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# South Wales & Severn Waterway Forum Autumn 2014



Nick Worthington  
Waterway manager

Gloucester, 30<sup>th</sup> October 2014  
Swansea, 5<sup>th</sup> November 2014

Living waterways transform places and enrich lives



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# South Wales & Severn Waterway Forum Autumn 2014



## Agenda

- Trust update
- Customer Service update
- Partnership update
- Operational update
- Boating
- Volunteering
- Events
- AOB

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# South Wales & Severn Waterway Forum Autumn 2014

## Trust update

- Achievements so far
- New Vision & strategic re-organisation
- Towpath Use consultation
- Water Resources consultation

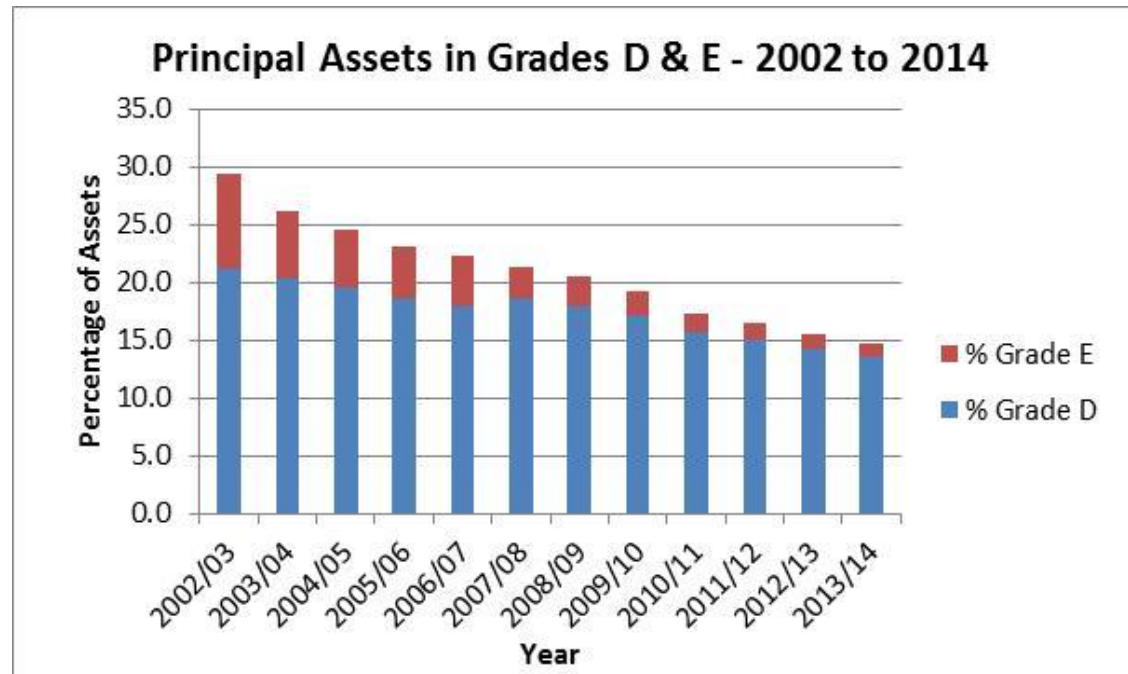
Living waterways transform places and enrich lives

# 14/15 Achievements so far



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- 13/14 Annual Report issued
  - Income ahead of plan and greater Waterway spending
  - Small improvement in overall asset condition (D/E assets < 15%)



# 14/15 Achievements so far



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- Strong Property income growth, £6m ahead of plan



# 14/15 Achievements so far



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- Weather works completed
- Additional waterway spend planned
  - £90m this year, up £7m from 13/14
- Over £1m of additional customer service works added + added vegetation works
- More dredging!
- Details now published on the Trust website



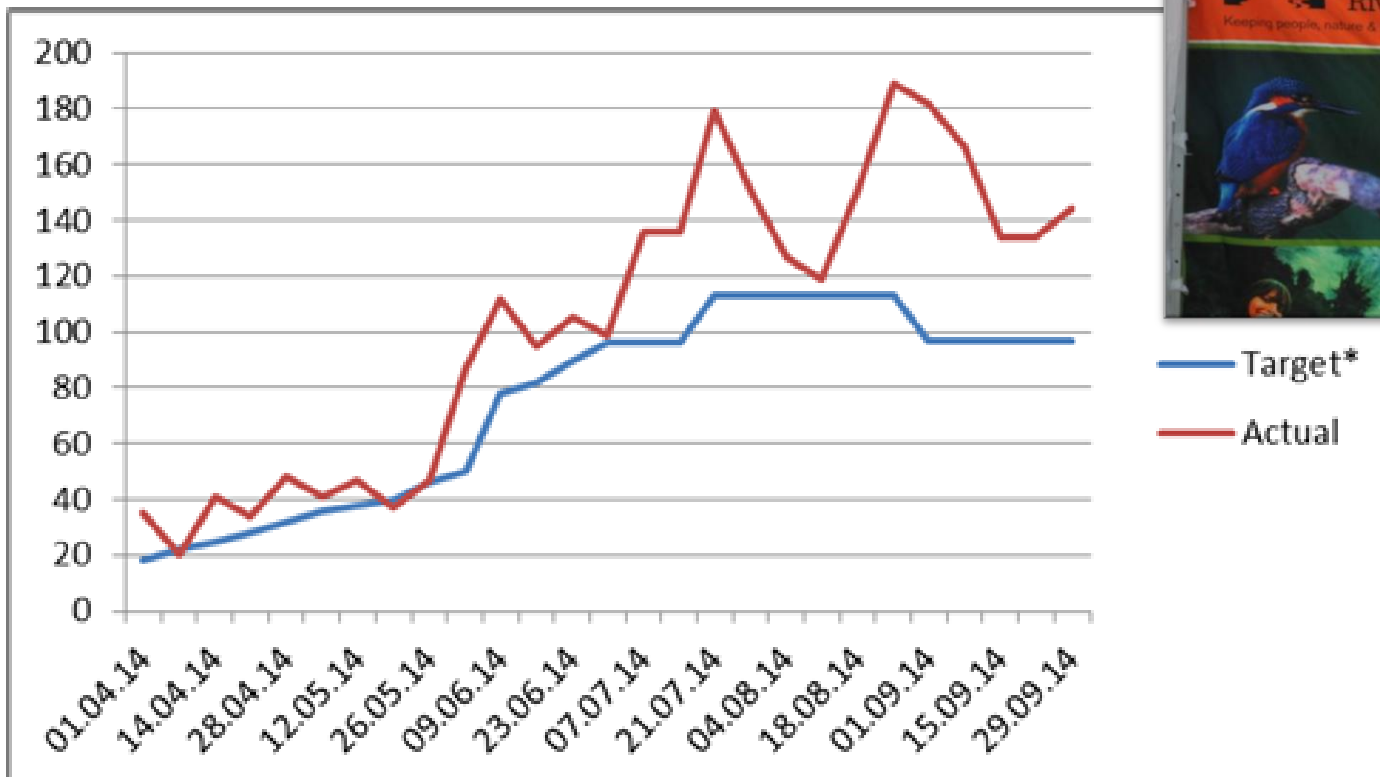
# 14/15 Achievements so far



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## Fundraising

- New 'in house' team working well
- 7,500 active Friends at 30 September – up c2,000 since 1 April
- + over £100k Trust grant funding



— Target\*  
— Actual

# 14/15 Achievements so far



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## Successful funding bids ...

- Esmée Fairbairn foundation
- HLF at Carpenters Road Lock (pictured) and Finsley Gate
- Sport England - 'active participation'
- Welsh Government - £50k flood contribution
- TfL 'Quietways' programme
- More in the pipeline including first major individual donation



Esmée  
Fairbairn  
FOUNDATION

# 14/15 Achievements so far



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## Volunteers & Communities

- A dozen more Community adoptions (65 in total)
- Increase in volunteer lock keepers (c.425)
- New 'welcome stations' in place at 20 key locations



# 14/15 Achievements so far



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## Education 'Explorers' and youth engagement

- 'Explorers' have worked with c.20,000 children so far this year ...



