

# Our Changing World

To be a successful charity, achieving our purpose and vision, we must respond and adapt to the ever-changing world.

Our next ten-year strategy will be our guiding path to securing the long-term future for the network and the Trust as a thriving charity.



# Our Purpose

**Why we exist** – As a charity we need to achieve a sustainable future for our canal network, keeping it open and alive, making it resilient and safe; and maximising its value for people, nature and the economy.



**OUR PURPOSE**  
Why we exist

**Keeping Our Canals Open & Alive**



# Our Vision

**Where we want to be** – Our Vision sets out our aspirations for the future, a picture of what we want our canal network to become and the sort of charity we want to be so that we can all understand what we are working towards.

**OUR VISION**  
Where we want to be

**Our canals are living waterways that transform places and enrich lives**

# Our Impact

**The difference we can make to society** – We contribute £6.1 billion per year to society and the economy, including saving the NHS £1.1 billion a year and providing vital flood protection for homes, businesses and other infrastructure.

We believe that our network can deliver so much more and be part of the solution to key issues faced by the UK today and in the future.

**OUR IMPACT**  
The difference we can make to society

- Resilience & Security**  
Critical & interconnected part of the nation's infrastructure
- Nature & Biodiversity**  
Providing vital habitats & corridors for nature to thrive
- Health & Wellbeing**  
Connecting people with blue spaces, routes & nature
- Place & Prosperity**  
Supporting sustainable growth, boating, development & living

# Our Core Focus

**The heart of what we do** – To keep our canals alive, the Trust must deliver effective and efficient stewardship of our infrastructure, water, environment and heritage, and provide good service to our customers and users, on and by the water.

We want to be recognised as a responsible and respected owner of nationally important infrastructure, keeping it safe and open, and as a charity with a strong commitment to service, attracting more satisfied users and engaged communities, on and by the water.

**OUR CORE FOCUS**  
The heart of what we do

- Stewardship of our network**  
Maintaining & managing our infrastructure, water, environment & heritage to be resilient in the long-term
- Service for our customers**  
Giving our customers & users a great experience, on & by the water & building community connections

# Our Enablers

**How we will do things differently** – To successfully deliver our stewardship and service, and to maximise our impact, we have identified four areas where change is most critical.

Overarching all of this we need to operate and use our resources more efficiently and sustainably, reducing our carbon output towards net zero.

**OUR ENABLERS**  
How we will do things differently

- Our Culture & People**  
We will be a diverse & inclusive, bold, forward looking & innovative charity
- Influence**  
We will be a credible & effective influencer & become the sector leader
- Income**  
We will secure sufficient income from diverse sources, be a 'partner of choice', delivering societal impact
- Processes, Technology & Systems**  
We will have processes & systems that improve our capability & agility & drive productivity & efficiencies



# Keeping Our Canals Open & Alive

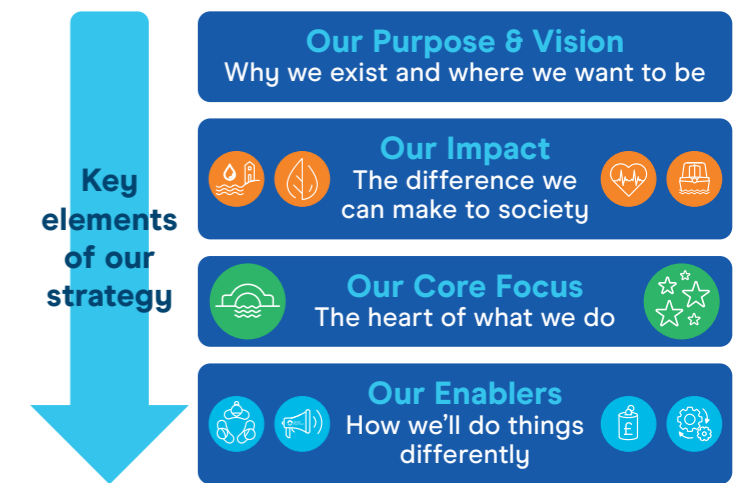
Sharing the first step in the development of our next ten-year strategy



Our full ten-year strategy (2035) will be shared in late 2025

# Our Next Steps

This is the first step in the development of our next ten-year strategy, which will frame our next three-year business plan and beyond.



We are now working on defining our ambitions and targets and will communicate these with you in the coming months.



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## OUR VISION

Where we want to be

## OUR IMPACT

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## OUR CORE FOCUS

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## OUR ENABLERS

How we will do things differently



Resilience & Security



Nature & Biodiversity



Health & Wellbeing



Place & Prosperity



Stewardship of our network



Service for our customers



Our Culture & People



Influence



Income



Processes, Technology & Systems