



Canal &
River Trust

Richard Parry

Chief Executive Update



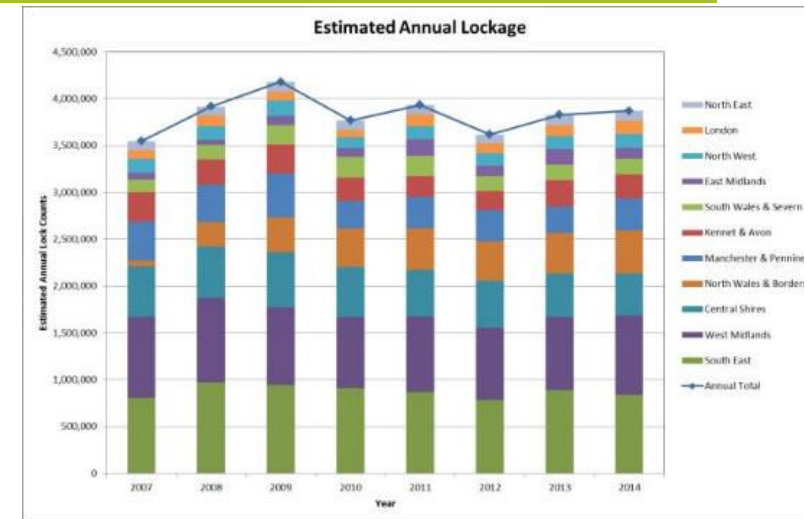
Living waterways transform places and enrich lives

2014 Usage Performance



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- 2% annual increase in lock usage on average in 2014
 - Increases in quietest waterway areas
- Boat licence numbers growing roughly in line



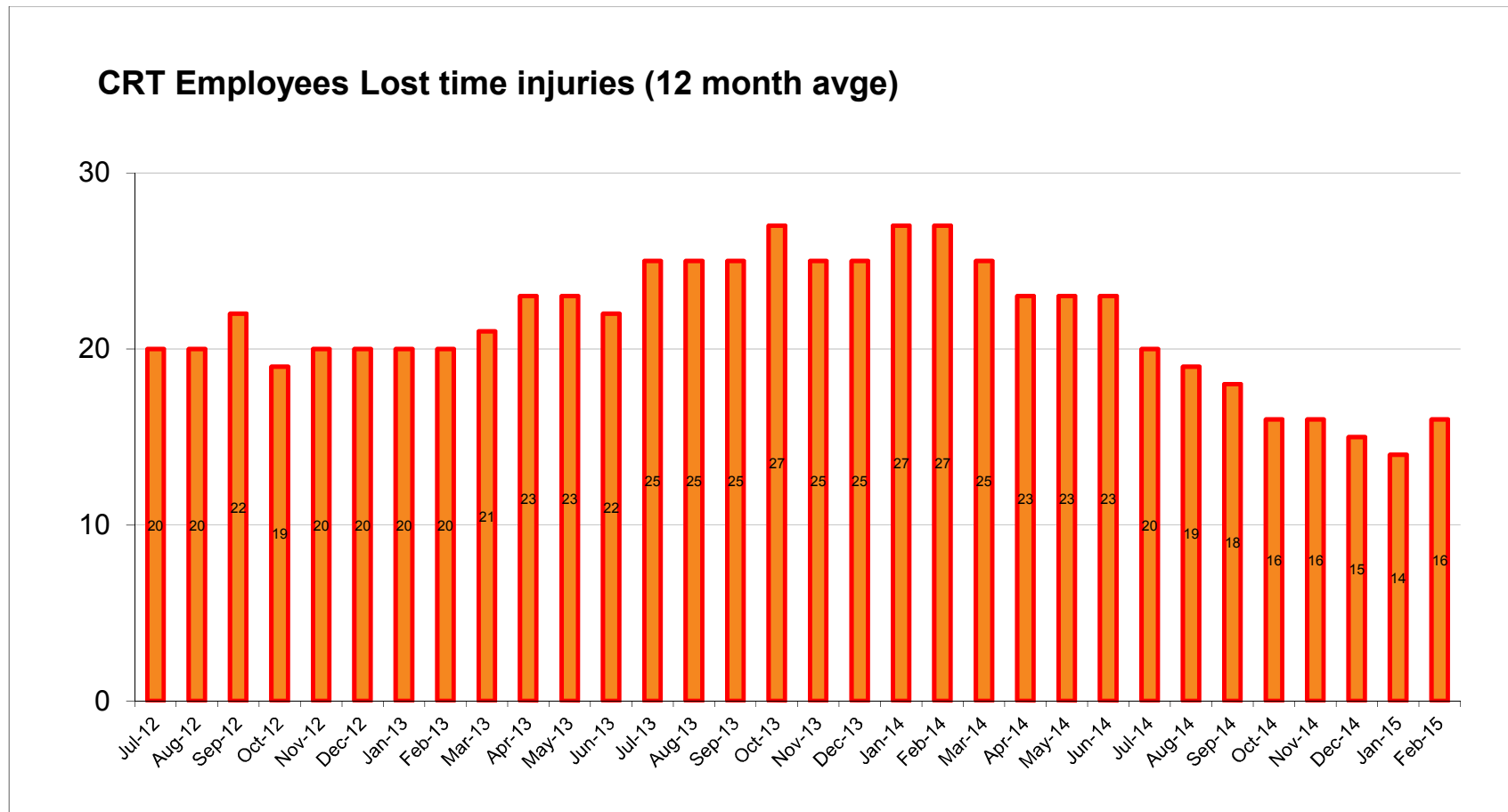
- 355m Towpath visits April 14 - Feb 15, already up on 14/15
- Angling growing – net 3 new clubs and numbers registering for ‘stillwater’ championships well up on last year
- Growing numbers canoeing / unpowered boating