# 14/15 Achievements so far



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## Partnerships



**Where heritage  
and great stories  
come alive**

Inspiring more people to visit, enjoy,  
understand and support our waterways

**Museums & Attractions Partnership**



**Facing  
the Water**

Promoting well-being  
through our Waterways

**North Wales & Borders Waterways  
10 Year Strategic Plan**



**Just add water**

linking communities;  
creating opportunities

**South East Waterway Partnership  
10 Year Strategic Plan**



**Working together**

for the well-being of our canals,  
rivers, wildlife & people

**Kennet & Avon Waterway Partnership  
Ten Year Strategic Plan 2014**



**Looking forward  
to the next ten years**

**London Waterway Partnership  
Ten Year Strategic Plan 2014**



# 14/15 Achievements so far



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## Restorations

- First conference held – over 50 groups attending
- ‘Water Adds Value’ video + Sir Tony Robinson-led campaign
- <https://canalrivertrust.org.uk/restoration/the-benefits>



# 14/15 Achievements so far



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## Customer / Boaters' engagement

- Open meetings in spring reached 800+ people
- Live Facebook Q&A gained over 100 responses
- New Customer Service role



# 14/15 Achievements so far



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## First Angling Canal Championships held



# 14/15 Achievements so far



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## First Minister at the Royal Welsh Show



# Why we need a strategy

NOT this direction



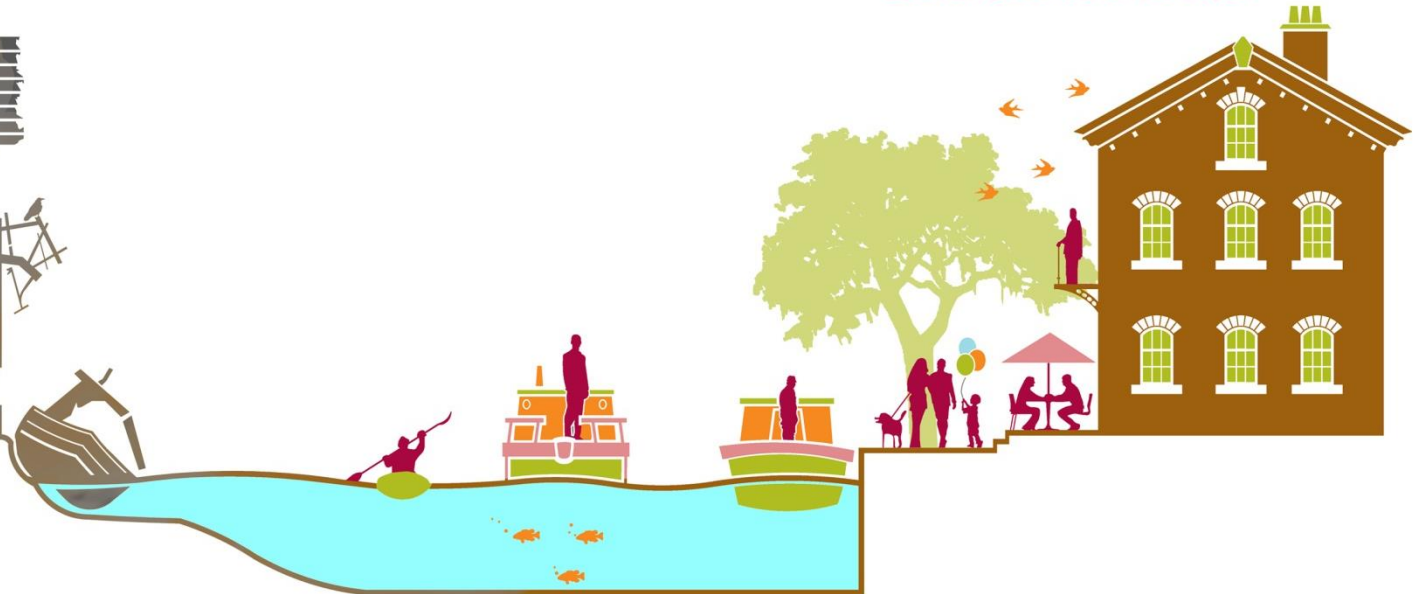
**Declining waterways**



We want to go in this direction



**Living waterways  
transform places  
and enrich lives**



Our strategy will take us in the right direction

# What is our ambition?

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**Living waterways** – we are constantly making sure our waterways are repaired and in a safe condition but we also want them to be vibrant and at the centre of communities - alive with people, boats, wildlife and activity.

**Transform places** – canals can define the character and personality of a village or town, the feature that can explain its history and which makes it special today

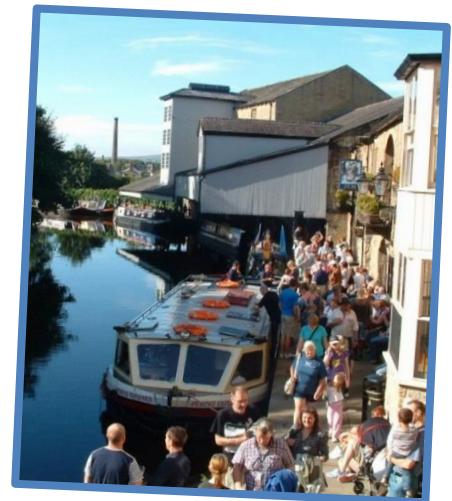
**Enrich lives** – waterways make people's lives better by providing a unique environment and special places to visit and escape to - for recreation, relaxation and well-being

So our Vision is.....

# Our Vision



**Living waterways transform places  
and enrich lives**



# Achieving our strategy: organisation

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From November 2014

- Waterway Manager new focus on **customer service** and **community engagement**, working with the Partnership
- Engineering, technical, contract brought together our to create national **Asset Management and Delivery** functions
- National teams will provide expertise to support the Waterways



# Customer service (waterway) delivery

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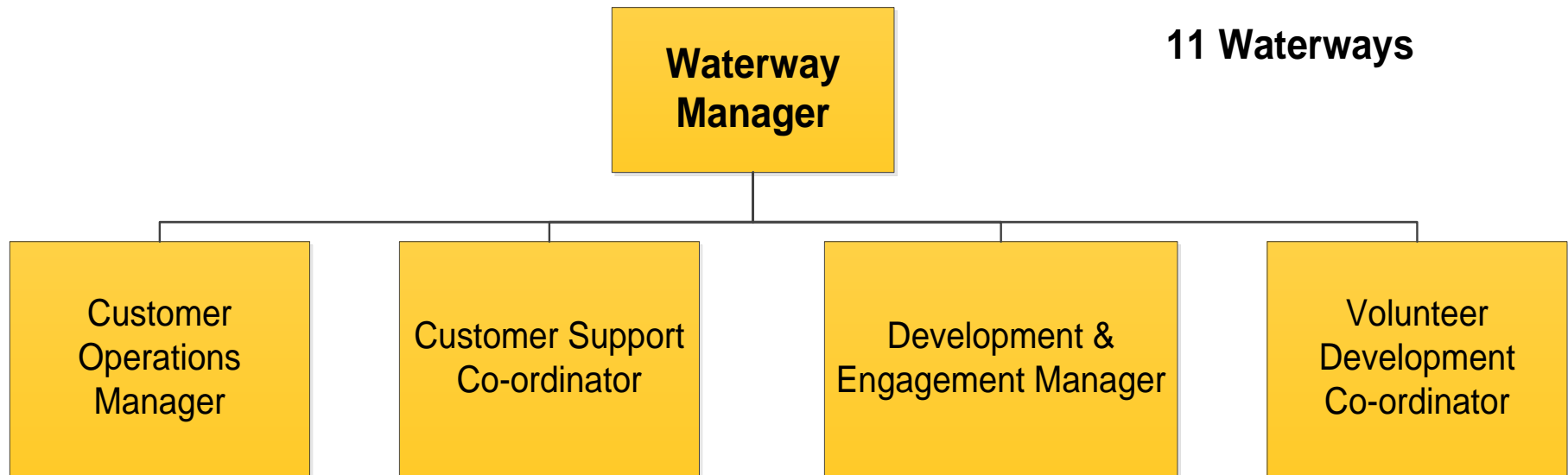
Focused on:

- customer service
- operation and maintenance of the waterways
- management of community and customer relations
- growing volunteer contributions



# Customer service delivery

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# *Towpath Policy*

## Our principles, towpath code and campaign

**PROGRESS UPDATE – Autumn 2014**



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## Sharing Towpaths

- Consultation during May yielded over 2,000 responses



Thank you for  
slowing down



share the space  
drop your pace   
on Canal & River Trust Greenways



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## Progress so far

- **‘Sharing Towpaths’ Consultation** - in Spring 2014, the Trust consulted widely on guiding *principles*, a draft *towpath code* and extending our *behavioural campaign* to all waterways.
- **Responses** – over 2,100 online survey responses received, plus workshops with stakeholders and CRT Council and advisory groups around the country took place.
- **Revisions** – over the summer revised principles and towpath code were prepared for Trustees to consider and adopt, responding to feedback.
- **Trustee Approval** – in September, Trustees approved the principles, towpath code and campaign, with other supportive actions to follow.

