

MEETING OF THE BOARD OF TRUSTEES

Items in red are confidential

Minutes of a meeting of the Board of Trustees (the Trustees) of Canal & River Trust (the Trust) held on Friday 20 September 2019 – 08.00 a.m. to 1.00 p.m in the Barra Room, Hilton Garden Inn, 1 Brunswick Square Birmingham, B1 2HW

Present

Allan Leighton, Chair
Dame Jenny Abramsky, Trustee and Deputy Chair
Nigel Annett CBE, Trustee
Ben Gordon, Trustee
Janet Hogben, Trustee
Sir Chris Kelly, Trustee
Jennie Price CBE, Trustee
Tim Reeve, Trustee
Sue Wilkinson, Trustee

Apologies

Sarah Whitney, Trustee

In attendance

Richard Parry, Chief Executive
Julie Sharman, Chief Operating Officer
Stuart Mills, Chief Investment Officer
Simon Bamford, Asset Improvement Director
Heather Clarke, Strategy, Engagement and Impact Director
Sandra Kelly, Finance Director
Steve Dainty, Finance Director Designate
Tom Deards, Company Secretary (minute taker)

19/059 APOLOGIES

Apologies were received as noted above.

CHAIR'S WELCOME AND REMARKS

The Chair welcomed all attendees to the meeting.

The Chair reported that notice of the meeting had been given to all trustees entitled to receive it and that a quorum was present.

19/060 REGISTER OF INTERESTS AND DECLARATION OF INTERESTS IN ANY MATTER ON THE AGENDA

The attendees declared interests and set out in **Information Report Trust431**.

The Chair declared a new interest as chair of Cofra Holding AG and confirmed that his role as chairman of Wagamama Ltd had now ceased.

CK confirmed that his role as Trustee & Chair of The King's Fund had been extended to December 2019.

19/061 **MINUTES AND SCHEDULE OF ACTIONS**

The minutes of the Board of Trustees meeting held on 18 July 2019 were approved.

Summary of actions arising from Board Meetings

All matters arising were in hand or on the agenda.

19/062 **HEALTH & SAFETY REPORT [TRUST432]**

JS talked through the report **Trust432** which gave the Board a review of Health and Safety for the period July and August 2019.

JP confirmed that she would be attending the upcoming Trust's internal safety conference. Trustees were happy for JP to convey message from the Board that they were not willing to make "trade-offs" in the context of health and safety.

19/063 **TODDBROOK RESERVOIR UPDATE [Trust433]**

The Board discussed the report **Trust433** on Toddbrook Reservoir Actions.

19/064 **GRANT AGREEMENT REVIEW PREPARATION – RESOURCE PLAN [TRUST434]**

The Board discussed report **Trust434** which provided an update on the emerging work programme to prepare for the Grant Agreement Negotiation with Defra in 2021/22.

19/065 **LONG TERM FINANCIAL MODEL [TRUST435]**

SK introduced the report **Trust435** which gave some background to the long term financial model took the Board through the accompanying **presentation**.

Following discussion, the Board noted the output from the long term financial model.

19/066 **BUSINESS PLAN 2020: FINANCIAL 'SHAPE' [TRUST436]**

SK presented the report **Trust436** which explained the proposed financial shape to be used in the 2020/23 business plan (B20).

19/067 **FUTURE OF NECC CONTRACT [TRUST437]**

RP introduced **Trust437** on the future of the National Engineering & Construction Contract.

19/068 GOVERNANCE MATTERS FOR APPROVAL [TRUST438]

TD presented the report **Trust438** which sets out the governance matters which require a decision or noting by the Board.

Following discussion, the Board:

- Ratified the appointment of Steve Thomas CBE, as the new Chair of Bwrdd Glandŵr Cymru.
- Approved the appointment of Steve Dainty as director to the Trust's subsidiary companies; and, authorise the Company Secretary to file the necessary forms at Companies House.
- Approved the appointment of Tom Deards as director to Canal & River Developments Limited, Canal & River Investments Limited and Canal & River Marinas Limited; and, authorise the Company Secretary to file the necessary forms at Companies House.
- Ratified the extensions of terms for Matthew Hunt and Jenny Ballinger, Members of the London & South East Regional Advisory Boards effective until 30 June 2020 and 19 September 2020 respectively.

19/069 FORWARD PLAN [TRUST439]

The Trustees noted the Forward Plan **Trust439** which sets out the forthcoming business to be considered at future board meetings.

19/070 CHIEF EXECUTIVE'S REPORT [TRUST440]

The Board noted the Chief Executive's **Information Report Trust440** and the appendices which had been prepared by the Executive Directors.

The Board discussed the Key Performance Measures and Targets – updated to the end of July.

The Chair reiterated the importance he attached to the data in demonstrating where the Trust's efforts should go.

In relation to **Appendix 2: Operations Report** JS highlighted various items in her report, including the improvement shown in the monthly boating satisfaction surveys.

It was agreed that an item for a future Board agenda would be enterprise funding, in the context of the wider fundraising picture.

In relation to **Appendix 3: Asset Improvement Report** SB highlighted various items in his report including:

- New asset health index table in section 3.1. SB agreed to include suitable charts to demonstrate movement of this index in future Board reports.
- Future section 10 reservoir reports.

In relation to **Appendix 4: Investment and Commercial Report** SM highlighted a number of items.

Appendix 5: People Report was noted by the Board.

In relation to **Appendix 6: Strategy, Engagement and Impact Report** HC also highlighted good support growth, particular reaching the 100,000 Twitter followers.

19/071 **FINANCE DIRECTOR'S REPORT [TRUST4 41]**

SK presented her **confidential Information Report Trust441** which was noted.

The Board were happy to delegate authority to the Finance Director to sign the papers in relation to the Waterways Pension Fund Triennial valuation, notably the statement of funding principles and the deficit recovery plan.

19/072 **BOARD COMMITTEE MINUTES**

The **minutes** of the Board Committees meetings were noted.

19/073 **ANY OTHER BUSINESS**

SW highlighted the Living Waterways Awards on 10 November and encouraged Trustees to attend.

19/074 **CLOSE**

Date of the next meeting – Thursday 21 November 2019 (West Midlands - Birmingham).

There being no further business, the Chair closed the meeting.

Chairman

HEALTH & SAFETY REPORT

Author: Julie Sharman, Chief Operating Officer

1 PURPOSE

- 1.1 This paper provides a review of Health and Safety for the period July and August 2019 unless stated otherwise. The report covers Visitors, Employees, Volunteers and Contractors.

2 SAFETY STATISTICS - JULY TO AUGUST 2019


- 2.1 The Trust's overall 12-month RIDDOR accident frequency rate (AFR) at the end of August 2019 is 0.23, 0.04 down from 0.27 at the end of June.

TRUST People*	AFR	Target
Employees	0.32	
Volunteers	0.14	
Contractors	0.08	
Trust Overall	0.23	0.15

RIDDOR INCIDENTS (YTD)	July & August 2019	current YTD	Prior year YTD
Employees	0	3	
Volunteers	0	0	
Contractors	0	0	
Totals	0	3	7

Fatalities	July August 2019	current YTD	Prior year YTD
Canal	3	9	
River	2	2	
Dock Marina or Towpath	0	1	
Totals	5	12	16

3 SAFETY IMPROVEMENT ACTION PROGRESS

- 3.1 During July [Tribe Culture Change](#) (the consultant leading the culture change survey) spoke to 176 colleagues and volunteers during a series of focus group workshops across the Trust. In parallel, 1304 colleagues and volunteers completed an online questionnaire. The draft findings report was received in late August, within their model they have judged the Trust to be in mid-point range of their behavioural culture model. Tribe discussed their findings with the executive team in early September. A workshop to develop an action plan in response to their best practice examples and the Trust's feedback will take place in September. The results of the survey will be shared with safety leaders at the Safety Conference on the 23 September at Aston University by Tribe. We intend to continue to work with Tribe on the culture change programme.
- 3.2 A new site audit for Senior Managers and Health & Safety Representatives, focusing on behaviour & communications, has been developed in Survey123, an app that allows users to complete the audit on their mobile device. The App also gathers any unresolved actions so they can be tracked through to completion by the safety team. Training in the use of the App for the health & safety representatives will take place when they are gathered together on the 4th September for a safety day, followed by a roll out to all Senior Managers.
- 3.3 As part of the 'back to basics' campaign we are using a variety of media to get across the safety responsibility message and mirror decals are now being added at all our office and work sites to promote personal awareness of safety and safety matters.
- 
- The logo features the word "Safety" in white on a dark blue background, with "starts with YOU" in blue on a white background, separated by a wavy line.
- 3.4 Working with our IT colleagues, the safety message *Work together... Work safely* will appear on all Trust phones for 4 weeks to coincide with the Trailer on Tour 2019. This message will also be added to our new work wear when the new provider has been mobilised and is intended to reinforce the key message of managers and employees working in partnership.
- 3.5 Changes to the brand, visibility and accessibility of the safety pages on Gateway have now taken place, including a user-friendly A-Z page. Initial feedback from colleagues has been positive about this change.
- 3.6 The roll out of the IOSH training programme for Executives & Senior Managers, and Line Managers has now been agreed with the first session taking place on the 3rd September. In total there will be 6 x 4-day, 28 x 1-day and 1 x 1-day Executive / Trustee course available to all colleagues who 'put others to work' –whether they are colleagues, volunteers or contractors. The training runs through until Spring.
- 3.7 In late August a specialist copywriter joined the H&S Team for an initial 3-month period, their role is to review the 30 plus central safety Standards. Working with our governance colleagues, they will work with end users to simplify the standards, making them relevant and easier to understand. H&S representatives have volunteered to get involved with the process.

4 SAFETY REPORTS

4.1 FATALITIES

- 4.1.1 During July and August there have been a total of 5 fatalities to members of the public reported on our waterways, 12 in the year to date.

Safety Report	July/August 2019	2019/20 YTD	2018/2019 YTD
Fatalities	5	12	16

- 4.1.2 LogIncident #2017 (20/07/2019) – Following the completion of operating a lock ground paddle gearing at Lock 8 Atherstone, Coventry Canal a female boater entered the water near the top gate and was sucked into the open ground paddle chamber and became stuck. It is unclear how she fell into the water as there were no witnesses. Once she was identified as missing the emergency services were called and her body was recovered following a search of the lock. The HSE requested details of any monitoring which may have undertaken at this point of the canal and we have supplied the relevant inspection details.

4.1.2.1 **Redacted.**

- 4.1.3 LogIncident #2091 (29/07/2019) – A body was found in the outlet of the Kirkthorpe Hydropower Plant (Aire & Calder). A notification has been sent to the Trust from the HSE regarding their investigation into the death. Although the plant and surrounding land is not Trust owned the navigation is our responsibility. We attended a site meeting on the 14th August with the owners, local council and HSE as a courtesy to help the HSE with their investigation. We await any further communications from the HSE accordingly.

- 4.1.4 LogIncident #2258 (31/07/2019) – The body of a woman was found at 5.30am near Lock 29 Caen Hill Flight (Kennett & Avon Canal). Although the emergency services attended the Trust has no further information at this time.

- 4.1.5 Logincident #2338 (26/08/2019) – The body of a 53-year-old male was found within Lock 1 of the Shropshire Union Canal, just below NWM Ellesmere Port Museum at the junction with the Manchester Ship Canal. The police reported no suspicious circumstances, we have made contact with the coroner to confirm our interest although the body was found outside of our ownership area.

