



Canal &
River Trust

West Midlands Waterway User Forum

21 April 2015



Agenda



Canal &
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- **General Update – Ian lane**
- **Project Works - Jon Pritchett**
- **Operations – Ian Darby**
- **Digital Update – Ian Lane**
- **Enforcement Update – Ian Lane**
- **Angling Update – Ian Lane**
- **Questions**



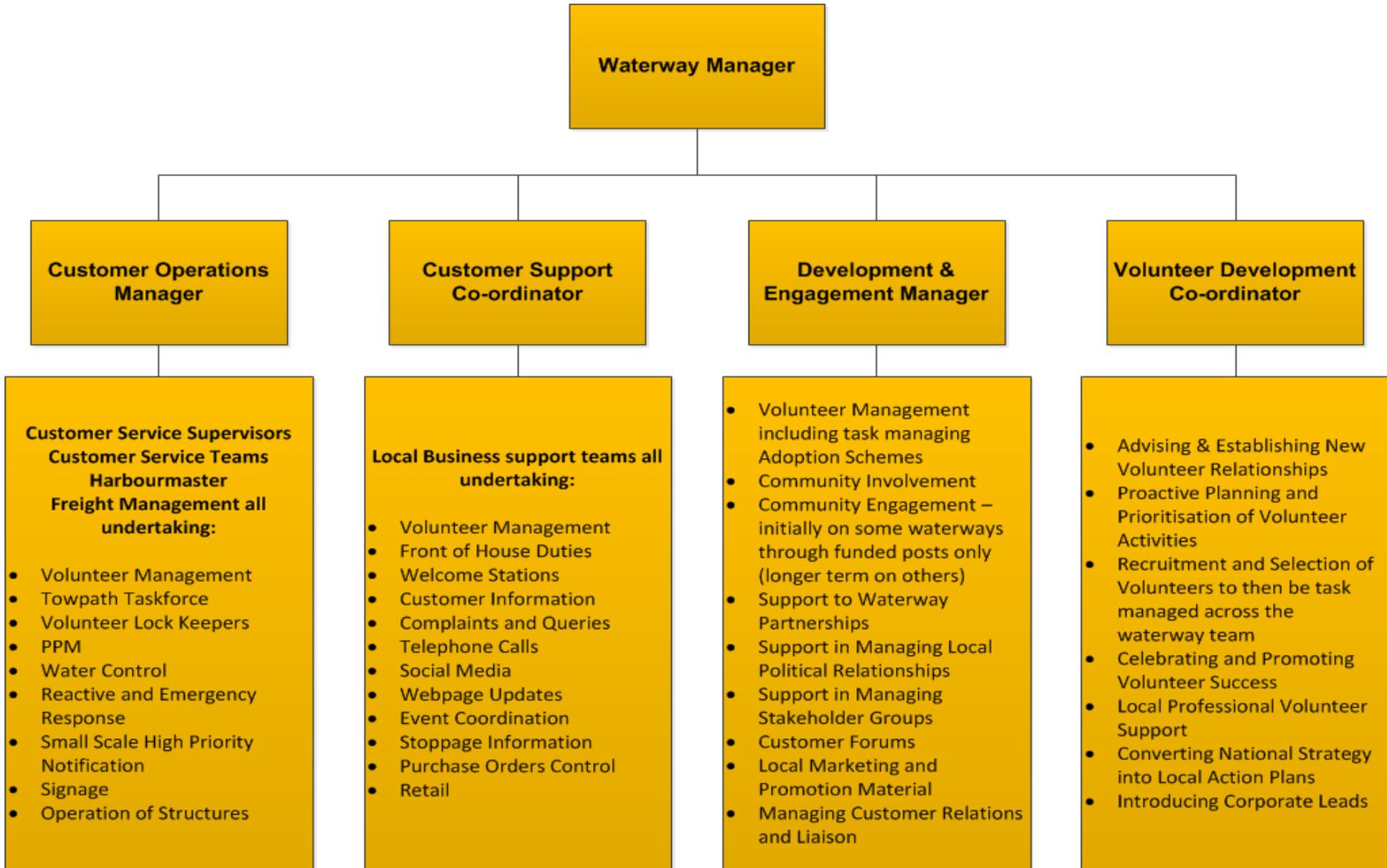
- **General Update – Ian lane**

Waterway focus

Focus on customers, the operation and maintenance of the waterways and the management of community and customer relations to deliver the Trust's Strategic Objectives. The Waterways will be the local face of the Trust.



Waterway structure



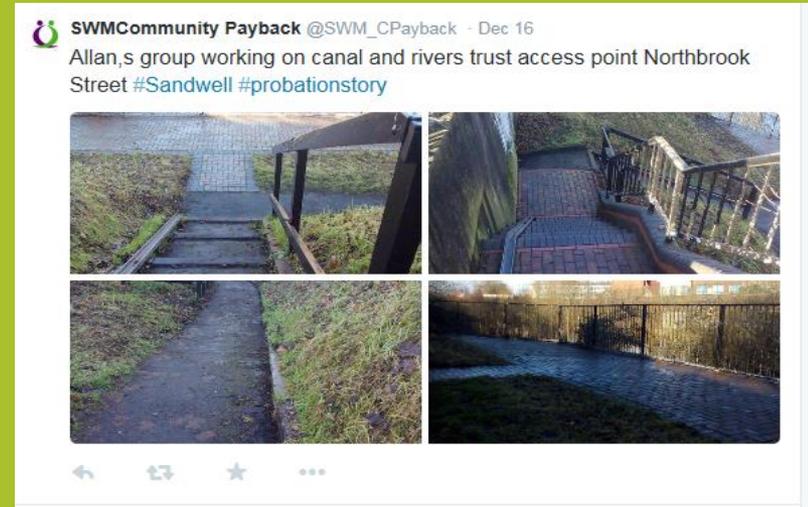
How do we Achieve this?