# Summary of completed actions ..

	Action	Completion Date	Status
1	<b>Complete Sharing Towpaths consultation</b> <ul style="list-style-type: none"><li>• 3 stakeholder workshops; CRT Council and advisory group workshops; Online survey</li></ul>	May 2014	Complete
2	<b>Publish final <a href="#">Consultation Summary Report</a> online</b>	Aug 2014	Complete
3	<b>Trustee Approval of Sharing Towpaths Board Report</b> <ul style="list-style-type: none"><li>• Revised Principles, Towpath Code, Share the Space campaign</li></ul>	Sep 2014	Complete

# Consultation: Water Resources

## Putting the water into waterways

The Canal & River Trust is consulting on our Water Resources Strategy. We have set out the overarching vision for how the Trust intends to manage water resources across the network through to 2050.

### • Why is a strategy needed?

Water is vital to the Canal & River Trust. Without enough, navigation would not be possible, the natural environment would suffer, businesses and communities would not thrive and the experience for many of our different towpath visitors (such as cyclists, walkers, anglers) would be much poorer. A reliable water supply will help us to meet our vision of living waterways that transform places and enrich lives.

It is therefore vital that the Trust delivers long term security of water supply to our canal network. To achieve this, we are developing a Water Resources Strategy to allow us to plan successfully for the future.

### • Drought & Level of Service

To understand how reliable our water supplies are we need to know how often the canals are likely to be closed as a result of dry weather – we call this the level of service. In the consultation we are setting out some key terms, such as a 'navigational drought' and a 'drought closure'.

### • What will it cost to reach a different Level of Service?

Currently, the aspirational level of service is 1 in 20 years, i.e. the Trust maintains and operates the canal network so that drought closures are implemented, on average, less than once every twenty years.

To change from a 1 in 20 year level of service to a more or less demanding standard will have a financial impact on the Trust. The consultation provides illustrations of those costs, for three different parts of the network.

### • What are the Future Pressures we need to address?

Within the Water Resources Strategy we will assess the impact of:

- Climate change
- Reduced funding causing asset deterioration
- Environmental legislation (likely reduction in abstraction volumes)
- Changes to boating patterns (increased network usage)

We also set out how we plan to deal with restorations and new canals, water transfers, water sales and water rights trading.

### • Five Year strategy Cycle

In the consultation, we are proposing a five year cycle, in which we will carry out detailed modelling of the balance between water supply and demand, before we identify and assess a range of schemes to address any deficits and allow us to meet our target level of service. The cycle will conclude by reviewing the baseline to see what has changed (future pressures) before we publish a new strategy to cover the subsequent five years.

### • Our modelling approach

In the majority of cases, we will model the water resources of our canals using the industry standard Aquator modelling software package. Within five years the majority of the canal network will be modelled, the remainder will be modelled in subsequent cycles of the Water Resources Strategy.

### • Prioritisation of water resource improvement schemes

Where we predict a water resource deficit we use our models to assess the benefits, in terms of improvements in the level of service, of various schemes to enhance water supplies and/or reduce water demands.

Water resources schemes will continue to be prioritised based solely on whole life costs and water resources benefits (expressed in £ per MI/d) as these methods are robust, transparent and well understood.

### • Dredging, side ponds and lock leakage

Dredging, side ponds and lock leakage are frequently raised by our customers and users whenever water resources and droughts are being debated. There is often a misconception about the effect of these three issues on our overall water resources reliability. We have reviewed them from a water resources perspective and have made a number of recommendations.

**We need your views on our plans**

A copy of our consultation document, which contains 15 key questions, can be found at:  
**[www.canalrivertrust.org.uk/about-us/consultations](http://www.canalrivertrust.org.uk/about-us/consultations)**

The consultation runs from **9 September** to **4 November 2014**





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# Customer Service Update

- **Winter Moorings**
- **Boat Licensing**
- **Enforcement update**
- **Visitor Moorings**
- **Welfare Officer role**
- **Customer Service Priorities**

# Winter Moorings 2014/15

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- Same offer as last year
  - General Winter Mooring Permit
  - Selected Visitor Moorings
  - Specific sites in London
  - Permits for 1, 2, 3, 4 or 5 months
  - On sale now
- For more information visit <https://canalrivertrust.org.uk/news-and-views/news/winter-mooring-permits-for-2014-15>



# Boat Licensing

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- Launching a consultation on boat licences this winter in conjunction with the Navigation Advisory Group
- This is not about increasing the revenue from boat licensing
- It isn't about removing any prompt payment discounts
- It is about reducing the number of licence types to a more reasonable figure
- Views captured via online survey or paper copies
- Watch out for the launch shortly

# Enforcement

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- Enforcement – Improved visibility
- Alignment with waterways
- 14 day reminders in London and Kennet & Avon waterways



# Visitor Moorings

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- No national framework leading to inconsistencies
- Concerns expressed over the summer over local changes to visitor moorings
- Group established to develop a national framework
- Draft for consultation to be produced in the New Year



# Welfare Officer

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- The Trust has acknowledged the need to expand the capability of its staff to handle the growing needs of an aging boating population, as well as other vulnerable boaters
- To help we are recruiting a welfare officer to:
  - Provide assistance to vulnerable boaters
  - Provide guidance to staff on handling these often difficult cases
  - Link the boater with external organisations better placed to offer further support
  - Reduce the number of vulnerable boaters entering the enforcement process
  - Help develop policy and process for the Trust

# Customer Service Priorities

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- Review of our Customer Service Standards
- Places and bona fide for navigation
- Development of ways to measure performance
- Relationships with key customer groups
- Customer facilities review
- Relationships with other customer groups
- Future winter mooring offer





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# South Wales & Severn Waterway Forum Autumn 2014

## Partnership update

- 10 year strategic plans and
- 3 year priority actions



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# Annual Public Meeting

## South Wales and Severn Waterway Partnership



Gloucester  
22 October 2014

Living waterways  
transform places and enrich  
lives



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# Roles of the Waterway Partnership

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## This includes...

- Agreeing a 10 year vision for the waterway
- Endorsing a 3 year business plan
- Champion the waterway
- Influence and engage local stakeholders
- Encourage fresh insights
- Allocate discretionary resources
- Encourage volunteering
- Engage waterway users, young people, and new audiences and encourage waterway based activity

# Our Strategic Plan



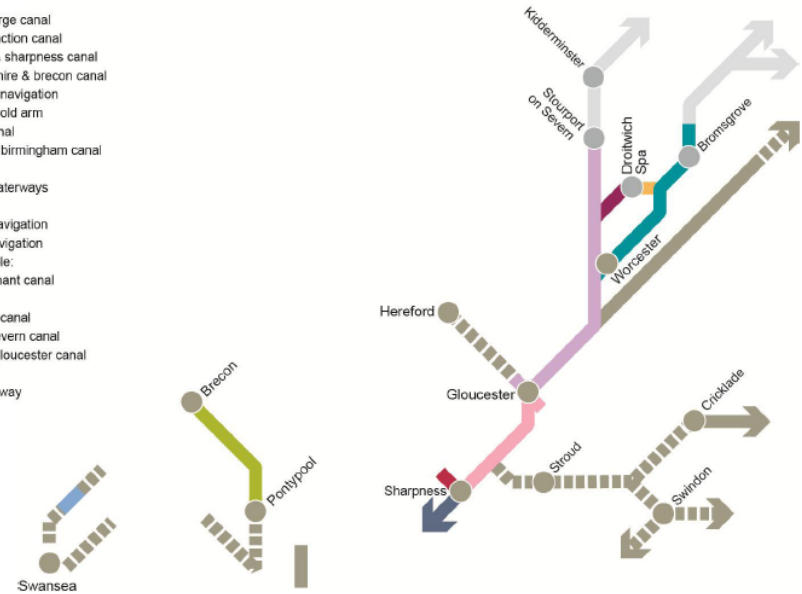
To develop and sustain the most diverse waterways in the United Kingdom