- 4.1.6 LogIncident #2339 (26/08/2019) – The body of a young male was recovered from the River Trent in Nottingham (EM Region). Police report that the male got into difficulty after entering the water to swim during the heatwave. **Redacted**

- 4.1.7 During July and August there were a total of 27 reports of unauthorised swimming, with 14 being in the Y&NE region (total 19 via LogIncident, 8 via CRM). Over the summer months the Regions have been promoting water safety which link to [national campaigns](#), and national teams through social media. The internal Water Safety Forum will reconvene in September to gather detailed information on all activities completed across the Trust over the last 6 months, ahead of the National Water Safety Forum on the 26 September, and this report will be shared at the next Board Meeting.

4.2 PUBLIC SAFETY - SERIOUS INCIDENTS

- 4.2.1 There has been 1 Marine Accident Investigation Branch reportable incident:

4.2.1.1 **Redacted.**

4.2.2 In August a local Environmental Health Officer (EHO) paid an unscheduled visit to the National Boat Museum, Ellesmere Port following a complaint made to them by a member of the public who had witnessed a child entering the water in the Lock which was full of duck weed. The EHO initially requested a copy of the incident report but after seeking clarity on what is needed and for what purpose the request has been rescinded and the EHO has referred the complaint to the HSE, who have not contacted us to date. Additional signage has been erected at the sight and RoSPA are considering the issue as part of the visitor review for this site.

4.2.3 We are working with Manchester Water Safety Partnership to develop a brief for a new water safety film aimed at young males and involving Nick Pope, the bereaved father of Charlie Pope who died in the Rochdale Canal in 2018; building on the key theme relating to alcohol consumption.

4.3 INFRASTRUCTURE RELATED INJURIES

4.3.1 There were 5 (10 YTD) Member of Public infrastructure related Injuries in the two-month period (2019/20).

4.3.1.1 Redacted

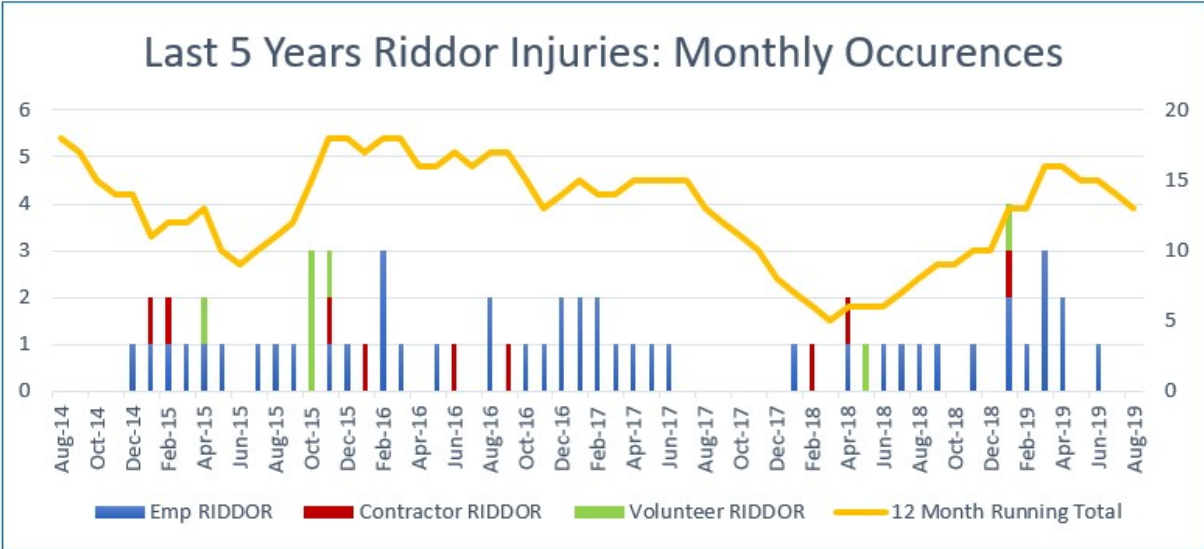
4.4 Redacted.

4.5 VISITOR RISK ASSESSMENTS (VRAS)

4.5.1 On 21st August, RoSPA commenced a 6-week programme of Visitor Risk Assessment Audits, including site visits, across the 5 museums and attractions. Reports will be produced for the individual sites plus one for the Trust to understand any common good practice and improvements. RoSPA expect the report to be available during November.

4.5.2 The new format reports for the 22 pilot sites have been shared with the relevant regional teams during September to agree any next steps and timescales.

5 DETAILED REPORTING STATISTICS



5.1 EMPLOYEES, VOLUNTEERS and CONTRACTORS

5.1.1 There have been no RIDDORs during the period July and August 2019.

5.2 POSITIVE INTERVENTIONS.

5.2.1 During July and August, we recorded 109 Positive Interventions. There is significant variability in the volume of intervention reports by month. We are planning to start reporting trends of intervention reporting as a proxy for our culture change progress.

5.3 OVERVIEW OF REPORTING STATISTICS

Safety Report	July/August 2019	2019/20 YTD	2018/19 YTD
Positive Intervention Reports	109	241	-
Near Miss Reports	153	363	287
Loss, Injury or Death Reports	189	431	228
Anti-Social Behaviour Reports	8	24	399
TOTALS	459	1059	914

- 5.3.1 We have investigated the relatively low numbers of Anti-Social behaviour reports in both SAP and LogIncident. We have identified that a volume of reports are being reported through our new CRM reporting tool and are not captured here. We will be issuing further guidance to colleagues on the appropriate reporting method to use.
- 5.3.2 Detailed breakdown of incident types contained in the appendices. Overall rates of review and closure of incident reports has improved. We will continue this focus with all managers.

6 WELLBEING

6.1 OUR CURRENT WELLBEING OFFER

- 6.1.1 The Trust has signed up to the Mindful Employer Charter and the Time to Change Pledge. We offer a comprehensive number of initiatives in four areas of wellbeing; physical, mental, financial and social.
- 6.1.2 To help break down the stigma of mental health and build a supportive and open culture, in 2018 we recruited and trained 48 mental health first aiders. Refresh training took place in June 2019. In August 2019, to follow the latest best practice guidance from Mental Health First Aid England, we introduced a record log to help us monitor how much this resource is being used and to spot any trends and patterns in areas of the business.
- 6.1.3 The Trust also continues to offer training, advice and guidance through a variety of mediums including TrustEd, Gateway and the Health & Safety Updates which include a wellbeing message each month. For example, 150-line managers have completed stress awareness training and 89 colleagues have attended 'my wellbeing at the Trust' jump in session.
- 6.2 General absence rates in the Trust are 3.62 days per employee for the YTD to end of August, which converts to 8.69 days over the whole year, a very slight improvement on 18/19. According to the CIPD the UK average is 5.9 days per employee, so there is much scope for further improvement.
- 6.3 The annualised utilisation of the Trust's employee assistance programme is 22.5%, calculated as counselling and advice calls against employee headcount of 1,771 (including seasonal colleagues). The top 3 counselling calls were related to 1) anxiety 2) low mood 3) work related stress.
- 6.4 We continue to learn from our partners and the Safety Conference on the 23rd September has external speakers talking specifically about wellbeing in the workplace and the benefits this can bring to our colleagues and the Trust as a whole.
- 6.5 We are preparing a wellbeing report format with comparative data for regular inclusion in the H&S report.