- Get the basics right - impressions
- Retain current groups
- Identify need
- Learn from other volunteer group locally and join forces



How do we Achieve this?

- Community support
- Community payback
- Seetec/back to work schemes
- The Arts & Culture



How do we Achieve this?

- Corporate support – short, medium & long term agreements
- Local business support
- Healthcare
- Youth engagement
- Local Authority



How do we Achieve this?

- Political support – engage with MP's
- Further education
- Faith groups
- Grants
- Events
- Regeneration



B15 Key focus

- Events
- Signage
- Motor cycle barrier project
- Externally funded improvement works
- Probation
- Volunteering



Customer Service Questionnaire

- Customer service questionnaire December 2014
- Thank you to all that responded



Customer Service Questionnaire

- Better communications and info on who to talk to
- Improved Info and maps on website
- Better advertising of facilities
- Towpath improvement & better access
- Answering phones promptly and improved opening hours
- Recognition to groups
- Fulfill the needs of communities



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Project Update

Jon Pritchett

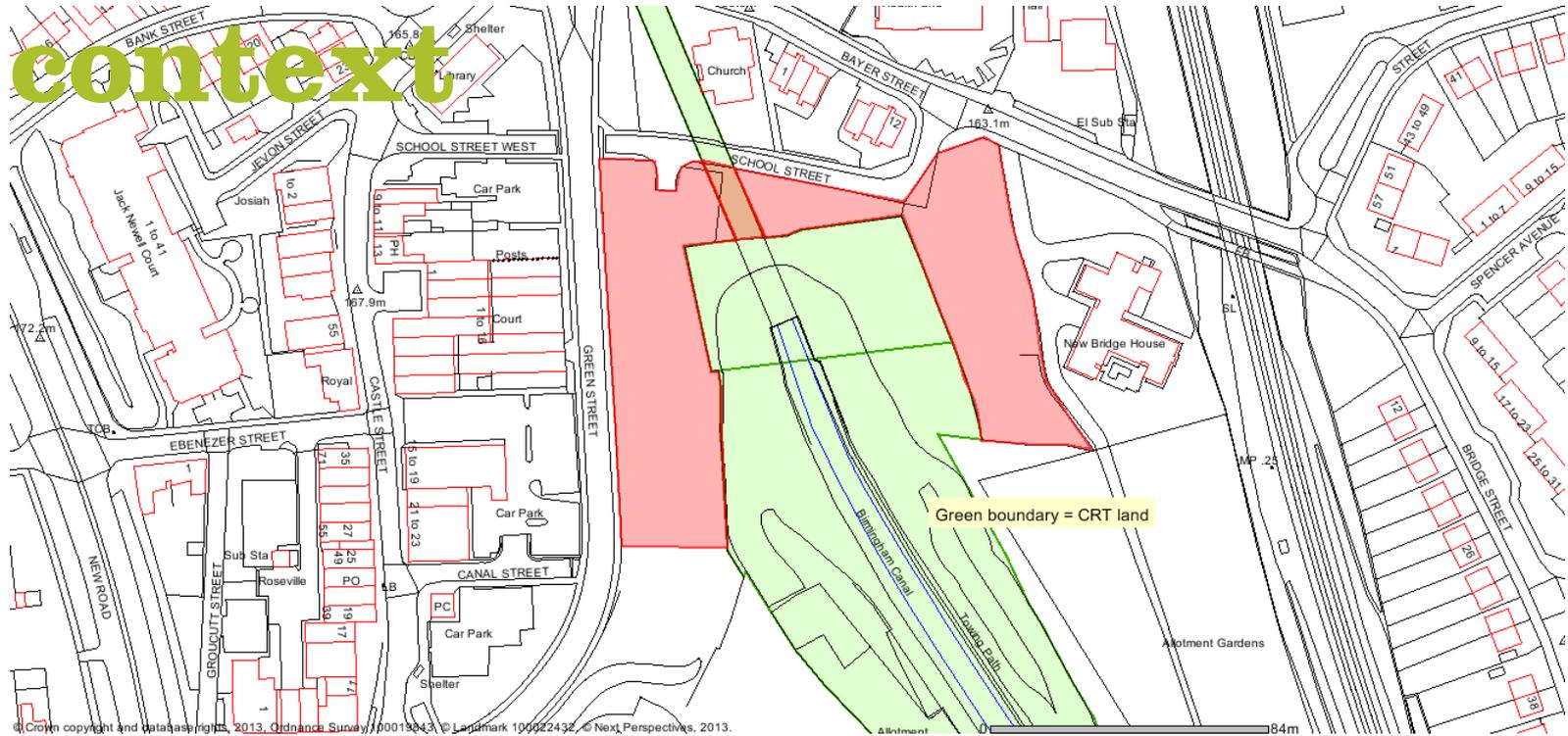
Coseley cutting stabilisation

**WORKS TO STABILISE SLOPES OF CUTTING 7 & 8
WOLVERHAMPTON MAIN LINE CANAL
PROJECT COST: £780K**

Jon Pritchett

Site

context



Green area shows the extent of CRT land. Red areas show land owned by Dudley MBC.

