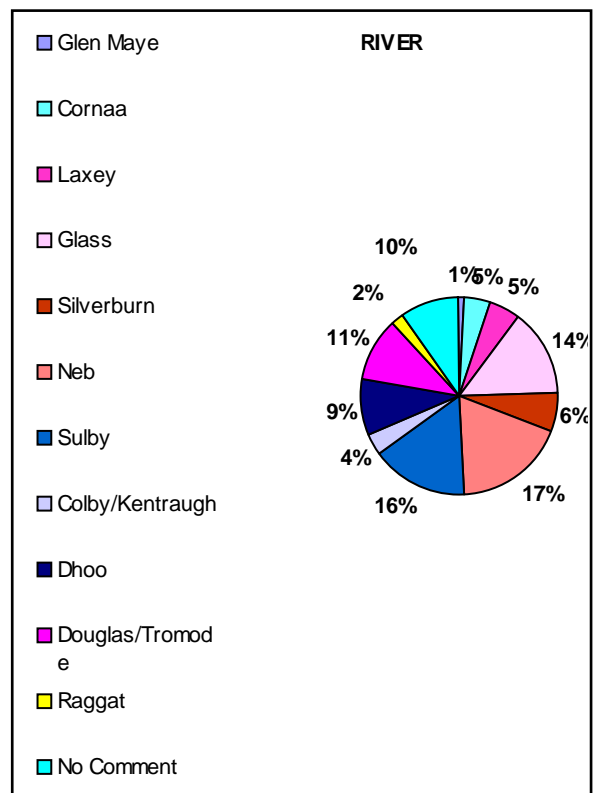
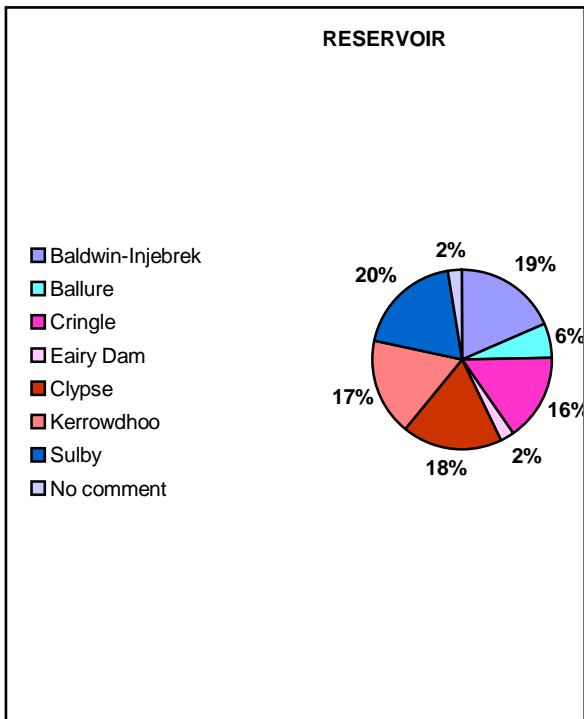
Reservoir fishing - The majority of comments made in relation to reservoir fishing were positive, which reflects the figures in the chart above where three quarters of respondents rated the quality of reservoir fishing as good or excellent. A relatively small number of comments indicated that the quality of fishing is deteriorating due to bird damage for example.

River fishing - Fewer positive comments were made here. Main concerns appear to be in relation to the quantity of fish in the rivers and suggestions were made to increase the stocking of them.