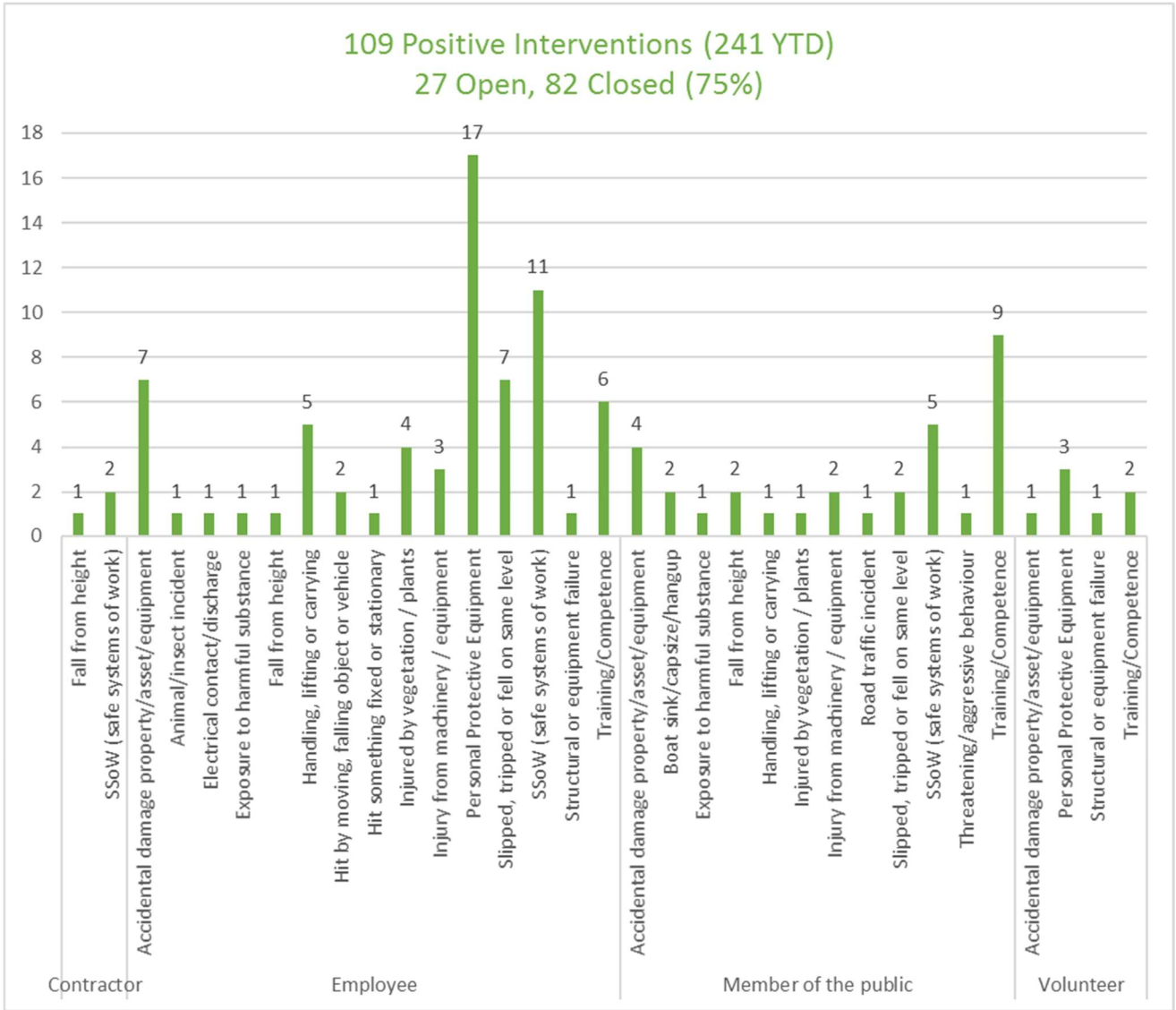
H&S Report Appendix

SAFETY REPORTS SUMMARY FOR JULY - AUGUST

What Happened	Positive Intervention	Hazard Near Miss	Incident	Grand Total
Accidental damage property/asset/equipment	12 (11.0%)	33 (21.6%)	24 (12.7%)	69 (15.3%)
Animal/insect incident	1 (0.9%)	5 (3.3%)	12 (6.3%)	18 (4.0%)
Boat sink/capsize/hangup	2 (1.8%)	10 (6.5%)	13 (6.9%)	25 (5.5%)
Body Found	(0.0%)	(0.0%)	5 (2.6%)	5 (1.1%)
Electrical contact/discharge	1 (0.9%)	1 (0.7%)	(0.0%)	2 (0.4%)
Exposure to harmful substance	2 (1.8%)	1 (0.7%)	3 (1.6%)	6 (1.3%)
Fall from height	4 (3.7%)	13 (8.5%)	5 (2.6%)	22 (4.9%)
Fire/explosion incident	(0.0%)	(0.0%)	3 (1.6%)	3 (0.7%)
Handling, lifting or carrying	6 (5.5%)	5 (3.3%)	7 (3.7%)	18 (4.0%)
Hit by moving, falling object or vehicle	2 (1.8%)	13 (8.5%)	12 (6.3%)	27 (6.0%)
Hit something fixed or stationary	1 (0.9%)	1 (0.7%)	6 (3.2%)	8 (1.8%)
Injured by vegetation / plants	5 (4.6%)	10 (6.5%)	4 (2.1%)	19 (4.2%)
Injury from machinery / equipment	5 (4.6%)	5 (3.3%)	12 (6.3%)	22 (4.9%)
Personal Protective Equipment	20 (18.3%)	2 (1.3%)	1 (0.5%)	23 (5.1%)
Road traffic incident	1 (0.9%)	5 (3.3%)	8 (4.2%)	14 (3.1%)
Slipped, tripped or fell on same level	9 (8.3%)	18 (11.8%)	39 (20.6%)	66 (14.6%)
SSoW (safe systems of work)	18 (16.5%)	7 (4.6%)	(0.0%)	25 (5.5%)
Structural or equipment failure	2 (1.8%)	13 (8.5%)	10 (5.3%)	25 (5.5%)
Threatening/aggressive behavior towards Colleague(s)	(0.0%)	8 (5.2%)	19 (10.1%)	27 (6.0%)
Threatening/aggressive behaviour	1 (0.9%)	(0.0%)	(0.0%)	1 (0.2%)
Training/Competence	17 (15.6%)	3 (2.0%)	6 (3.2%)	26 (5.8%)
Grand Total	109 (24.2%)	153 (33.9%)	189 (41.9%)	451 (100.0%)

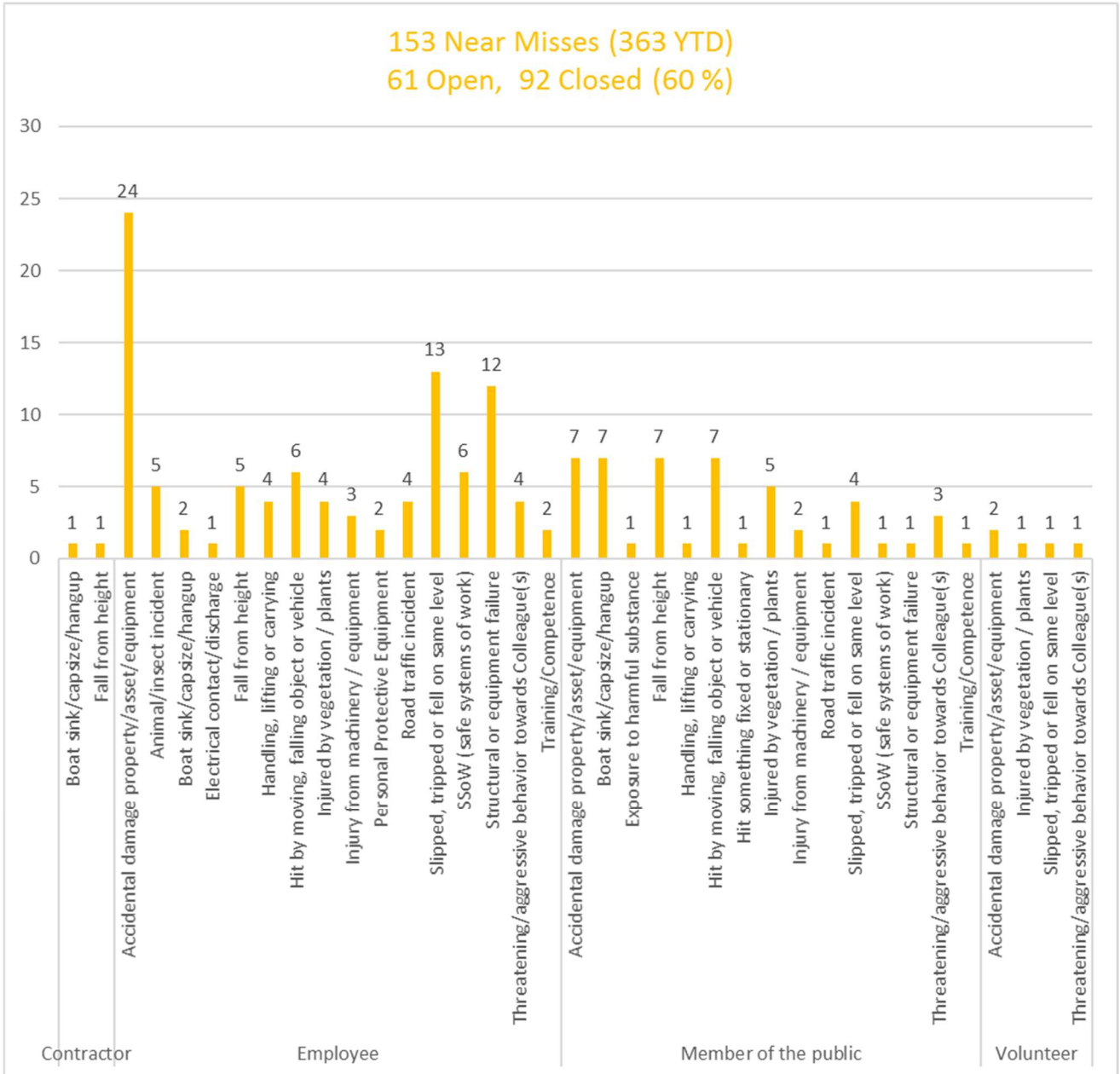
Note compared to the table in 4.8 this list excludes Antisocial behaviour reports

POSITIVE INTERVENTIONS FOR JULY - AUGUST

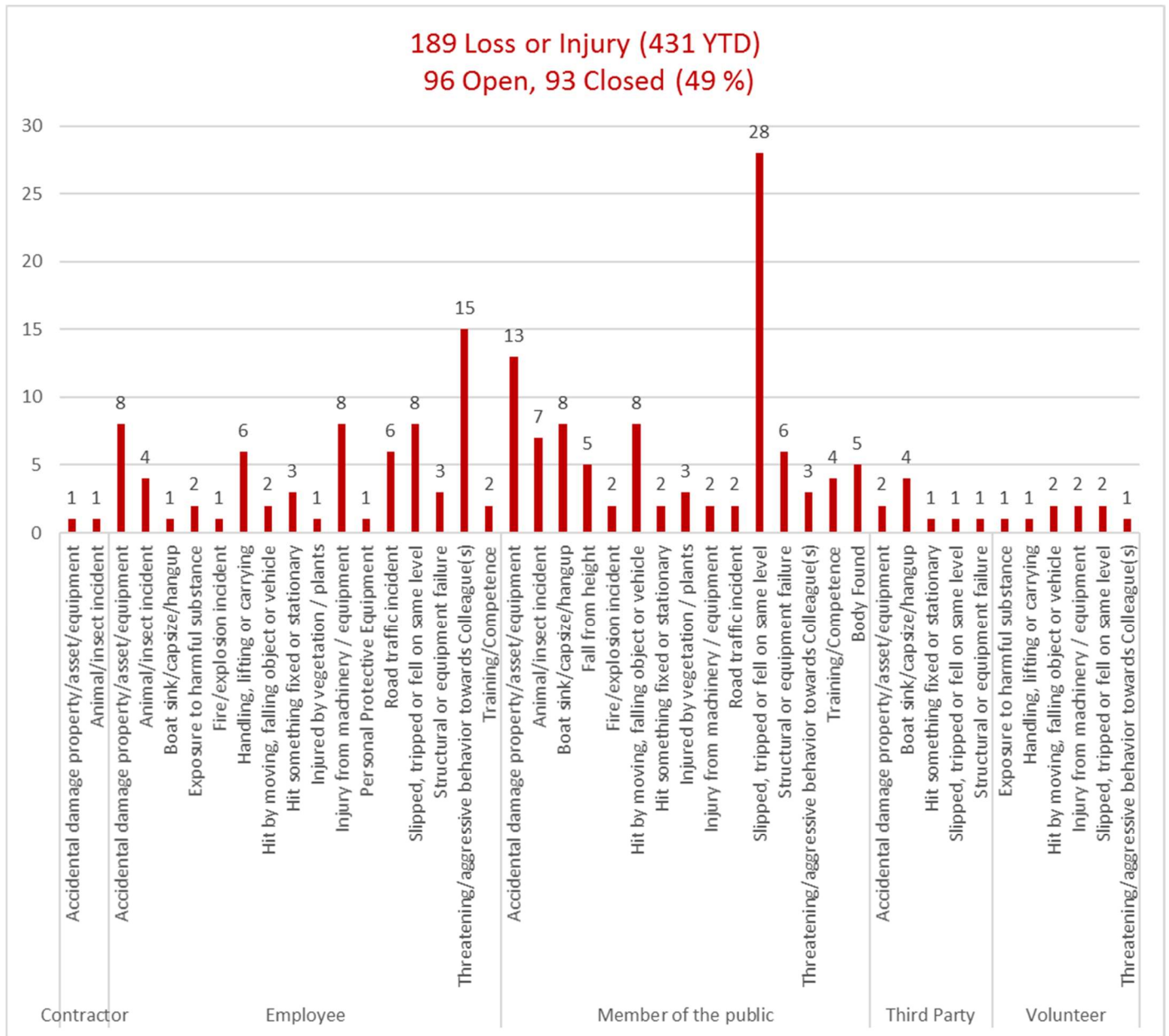


NEAR MISS REPORTS JULY - AUGUST

153 Near Misses (363 YTD)
61 Open, 92 Closed (60 %)



INCIDENT REPORTS JULY - AUGUST



GOVERNANCE MATTERS FOR APPROVAL

Tom Deards, Head of Legal & Governance Services

1. PURPOSE

This paper sets out the governance matters which require a decision or noting by the Board.

2. RECOMMENDATIONS

2.1 Trustees are invited to:

2.1.1 Ratify the appointment of Steve Thomas CBE, as the new Chair of Bwrdd Glandŵr Cymru;

2.1.2 Approve the appointment of Steve Dainty as director to the Trust's subsidiary companies; and, authorise the Company Secretary to file the necessary forms at Companies House

2.1.3 Approve the appointment of Tom Deards as director to Canal & River Developments Limited, Canal & River Investments Limited and Canal & River Marinas Limited; and, authorise the Company Secretary to file the necessary forms at Companies House.

2.1.4 Ratify the extensions of terms for Matthew Hunt and Jenny Ballinger, Members of the London & South East Regional Advisory Boards effective until 30 June 2020 and 19 September 2020 respectively.

2.1.5 Agree the changes to Trust's and subsidiaries' bank signatories

3. RATIFICATION OF APPOINTMENT OF NEW CHAIR OF WELSH BOARD

3.1 Under the current Bwrdd Glandŵr Cymru Terms of Reference, the Chair of the Bwrdd is to be formally appointed by the Trustees.

3.2 The Board is, therefore, asked to ratify the appointment of Steve Thomas, CBE as the new Chair of Bwrdd Glandŵr Cymru, taking over from Nigel Annett, Trustee, who will continue to be a member of the Welsh Board.

3.3 Steve is the former chief executive of the Welsh Local Government Association, a position he held for 14 years until the end of 2018. He developed strong connections across the Welsh Government and brings an unrivalled understanding of Welsh local government, together with knowledge of the wide range of programmes and policies which will influence and impact the Trust's work in Wales. Steve has also held a

number of voluntary roles which align with the work of the Trust in Wales, including chairing the Prince's Trust for Wales for 5 years.

