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The Canal & River Trust in Wales

South Wales & Severn Waterway Forum Spring 2015



Nick Worthington
Waterway Manager

The Old Rectory,
Llangattock
Wednesday 3rd June 2015

Sixways Stadium
Worcester
Wednesday 10th June 2015

Living waterways transform places and enrich lives



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Agenda

- Trust Update
- Partnership Update
- Customer Service Update
- Operations Update
- Boating Update
- Community Engagement
- Volunteering
- Networking

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Trust Update

1. National Headlines
2. Re-Organisation – the new Operations structure
3. Consultations update :
 - Towpath Shared Use Policy
 - Remote Operations G&S bridges

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National Headlines

- **£4m of additional work delivered / Asset condition ('D & E' grade) improving**
- **£1m extra customer service improvements delivered / All waterways open for Easter**
- **Visits at a record 400m + in the year**
- **Volunteers at over 400,000 hours of work given and 100+ community adoptions**
- **Friends at 10,000 active donors plus £1M+ major donor for canoe trail**
- **40,000+ children involved in education programme per year**
- **New Partnerships formed – from Esmee Fairburn to Rolls Royce to the Wolfson Foundation**
- **HLF success many times over / Gaining influence (our involvement is sought after)**
- **Attracting new talent – Trustees, Partnership chair / members and employees**



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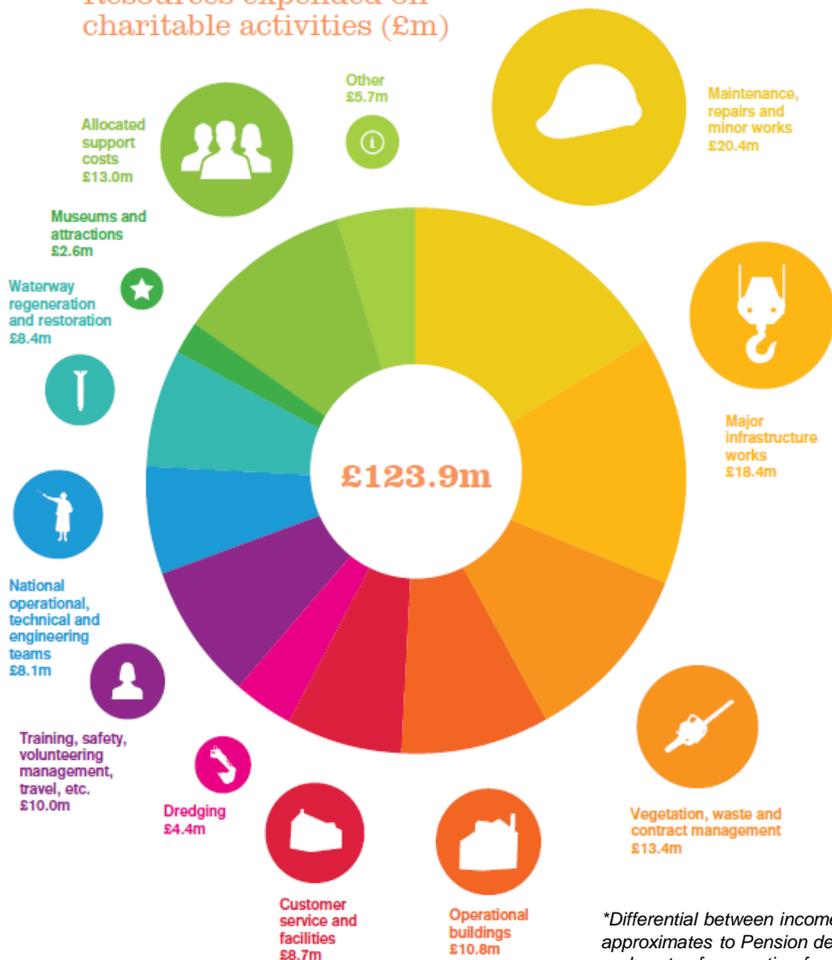


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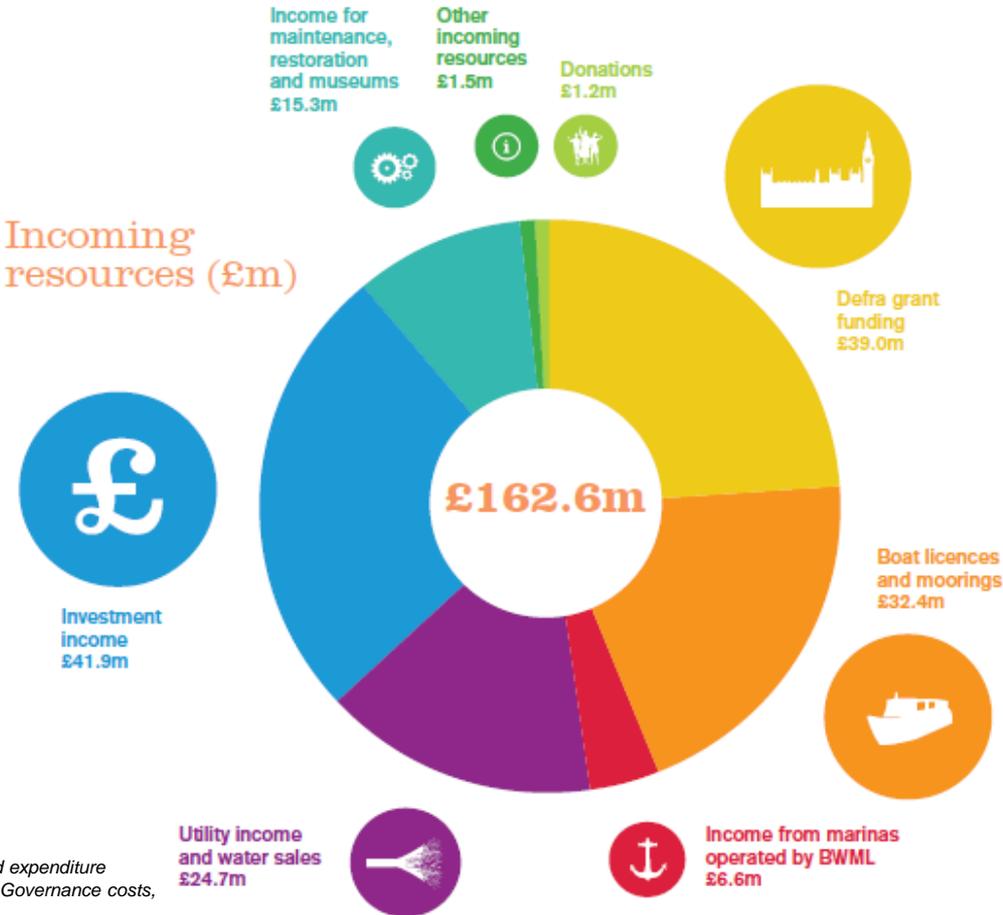
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Financial Performance* - 2013/2014 accounts