South Wales & Severn Waterway Partnership 10 year Strategic Plan



- droitwich barge canal
- droitwich junction canal
- gloucester & sharpness canal
- monmouthshire & brecon canal
- river severn navigation
- sharpness - old arm
- swansea canal
- worcester & birmingham canal

- non-Trust waterways navigable:
  - river avon navigation
  - river wye navigation
- non-navigable:
  - neath & tennant canal
  - crumlin arm
  - stroudwater canal
  - thames & severn canal
  - hereford & gloucester canal
- coastal gateway



## WATERWAY CONTEXT South Wales & Severn

### South Wales & Severn Waterway Partnership

#### Three Year Rolling Action Plan

The South Wales & Severn Waterway Partnership has developed an action plan for Gloucestershire, Worcestershire and South Wales in consultation with our interest groups, partners and stakeholders. We have ambition and enthusiasm to make a positive difference and we are keen to work with you

or your organisations make improvements to our network. Most of the actions within this plan are being led by Partnership Members. Working closely with the Canal & River Trust as the Partnership will support the delivery of the plan.

No.	Key Initiative / Project	Stakeholder groups (see page 5 for the plan)	Target	Timescale	Lead
1	Targeted upgrading and improving of the canal length and its environs including improving multiple access and tackling ongoing problems at key sites Link B Priority 2	<ul style="list-style-type: none"> <li>People</li> <li>Property</li> <li>Places</li> <li>Waterway</li> </ul>	<ul style="list-style-type: none"> <li>Providing support and resources to enable partnership fundings to be used for shared priority through improvements including grade C sections, e.g. Sharpness to the Sturbridge O&amp;S Canal, Worcester Watermill (Navigation Head)</li> </ul>		Education: Mike Youse David Morgan Partnership: TBC
2	Develop new opportunities for waterway adoption schemes along canals Link B Priority 2	<ul style="list-style-type: none"> <li>People</li> <li>Research</li> <li>Places</li> <li>Waterway</li> </ul>	<ul style="list-style-type: none"> <li>Deliver adoptions in line with CRT National Waterway Strategy 16</li> <li>Strategic Canal priority canal section by end 2016</li> </ul>		Waterway: TBC Partnership: Phil Hughes
3	Engage with local Parish Councils and build positive relations Link B Priority 1	<ul style="list-style-type: none"> <li>People</li> <li>Influence</li> <li>Waterway</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to at least two stakeholder publications per annum</li> </ul>		Marketing: Joe Coppini Partnership: TBC
4	Develop a strong volunteer base in all areas Link B Priority 2	<ul style="list-style-type: none"> <li>People</li> <li>Places</li> <li>Waterway</li> </ul>	<ul style="list-style-type: none"> <li>Working with local groups and partners, look for new opportunities for extending volunteering across the region, e.g. Stodge 'What' Openath Tactical</li> </ul>		Waterway: TBC Partnership: TBC
5	Work with local schools and other youth groups to educate and engage children and youth in the local environment	<ul style="list-style-type: none"> <li>People</li> <li>Places</li> </ul>	<ul style="list-style-type: none"> <li>Develop a sustainable engagement strategy supported by the national education programme to educate youth</li> </ul>		Education Team Partnership: TBC



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# You've seen some of our aspirations – how can you help us achieve them?



- Volunteering?
- Funding?
- Advice?
- Expertise?
- Support?
- Partnerships?
- Adoptions?
- Become a Friend?
- Join our Partnership?



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# South Wales & Severn Waterway Forum Autumn 2014



## Operations update

- Winter stoppage programme
- Major works/dredging plans
- Navigation review on River Severn
- Vegetation/Tree works
- G&S bridge operations

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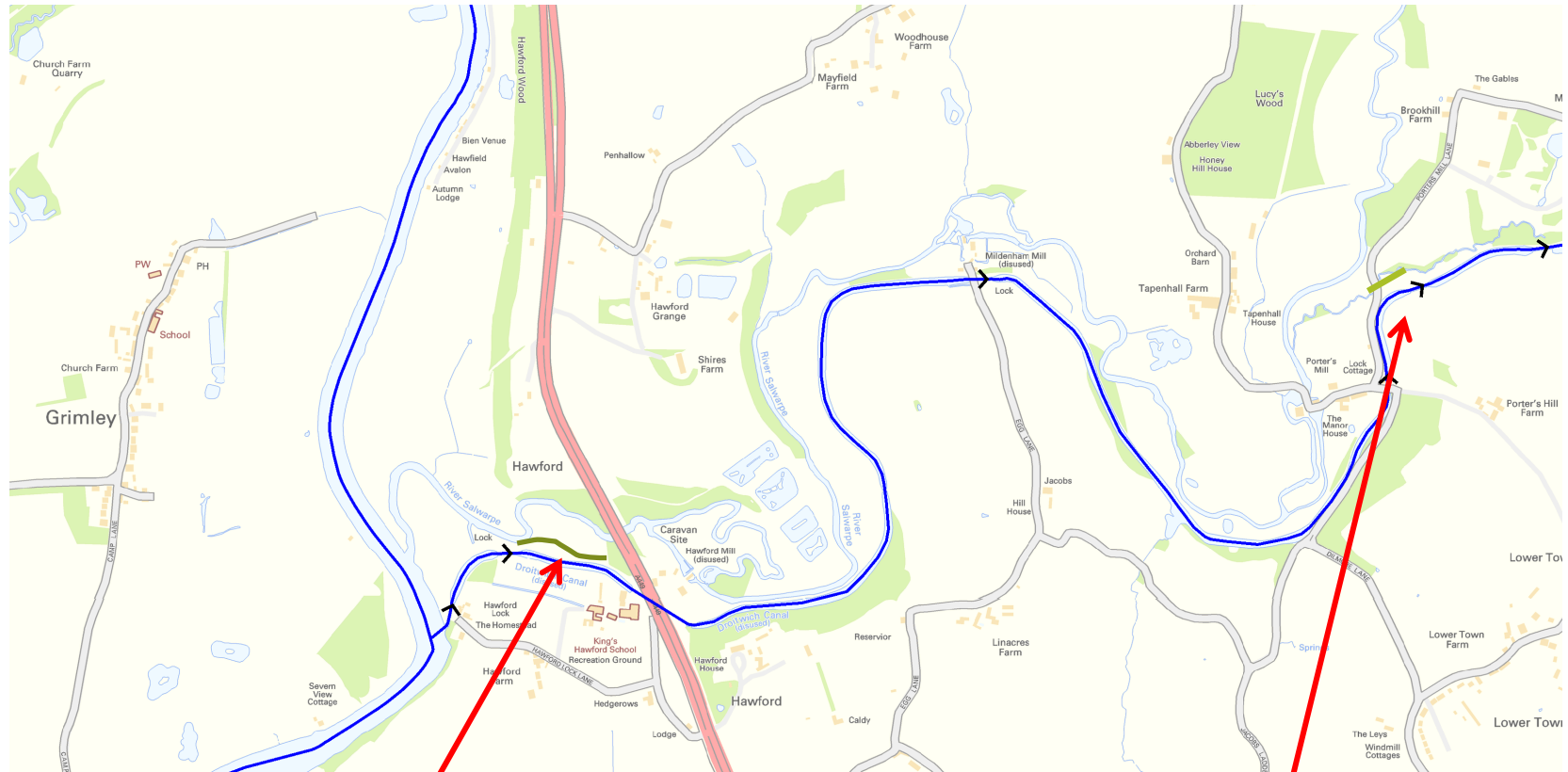
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# We said we would ....