4. APPOINTMENT OF SUBSIDIARY DIRECTORS

4.1 This is a matter reserved for the Board of Trustees under the Trust's Scheme of Delegation which provides that the Trustees reserve the right to approve appointment or removal of directors of subsidiaries. There is the need to appoint a director to replace Sandra Kelly on the boards of the following subsidiary companies:

Canal & River Trading CIC (100%)

Canal & River Pension Investments LP

Canal & River Pension Partner Limited (100%)

Canal & River Developments Limited (100%) – Sandra is the sole director

Canal & River Friends Limited (100%)

Canal & River Fundraising Limited (100%)

Canal & River Investments Limited (100%) - Sandra is the sole director

Canal & River Marinas Limited (100%) - Sandra is the sole director

Canal & River Reinsurance Limited (100%)

4.2 The proposal is to appoint Steve Dainty, the incoming Finance Director to the boards of those companies. The Board is asked to approve the appointment of Steve Dainty as a director of these companies with effect from 20 September 2019.

4.3 As identified above, Sandra Kelly is presently the sole director of three subsidiary companies. The Companies Act 2006 allows for a sole director of a company, however, is preferable to have two directors. It is therefore recommended that Tom Deards is appointed as a director of Canal & River Developments Limited, Canal & River Investments Limited and Canal & River Marinas Limited, with effect from 20 September 2019, in addition to Steve Dainty. All three of these companies are presently dormant, the addition of a second director does not change the companies' dormant status.

5. REGIONAL ADVISORY BOARDS

5.1 Five of the 6 Boards continue to advertise for new members: East Midlands, London & South East, South West, West Midlands and Yorkshire & North East.

5.2 A full list of Regional Advisory Board Members and their terms of office is included as Appendix 1.

5.3 The Board is asked to approve the extension of first terms of office for both Matthew Hunt, London & South East Regional Advisory Board Member, until 30 June 2020 and Jenny Ballinger, London & South East Regional Advisory Board Member, until 19 September 2020. Profiles are included below.

5.3.1 Matthew Hunt: 1st term extended to 30 June 2020

Redacted

5.3.2 Jenny Ballinger: 1st term extended to 19 September 2020

Redacted

6. CHANGES TO THE BANK MANDATE

- 6.1 Following a number of changes in personnel within the Trust, it is timely to review and update the approved list of bank signatories. [Appendix 2](#) sets out changes to the list of bank signatories proposed by the Finance Director for Board approval.

September 2019

CHIEF EXECUTIVE'S REPORT

1. INTRODUCTION

- 1.1 This report covers the period to the end of July, with more recent updates where available.
- 1.2 There is no doubt that the dominant issue for the Trust since the last meeting has been the partial failure of the dam at Toddbrook Reservoir on the morning of 1 August, which presented the greatest challenge we have faced since our formation in 2012.
- 1.3 There was a very effective (and widely praised) multi-agency response with the Trust's reputation arguably gaining overall from the high profile. Our Inquiry, led by Dr Andy Hughes, and that initiated by Defra, have both commenced.
- 1.4 The Board had a telephone briefing on the incident on 9 August and this was followed by a detailed review by the Audit & Risk Committee at a Special meeting on 22nd August. A separate paper covers the current status in more detail.
- 1.5 The other major development has been the launch of 'Well-B', the character at the centre of our new advertising campaign, in mid-July. This seems, from anecdotal feedback, to have successfully connected with a different, younger audience and research shows that 20-25% of under-35s recall the ad, with over two thirds having a more positive view of the Trust as a result. With its impact on Trust awareness levels further amplified by the Toddbrook incident, which occurred during the last week of the tv campaign, August's results (not yet shown in the KPIs in Appendix 1) indicate a 6% rise in awareness levels nationally in a single month.

2. INTERNAL MATTERS

- 2.1 The new Trust's new Finance Director (Designate), Steve Dainty, joined us on 2 September, and has spent the first fortnight working alongside Sandra Kelly before she leaves at the end of the month. Steve will assume the role formally from Monday 23rd September, giving Sandra a few days to conclude things prior to her last working day (26th September). A dinner to welcome Steve and bid Sandra farewell is scheduled for 19th September.

2.2 Redacted.

2.3 Redacted .

3. EXTERNAL RELATIONS

3.1 Redacted.

4. PERFORMANCE

- 4.1 Appendix 1 sets out our performance against the new set of KPIs for the first four months of the year. There are not yet any 'red' status measures though several are 'Amber' (behind target to date) and are being tracked carefully. Whilst Friends growth is slower than target, due to partly to significant reductions in cost provided for towpath fundraising, we have passed the notable milestone of 30,000 active Friends in the past month.
- 4.2 Some of the changes – notably the much higher visitor numbers reported - are attributable to the new approach we are taking with our Engagement Monitoring survey; that is, we have dropped the application of a large (downward) weighting factor which had been applied previously to correct for a possible over-representation of active users within the on-line panel. The use of this weight has been dismissed by the academic commissioned to review the methodology, Associate Professor Paul Smith, and he now proposes further work to investigate if more robust evidence of the impact of possible bias within the on-line panel survey can be identified/ quantified. In the meantime, the results are presented with no such correction, in line with common practice for other panel surveys.

5. EXECUTIVE REPORTS

- 5.1 The Executive's reports feature as Appendices 2 to 7. There is no Risk appendix this month as a full Risk Review will be undertaken by the Executive team ahead of the next Board meeting (when the Trustees will conduct the annual Board risk review). In light of the incident at Toddbrook Reservoir we will be revisiting the risk associated with the management and operation of our reservoirs once we are further advanced with both the current Inquiry and the recently-commissioned 'Tier 2 risk assessments' of the 30 highest risk reservoirs that we are now undertaking.

Chief Executive
September 2019

Key Performance Measures and Targets – to end of July 2019/20

See below for key

MEASURES FOR SUCCESS (KPIs) FOR NATIONAL & REGIONAL REPORTING			July YTD	Full year target	Prior year actual
			2019/20	2019/20	2018/19
Growing the number & satisfaction of users & visitors	Visitor Volume	No of users & visitors to our waterways in typical two-week period	7.2 million ¹	4.3 million	4.1 million users / visitors
	Satisfaction Rating (user & visitor experience)	Towpath User Satisfaction	91%	92%	92%
		Boater Satisfaction	67%	73%	61%
Improving our public safety and health & safety of our colleagues	Public Safety	No of reported incidents due to infrastructure	7	27	28
	Safety of our Colleagues	Combined employee, volunteer/contractr RIDDOR accident frequency rating	0.25	0.15	0.29
Good overall waterway condition (assets, water, heritage/ environment)	Asset Health Index	A combination of the new asset condition score (0 to 100) & the consequence of failure (1 to 5)) with 0 being excellent	50.61	Establish'g Baseline	New KPI
Being inclusive - Growing the number of local users & BAME participation***	Local Users & BAME Participatn (1km)	% of local people (living within 1km / 10-15 mins walk) using our waterways regularly	35%	32%	30%
		% of people from local BAME communities using our waterways regularly	34%	Being determind	Being determind
Being relevant & valued locally	Value of Waterways (1km)	% of people living within 1km corridor recognise the value of waterways	75%	67%	64%
	Feel Safe by Water	Personal safety/security rating of our waterways by local people living within 1km/ 10-15 mins walk)	88%	Being determind	Being determind

¹ We changed supplier for the WEM earlier this year and the data has been rebased

MEASURES FOR SUCCESS (KPIs) FOR NATIONAL & REGIONAL REPORTING			July YTD	Full year target	Prior year actual
			2019/20	2019/20	2018/19
Growing our brand awareness, particularly those living within 1km of our waterways	Brand Awareness (All & 1km)	% of prompted awareness of the Trust among total population & local people	43% (all) 60% (1km)	45% (all) 54% (1km)	38%(all) 50%(1km)
Building a strong and broad supporter base	Supporter Growth	№ of Supporters (active & passive)	505,386	480,000	423,000 supporters across all channels
		№ of active Friends & other regular individual donors	29,941	35,000	28,580 active Friends
Improving our colleague engagement & diversity of those working & volunteering for the Trust	Diversity	% of recruitment colleagues from BAME background	6.1%	6.5%	5.9%
	Colleague Engagement (Employees/ Volunteers)	Colleague engagement score	64% ²	68%	65%
		Volunteers	76%	80%	78%
Expanding our volunteer base / impact	Active Volunteers	№ of volunteer hours & № of active volunteers	181,664 3,511 ³	725,000	671,840
Defra Waterway Targets – improving our waterways/ assets	Towpath Condition	Towpath condition graded C or better	Annual KPI	≥80.0%	80.8%
	Principal Assets	Principal assets grade C or better	86.9%	≥86.5%	86.8%
	Flood Management	Condition of flood management assets graded C or better	Annual KPI	≥99.0%	99.0%

² Employee engagement has not yet been reassessed this year.

³ The way of calculating No of active volunteers is to be confirmed, this value is individuals who've volunteered as little as 1 hour in the past 12 months.

MEASURES FOR SUCCESS (KPIs) FOR NATIONAL & REGIONAL REPORTING			F4	Full year target	Prior year actual
			2019/20	2019/20	2018/19
Financial Measures	Property Portfolio	Forecast annual total return (net) on our Investment properties	3.4%	3.4%	7.5%
	Non - property portfolio	Forecast annual total return (net) on our Diversified investments	6.3%	6.3%	5.9%
	Endowment Investment Assets	Forecast five year rolling total return from our Endowment assets	8.6% vs 6.8% (CPI+5%)	8.6% vs 6.8% (CPI+5%)	11.8% vs 6.4% (CPI+5%)
	Non-investment income	Forecast non-investment income to grow >CPI plus 1% (on 5 year rolling basis)	6.7% vs 2.8% (CPI+1%)	5.8% vs 2.8% (CPI+1%)	5.7% vs 2.4% (CPI+1%)
	Support Costs	Forecast support costs share of total cost	8.5%	8.7%	8.3%
	Funding	£ million secured from restricted statutory and voluntary funding, philanthropic and individual giving and contributions in kind	TBC	TBC	£18.5m

On track to achieve full year target

Risk that full year target may not be achieved

Unlikely that full year target will be achieved/full year will not be achieved

APPENDIX 2: OPERATIONS REPORT

Julie Sharman - Chief Operating Officer

1. PURPOSE

- 1.1 This paper provides an update on waterway operations and customer service team activities.

2. WHAT'S GONE WELL, NOT SO WELL

2.1 Positives;

- 2.1.1 The emergency response and media coverage at Toddbrook.
2.1.2 Regional team recruitment and regional strategic programme progress.

2.2 Challenges:

- 2.2.1 Recruitment & retention in London & SE

3. OPERATIONS

3.1 Operational incidents

3.1.1 Redacted.

- 3.1.2 Mon & Brec Leak (WSW): a significant leak at Llangattock (between bridges 114 and 115), with water running into a nearby road proved difficult to manage in August due to residents' concerns and the publicity surrounding Toddbrook Reservoir that week. The leak has now been stopped.

- 3.1.3 The Montgomery canal (WM) at Pool Quay had a small breach due to a void appearing behind a head wall causing the canal to drain to low level. Repairs, which are underway, will take 6 weeks.

- 3.1.4 Waterborne weed – The erratic hot and wet summer has resulted in heavy blooms across the network. Of particular note is the Selby Canal (pictured Y&NE), where despite efforts to remove it, the impact remains high. In the NW, the region has hired a specific weed removal boat and trained teams in its use enabling us to achieve a greater presence at a reduced cost.