The need for works:

- The sloping faces to Coseley Cutting (aka Cutting 7 and 8), failed in February 2013, leading to an immediate closure of the towpath as failed material fell towards the canal.
- The navigation remained passable for craft and the site underwent regular monitoring via the engineering and length inspection teams until the works could commence.
- The project remit was to clear the site of failed material, re-open the towpath and ensure that the slopes of this cutting were stabilised from further slippage.
- The site is bisected by the Wolverhampton-level Main Line Canal which is an important asset to the local network due to its water supply role (it is adjacent to Bradley Pumping Station) and representing the busier of the cruising routes through the BCN network.





The cutting slopes had begun to re-vegetate in their 'failed' condition.



Existing vandalised assets were identified.



The works – removal of vegetation & removal of failed material

- Works began on site in November 2014, following the preparatory vegetation clearance to the slopes.
- Site access was particularly challenging and numerous land owners and stakeholders needed to be consulted to allow mobilisation to take place.
- Vegetation was removed from the slopes via the use of specialist contractors using abseiling techniques.



Cutting 7. Excavating plant is placed within the base of the cutting. Loose material and overburden rock is scraped from the slopes and loaded into awaiting hoppers.



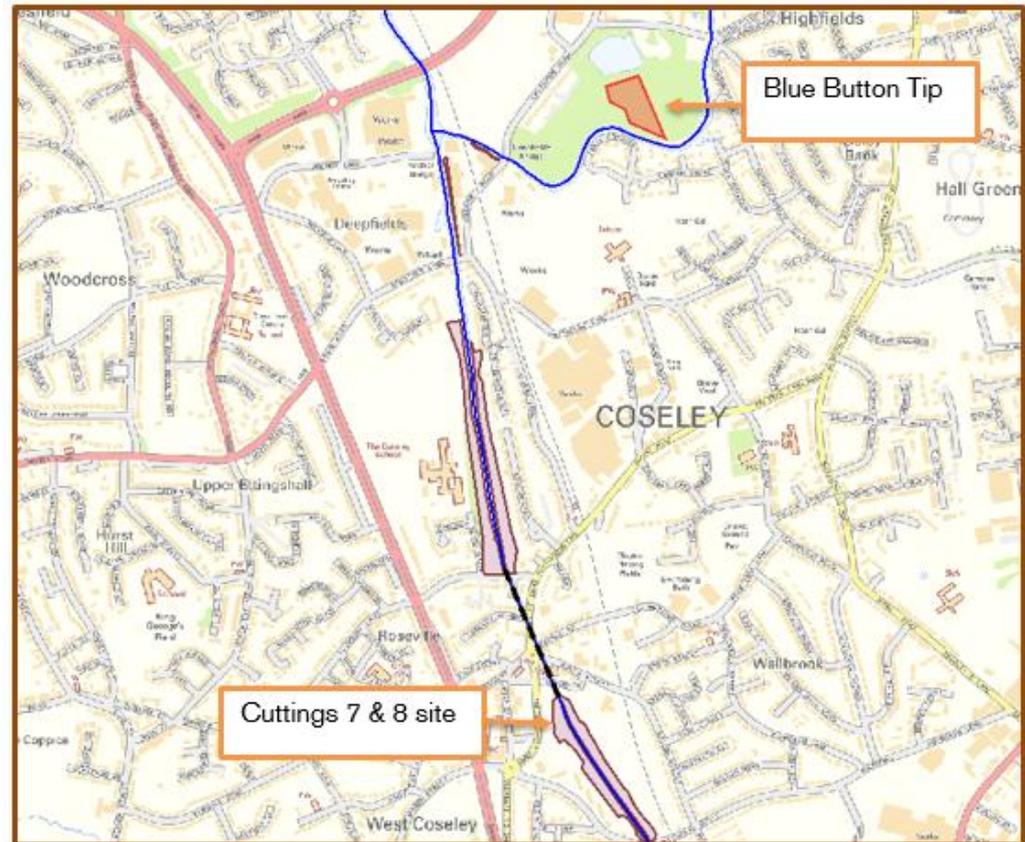
Cutting 8. Following the removal of overgrowth, all loose and unstable spoil needed to be cleared from the slopes.



- A total of 1500 tonnes of spoil was removed from the slopes of cutting 7 and cutting 8.
- All of this material was transported from site via canal, removing the burden on the local road network, reducing congestion around Coseley and reducing the carbon footprint of the project.
- The spoil was tested and found to be safe and inert.
- A former Dredging Site, located 2km away was decided to be the 'Receiver Site'.

Blue Button Tip

- The material from the slopes was tested and proven to be suitable for re-use in the part-remediation of a CRT former-tip site some 2km from the cutting site.
- The tip site (Blue Button Tip) has a history of being blighted by anti-social behaviour and vandalism, which made it very difficult to isolate parts of the site which were clearly showing signs of former toxic waste disposal.
- Repeated fencing repairs to exclude the general public from these areas were often met with further vandalism hence by using this material to cover the toxic areas of the tip, the hazardous conditions are eliminated from public exposure.