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# Proposed Visitor Moorings on The Droitwich Barge Canal



**Site 1. Above Lock 2  
Hawford.**  
Ideal for when River is in Flood  
Room for 5 boats  
No room for anything more than  
moorings

**Site 2. Above Lock 4  
Lady Wood.**  
Ideal to expand at later date i.e. Bins  
Only room for 2 boats  
Moorings in a flight so water Level  
issues

# New Visitor Mooring

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# Improve Lock 1 & 2 Droitwich

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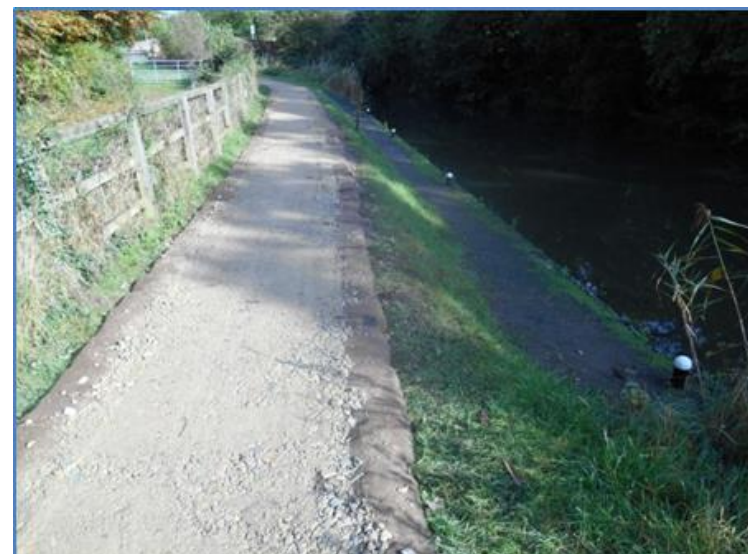
# Towpath Improvements

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# Towpath Improvements

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# New bridge landing

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# We said... Major works 14/15

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- Droitwich Dredging £250K
- Worcester & Bham Dredging £250K
- River Severn Water Injection Dredging £250K
- Worcs & Bham Chamber Brickwork Repairs Lk23 -26 £250K
- Mill Shrub Retaining Wall





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# What else have we been doing

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# G&S Safety Gates

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# Llanfoist

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# Trosnant Spring

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# Bridge 24 W&B Canal

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# Planned Preventative Maintenance (PPM) High Priority Notifications

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# Planned Preventative Maintenance (PPM)

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# What's still causing us a problem

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# Significant Engineering Works 2014-2015

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# Significant Works 2014-2015

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## FY14..15

£250K W&B Spot Dredge

£250K DB Dredge Milldenhall to Porters Mill

£300K W&B Bittel Retaining Wall Re-build

£450K M&B Llanfoist Slip 2

£100K M&B Goytre offside Embankment Strengthening



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# Significant Engineering Works 2015-2017

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# Significant Works 2015-2017

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## FY15..16

£100K	W&B Dredge Jacobs Cut
£750K	M&B Dredging
£250K	W&B Lock repairs
£150K	W&B Demolition Bridge 64A
£200K	DJ Lock 7 Embankment Repair
£1M	M&B Llangynidr Re-lining
£400K	M&B Goytre Culverts, Weirs & Sluice refurbishment
£tbck	Diglis Lock 2 gate replacement

# Significant Works 2015-2017

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## **FY16..17**

£250K W&B Tardebigge Tunnel Repairs

£250K W&B Lock repairs

£2.25M G&S Batters & Jetties Sharpness Port

£1M+ M&B Peterstone Embankment Channel Repairs/Leak Stopping

£250K M&B wet Abutments

## **FY17..18**

£250K W&B Lock repairs

£250K M&B Orchrans Turn Bank Strengthening



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# Winter Stoppage Works 2014-2015

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# Winter Stoppage Works

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## Monmouthshire & Brecon Canal

### Llangatock Field

From Date: 3rd November 2014 at 08:00 to 19th December 2014 at 17:00 inclusive

Marina Construction, extended to include dredging of Llangatock mooring

### Peterstone Wood

From Date: 3rd November 2014 at 08:00 to 28th November 2014 at 17:00 inclusive

Leak stopping and bank repairs

### Bridge 130

From Date: 17th November 2014 at 08:00 to 12th December 2014 at 17:00 inclusive

Repairs to Bridge Arch

### Bridge 98 Govilon

From Date: 1st December 2014 at 08:00 to 19th December 2014 at 17:00 inclusive

Leak Investigation

### Bridge 107

From Date: 1st December 2014 at 08:00 to 19th December 2014 at 17:00 inclusive

Leak Investigation and Bridge abutment repair

### Bridge 47 & 55

From Date: 5th January 2015 at 08:00 to 27th February 2015 at 17:00 inclusive

Refurbishment and Installation of stop plank grooves

Goytre Offside Embankment Re-Build Jan –Feb 2015

# Winter Stoppage Works

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## **G&S & River Severn**

- No Stoppages
- Lincomb Lock, Llanthony Bridge, Saul Junction Footbridge
- Sharpness North Pier
- Parkend to Junction Towpath Improvements

# Winter Stoppage Works

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## W&B Canal

### Lock 10 Tolladine.

From Date: 17th November 2014 at 08:00 to 21st November 2014 at 17:00 inclusive

Re-fit Gate & Repair Upstream Balance Beam, CCTV

### Tardebigge Flight

From Date: 5th January 2015 at 08:00 to 30th January 2015 at 17:00 inclusive

From Date: 4th February 2015 at 08:00 to 13th March 2015 at 17:00 inclusive

**Stoppage has been split to allow the flight to be opened for through traffic between 31 January and 3 February**

Lock 30 Top end gate replacement with chamber brickwork repairs

Bottom end gate refits lock 38, 39, 43, 44 & 50. Arising T/E planking at 33, 29, 54, 57.

Waterway wall repairs Lock 33-34 & Lock 40

Principal Inspections locks 27, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 42, 43.

Stiff paddle trial installation.

### Stoke Wharf Locks

From Date: 5th January 2015 at 08:00 to 30th January 2015 at 17:00 inclusive

Brickwork Repairs to lock chambers and bottom end gate refits.

### Lock 22 Astwood

From Date: 12th January 2015 at 08:00 to 16th January 2015 at 17:00 inclusive

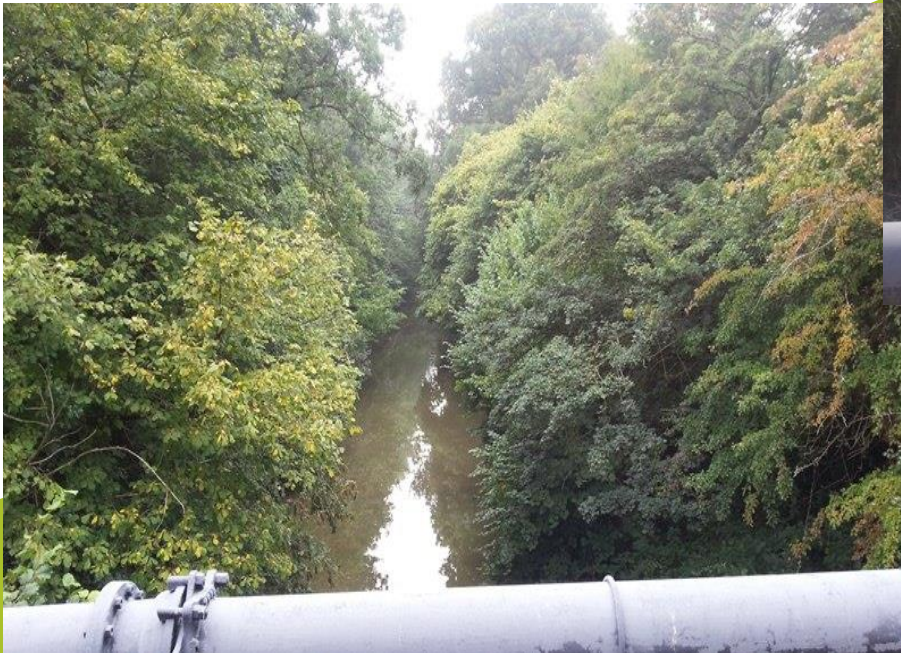
Coping Repairs to lock Chamber.