3.2 Water Management - Water Resources

- 3.2.1 With the recent rainfall in July/August, all restrictions have been removed apart from in L&SE the issues with low water levels at Twyford Lock (River Stort) has meant we are having to keep the lock closed and the gates ashed up whilst levels recover. Low water levels have also affected Hardmead Lock and Stanstead lock on the River Lee. We have

retained restrictions on the Wigan flight (L&L) due to vandalism. There are still some residual concerns about resources on the south Oxford canal.

3.3 Open Days

- 3.3.1 Planning has begun for this winter's open days. The regions will aim to align the events with planned stoppages.

4. ORGANISATION

4.1 Regional Advisory Boards

- 4.1.1 The L&SE advisory board held their Annual Public Meeting on September 9th. Unfortunately, due to the political crisis Sir Kier Starma was unable to attend as planned but otherwise the event was well attended and a great success.
- 4.1.2 The South West Regional Advisory Board are focussing specifically on seeking youth representation on the Board.
- 4.1.3 The EM Regional Advisory Board have endorsed the region's Strategic Programme and have appointed a RAB champion for each part of the programme. Annual Public Meeting planned for November.
- 4.1.4 WM RAB focus on induction and growing awareness of key projects e.g. Commonwealth Games 2022 and operational challenges. The board visit in November will be centred on these and provide an update.

5. STRATEGIC PROGRAMMES - DELIVERING THE SERVICE

5.1 Beauty on the Doorstep

- 5.1.1 Green Flag: Following confirmation of the successful applications, a detailed schedule is included at Appendix 1. Teams have attended award ceremonies in July and sought to maximise publicity through local media.
- 5.1.2 The Green Flag programme also assists in developing relationships with key partners. E.g. EM team have undertaken a development walk-through along the Nottingham to Beeston canal to share ambitions and develop relations for the future. Outcomes include links with the council's neighbourhood development team to improve community engagement with the waterway, interest from community protection officers to enforce street drinking orders on the towpath, a continued programme of graffiti removal by them.
- 5.1.3 Walsall WASUP were very active in July with two clean up sessions as well as a plastic exhibition. The exhibition and conference highlighted the dangers of plastic and the micro-plastic in human and ecological systems. The primary school children created artistic objects from plastic bottles which were exhibited, and winners given awards. Richard Parry attended and highlighted our new priorities and our endorsements to the project in reducing plastic in our waterways.
- 5.1.4 The Graffiti mile in Digbeth, Birmingham (WM) has commenced with the first boards erected on August 12th. Working with the local community and a local supplier the boards will be used to encourage a diversion of graffiti activity from our structures to these bespoke sites.

5.2 Community Safety including crime prevention

- 5.2.1 In the WM's the hot weather has led to increased reports of poor public behaviours. In response, we have had a greater intensity of social media promotion about our water-

safety messages. A range of activities have taken place including attending Staffordshire Safe + Sound Partnership Event to give key messages to school children, over 5,000 children attended. Also, we distributed leaflets around Westport lake (Stoke-on Trent) throughout the summer where a child drowned last year. Although not the Trust's responsibility, the site is closely associated with the Trent & Mersey canal.

- 5.2.2 L&SE – we have met with the Police in East London to discuss improvements to information sharing around issues affecting the waterways, especially muggings on the towpath and boat break-ins. There is now a dedicated number for the Trust and customers to share intelligence.
- 5.2.3 In WM's particular problems have been reported regarding anti-social behaviour and drug abuse at Fisherman's car park at Earlswood Lakes and at Coventry basin in the West Midlands which have the potential to affect neighbour relations. Reviewing options for improvement.

5.3 Customer Service

- 5.3.1 Calls for July were forecast at 12,552 v's actual of 14,995 (2,443 above forecast). This arose from a number of stoppages, low water levels, flooding, and boaters purchasing licences for favourable weather as well as the usual queries around maintenance, rubbish and vegetation. Contacts for North West and West Midlands regions are significantly higher than other regions.
- 5.3.2 Following Trustees approval, the Trust's customer contact contract has been awarded to a new provider *Open Contact*. The contract is awarded from 1st November 2019 for an initial 3-year period with the potential for extension. The contract should save the Trust £200k in the first three years as a result of improving channel management and driving increased self-serve. The current service provider *Money Penny* was notified on the 5th September; they have confirmed that they will provide a professional service until we handover to Open Contact. A transition and implementation plan has been agreed between the Trust and *Open Contact* to mitigate service risk during the changes.
- 5.3.3 Money Penny continue to offer extended opening hours at weekends. Use is low (140 calls per weekend) although growing, as customer awareness rises. This will continue under the new contract

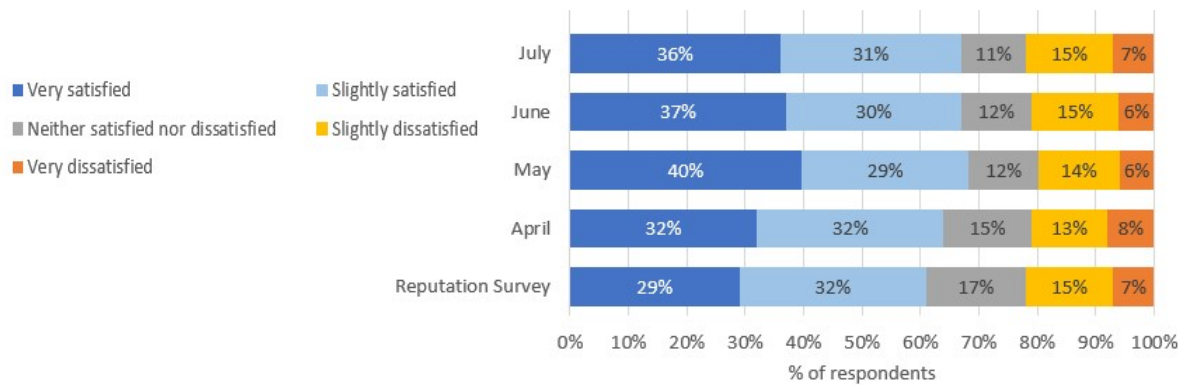
5.4 Customer Service Improvements

- 5.4.1 The focus in EM during July and August has been induction and training for the new Customer Service Administrators ensuring that they are fully set up with the right skills and knowledge to support customer enquiries and provide a great service. This has included: the new CRM system; complaint handling; frequently asked questions on environmental issues and how to respond.

5.5 Boating & Mooring

5.5.1 Redacted

- 5.5.2 The Monthly boater satisfaction survey shows some improvement since April, August results are due shortly.



5.5.3 Redacted.

5.5.4 L&SE – The new pre-bookable, chargeable visitor moorings in Paddington Basin have been almost fully occupied since their launch in June. We are now finalising agreement with Argent about using their off-side mooring at Granary Square in Kings Cross, to provide a further three berths as well as 3 new ones in the Queen Elizabeth Olympic Park.

5.6 More activity on the water

5.6.1 River Tees (YNE) – Between the 3rd and the 7th August we teamed up with River Tees Rediscovered to take part in Stockton International River Festival (SIRF) in Stockton. We promoted the Trust and encouraged people to come down to the Tees Barrage ‘Big Picnic’ that week.



5.6.2 August and September are busy with events in L&SE, the IWA National Festival Waltham Abbey festival was over the BH weekend, Angel festival followed on the 1st September for the first time led by the Trust and the Slough, Aylesbury and Hayes festivals follow on later in September

5.6.3 The EM region’s activity programme has started this reporting period with 14 participatory activities already delivered including paddle boarding taster sessions, free arts activities and family canal dipping events.



5.6.4 As part of the NW Royal Albert Dock’s Summer on the Dock event a floating stage was installed in Albert Dock. The stage hosted a floating cinema, 5 aside floating football pitch and a week of wellbeing activities (kayak simulators, wellbeing walks and more) over the holidays.



5.7 Attractions Development

5.7.1 Anderton Boat Lift (NW) was assessed by Visit England during July achieving a score of 84% (86% previously) and received accreditation. Minor issues identified included the age of the displays in the exhibition hall. We have relaunched the Top of the World tours for the 2019 season as Walking the Lift Tours. The new tours have been listed amongst the final shortlist for Experience of the Year award in the Annual Marketing Cheshire Awards. The site held a very successful Pirate weekend on 21st / 22nd July with approximately 2,000 people attending.

- 5.7.2 At Anderton and Standedge we have brought in interim attraction managers to support the operations at both sites and income growth.
- 5.7.3 In EM's they are developing detailed proposals for the redevelopment of Stoke Bruerne which will be ready for consultation with partners and stakeholders in September. Visitor survey work continues as does shadowing and mystery visiting. The consistency in providing good quality customer service has been identified as an area that needs improvement. New volunteer roles are being devised to help support engagement across the site and extend the offer available
- 5.7.4 At Foxton locks (EM) new family activities are being trialled - Let's Dip and Let's Paint, to increase visitor participation in Trust activities rather than just attending the site. The activities are supported by interaction with Trust colleagues and volunteers who have reported some great conversations about both Foxton and the work of the wider organisation.



5.8 Connectivity

- 5.8.1 Strategic Connectivity –
 - 5.8.1.1 High Speed 2. We have recently responded to the phase 2b design changes north of Birmingham through to Leeds, the revised proposals create issues for the canals and river navigations at a number of the crossings.
 - 5.8.2 Active travel and connectivity,
 - 5.8.2.1 In W&SW Phase 1 of the towpath improvements on the Gloucester & Sharpness canal between Midsummer Walk and 200m South of Rea Bridge, a distance of nearly 3km, has been completed.
 - 5.8.2.2 The newly installed ramped access to the Ashton Canal (NW) at Guide Bridge has been opened to the public. An opening press event with Chris Boardman, the GM Walking & Cycling Commissioner, took place on 30th July.
 - 5.8.2.3 In Walsall (WM), 3km of towpath has been completed providing a much improved year-round surface between Birchills on the Walsall Canal and Goscote on the Wyrley and Essington Canal. A gated access has been installed in partnership with Homeserve, Walsall's biggest private employer, to give their employees access to the towpath for cycling and walking. They also provided construction access during the works.



5.8.2.4 The EM region celebrated National Cycle to Work Day in Nottingham, offering breakfast to towpath commuters and free bike checks. While cycle commuters were less inclined to stop, the event enabled the team to gain a greater understanding of how the area is used (e.g. 1 cycling commuter to every 10 pedestrians) and to learn from anecdotal evidence that most towpath users are respectful of the shared space.



5.8.2.5 Black Country towpath improvements carried out as part of the Local Growth Funded, Managing Short Trips Programme were launched in Wolverhampton. Regional Director Adnan Saif was joined by the Mayor of the West Midlands Andy Street, Ninder Johal from the Black Country LEP and Cllr Ian Brookfield, Leader of City of Wolverhampton Council.



5.9 Restoration

5.9.1 Pocklington Canal HLF Project - During July contractors modified Swing Bridge 7 to recreate the historic design and to remove a trapping hazard, and during August the Pocklington Canal Amenity Society (PCAS) volunteers rebuilt the retaining wall using lime mortar and handmade bricks under supervision from a heritage trainer. The project is now complete and the final project claim and evaluation report are underway.



5.9.2 Montgomery Canal - School House Bridge Shropshire Highways have now made a commitment to adopt and maintain the new bridge once built. We are progressing the necessary designer and other project appointments.

5.9.3 Buckingham Canal Society (EM) are seeking a long-term lease agreement for the arm so that they can secure funds for restoration. They have continued with installation of an accommodation bridge with Trust engineering support. They also held the [Cosgrove Canal Festival](#) in July as a way of promoting their work and raising funds.

5.9.4 In EM's an opening event for the Lock 15 restoration will be held on 13th September. Restoration of Lock 14 (the second of the 2 as part of the GCHL Heritage Lottery funded work) is progressing very well with volunteer led bricklaying advancing ahead of schedule.