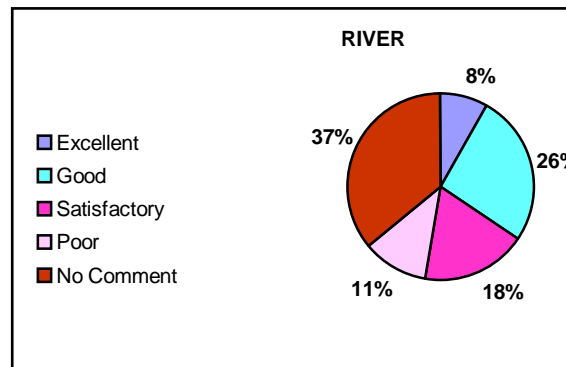
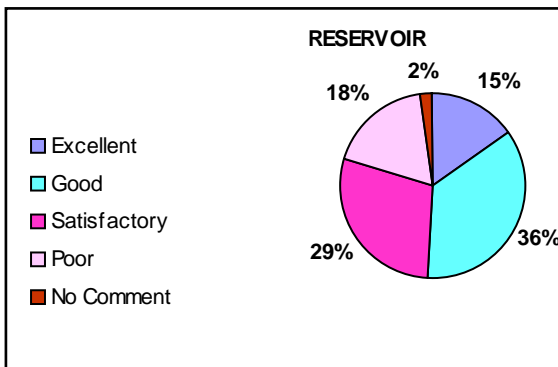
Q. What species did you fish for in 2006?



Q. Where did you fish in 2006?



Q. How do you rate the quality of facilities on the Island?



Comments on quality of facilities

Reservoir – Most people who commented said that bank maintenance was poor which makes access to reservoirs difficult. A high proportion of people indicated that facilities such as toilets could be improved. Other useful suggestions included the provision of fishing platforms, better parking facilities, tickets machines, seating for spectators and improved signage.

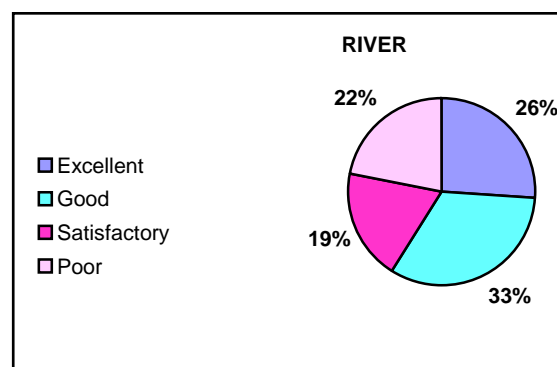
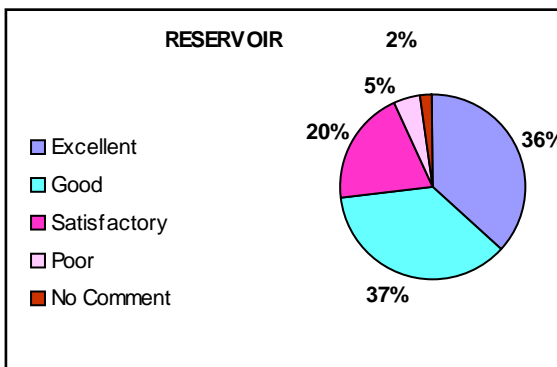
River – No suggestions made here, other than it being pointed out that there are no facilities.

Q. How could DAFF improve river and reservoir fishing?

Reservoir suggestions – we received a wide variety of suggestions here. Lots of people suggested that boats/float tubes should be permitted. Suggestions were made for the improvement of facilities, in particular disabled/elderly parking, access around the bank and the provision/improvement of facilities (e.g. seats, toilets, shelters, fishing platforms) at reservoir sites. Other suggestions included the introduction of a coarse fishery on the Island, an increase in the stocking of reservoirs and up the level of enforcement of angling regulations.

River suggestions – River and bank maintenance was the main concern here. Stocking, an extension to the river angling season and improving information about where to fish were also suggested.