14/15 Safety Performance



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- Employee Safety improving ...



14/15 Financial Performance



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- Strong financial performance:

	2014/15	2014/15	Variance
	Forecast	Budget	
Gross Income	£183.8m	£170.9m	+£12.9m
Total Charitable Activities	£123.7m	£118.2m	+£5.5m
Surplus / Deficit	£ 1.4m	- £6.0m	+£7.4m

- Strong Property performance: Canary Wharf added £10m+
- Also ahead of budget for boating & mooring income, and fundraising
- Also strong growth in capital value of Trust's investments- sales at Westferry and Camden

More repair works...

Over £93m spent on waterway maintenance and repair – up over 10%



Emergency works ...

Dutton



Birmingham

Both jobs completed by middle of March

- Kier admitted fault for Dutton
- Close liaison with Network Rail over Birmingham aqueducts



Customer-driven works ...



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Dredging



Off-side Vegetation



£80m in 10 years (£7m 14/15): £2m additional spend in 2014

Winter Works programme



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£45 million spend:

175 stoppages Nov '14 – Mar '15, including:

- 150 gate replacements + 50 gate repairs
- 20+ lock chamber repairs
- Various waterway wall, embankment and bridge repairs

Greater focus on customer-driven works

- £1m extra works added this year
 - Facilities/ Service stations
 - Moorings
 - Locks

Early indication that overall asset condition improved again to just over 14% in poor (grade D/E) condition



Public Engagement - Open Day



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16 Open Days held, c.9,500 people attended in total

- Over 2,000 at City Road lock, Islington in December
- Over 1,000 at Aldermaston (K&A) in January, including special guests – see right
- Record Friends sign-ups and donations collected



Volunteering and communities



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- On target to reach plan of 400,000 volunteer hours this year
- Now over 85 community canal adoptions in place
- Nearly 700 more applied to become Voluntary Lock-keepers
- Over 35,000 children have taken part this year in the education program with our volunteer Canal & River Explorers

“It’s been brilliant; I can’t wait until it’s my turn to come again!”
– Joanne

Become a Friend
There are many ways you can make a difference to your local canal or river. You could join our Friendship scheme by giving a monthly donation. Or you could simply report a problem or donation and help ensure that our inland waterways remain a valued part of our local landscapes now and forever.
Visit • Donate • Volunteer canalrivertrust.org.uk

Connecting communities

Adopting a Canal or River near you

Canal & River Trust
Facing people, nature & history connected

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Business Planning



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- Linking our 10 year Strategy to the Trust's business planning
 - Driving the prioritisation of expenditure
 - Focusing effort to align with the Trust's strategic priorities
 - Three year 'Targets' against a range of measures
- Build in local priorities and customer needs:
 - Incorporate Waterway Partnership plans and other local user feedback early in the process
 - National teams' response
- Take into account our long term financial projections