5.10 Boat Licensing Customer Support

5.10.1 **Redacted.**

5.10.2 Summary Table

Region	Licence Evasion	CC monitoring	Approved Overstay	Equalities Adjustments
East Mids	110 (+4)	24 (+1)	19 (-6)	11 (-1)
Ldn & SE	453 (-24)	476 (+26)	196 (+27)	187 (+4)
NW	263 (-33)	61 (-3)	27 (+14)	36 (-7)
Wales & SW	206 (-2)	103 (+9)	77 (+8)	109 (+2)
West Mids	181 (0)	62 (+2)	39 (+8)	43 (1)
YNE	147 (-16)	25 (-29)	14 (+7)	4 (0)
Total	1431 (-71)	751 (+11)	372 (+78)	390 (-1)

5.11 Business Boating

5.11.1 Redacted.

6. STRATEGIC PROGRAMMES – WELLBEING

6.1 Personal Health & Wellbeing

6.1.1 Y&NE played a huge role in Leeds waterfront Festival in June This year our events have incorporated wellbeing and mindfulness activities for the first time including Yoga on branded mats.



6.1.2 The W&SW community engagement team ran a 'Discovery Day' at Caen Hill, working with partners who supported activities including Nordic Walking, yoga, bee keeping, canoeing and fishing. A new trail leaflet was launched for Jubilee Woodland and the Admiral promoted the Trust's plastics campaign.

6.1.3 Help for Heroes armed forces veterans are helping transform a section of the Monmouthshire and Brecon Canal (W&SW) as part of a support project developing their skills and helping their integration back in to society. The current four-week programme at Goytre Wharf includes building benches, a viewing platform and paths to allow easier access around the canal.



6.1.4 Mass Participation Wall (Y&NE) – The Canal Challenge in partnership with the NHS - 14th July. 248 people took part in the canal challenge either doing the epic walk of 29 miles from Skipton to Leeds, 14 miles from Saltaire to Leeds or the family walk of 4 miles from Kirkstall to Leeds. Many of the people who took part had been personally helped by the NHS and wanted to be able to give back, rediscovering the canal in the process. We are looking forward to growing this partnership with the NHS and Leeds Cares.



6.2 Community Wellbeing & Ownership

Volunteering	Target	Year to Date	2018/19 Achievement
Volunteer hours	725,000	193,602	671,839
Number of Active Volunteers*	N/A	3,410	3,601**
Volunteer Engagement	80%	78%	Not measured

*Defined as volunteers who have given time in the given year

**Not used as a formal measure in 18/19, snapshot taken at 31/3/19

6.2.1 WM – Coventry Canal- We have developed a partnership working group between the NHS Healthy Lifestyles team, Crisis, and The Architects offices based in Coventry Canal Basin to bring staff and clients of those organisations together to help care for a part of the Canal, and improve health and wellbeing at the same time. The Project plan won a the Social Value Contribution.



6.2.2 On the 7th July the 11th National Nowka Bais boat race took place at the Edgbaston Reservoirs in Partnership with the Trust. Apart from the race itself, the event included musical performance, free community sailing sessions, food and market stalls and children rides. The event was attended by over 15,000 people.

6.2.3 The Community Roots Engagement Coordinator in Sefton started in post 17th June and has begun to establish relationships with key local stakeholders including social enterprises and charities in Litherland and Sefton Council and continued to strengthen the strong relationship with Sovini to engage their tenants with plans for the whole of Sefton. The Community Roots Coordinator has organised a series of consultation events to take place at The Strand shopping centre in Bootle over the months of September and October. The consultation is designed to increase people’s awareness of our brand, our work, and to help recruit new volunteers for the project.

6.2.4 In Pennine Lancashire the Community roots project has delivered in July & August; 46 volunteer and engagement sessions, including litter picking, building bird boxes, hedgehog boxes, wildlife houses, Rishton brownies, path repair, recovery café, Walk and talk, stock fencing; Pre-pride and pride events. Over that period 1,700 volunteer hours have been dedicated to renovating, cleaning and improving the canal and 600 direct community engagement hours for sessions including the peace walk, surveys, biodiversity talk and walk and wood.

6.3 Connections with nature, arts and culture

6.3.1 For the first time, the Trust took part in Liverpool Pride, which was held at the end of July. More than 10,000 people paraded through the city’s streets in the rain, including around 12 colleagues and volunteers. We also returned to Manchester Pride over the August Bank Holiday weekend when over 30 colleagues joined the parade.



6.3.2 Aire & Calder - On the 18th July we carried out barn owl monitoring of the boxes installed along the navigation. This year we have 12 chicks and 4 adults and one mother on a clutch of eggs, which is an increase from last year and great to see that our work is having an impact.



6.3.3 160 Lets Fish events have been delivered out of a national total of 250. There have been about 4,300 participants. We estimate that we will have 7,000 participants by the end of this year's programme, up 75% on last year. We are investigating external funding to expand this programme.

6.3.4 River Aire - A new art installation close to Fearn's Wharf to celebrate the heroes of Leeds. Funded through the City Council's Waterfront enhancement fund, it has proved very popular and improved a poor quality stretch of Trust-owned waterfront. One of the heroes, Olympic silver medallist Yona Knight-Wisdom visited the installation and was so impressed that he tweeted about it!



6.4 Connections: Education & Youth Engagement

6.4.1 East Midlands, Leicester's National Citizen Service programme, young people chose our pitch to support the Trust's current plastics campaign and saw 96 young people delivering over 5,700 hours of volunteer time raising awareness of the Trust and our campaign to highlight the issue of plastic pollution in the Trust's waterways.

6.4.2 In WSW on the K&A we delivered boat trips and Explorers activities for 64, year 3 children from Newbury. Explorers volunteers also attended the Royal Welsh Show and Countryfile Live to offer informal learning activities.

6.4.3 The [Desmond Family Canoe Trail](#) was launched over 4 locations, Liverpool, Blackburn, Leeds and Goole over the August bank holiday weekend. At the various events there were free activities including canoeing, face painting, music and children's activities. With the wonderful weather the launch events were a great success.



6.4.4 In Y&NE, on the Calder & Hebble a group of Year 7 students joined us on the towpath from the Rida Girls School in Dewsbury to help us remove litter from the Calder & Hebble at Dewsbury. The Islamic girls school are keen to develop an ongoing partnership.

6.4.5 West Midlands delivered Outreach Workshops and Waterside Visits to 2,210 children in July. including 685 linked to Learning by Water regional programme and 1,000 pupils living in the Stoke-on-Trent area. Feedback has been very positive.

6.4.6 At NW National Waterways Museum Ellesmere Port we hosted 129 children plus their families and friends in a variety of performances around the museum site. This is a partnership with Edsential schools music service which has been ongoing for 3 years. At both national museums we are running experience days for children. Young Engineers days and Junior Lock Keeper days. These are for small groups and involve learning a skill, then demonstrating that skill to our museum visitors. We have had excellent feedback.



6.4.7 Growing our partnership with the Prince's Trust in the NW. Young people from their Fairbridge programme have completed five group volunteering days this year with 2 more to follow focussed on Manchester Activity Days. Young people have been involved in canal clean-ups, painting and vegetation removal in Manchester city centre and at Elton Reservoir with positive feedback.

7. BRAND, SUPPORTERS & INFLUENCE

7.1 In W&SW the Welsh Public Affairs Agency 'Deryn' have been appointed to assist the Trust with our work in Wales. Initial indications are positive, they are currently assisting with our response to the 'Draft International Strategy for Wales'.

7.2 W&SW interim regional director met with David Drew MP in August discussing Sharpness, the Gloucester and Sharpness Canal and the Stroud Water Restoration. He also met with Julian Atkins Chief Executive Brecon Beacons National Park and his senior staff team in July to discuss future strategic partnership programme opportunities between the Trust and the National Park.

7.3 The WM Regional Director met recently with Khalid Mahmood, MP for Perry Bar, at his request relating to potential wider meetings with WM MPs in the House of Commons.

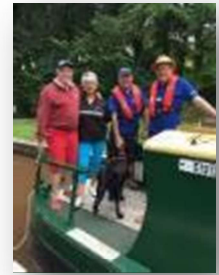
7.4 The Trust (W&SW) attended the Royal Welsh Show in July working in partnership with Powys County Council. The Trust gazebo was located at a key location near the main show ring maximising the Trust's brand. Trust staff and volunteers engaged with over 200 people. We also attended Countryfile Live.

7.5 Deputy Leader of the Labour party, Tom Watson MP, led a 9-mile canoe challenge from Tipton to central Birmingham, through his own constituency of West Bromwich East and was organised in partnership with British Canoeing as part of Tom's personal health improvement journey. Tom was joined by Richard Parry and Adnan Saif.



7.6 L&SE – Following our successful partnership with Future of London, where our Regional Director launched our London Prospectus, we will now deliver a 'Designing with Water Masterclass' for members in October. This gives us further opportunity to promote our brand and influence decision makers within local authorities, developers and housing associations. We launched our new London prospectus "Unlocking the potential of London's canals and rivers" at the event.

- 7.7 Commonwealth Games WM's—We met Ian Reid, Chief Executive, and Martin Green, Chief Creative Officer, from the Organising Committee to discuss the opportunities and aspirations for both organisations and how we can work together. As a result, we have been asked to prepare ideas for the venues and how the canal could be incorporated.



8. FUNDING & FINANCE

8.1 General funding secured

- 8.1.1 £1.4million indicated by Coventry City Council is available to spend on 5km of the Coventry Canal in relation to the city of Culture we will now work with the projects team to develop a specification and costs for the work.
- 8.1.2 Stoke-on-Trent £586k has been awarded to fund towpath upgrades and solar lighting building on the existing canal improvement programme on 9.7km of canals.

8.2 Towpath funding secured

- 8.2.1 W&SW- Crowther Hall to Bank Lock – Project Value £100,000. Funding has been secured to upgrade 1km of towpath on the Montgomery Canal, on completion, the improvements will link together two lengths of towpath previously upgraded.
- 8.2.2 CCAG Huddersfield Narrow Canal Phase 2 & Shipley Sections of the Leeds Liverpool in Y&NE. We have been awarded £60K development grant from WYCA to develop and design a 6km scheme for delivery in 2020/21.
- 8.2.3 Gledrid Towpath, Llangollen Canal – Project Value £200,000. Funding was secured in 2018 from EFRAD RDPE to extend the previously improved 18km of the WHS towpaths from the WHS boundary at Gledrid, Shropshire to Lions Quay Hotel and Conference Centre. The 1.8km of towpath improvements will connect local businesses and communities with the canal and WHS.
- 8.2.4 £700k secured for towpath improvements in Catherine Be Barnes and Stratford Upon Avon on the Grand Union Canal. (WMS) The project will see 2.8km of towpath improvements, 400m of visitor mooring improvements along with signage and waymarking creating a link from the rural area into urban conurbations of Solihull and Birmingham.
- 8.2.5 In W&SW £403k funding support for towpath improvements along the K&A between the A339 and Hambridge Road in Newbury has now been received. The Section 106 funding from West Berkshire Council will improve one of the busiest sections along the eastern end of the canal. Delivery works for Devizes towpath phase IV (P10946) between London Road and Coate Road, funded by Wiltshire Council has now commenced on site.

8.3 Contracts

- 8.3.1 The current contract with Fountains expires at the end of March 2020, following approval of a 1 year extension; with additional works planned this winter to resolve vegetation backlog works at reservoirs there is a risk we will exceed the agreed extension of contract value. Options to procure this work outside the contract to achieve best value are being reviewed. We are also in negotiation for a further extension of the Fountains contract. Our requirements from this include reduced minimum contract value, increased flexibility without penalty and overall cost reduction. A full review with regions has been undertaken and works have been removed from the programme which we believe can be delivered by volunteers at less cost in future years. In addition, we are looking to

approach retender in parallel, region by region – thereby removing risk to the Trust and to test the current rates offered by Fountains.