Q. How do you rate IoM fishing licences in terms of value for money?

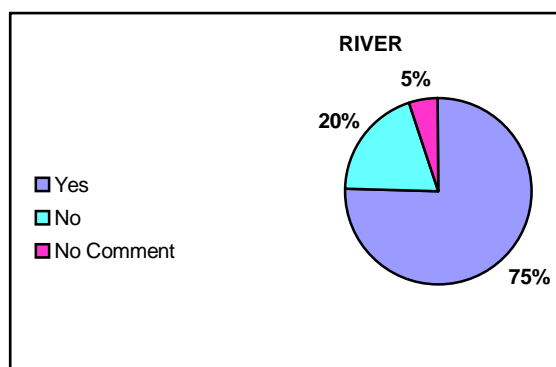
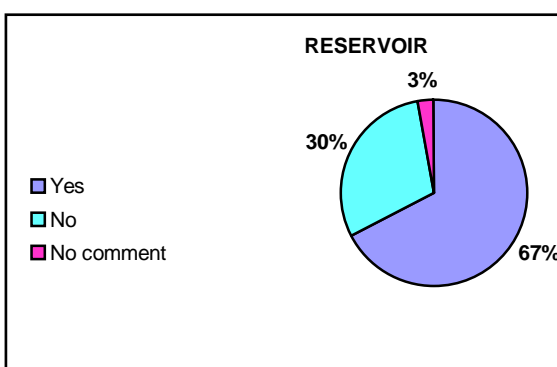


Comments on value for money

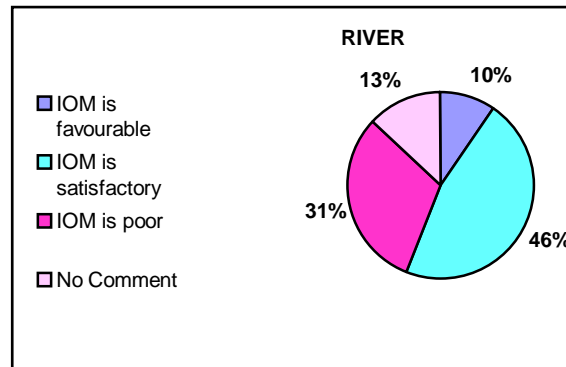
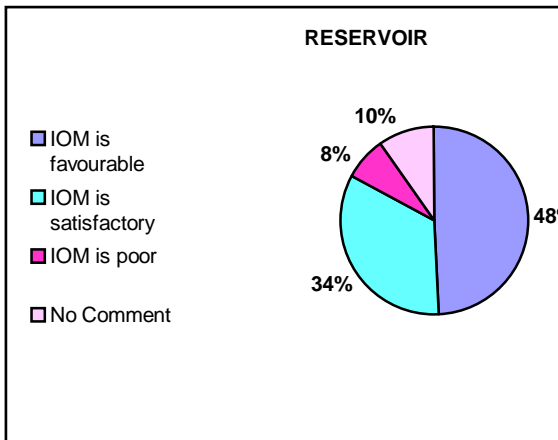
Reservoir - The majority of comments made here were positive, which reflects the figures in the chart above where three quarters of respondents rated value for money as either good or excellent. However some indicated that the licence is too expensive and appeared to be rising steeply. The main suggestion for improving value for money was to provide concessions for OAPs and disabled anglers. Comments were made on the value of licences compared to the UK; the IOM is perceived to be much better value for money than UK licences.

River – Suggestions for improvement included stocking, better maintenance and increased enforcement.

Q. Have you ever fished off-Island?



Q. How does fishing on the Island compare with elsewhere in terms of fish quality and value for money?

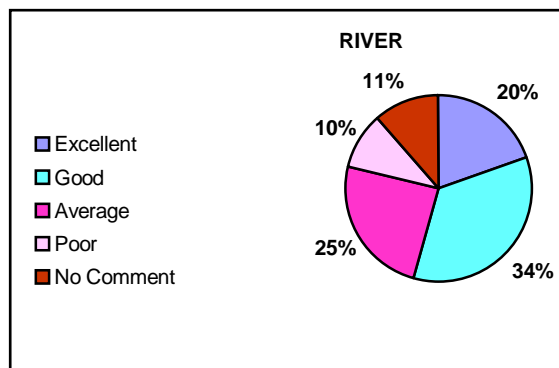
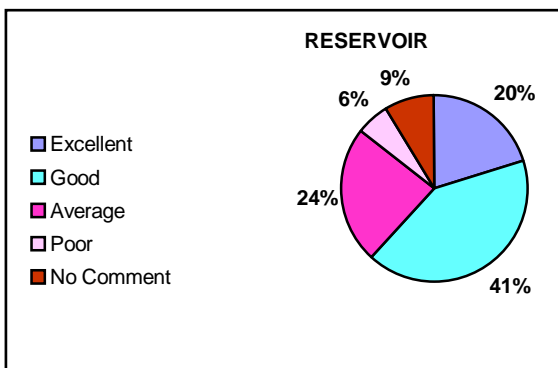