Business Plan 2015



- Plan goes to the Board on 26 March
- ‘Strategy-led’ to align with ten year ambition
- Local involvement through Partnerships captured
- ‘Balanced’ plan (no deficit) proposed, with income and waterway spend both growing year-on-year

	2014/15	2015/16	2016/17	2017/18
	Forecast	Plan	Plan	Plan
Gross Income	£184m	£189m	£192m	£202m
Total Charitable Activities	£124m	£129m	£131m	£135m
Surplus/(Deficit)	£ 1.4m	-	£0.5m	£5.2m

Better Towpaths for Everyone



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- Policy launched - sets out 9 Principles of towpath use
- Priority given to those moving the slowest and those using the waterway
- Better infrastructure: Continue to improve physical condition of towpaths - £15m spent over last two years
- Better signs: new design guide, campaign extended nationally
- Better behaviour: Towpath Code
- Endorsed by the organisations shown below



Better Towpaths for Everyone



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Towpath Code

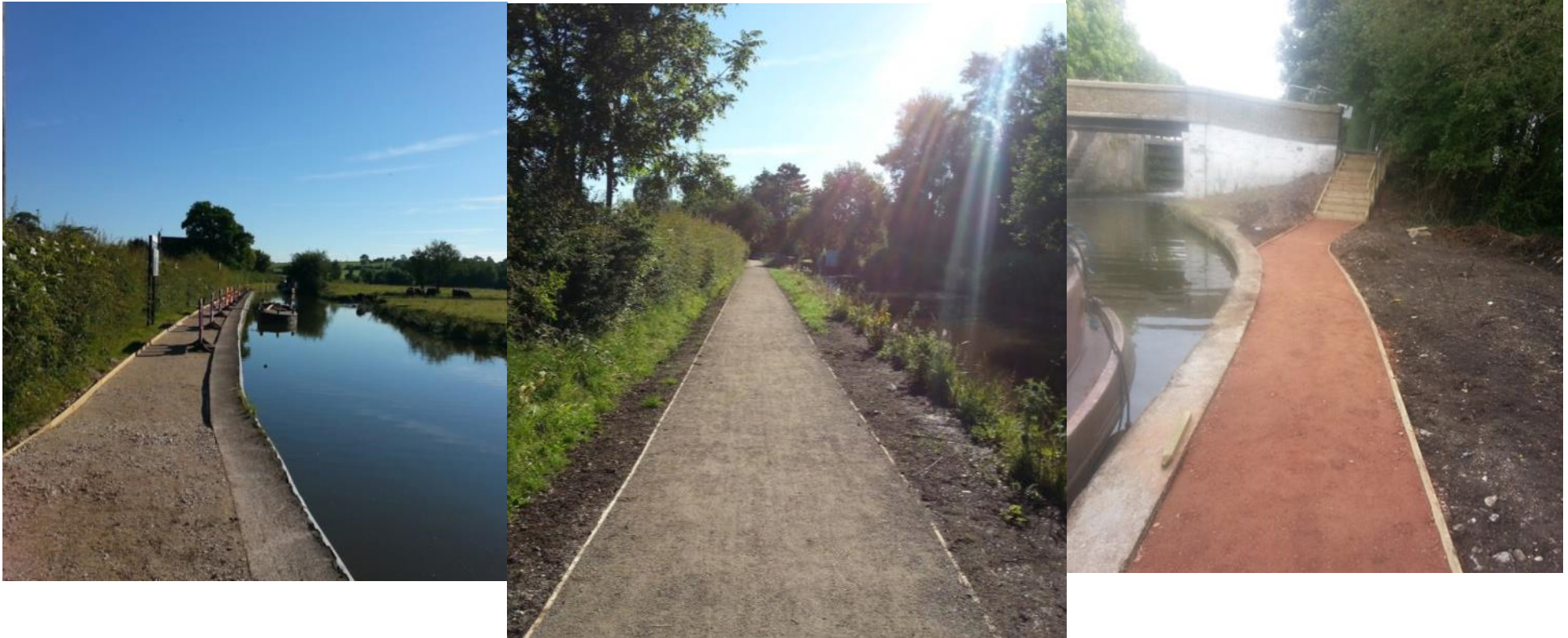
- **Share the space** - towpaths are popular places to be enjoyed by everyone. Please be mindful of others, keep dogs under control, and clean up after them.
- **Drop your pace** - pedestrians have priority on our towpaths so be ready to slow down; if you're in a hurry, consider using an alternative route for your journey.
- **It's a special place** - our waterways are a living heritage with boats, working locks and low bridges so please give way to waterway users and be extra careful where visibility is limited