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## Offside vegetation cutting



### Offside vegetation

W&B 4Km

M&B 5.5Km

Droitwich 1.6Km

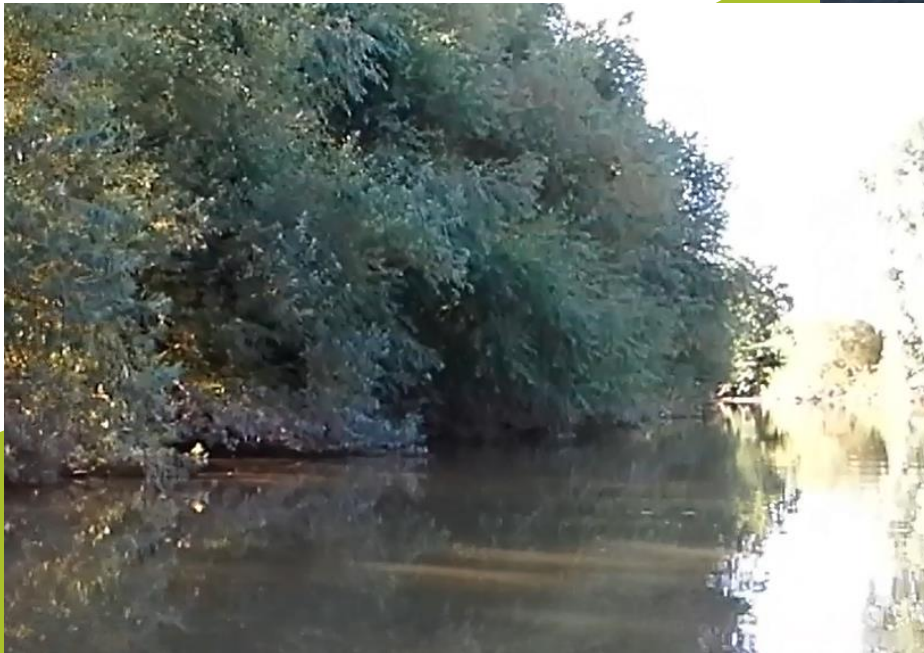
River Severn 2.4Km



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## River Severn Partings vegetation cutting Autumn 2014



**Before and after shots**



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## Grass cutting review Autumn 2014



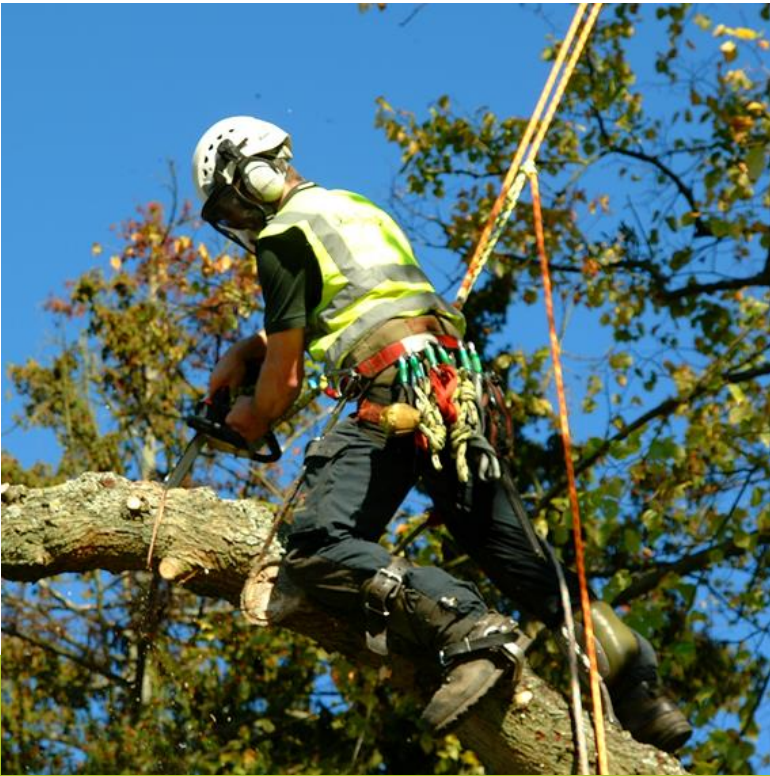
**Additional cuts carried out  
to reduce reed growth on the  
G&S canal**



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## Winter Tree programme



Trees requiring work identified from our recent tree survey include;

W&B 420 trees

Swansea 25 trees

M&B 1043 trees

G&S 145 trees

Droitwich 55 trees

**Total 1688 trees requiring work**



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# Navigation review of River Severn



- ❑ Objective : to review current information and facility provision, including flooding response
- ❑ Extensive consultation with leisure users, traders/marinas and commercial users
- ❑ Result will be a reliable and up to date navigation guide – Spring 2015
- ❑ Strong stream warning options being considered

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# G&S bridge operations



- ❑ Objective : trial of innovative technology to test for safe bridge operations at Sandfield
- ❑ Results : trials show feasibility and proof of concept for laser applications and mobile phone user operations
- ❑ Next steps – set up steering group to examine how the technology can be applied to the G&S canal and whether bridges can be operated by boaters using technology applications

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## Boating update



- Enforcement Update
- Sign up to 'boaters updates'
- Licence evasion at 3.9%
- Droitwich visitor mooring
- River Severn elsan facility
- Moorings Review of G&S canal
- Moorings Review of M&B canal
- Point of sale changes (eg Gloucester Lock)

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# Enforcement Update

30 October 2014

Gloucester

	South Wales & Severn	Gloucester & Sharpness Canal
Licence Enforcement	51	25
Current indicative evasion rate	2.8%	3.5%
Continuous Cruiser Enforcement	50	35
Other Enforcement Issue	45	22
Overstayer Enforcement	1	1
Total caseload	147	83
March 2014 100% Enforceable check		
Total	1833	
Evaders	71	21
March 14 evasion	3.9%	3.0%
Boats seized April to September inclusive	3	1



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# Enforcement Update

5 November 2014

Pontardawe

	South Wales & Severn	Monmouth & Brecon Canal
Licence Enforcement	51	3
Current indicative evasion rate	2.8%	<b>0.7%</b>
Continuous Cruiser Enforcement	50	3
Other Enforcement Issue	45	9
Overstayer Enforcement	1	0
Total caseload	147	15
March 2014 100% Enforceable check		
Total	1833	
Evaders	71	17
March 14 evasion	3.9%	4%
Boats seized April to September inclusive	3	0



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# South Wales & Severn Waterway Forum Autumn 2014



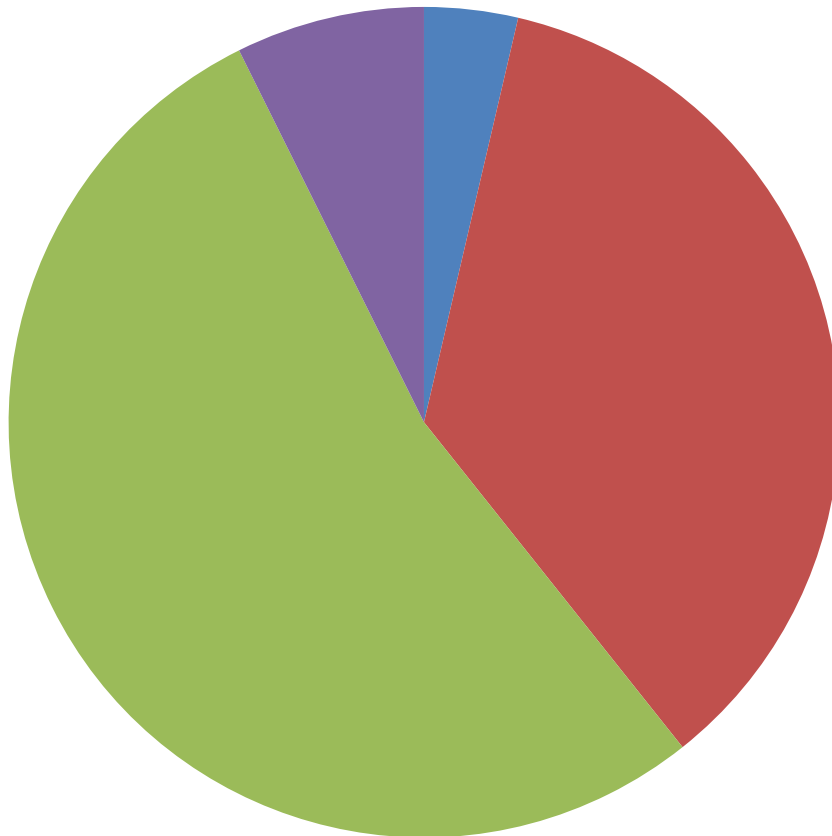
## Volunteering

- Performance update
- Worcestershire Community workboat
- Welcome station at Saul
- Adoptions
- New Volunteer Development Co-ordinator