The former dredging tip site was seeded and is now beginning to re-vegetate naturally.



The slopes were cleared of failed material, and now ready for stabilisation and meshing works.

Stabilisation of the slopes



3m-long rock anchors were drilled into the underlying strata and grouted in place.



Meshing was blanketed over the slopes, ensuring stabilisation against further slippage.





Lower slopes were pre-seeded and stabilised with specialist plastic-coated meshing to enhance vegetation re-growth.



The meshing on both sides was tensioned via anchor plates which were bolted in place.

Enhancement Works



The anchor plates were painted with black anti-tamper paint to deter removal.



Access steps were upgraded, new handrails installed.



A formalised entrance was created.



Additional parapet rails were installed to assist descent towards the portal and steps.



Works to both cutting slopes required the prior removal of vegetation to enable plant access, spoil removal and stabilisation. To replace the previous deterrent against accessing the crest of the cuttings, palisade fencing was installed to protect the public.



Access steps to both cutting 7 and cutting 8 received timber repairs and surfacing works. Handrails were repaired and where defective rails were identified, these were replaced with new steelwork and painted.

'Final 10%' works



- Repairs to portal wall
- Repairs and replacement to handrails
- Towpath wall repairs
- Vegetation-loss mitigation.



**Thanks for
watching !**



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Operational Update

Ian Darby



Operations



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- 1 month into reorganisation.
- Managed to complete all of the stoppages.
- Absorbed most of the volunteering into our teams.
- Another 30 to 40 Volunteer Lock Keepers.
- Beefed up the Delph & Curdworth.
- Started to cover Perry Barr & Knowle.
- Waterbourne Task Force going very well.
- Hatton Lock 34 open day very successful.
- New tunnel signage installed. (1st phase)

Operations cont.....



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- CRT Construction Team have rebuilt Wilmcote mess.
- VLK's now fitting it out.
- Waterway now manages the Working Boat Project.
- Leamington & BCN clean ups went very well.
- Started to install the new type signage in Brum.
- You will start to see more of us at events now.
- Sadly, we still haven't managed to move into Minerva Wharf yet 😞

Motorcycle Barrier Project



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- 125 Motorcycle barriers (MCB's) on the Waterway.
 - At any one time approx 50% are operational.
 - We use a lot of resource fixing them only to find they get broken again almost immediately.
 - Many don't comply with the Disability Act.
 - We answer complaints from people who want them taken out.
 - We answer complaints from people who want more putting in.

Motorcycle Barrier Project



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- People assume where we have MCB's in good condition and we have no illegal motorcycle use it's because of the barriers.
- **Wrong!!!**
- The barriers are in good condition because nobody wants to motorcycle in that area!!
- In the areas where we have regular motorcycle use the barriers get broken as quick as we can fix them.

Motorcycle Barrier Project



Canal &
River Trust

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- The project is in its early days and we haven't decided on any course of action yet.
 - What we do know is we want to decrease the number of MCB's on the Waterway.
 - We also want to reduce the amount of illegal use of the towpaths by motorcycles.
 - We will keep everyone informed as we progress and we also welcome peoples thoughts on the topic.



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Digital Update



July 2012



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What are you looking for?

[News & Views](#) : [Events](#) : [Contact us](#) : [Register / Sign in](#) : [Wales](#)

Thank you everyone

News

So many people have helped to create the new Canal & River Trust, and now it's real.

[Find out more](#)



[Canals & rivers](#)

[Nature](#)

[History](#)

[See & do](#)

[Boating](#)

[About us](#)

[Get involved](#)

[Donate](#)

Explore:



Our heritage

Find out about the colourful history of our canals and rivers



Watching wildlife

Find out about the flora and fauna on our network



Take a break

Find out about taking a boating holiday this summer

In your area:

Explore by location

E.g. 'OX51TQ' or 'Bath'

[Search](#)

Our canals and rivers are national treasures, rich in history and wildlife. We're here to protect them for future generations >>



Follow [@canalrivertrust](#)

[Like](#) 0

Latest News »



Thank you everyone

02 Jul 2012

So many people have helped to create the new Canal & River Trust, and now it's real.



Major corporations pledge support to the Canal & River Trust

20 Jun 2012

Three major organisations have announced pledges of support for the new Canal & River Trust.



The Prince of Wales announced as patron of the Canal & River Trust

26 Mar 2012

His Royal Highness, The Prince of Wales, a long-time supporter of the waterways, is to become the first

Latest videos »



Find out what makes our canals and rivers such special places

Events »

05 Jul 2012

Talk: Fourteen locks on the Crumlin Arm

A talk at the London Canal Museum on the Crumlin Arm of the Monmouthshire & Brecon canal.

06 - 08 Jul 2012

Ware Boat Festival

Come to the annual boat festival at Ware on the River Lee.