- 8.3.2 Waste Contract retender will commence in September with a call for expressions of interest.

9. PEOPLE

- 9.1 Recruitment is ongoing to complete regional teams, particularly in London & SE. H&E manager appointed and started, interim appointments in place for SPDM and CEM. Unfortunately, temporary Harbourmaster has resigned having been offered a more local role. There are still 2 area operations manager vacancies to fill.
- 9.2 We have appointed several new Area Operations managers to fill 12 vacancies in the new structure and they have been joining us over the last few months with more to start in the Autumn. **Redact.**
- 9.3 **Redacted.**
- 9.4 Apprentice recruitment is underway with some success and some challenges in the London recruitment. The plan is for 3 to join the M&E team, 3 operative positions in London and 1 administrative position.

10. FUTURE OPPORTUNITIES

- 10.1 Y&NE held a positive meeting with Selby Council around the Local Cycling and Walking Action Plans which may unlock opportunities through the Transforming Cities Fund. Pedestrian counters show over a 100% increase in footfall since 2017 which further demonstrates a need for an improved towpath.
- 10.2 Further to the Sheffield Trustee Visit, Y&NE, we have been asked to supply outline towpath improvement costs for Sheffield LEP for the Sheffield & Tinsley Canal and the Stainforth & Keadby West of Thorne.

Appendix 1: Green flag Award progress:

Canal	Year Green Flag Award Gained	Year Green Flag Award renewed	Region
41 miles Leeds Liverpool Canal (urban waterway) East	2019		Y&NE
All 12 miles Erewash Canal	2019		EM
Swansea Community Award		Awarded	W&SW
1 mile Hanwell Lock Flight – Grand Union Canal	2019		L&SE
1.3 miles Stonebridge Lock – River Lee Navigation (Tottenham locks to Chalk bridge, Haringey)	2019		L&SE
Riverside Park. R. Severn – Worcester-Birmingham Canal	2019		WM
19 miles Lancaster Canal from Bilsborrow to Lune Aqueduct	2018	2019	NW
30 miles of the Chesterfield Canal from Kiveton Park to Stockwith (including 14 miles awarded GF in 2017 - section from Stockwith to Retford)	2018	2019	Y&NE
8 miles of the Montgomery Canal	2018	2019	WM
All 9 ½ miles of the Pocklington Canal	2018	2019	Y&NE
All 2 ½ miles of the Ripon Canal	2018	2019	Y& NE
All 14 ½ miles of the Bridgwater & Taunton Canal	2018	2019	W&SW
0.9 miles of the Regents Canal (Mile End to Limehouse Basin) obtained by Lower Regents Coalition (adoption group)	2018	2019	L&SE
4 miles of the River Lee Navigation, Waltham Lock to Cheshunt	2017	2019	L&SE
22 miles of the Shropshire Union Canal from Middlewich to Audlem	2017	2019	NW
12 miles of the Peak Forest Canal in the Peak District incl. Marple Lock Flight	2017	2019	NW
Marple Green Heritage Award – Marple Aqueduct & Marple lock flight	2017	2019	NW
All 87 miles of the Kennet & Avon Canal	2017	2019	W&SW
All 26 miles of the Macclesfield Canal	2016	2019	NW
In development:	Planned submission		
Sheffield & Tinsley Canal	2020		
Tees Barrage	2020		
Huddersfield Narrow/broad Canal	2020		
Manchester city centre	2021		
Mon & Brec Canal	2020		
Saul Junction	2020		
BCN revolution walk	2020		

APPENDIX 3: ASSET IMPROVEMENT REPORT

Simon Bamford, Asset Improvement Director

1. PURPOSE

- 1.1 This appendix provides an update on the activities of the Asset Management function and the Asset repair and maintenance programmes.

2. Positives and Challenges

2.1 Positive progression

The recent incident at Toddbrook Reservoir continues to be the largest challenge faced by the team, yet has also been the biggest positive. The response to one of the most significant structural issues in recent history from both colleagues, contractors and supporting agencies was extraordinary; successfully drawing down the reservoir to a safe level and stabilising the dam within seven days, allowing residents of Whaley Bridge to return to their homes.

2.2 Challenges

Dr Andrew Hughes will take on the external investigation into Toddbrook and the Trust's management of its reservoirs and at the beginning of August Defra announced its own independent review of the Toddbrook incident. Supporting these investigations will put an increased strain on engineering and project management resources.

Engineering vacancies within the Asset Management department, both Asset and Design Development Engineers are making the development of the B20 3 year programme and development of the Asset Strategies a challenge. A recent recruitment campaign has recently closed with a mixed response and so we are looking to redeploy resources with engineering qualifications from other functions to assist.

3. Asset Management

3.1 Asset Strategy

The new Asset Health Index is shown below:

	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Number of Assets	8,293	8,293	8,445	8,706	8,706
Index at Assessment	44.12	<i>42.56</i>	43.04	43.16	42.95
Index at 2019	53.35	<i>50.39</i>	50.22	50.90	50.61

The 'Number of Assets' is the number of assets that can currently be measured (8,706). The index combines the asset condition with the weighted consequence of failure. The index therefore provides a measure of condition weighted by risk. The index works on a scale of zero to 100; where zero is very good health and 100 is very poor health. So, the higher the number, the worse is the health of the assets. The index is shown as:

- Index At Assessment – this is the assessment at the date when the asset was last inspected. The score for August was 42.95.
- Index At 2019 – this is a modelled assessment of what we believe the asset would be if inspected today. The score for August was 50.61.

The Asset Health Index will be further developed as additional assets are added and as the new models are finished. The scores are likely to move during the rest of B19 as additional assets are added, models continued to be calibrated and our understanding of the index grows.

3.2 Asset Management

A special meeting of the Audit and Risk Committee was held on 21 August. An in-depth discussion was held explaining the Toddbrook incident, and the current and proposed details of actions being progressed to improve the management of reservoirs. This included a discussion on the Tier 1 and Tier 2 risk assessments and additional reporting requirements to the Board.

There is a workshop planned to carry out a risk assessment following the death of a member of the public who fell into the canal and was drawn into a lock culvert. The member of the public was a women in her 70's who fell into the canal adjacent to the ground paddle at Lock 8 Atherstone, Coventry Canal. Unfortunately she got trapped in the paddle chamber, and tragically the emergency services were unable to save her.

Good progress continues with the planned installation of the alternative lock gate design which is planned to have a longer design life and be easier to install than traditional oak gates. A joint communications plan is being developed in consultation with the K&A Canal Society. Two sets of gates are planned to be installed; one on the K&A and one on the River Lee in the B19 stoppage window.

3.3 Redacted

4. Financial Position

Contribution	Year to Date		Full Year		Commentary
	Actual	Original Plan	F4 Forecast	Original Plan	
Priority Projects	(6.5)	(6.5)	(28.1)	(28.1)	
Priority Works	(5.4)	(6.7)	(22.2)	(22.2)	<p>£363k is savings made year to date (up to the end of July) to go towards the £1M efficiency target set to Priority works.</p> <p>The remaining variance is due to programme adjustments comprising plan revisions in year so will not affect the overall programme. These changes are predominantly due to:</p> <ul style="list-style-type: none"> • Arising and emergency works; • New drought mitigation works in the East Midlands and London & South East regions
Unlocking the Severn	(0.2)	(0.0)	(0.1)	(0.1)	
Total Contribution	(12.1)	(13.2)	(50.4)	(50.4)	

Figures in £k

5. Priority Projects

Saltersford Lock, River Weaver

Following a review of options after the stop plank failure it was decided to proceed with a short to medium term repair using divers rather than a full dewatered repair solution.

Works progressed to plan and the lock was successfully reopened on 9 August.



The repair will be monitored over the coming months and a decision reached on a more permanent repair. Temporary works procedures for lock temporary dams are also being reviewed as a consequence of the stop plank failure in time for the coming stoppage season.

5.1 Froudes Culvert, K&A Canal

Following extensive water ingress the works were temporarily halted and a revised methodology incorporating tunnel boring was developed. The tunnel boring has been concluded and the works are due to be complete early October.



5.2 Saturday Bridge Retaining Wall

The Saturday Bridge Retaining Wall on the Farmer's Flight, Birmingham and Fazeley Canal began settling in early in 2019 with the result that a lane of the adjacent main road, an abnormal loads route through Birmingham, had to be closed resulting in traffic delays. Investigations were undertaken to determine the cause of the failure and to develop a permanent solution. It would appear that the foundations of the wall have failed so temporary loading of the toe of the wall has been put in place and movement has stopped but monitoring is continuing.

The draft design solution includes rows of soil nails of between 12-14m in length in close proximity to services within the roadway. There are a number of challenges with delivering these works this year and so it is proposed to defer the works until April 2020 to address these. However, deferring until next year has the potential to incur reputational damage from Birmingham City Council (BCC) and ongoing costs will be incurred for traffic management until repair works are completed. Liaison with BCC is underway to explain the challenges and the proposed work programme.

5.3 Stainton Aqueduct, Lancaster Canal

The works are progressing with some delay, with completion due mid to late November.



6. Priority Works

6.1 Programme Progress

In the first four months of the financial year the construction teams completed 257 packages of work including a number of additional drought mitigation works and summer stoppages.

The implementation of a stable programme and the introduction of reactive teams in the Region are having a beneficial impact on change. In the first four months of this financial year there were a total of 45 arising or emergency works that impacted the programme. During the corresponding period in 2018 the total number was 94 – greater than 50% reduction by volume.

The challenge with this years construction programme is to deliver the programme with an efficiency saving of £1m. The teams have risen to this challenge and so far have delivered the programme with a total saving of £368k. These are predominantly the result of productivity gains, use of materials stored in depots and innovation on site, resulting in actual costs coming in lower than the estimate.

Work Examples



Emergency work at Lock 66 on the Rochdale Canal completed. New mitre post and gate anchor stone installed following boat impact damage



Before, during and after photographs of the piling and towpath works through Leamington on the Grand Union Canal



Boundary wall bulging on Embankment 5, Brookfoot To Ganny on the Calder & Hebble Canal



Emergency works to collapsed retaining wall in Stourport on the Staffs & Worcester Canal. Work completed by Direct Services and the West Midlands Region Reactive Team.



Apprentices undertaking boundary wall repairs

6.4 Grantham Canal Heritage Initiative



Volunteer activity at Lock 14 continues to be strong with good progress being made. Waterway Recovery Group spent their third week on site helping to:

- Extend the track to the lock cottage;
- Install stock fencing; and
- Construct the block work and brick work walls in the main chamber at Lock 1

7. UNLOCKING THE SEVERN

7.1 Access/Land acquisition

The land transfer and licence from Severn Trent for the construction works and compound is complete.

The CPO was implemented for both Holt and Lincomb in early September

7.2 Bevere

- Piling work has now been completed. This has progressed well, although there have been some minor modifications to the design and pile height due to driving conditions.
- Rock protection works to the downstream bank are complete and rock armour protection stone has been placed adjacent to the abutments of the listed bridge.



7.3 Diglis



- Initial site set up work commenced on Monday 19th August which will be followed by more significant plant, equipment and resource for the start of major works from w/c 2nd September.
- The Environmental permit from the EA is provisionally approved.

7.4 Activity Plan / Interpretation / Communications

7.4.1 Education

- The new Education Officer has established initial meetings and site visits with project staff, volunteers and partners.