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# Volunteering

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- 1
- 2
- 3
- 4

Key	
Waterway wide (general)	Blue
Worcestershire/River Severn	Red
South Wales	Green
Gloucestershire	Purple

- **Target of 4000 days by end of March 2015 – achieved over 3000 to date**
- **19 active groups**
- **Advanced discussions with 10 more groups**
- **150 registered individual volunteers**
- **6 formal adoption schemes**
- **Corporate volunteering (M&S; BT)**



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# Swansea WRG Camp

## 1<sup>st</sup> Week (July):

- Arrive Sat 12<sup>th</sup>
- Work - Sun 13<sup>th</sup> to Fri 18<sup>th</sup>
- Leave Sat 19<sup>th</sup>

## 2<sup>nd</sup> Week

- Arrive Sat 19<sup>th</sup>
- Work Sun 20<sup>th</sup> to Fri 25<sup>th</sup>
- Leave Sat 26<sup>th</sup>

**Trebanos Locks was again the focal point for the Camp.**





# Worcestershire Community Workboat

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# Our action plan – what are we doing?

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Provide and get adopted a community workboat for the Worcestershire waterways





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# South Wales & Severn Waterway Forum Autumn 2014

## Events

- M&B Canalthon
- St Richards Festival (Droitwich)
- IWA boat gathering (Saul)
- W&B 200<sup>th</sup> anniversary – 2015
- Filming in Gloucester Docks
- Tall Ships May 2015
- Rugby World Cup 2015



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# South Wales & Severn Waterway Forum Autumn 2014

AOB



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# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

Gloucester 30<sup>th</sup> October 2014

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- **Customer Service/Boating**
- Concerns were raised that customers had experienced occasions when they were unable to contact anyone at the Gloucester office and they felt the main customer service line was not working. Sheila Shaw is visiting the national customer service site at 'Money Penny' soon and will raise this feedback. Gloucester Office can be contacted on T 01452 318008 or our Customer Service Team or T 0303 040 4040 [enquiries.southwalessevern@canalrivertrust.org.uk](mailto:enquiries.southwalessevern@canalrivertrust.org.uk)
- Moorings – Q/ is there a difference regarding 14 day reminders for craft with a home mooring and continuous cruising. **Sheila Shaw** to confirm definition of the 14 day reminders
- Emergency Contact number **T 0800 47 999 47** – worries were raised over the emergency number sometimes not being answered at busy times – the Trust advised that this system is outsourced to West Midlands Ambulance Service but there are plans to consider establishing an in-house national call centre in the future which would address this. In the meantime, we have our Navigation Advisory Group and National User Group and they may be able to look into this in the national context to take the matters forward
- <https://canalrivertrust.org.uk/about-us/governance/national-advisory-groups/navigation-advisory-group>.
- <https://canalrivertrust.org.uk/about-us/governance/national-users-forum>
- Will washing machines be re-installed at Llanthony Warehouse sanitary station? Answer – no as they were removed four years ago due to cost and it would need to be a decision by the nearby marina (managed by BWML) if they wanted to reinstate them and cover any costs of running them.
- Reminder that visitor moorings stay limits in Gloucester docks are changed during the winter period from 48 hours to 5 days - this is for the pontoons only - all electric points moorings are still 48 hours.
- Local customer service team will review all Notice Boards along the canal network to check if up to date with correct and valid information for all customers.
- A new welfare officer is being appointed for the Trust to help support boaters in need <https://canalrivertrust.org.uk/news-and-views/news/new-welfare-officer-post-created>
- Boating update – <http://canalrivertrust.org.uk/news-and-views/features/boaters-update>
- Reminder to sign up to navigation and towpath alerts – insert link to do this here
- Concerns raised with regard to no/bad network facilities on the G&S canal – there is free Wifi in Gloucester Docks but other areas do not have any signal at all
- Update on from enforcement team on Upton Upon Severn Moorings – there has been 100 sightings, 43 unique boats and 5 craft identified as overstaying

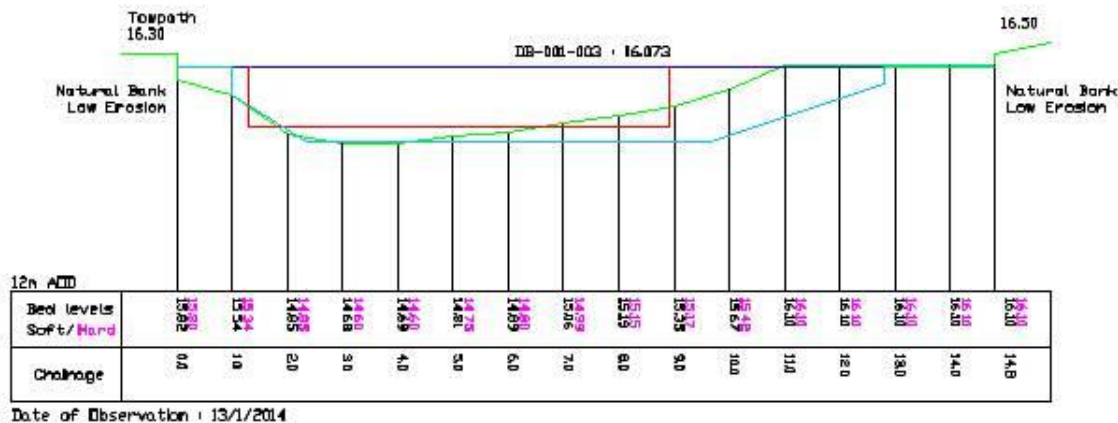
# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

## Gloucester 30<sup>th</sup> October 2014

### Operations

- A presentation was given by John York (JY) on Engineering works for the SWS waterway and planned winter stoppages and future engineering works were highlighted, as well as the huge amount of investment and resources that have gone into protecting the waterway infrastructure in the past 12 months.
- Droitwich Barge Canal Dredging - the Trust will be dredging to a profile of 1.35m deep. The width will be variable (between 8m and 10m) as we will be retaining a 1m reed margin on the towpath side and a 2m margin on the off-side – consistent with the channel proposals to stakeholders for the restoration of the canal. The 'Box', aka Dredging Trigger Profile which determines navigation channel 'compliance' is 7.6m X 1.1m on the Droitwich Barge Canal. The image below shows a typical cross section showing the 7.6m X 1.1m DTP in red, the existing bed in green and the dredging profile in blue.