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**share the space
drop your pace**

Towpath improvements



- Circa £10m of third party money this year
- £13m more secured from DfT

Boating update



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- Licence fee increase for April 15 at inflation (1.6%)
- New Boat Licence Terms & Conditions issued
- New approach to Boats with no home mooring
- New visitor mooring framework
- Winter Moorings success - income over 30% up vs 2013/14
- Young People and Boating

Boats without a home mooring



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-
- Recognition / support for continuous cruising
 - Approach to new 'continuous cruisers' in place for past year:
 - Regular communication to those moving insufficiently
 - Licences not renewed for those who fail to satisfy us that they are meeting the requirement to cruise
 - From 1 May we will apply this same approach to all 5,000 boats without a home mooring
 - Identify boats with little movement – warning that licence won't be renewed if movement does not increase. Short term licence offered in some cases to give further chance
 - We will continue to try to help those finding it hard to meet the requirement to find a solution – role of welfare officer key
 - Support from boating/ waterway organisations

New Visitor Mooring Framework



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- National Short Term ‘Visitor’ Moorings “Framework for Change” published
 - Provides a consistent process for assessing the need for changes to short term (<14 days) moorings
 - All future changes to be supported by evidence and local feedback
- In addition, the norm will be that Visitor Moorings revert to 14 days in the winter unless otherwise stated



Freight update....

- Positive engagement with ABP and other freight organisations
- Planning application in for Wharf at Stourton
- Freight Steering Group working well



Organisation Update



- New Operations & Asset management directorate from Nov '14
 - To Improve customer service,
 - To deliver more local community focus and public engagement
 - To take national approach to asset management/work planning
 - To increase capacity to do work and operate more efficiently
- Other new appointments made:
 - Finance Director – Sandra Kelly joins 1 April
 - Head of Customer Services – Ian Rogers joined 2 Feb
 - Head of Audit – Gill Eastwood joined 12 January
 - Head of Museums – Graham Boxer joins 27 April
 - Head of Business Boating – Mike Grimes joins 27 April
 - Head of Asset Management & Performance – Julie Sharman
- Recruitment for new Director of Marketing/Comms/Fundraising underway



New Ombudsman Committee formed

- 3 new independent members recruited including new Chair - Steve Harriot
- Ombudsman report for 2013/14 accepted – publication imminent

THE WATERWAYS
OMBUDSMAN

Welcome

The Waterways Ombudsman investigates complaints about British Waterways in England and Wales (until 1 July 2012) and the Canal & River Trust (from 2 July 2012). That includes complaints about their subsidiaries (such as British Waterways Marinas Limited – BWML).

The Ombudsman is independent and impartial, and can make recommendations for action.

The Ombudsman can only consider complaints which have already been considered under the organisation's own complaints procedure.

The Waterways Ombudsman no longer considers complaints about canals in Scotland. That is now the responsibility of the Scottish Public Services Ombudsman. Their website is at <http://www.spsso.org.uk>.

New 'Partnerships'



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Working with ...

- Desmond Foundation for Coast to Coast Canoe Trail
- Rolls Royce – STEM programme
- Wolfson Trust – museum match funding

.... and new money

- People's Postcode Lottery increased donation (£250k)
- HLF stage 2 funding approved for Ellesmere Port and Gloucester; and for Grantham canal restoration
- £13m additional DfT funding for towpath works in Birmingham, Leeds and Manchester



Media

- Excellent media coverage
 - Duck feeding campaign
- TV coverage give a welcome boost:
 - ‘Barging Round Britain’ with John Sergeant, peak time ITV
 - ‘Great Canal Journeys’ (Tim and Prunella) series 2 on Channel 4
 - ‘What the canals did for us’, filming for BBC4, likely to be broadcast in late summer
- Commercial Filming
 - James Bond and Mission Impossible



Communicating our strategy



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- New Strategy communication document drafted
- Publication to coincide with Waterways World article
- Boater briefing meeting announced in Birmingham 25 April