07 - 08 Jul 2012

Montgomery Canal volunteer work party

Come and help restore the historic Montgomery Canal at Redwirth Bridge with the Shropshire Union Canal

We launched the new Canal & River Trust website when we became a charity

Fast forward to 2015

The screenshot shows the Canal & River Trust website homepage. At the top left is the logo featuring a swan and the text "Canal & River Trust". To the right is a search bar with a magnifying glass icon. Below the logo are navigation links: "Local to you", "News & Views", "Contact us", "Welsh", "Sign in", and "Register". A secondary navigation bar contains "About us", "Enjoy the Waterways", "Volunteer", and "Donate" (highlighted in blue). The main banner features a photograph of a woman and a young child walking on a towpath. The text reads: "Everyone deserves a place to escape. Step onto the towpath and breathe." Below this is the subtext "Help us care for your waterways." and a green button labeled "Become a Friend" with a right-pointing arrow. Navigation arrows and a carousel indicator are visible at the bottom of the banner. Below the banner is a "Local to you" section with a dropdown menu set to "5" miles and a search bar containing "Eg. BS31DS or Bristol". The "The latest from the Trust" section contains two image thumbnails: one with the word "Readymade" overlaid on a photo of a family, and another showing a canal landscape with a play button icon.

It's time for a refresh!

It starts with our audience ...



... And our ambitions

Base our website design and structure on what our customers and supporters want

Make information clear and easy to find

Tell the story of our work as a charity and make a compelling case for support

Reflect the local flavour and diversity of the waterways across the site

Get more Trust staff, volunteers & partners involved in creating digital content

Backed up by robust research

- 2 internal staff surveys
- Public survey reaching over 1,100 people
- 15 in-depth interviews representing a cross-section of the waterway community
- 2 rounds of user testing on early mock-ups of the new website structure
- Ongoing informal user testing as the revamped website takes shape
- In parallel – 2 rounds of public testing of our new interactive maps

What the research has told us

1. Getting the navigation and structure right is critical
2. Give greater emphasis to local plans, projects and activities
3. Improve our interactive maps
4. Make sure all waterway users are represented
5. It's easy to find out how to support, but not why

We've already started making changes

Just a few examples of recent work:

- Increasing our digital reach with SEO (search engine optimisation) and lots of sharable social media content
- Working with boater, cyclist and map expert Richard Fairhurst on [our new website maps](#)
- [Showing the impact](#) our work has on local communities
- Partnering with the experts to deliver great new content, like [our regular new feature](#) from angler and journalist Tony Keeling

Our plan for the website

We're here

Jan - June:
Build new website
Audit content
Public beta

June:
Transfer existing
content
Create new content
Launch (date TBC)

Post-June:
Phase 2
developments
Further feedback &
tweaks

Ongoing: content improvements, greater local input

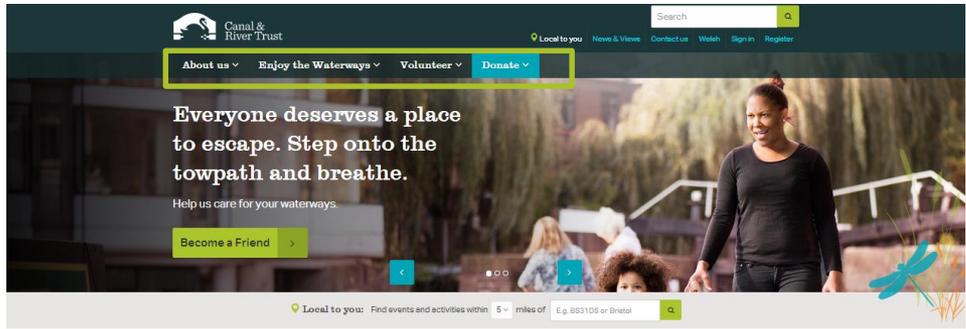
It's not just about the website

The image shows a Google search interface for the query "grand union canal". The search bar is highlighted in green. Below the search bar, there are navigation tabs for "Web", "Maps", "Images", "Videos", "News", and "More". The search results show "About 2,470,000 results (0.45 seconds)". The first result is "Grand Union Canal - Canal & River Trust" with a green highlight. Below it is a "Grand Union Canal - Wikipedia, the free encyclopedia" result, also highlighted in green. To the right of the search results is a featured snippet for "Grand Union Canal" with a collage of images and a "More images" button. The snippet includes a description: "The Grand Union Canal in England is part of the British canal system. Its main line starts in London and ends in Birmingham, stretching for 137 miles (220 km) ..." and a "Bridges: The Rolling Bridge, Bishop's Bridge" section. A "Feedback" link is visible at the bottom right of the snippet.

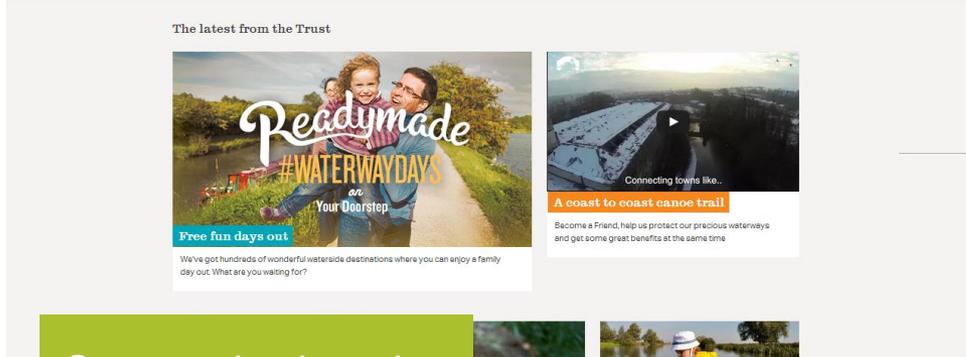
It's also about the journeys people take to reach our content and making sure we are findable in the right places