Comments on comparison of IOM and elsewhere

Reservoir – whilst the figures above show that almost half of respondents feel that the IOM is favourable and a further third feel that the IOM compares satisfactorily, some useful comparisons were noted including: facilities are poorer in the IOM and that in comparison, reservoirs in the UK are more accessible for fly-fishing.

River – very few comments were made. A couple of suggestions included to improve river management, and to improve available information on where to fish.

Q. How would you rate the quality of service from the Inland Fisheries section of DAFF service?

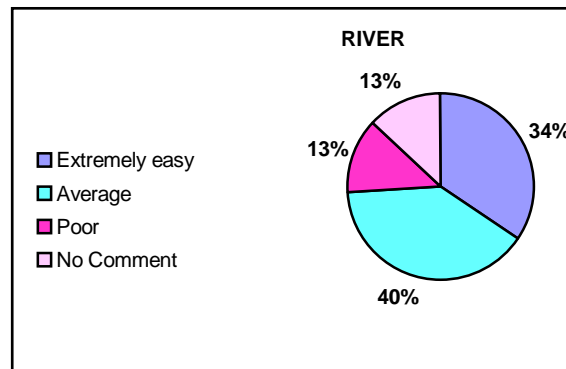
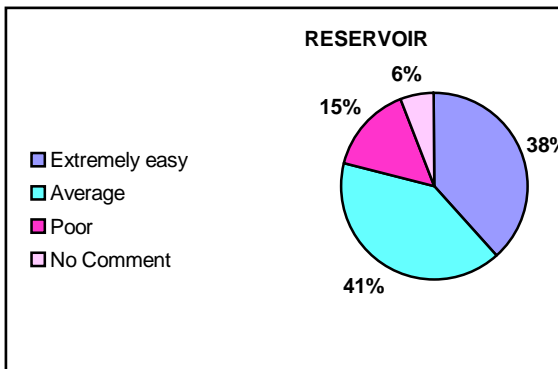


Comments on quality of service

Reservoir – comments were generally positive stating that staff are helpful and pleasant and provide a good service. Constructive comments included that staff should have more angler contact and provide more publicity for anglers.

River – of the very few comments received, they indicated that there is little interaction between DAFF and river anglers.

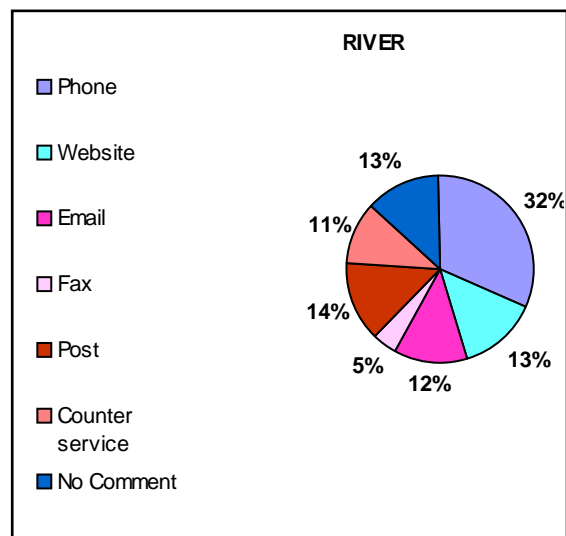
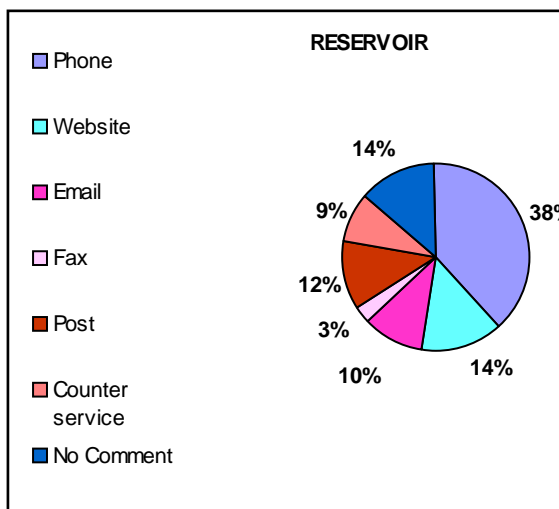
Q. How easy do you find it to get information about fishing on the Island?