Droitwich Barge Canal  
DB-002-P0750



# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

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- **Q** – will the Trust be looking to review the type of wood used to make new lock gates – what is the Trust's views – **A** The Trust has been a member of WWF's Global Forest and Trade Network in the UK since 2002. We are committed to sourcing forest products from well-managed sources and during 2013 our "Credibly Certified" purchases reached an all-time high of 96.7%. We specify FSC (Forest Stewardship Council) approved timber for nearly all our construction activities and closely monitor it's sourcing and use. The Trust specifies the use of British Oak for our lock gate manufacture (and occasionally European Oak if there are supply issues). We have found that this gives us the best approach to, and balance of longevity in use, its cost, its sustainability, the weight of the gates, and the workability of the timber at our workshops. The Trust do not use African hardwoods like Ekki and Opepe, which although denser and longer lasting, are difficult to work with woodworking machinery, are non-sustainable, contain known carcinogens, and the manufactured gates would weigh much more resulting in potential damage to lock quoins and cills. The Trust are proud of its current strategy and have no intention of reviewing it - **Graham Holland - National Asset Strategy Manager**
- Discussion took place on the removal of trees on River Navigations where the land does not belong to the Trust – this is a national issue and waterways are liaising with our legal teams with regard to tree cutting on riparian land owners and their responsibilities.
- Rob Eaton (RE) – Customer Operations manager - is doing a full review of the Navigation of the River Severn – he will be in contact with the IWA and bringing all the information together for more information on this project, Rob can be contacted on [rob.eaton@canalrivertrust.org.uk](mailto:rob.eaton@canalrivertrust.org.uk)
- Bridge Operations on the Gloucester & Sharpness Canal – NW updated the group with information regarding this potential project and the possibility of applying a new system where boaters could operate the bridges without the need for a bridge-keeper to be present. Q&A session took place and it was agreed that a steering group should be set up to include a representative from each principal canal user affected by bridge operations. **Action : NW to establish steering group as soon as the project funding has been confirmed..**
- SB gave a briefing on the Welcome Station at Saul Junction and if any of the group can help promote and work with the Trust to improve volunteers please contact [enquiries.southwalessevern@canalrivertrust.org.uk](mailto:enquiries.southwalessevern@canalrivertrust.org.uk). The Trust thank the Cotswold Canal Trust with their support and help moving forward. An Education Volunteer day had taken place <https://canalrivertrust.org.uk/news-and-views/features/explorers-education-volunteers>
- SB gave an update on the ongoing review on the visitor moorings provision on the G&S canal and answered questions on locations, conditions, facilities and stay limits. NW clarified that any proposed changes to local visitor moorings would require endorsement at national level once the revised visitor mooring standards were completed early next year.

# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

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## AOB

- It was commented on about the lack of attendance at the meeting and the Trust will look at ways to improve communication and better engagement moving forward for all our customers. The Trust would like to encourage all users to attend the forums, to include Boaters, Walkers, Cyclists, rowers, councils, volunteers, anglers and local communities.
- NW thanked all guests and CRT staff for their valuable contributions over the three hour duration of the Forum and despite the low turn-out, the positive and constructive feedback was very much appreciated
- Our local South Wales & Severn Office can be contacted on Tel 01452 318008 or [enquiries.southwalessevern@canalrivertrust.org.uk](mailto:enquiries.southwalessevern@canalrivertrust.org.uk) and please see our local SWS pages at <https://canalrivertrust.org.uk/south-wales-and-severn-waterways>

## Swansea 5<sup>th</sup> November 2014

### Customer Service

- Nick Worthington (NW) introduced the new Towpath Code and the final summary report can be found [Here](#) – from this new signage will be introduced along the network show Pedestrians will have right of way over cyclists
- **Welcome stations** – how is the Trust going to deliver the criteria for the welcome stations – NW explained how they are working nationally and new idea's and opportunities would be welcomed. New projects from CRT Friends are currently being developed and these works can be found [Here](#)
- NW explained the new Trust's re-structure and how engineering works will work along the waterways. He covered the new ways of working within the Waterway and the new customer service teams.

### Boating/Moorings

- Continuous Cruising is still causing concerns on the Kennet & Avon Canal and there is a trial Boating plan which can be found [Here](#)
- Concerns raised about how the forums were advertised and this was taken on board by the Trust and improvements will be made going forward. The Trust will become more proactive and find better ways of informing our customers about these local meetings.

# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

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- **Q Can CRT explain their policy on continuous Cruising on the M&B Canal – and how are the Trust enforcing licencing and moorings**
- We employ Data Checkers, whose main responsibility is to walk the towpath collecting boat sighting information to enable the Enforcement Officers to take appropriate action. The aim is that nationally we cover the main line of all the canals every 14 days, including the Monmouth & Brecon Canal.
- **Licensing**
- Not all licensed boats display their licence discs and therefore they appear to be unlicensed. If you wish to check the licensing status of any craft we have a facility to check this on our website at <http://canalrivertrust.org.uk/boating/licensing/licence-it-or-lose-it/online-boat-checker>. If the boat is unlicensed you can log the sighting and this will be actioned by our Enforcement team in the same manner as the sightings collected by the Data Checkers. Each month some statistics are included in the Boaters Monthly Update to show what has happened to these customer recorded sightings but due to restrictions of the Data Protection Act we cannot divulge what action is being taken against the owners of specific craft.
- **Continuous Cruising**
- As a guide, we use the BW v Davies case judgement which states that 10 miles is not bona fide use of the vessel for navigation, plus when deciding who to prioritise for enforcement action we review boat sightings using the following criteria 'a boat must not stay moored in the same locality for more than 14 days' (a copy of the full guidance is attached for reference). We have also recently introduced a process to closely monitor new Continuous Cruisers, which enables us to act swifter if they fail to comply.
- Licencing enforcement information was given to all the group and it was confirmed that the team was dealing with 147 cases within the SWS and 15 of those were on the M&B Canal. The current indicative evasion rate is 2.8% for the SWS and 0.7% for the M&B canal
- All boating forums and waterway forum dates can be found on the meetings site which can be found <https://canalrivertrust.org.uk/meetings> the 2015 dates will be input once they have been approved locally. The South Wales & Severn Waterway will continue to have two spring forums and two autumn forums – dates to be confirmed.

# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

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## Operations Update

- NW updated the group on how funding is split in the waterways and where the funds have been spent over the previous and forthcoming years. He explained the Swansea canal was a remainder waterway and how important community engagement was with the input from the Swansea Canal Society (SCS)
- The SCS asked how they can help moving forward with vegetation and trees – both parties are now working on a 3 year Business plan for the SCS and Kevin Phillips is working closing with the group to move this forward.
- Site lines – it was the Trust's policy that all site lines should be clear and the principal for the trust is it will be reviewed on a case by case basis – the Trust asked all customers to report any issues and they will be reported to our Vegetation team.

## Volunteering

- NW explained how the adoption schemes work and all information can be found <https://canalrivertrust.org.uk/news-and-views/news/adopt-a-canal>. The Trust would be very committed to work with the SCS to look at either part adoption or full adoption of the Swansea Canal. NW reviewed the great success of the Swansea Waterway Recovery Group (WRG) and the work they completed earlier in the year at Trebanos Lock. A meeting will be arranged moving forward with KP and the SCS to move forward their wonderful idea's and support with the Swansea Canal. The Trust have a cabinet meeting to "open doors" for restoration of Clydach Lock – the restoration site can be found <https://canalrivertrust.org.uk/restoration/get-involved>
- If you wish to contact the local waterway office you can call T 01452 318008 or our customer service team on T 0303 040 4040 or please email [enquiries.southwalessevern@canalrivertrust.org.uk](mailto:enquiries.southwalessevern@canalrivertrust.org.uk) – or please see our local web site for the South Wales & Severn Waterway at <https://canalrivertrust.org.uk/south-wales-and-severn-waterways>

## AOB

- **Q** Relationships with partner organisations – it was agreed that this must improve and new ways of working should now help with this. The Trust are waiting for approval of a new position within the Waterway – Development & Community Engagement Officer – and they will be working on how to improve communications which include dates of forums, working with communities and embrace the new structure.
- The SCS thanked the Trust for all their commitment and likewise this was returned. The Trust would like to continue to support and develop all works on the Swansea canal. They now have a new fundraiser within SCS and they will look to review funding for possible Notice Boards and other opportunities for the canal.

# Q&A's from Autumn Waterway Forums Gloucester & Swansea 2014

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## **AOB- continued**

- Can the SCS help with removal of trees and can they be trained to help with the removal of Japanese Knotweed? This will be part of the BP for the SCS and reviewed by the local teams.
- The SCS thanked Jane Hennell for all her hard work on the A465 Dualling project –
- Funding awards – Waste Management – SCS short-listed for Clean Britain awards
- The group thanked CRT for all their hard work and commitment and hope the SCS and other groups can continue to work with the Trust
- If customers need to contact Phil Hughes <http://www.fourteenlocks.co.uk/contactus.html>