Mock-ups of new web pages

Homepage



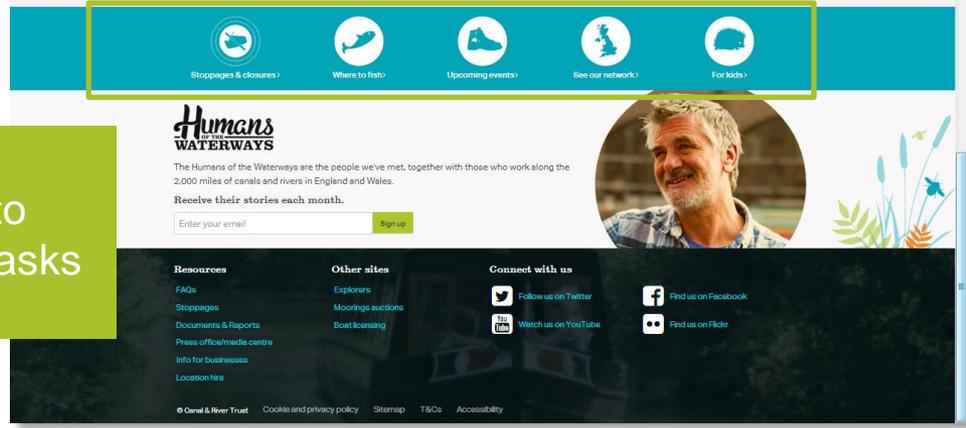
Streamlined menu with drop-downs
Improvements to the site search



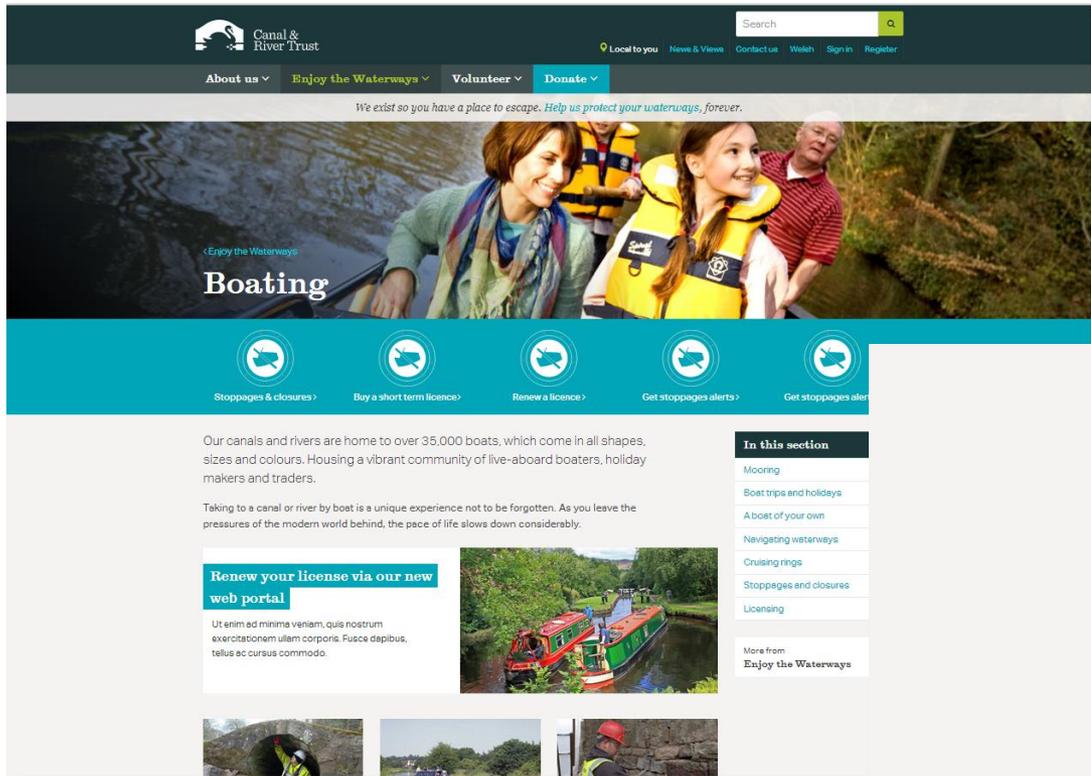
Constantly changing feed of latest news, events, features