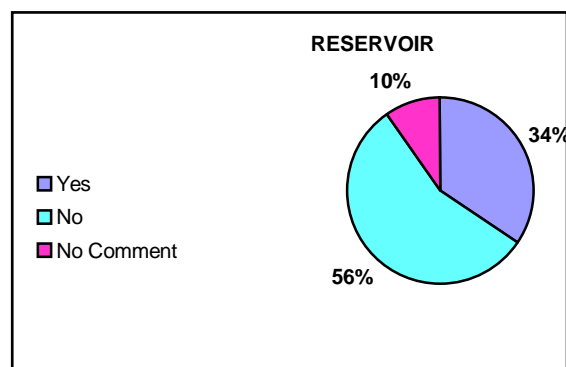
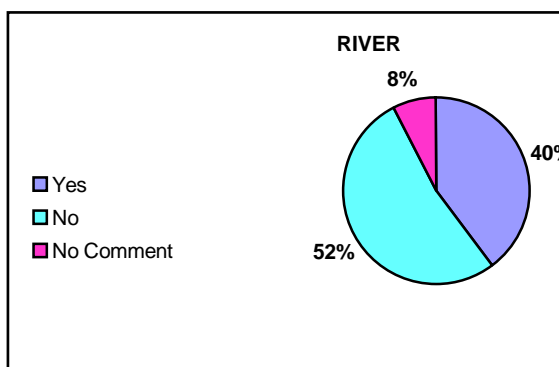
Comments on availability of information

The majority of people did not add their comments on this question. This indicates that most customers find it easy to get hold of information. Many of those who did comment, said that more information would be helpful.

Q. Are you aware how to contact DAFF via phone, website, email, fax, post, counter service?



Q. Would you like to see a different angling licence system?

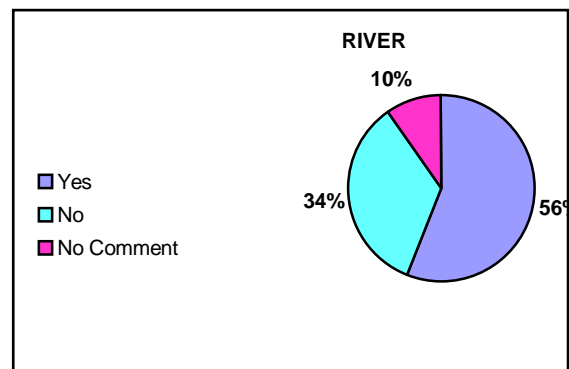
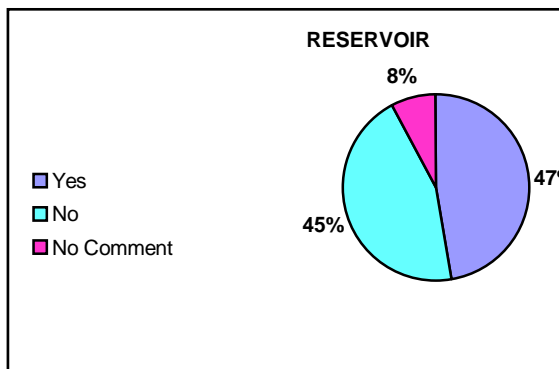


Comments on amending the licencing system

Reservoir – Lots of suggestions were received. The most popular were that OAP concessions should be introduced. Others included: provide waterproof photo cards with licences; provide instruction for youngsters on good practice; introduce different levels of fee for spin/float fishing to fly fishing and introduce a combined licence for both reservoir and river fishing.