7.4.2 Interpretation

Work has been completed at Severn Valley Country Park to install the family play trail and project. Feedback has been very positive on the design and build quality

7.4.3 Volunteering

- A volunteering day for 11 young people from the National Citizenship Service took place. This included removing Himalayan Balsam from Laugherne Brook in Worcester and writing about river invertebrates.
- A Himalayan Balsam Bashing day was held with six volunteers from the Bewdley civic society, followed by three further volunteer led work parties

7.4.4 Communications

Work is progressing on Phase 2 of the website development. [A film clip animating the home page is now live.](#)

On Social Media – the highest reaching tweet (9,714 impressions) was thanking Canal & River Trust colleagues for their balsam bashing efforts!

7.4.5 River Trainees apprenticeship programme

- The Water Environment Worker and Event Assistant Apprentice posts have been filled and the successful candidates will start 23rd September.

APPENDIX 6: STRATEGY, ENGAGEMENT & IMPACT REPORT

Heather Clarke, Strategy, Engagement & Impact Director

1. Update on Key Developments & Challenges

1.1. Redacted

1.2. Beauty on the Doorstep Campaign – Our ‘Plastics Challenge’

We are continuing to roll out our #PlasticsChallenge campaign this autumn by introducing a new micro-volunteering product which will enable people to carry out a small social action on their doorstep picking up plastics and litter without any need to pre-book or have supervision.

Working in partnership with [#2MinuteBeachClean](#), we are using their tried-and-tested model of nudging behaviour by placing A-frame boards in prominent places with litter pickers and bags (made from biodegradable and compostable corn starch). We are piloting in 10 locations and will have marketing, social media and local media support. An evaluation process will be completed in November with a view to roll out the boards more widely in 2020.

1.3. Production of our Second Outcomes Report

Our second outcome report will provide an overview in the form of a progress report (with case studies and testimonies) and route map towards full reporting Redacted

1.4. Redacted

2. Strategy Delivery

2.1. Redacted

2.2. Outcomes Focus Areas

This section provides a brief update on key activities underway in our redacted outcomes focus areas.

- Phased production of visioning documents for engagement with local partners and communities for each of the outcome focus areas.
- Completion of the recruitment process for the appointment of a Community Roots Officer in each area as part of the three-year PPL Community Roots Programme to develop and deliver a local action plan, lead on community engagement and

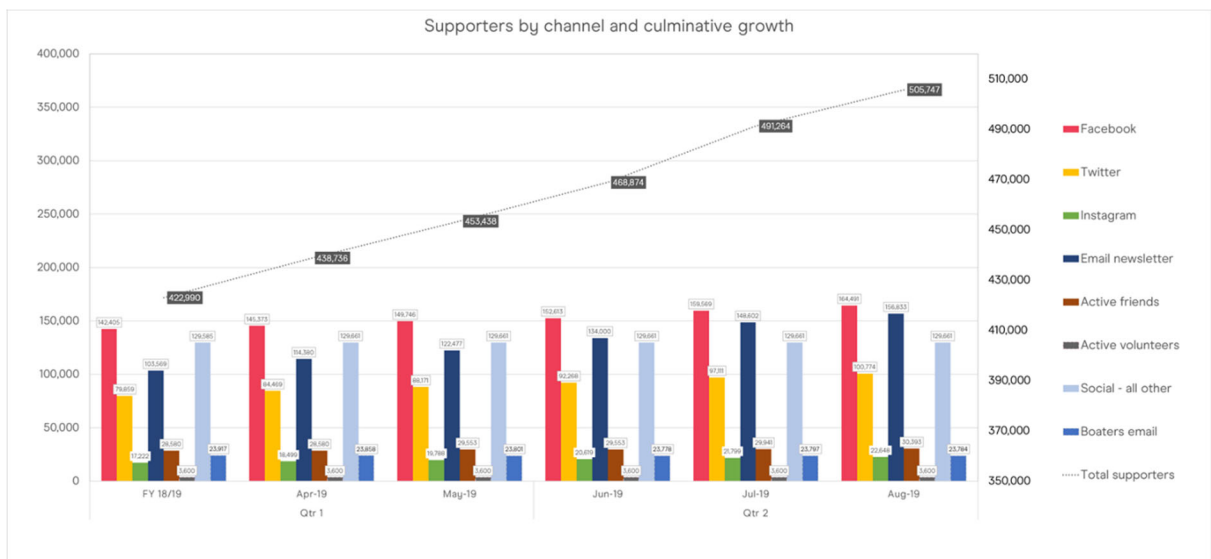
outreach activities and to work with local partners, charities, faith groups, etc. Induction day is planned for late September.

- Two EU funding bids submitted for wellbeing related projects within selected outcomes focus areas - how we can connect BAME communities with the canal (with an emphasis on improving personal wellbeing) and how to deliver innovation in social service delivery to counteract loneliness in canalside neighbourhoods.
- Towpath sensors are being installed and towpath intercept and local community surveys being conducted in each outcomes focus area to establish the baseline and track changes over time. Evaluation plans will be scoped once the local action plan has been produced in order to measure the effectiveness and impact of the planned interventions and activities being made.

3. User to Supporter Strategy & Campaigns

3.1. Supporter Growth to Date

Since the last board report, we have attracted a further 39,000 passive supporters (social media followers, email subscribers or people that provide contact information). The current supporter total is now standing at just over 500,000. Our national Twitter account has just reached 100,000 followers.



3.2. Community Ownership

We have commenced a review of our regular drop-in group volunteering product, the Towpath Taskforce, with the aim of expanding and adapting it to reach new audiences. Our new youth panel are exploring how we can make it more relevant and appealing to a younger audience.

3.3. Redacted

3.4. Redacted

3.5. Brand Awareness

Three Year Brand Advertising Campaign

6.3. Redacted

6.4. Working with Natural England

The Trust met with Natural England's interim Chief Executive, Marian Spain, to discuss our 'Wild in Birmingham' project as a model for how to connect people with the environment in urban areas, and review progress with our Memorandum of Understanding. Redacted

6.5. Environment Bill update

Redacted.

6.6. Air quality

The Department for Transport published their Call for Evidence on moving the inland waterway and coastal recreational sectors toward zero emissions, (is open until January 2020) redacted. We are engaging our customers (through Boaters Update, Navigation Advisory Group and other mechanisms) and are working with stakeholders (such as AINA and British Marine).

HMRC Consultation on Use of Red Diesel

We have engaged with the HMRC consultation team to highlight issues of increased costs for our customers and suggest an alternative mechanism by which the current "propulsion / domestic use" split can be maintained for our customers while still meeting EU requirements.

6.7. Open & Closed National Consultations

We have formally responded to the UK Government's draft National Flood Coastal Erosion Risk Management Strategy for England. We will be responding to a series of live UK and Welsh Government consultations including Department of Health & Social Care consultation on Advancing our health: prevention in the 2020s.

6.8. Abstraction Licencing

A total of 110 applications have been prepared and submitted to the Environment Agency (out of a total of 155 required). Of those submitted, 47 (30%) have now been validated by the EA to date, meaning that those abstractions can continue as if exempt, until such time as the application is determined (i.e. granted or refused).

Further to an EA consultation in 2017, the EA has commenced a strategic review of its abstraction charges scheme (the largest charging they operate) to ensure that charges reflect the effort and cost involved in managing the 17,000+ abstraction licences and the environmental risks that the abstractions pose.

Redacted.

7. Strategic Engagement, Partnership Opportunities & EU Funding

7.1. Ministry of Justice (MoJ) & Community Rehabilitation

We continue to work with the MoJ and the New Futures Network to develop a formal Release on Temporary License Programme with Prisons close to our network. Our first pilot with HMP Leyhill at Port of Sharpness, and on the Gloucester & Sharpness Canal with 60 community service days recorded so far.

Redacted.

7.2. Tourism Sector Deal (as part of UK Government Industrial Strategy)

We are engaging with Visit England, British Marine and some Destination Management Organisations (DMOs) to explore the potential opportunities for the Trust and our waterways within this Sector Deal.

7.3. Transforming Cities Fund

£1 billion of transport funding from the Department of Transport is being made available for 10 shortlisted cities and regions. We are working with the local authorities in Stoke-on-Trent, Nottingham, Leicester and the combined regions in the North East to ensure that the opportunities for waterways are included within their respective schemes.

7.4. Redacted

8. Participation Development

8.1. Youth Social Action - Step Up to Serve (#iwill campaign)

We are supporting the Woodland Trust's 'Big Climate Fightback (Every Tree Counts)' initiative in November. We are also working with SLQ (the accrediting body of Sports Leaders) to develop a bespoke Social Action Award for the Trust.

8.2. Youth Engagement Advisory Group & Youth Leadership / Voice

We have recently appointed new members from MIND, Sport England and National Youth Agency redacted. We are engaging the Year of Green Action youth panel in the next meeting, scheduled for October 2019.

Redacted

8.3. People Versus Plastics

Plans are being developed for new resources for schools and groups, young leaders as well as piloting a Plastics Ranger volunteer role and schools pocket adoptions across three regions, using PPL funding. As part of the Regents 200, five schools within 1km of the Regents Canal are involved in school pocket adoptions.

8.4. Learning & Skills

We are providing all 2,132 primary schools located within the 1km waterway corridors with information on our new resources and the offer of a visit from one of our learning and skills coordinators.

Following our attendance at the Cheltenham Science Festival and the Big Bang North West, EngineeringUK have invited us to showcase our STEM programme at the national Big Bang Fair 2020. As part of our partnership working with the Council for Learning Outside of the Classroom (CLOtC), we will be exhibiting and sponsoring the CLOtC Mark Awards at their annual conference in November.

8.5. Health & Wellbeing

Redacted. Beat the Street is lottery funded through Sport England and provides an evidence-based, population level, cost effective behaviour change programme that creates a social norm around getting active.

Redacted

9. Voluntary & Statutory Funding

9.1. Society Lotteries & Corporate Fundraising

In July the Government announced their intention to increase the revenue caps on lottery licenses from £10 million to £50 million per calendar year. This will mean that our partner People's Postcode Lottery (PPL) will revert to a Trust funding model and wind up the promoting society model.

9.2. Major Gifts, Charitable Trusts & Foundations

We continue to raise funds through legacy and in-memory giving. In early September, we took part in Remember a Charity Week, fronted by Len Goodman, which looks at raising general awareness around charitable giving in wills. **Redacted.**

9.3. NLHF Heritage Horizon Awards (HHA)

National Lottery Heritage Fund (NLHF) recently launched Heritage Horizons Awards which will invest £100million in flagship projects in par with the restoration of the Mary Rose, or the Alexandra Palace refurbishment. The minimum award is £5m, for which the applicant must contribute 10% of the total project costs (as cash, in kind contributions, or volunteer time. We are considering relevant bids.

9.4. EU Funding Programmes

Our current portfolio of EU Interreg Funded projects is progressing well and we are submitting further bids over the coming months, before the opportunity closes.

10. Planning & Design Matters

10.1. Statutory Consultee Performance & Effectiveness

We responded to 1092 planning application consultations in England and Wales in the year to 31st August, which equated to 96% compliance in England, and 100% in Wales.

Redacted

10.2. High Speed Two & Other National Third-Party Projects

Phase 2b

The Trust submitted the formal response to the Design Refinement Consultation, which affects a small number of interfaces with our network, on 6th September. Significant concerns remain about the impact of the revised proposals on the Eerewash Canal at Sandiacre and on the Aire & Calder Navigation in Stourton, Leeds.

HS2 Arts

HS2 Arts have offered £30k to deliver a pilot participatory arts project at two or three intersections of canals and HS2 with hard to reach communities.

10.3. Trust Promoted Schemes

We have submitted with our joint venture H2O Urban, a planning and associated listed building consent application for the sensitive site at Marple. The scheme comprises the conversion of the listed warehouse on site for a mix of community facilities, new build housing and boating customer facilities.

Strategy, Engagement & Impact Director
September 2019