Quick links to information & tasks



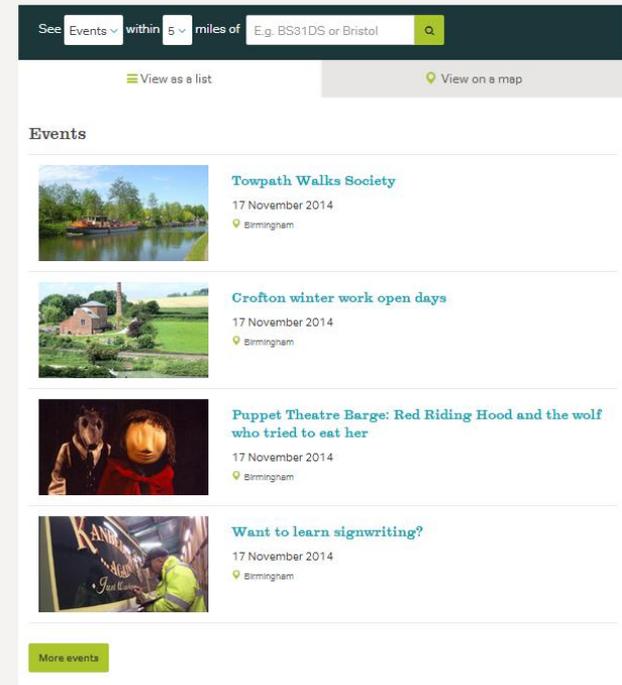
Boating landing page



Quick links format repeated (can be re-used on other pages)

Boating activities near you

To discover everything we offer near your location, please have a look at our [Local to You](#) page.



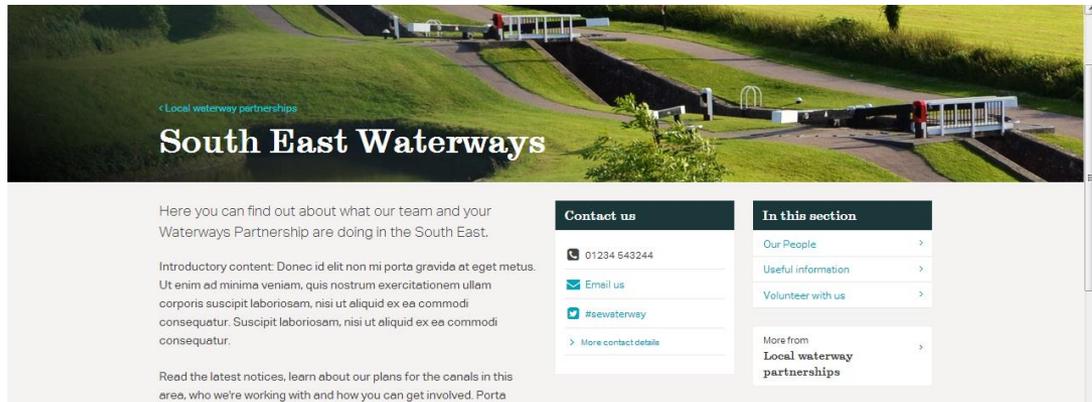
Drop down menu to find activities/events/services near you – view as list or map

Local to You search page

The screenshot shows the 'Local to You' search page for Birmingham. The header includes the Canal & River Trust logo, a search bar, and navigation links like 'Local to you', 'News & Views', 'Contact us', 'Welsh', 'Sign in', and 'Register'. Below the header is a navigation bar with 'About us', 'Enjoy the Waterways', 'Volunteer', and 'Donate'. A tagline reads: 'We exist so you have a place to escape. Help us protect your waterways, forever.' The main heading is 'Local to Birmingham' with a location pin icon, followed by the text 'Events, news and everything else we're doing in your area.' A search filter shows 'Search within 5 miles of E.g. BS31DS or Bristol'. The content is organized into a grid of categories: 'Events', 'Latest news', 'Stoppages & closures', 'Places to volunteer', and 'Days out'. Each category lists specific events with dates, times, and locations, and includes a 'See all events' button. A 'View as a map' option is also visible.

A new part of the site – allows people to filter information to their local area Signposted around the site

Waterway microsite



< Local waterway partnerships

South East Waterways

Here you can find out about what our team and your Waterways Partnership are doing in the South East.

Introductory content. Donec id elit non mi porta gravida at eget metus. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur. Suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur.

Read the latest notices, learn about our plans for the canals in this area, who we're working with and how you can get involved. Porta gravida at eget metus. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis.

Contact us

- 01234 543244
- Email us
- #sewaterway
- More contact details

In this section

- Our People >
- Useful information >
- Volunteer with us >
- More from Local waterway partnerships >

This is the hub for each waterway & waterway partnership to fill with locally relevant news and information

What we're doing in this area

Upcoming meetings	Strategic plans
<p>South East Boating Sub-Group Meeting</p> <p>18th March 2015, 5:30pm to 8:00pm</p> <p>Milton Keynes Office</p>	<p>Donec id elit non mi porta gravida at eget metus. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh risus.</p>
<p>South East Partnership Meeting</p> <p>25th March 2015, 6pm</p> <p>Stoke Bruerne</p>	<p>Strategic plan 2014-2016</p>
<p>South East Partnership Meeting</p> <p>11th June 2015, 5pm</p> <p>Foxton</p>	<p>Minutes from WMWP meeting, 14 June 2014</p>

These feeds pull in the latest meetings, events etc.

The microsites are being streamlined to make them easier to manage and use

Activities near South East Waterways

To discover everything we offer near your location, please have a look at our [Local to You](#) page.

See **Events** in South East Waterways **Submit**

Events

- 

Towpath Walks Society

17 November 2014

Kennet & Avon
- 

Crofton winter work open days

17 November 2014

Kennet & Avon
- 

Puppet Theatre Barge: Red Riding Hood and the wolf who tried to eat her

17 November 2014

Kennet & Avon
- 

Want to learn signwriting?