River – some suggestions were made to amend the system, for example the introduction of a cheaper licence for catch and return; the introduction of coarse fishing; the introduction of a licence fee for limited visits, eg 2 weeks for visitors.

Q. Would you like to see changes to current fishing regulations?

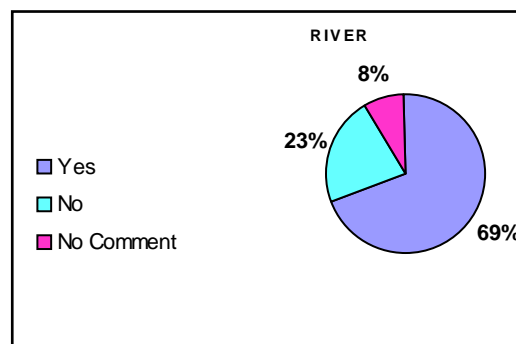
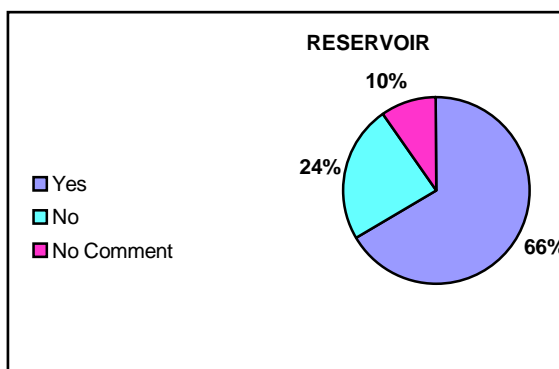


Comments on amending the fishing regulations

Reservoir – suggestions included extending the reservoir season; allowing boat/float tube fishing; amending tackle and bait regulations eg allowing heavier weights and line, making certain areas fly-fishing only and reduce the bag limit.

River – suggestions here included extending the river season and changing tackle regulations e.g. single hooks only; reduce hook size; banning fishing near weirs and introduce catch and release for all salmon.

Q. Do you think we could improve fishing opportunities for visitors?



Comments on improving opportunities for visitors

Reservoir – more publicity needed; introduce package fishing holidays; improve the facilities; rods should be available to hire; and allow boat/float tubes.

River – more publicity needed; package fishing holidays; rods should be available to hire and rivers should be more accessible.

3. OTHER GENERAL COMMENTS

We asked for any other comments and suggestions in relation to river and reservoir fishing on the Island. The following gives a summary of the comments we received which have not been covered by any of the questions above:

- Licences should be made available earlier
- Allow wading in reservoirs
- Use holding tanks in Sulby for stocking
- Introduce a consolidated licence for ALL types of freshwater fishing
- Introduce competitions on reservoirs
- Birds nesting at reservoir sites are a problem and are causing lots of damage to fish
- Sale of catch shouldn't be allowed
- Better liaison between DAFF and Water Authority is needed

4. WHAT HAPPENS NOW?

The Department intends to initiate the following actions as a direct result of the feedback received in this survey:-

In the short-term:-

- Complete the on-going review of Inland Fisheries finances and make recommendations on the future funding of recreational angling.
- Establish a Manx Anglers Forum to improve communication and liaison between DAFF and the anglers.
- Meet with the IoM Water Authority and other relevant organisations to discuss how recreational angling may develop and improve.

In the medium term:-

- Prepare a 5 year plan of proposed fishing licence duties for the Isle of Man
- Develop a plan to improve publicity and promotion of angling on the Isle of Man

In the long-term:-

- Review and amend all Inland Fisheries legislation

If you would like to make further comment on the survey or would like more detailed information on the results, please contact the Inland Fisheries Section at fisheries@gov.im or telephone 01624 685857

22 November 2007