17 November 2014

Kennet & Avon

More events

See the area covered by our partnership

Events

We exist so you have a place to escape. Help us protect your waterways, forever.

< Enjoy the Waterways

Events

Our canals and rivers are home to over 35,000 boats, which come in all shapes, sizes and colours. Housing a vibrant community of live-aboard boaters, holiday makers and traders.

Find events within miles of

< April 2015 >



Towpath Walks Society

17 November 2014

📍 Birmingham

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa.



Crofton winter work open days

17 November 2014

📍 Birmingham

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa.



Puppet Theatre Barge: Red Riding Hood and the wolf who tried to eat her

17 November 2014

More details about each event to help people plan their day out

The event calendar will be easier to search through

The more events we have in the calendar, the better!

Waterways Craft Group at the National Waterways Museum, Ellesmere Port

Cyclists are to get a major boost as work to upgrade the towpath along the Ashton Canal begins as part of Greater Manchester's Cycle City programme.

Event details

15 March 2015

10:00 am - 3:00 pm

📍 Milton Keynes

📍 Kennet & Avon Waterway

Address

National Waterways Museum

South Pier Road

Ellesmere Port

Cheshire

CH65 4FW

Introductory description. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Crafts demonstrated include boatman's belt embroidery, bonnet making, cabin crochet, canal ware painting, rag rugging and patchwork.

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

- Cusentium doloremque laudantium, totam rem aperiam
- Perspiciatis unde omnis iste natus error sit voluptatem
- Cabin crochet, canal ware painting, rag rugging and patch
- Sed do eiusmod tempor incididunt



This is the image caption

What to see and do near National Waterways Museum

📍 Map

📄 Listing



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Enforcement Update

Ian Lane

Enforcement



Canal &
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	WM
	9600
Non Enforceable Boats Sighted	195
Enforceable Boats Sighted	1806
Unidentified Craft Sighted	39
Unlicensed Craft Sighted	76
Total Caseload	115
Evasion Rate	6.4%
March 2014 Evasion	4.0%
Difference	2.4%

2015 Results (Sept 14 areas)				
Old Area	Enf Boat	Caseload	Unid	Evasion
Central	8237	414	100	5.0%
Lon	3255	187	51	5.7%
Nth	6759	389	63	5.8%
SE	6818	164	13	2.4%
SW	4482	207	31	4.6%
Total	29551	1361	258	4.6%
2015 Results (new Apr 15 areas)				
New Area	Enf Boats	Caseload	Unid	Evasion
Central/East	5013	228	46	4.5%
Lon	3255	187	51	5.7%
Nth	6759	389	63	5.8%
NW&Mids	4547	222	54	4.9%
SE	6187	143	13	2.3%
SW	3790	192	31	5.1%
Total	29551	1361	258	4.6%



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Angling Update

Ian Lane



- **Fisheries & Angling Action Plans (FAAP's)**
- Concept emerged from CRT Angling Strategy
- Pilot FAAP developed in North East
- 7 Draft FAAPs including West Midlands
- Next three stakeholder meetings in May Central Shires on May 5th
- Waterway and National Fisheries & Angling Team Actions
- FAAP's to be used as part of Business Planning Round
- 10 Key Themes in each FAAP



- **TEN KEY FAAP THEMES**
- Retain existing angling customers, and attracting new ones
- Access to the fishery
- The opportunities to engage with local communities
- The opportunities for volunteering & adoptions
- Improving communications between the Trust and its customers
- Funding
- Fish passage and migration
- Predation and non-native species
- Fish stocks and fisheries management
- Fisheries and water quality and quantity



- Launch of Weekly Angling Column on CRT Website. Tony Keeling CRT Volunteer.
- 2015 National Canal Championships. 11 Heats plus Final.
- Central Shires Heat held on April 12th.
- West Midlands heat 5th September Staffs & Worcester.
- Live Fish Movement Regulations. Work in Progress. CRT will hold all site permits
- Anglers Newsletter launched. Sign up at Fishing pages of CRT Website.
- John Ellis recently appointed to sit on England Fisheries Group
- This group advises the EA on its Fisheries & Angling Duties
- NAAG, the fisheries & angling advisory group met in March.
- Agenda items includes cormorant policy and volunteering and angling.
- Further details john.ellis@canalrivertrust.org.uk
-

Questions



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1. I would like to ask about the forthcoming dredging of the Staffordshire & Worcestershire Canal: Are there any plans to use the dredging's to build up the towpath level alongside Tixall Wide where it has progressively subsided over the years to below water level, and could be in danger of breaching ?
2. Lock 3 Stratford Canal top paddle towpath side has been out of use for over 2 years now. A recent inspection was carried out. What is the plan for unblocking the culvert? Collapsed brickwork. It creates a slow lock fill and delays in peak season.
3. The towpath on the Stratford from Hockley Heath towards Dickens Heath has had modest work done in recent years to improve drainage and condition but it is still probably the WORST section of tow path on this waterway, (all through Solihull MBC area). What prospects are there of getting something done? When?

Questions



Canal &
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4. Any update on the rescheduled commencement date of the repair works to the Wordsley Junction aqueduct, Stourbridge Canal and a start date for the dredging of parts of the Stourbridge Canal in 2015/2016