Resources expended on charitable activities (£m)



Incoming resources (£m)



*Differential between income and expenditure approximates to Pension deficit, Governance costs, and costs of generating funds)



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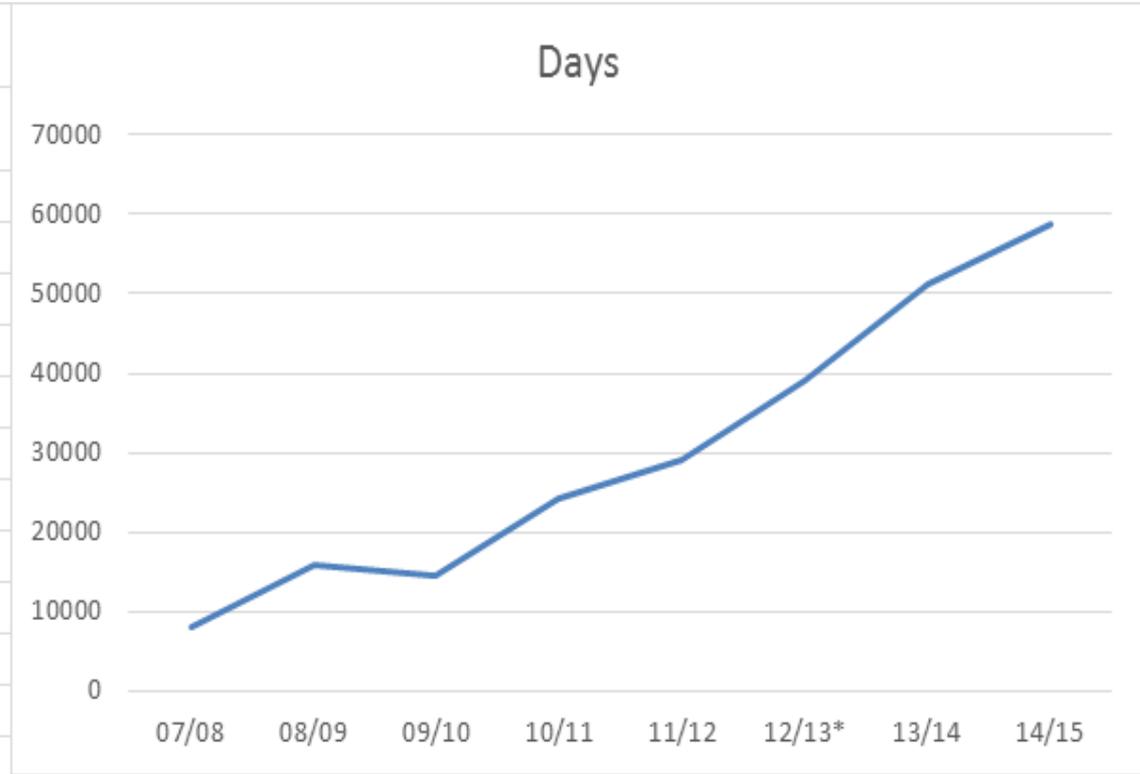
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Volunteer Growth 2007 to 2014

Volunteer Time 2014/15

	Hours	Days
Total	411,419	58,774
Growth	Days	
07/08	7,994	
08/09	15,994	
09/10	14,586	
10/11	24,239	
11/12	29,000	
12/13*	38,934	
13/14	51,338	
14/15	58,774	

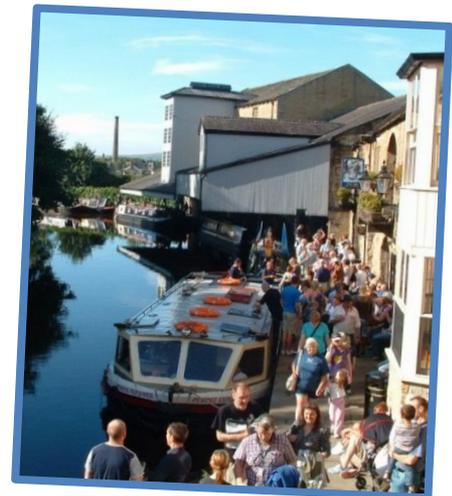


* Probation, YOT and prison time were not recording within volunteering from this point on

Our Vision



**Living waterways transform places
and enrich lives**



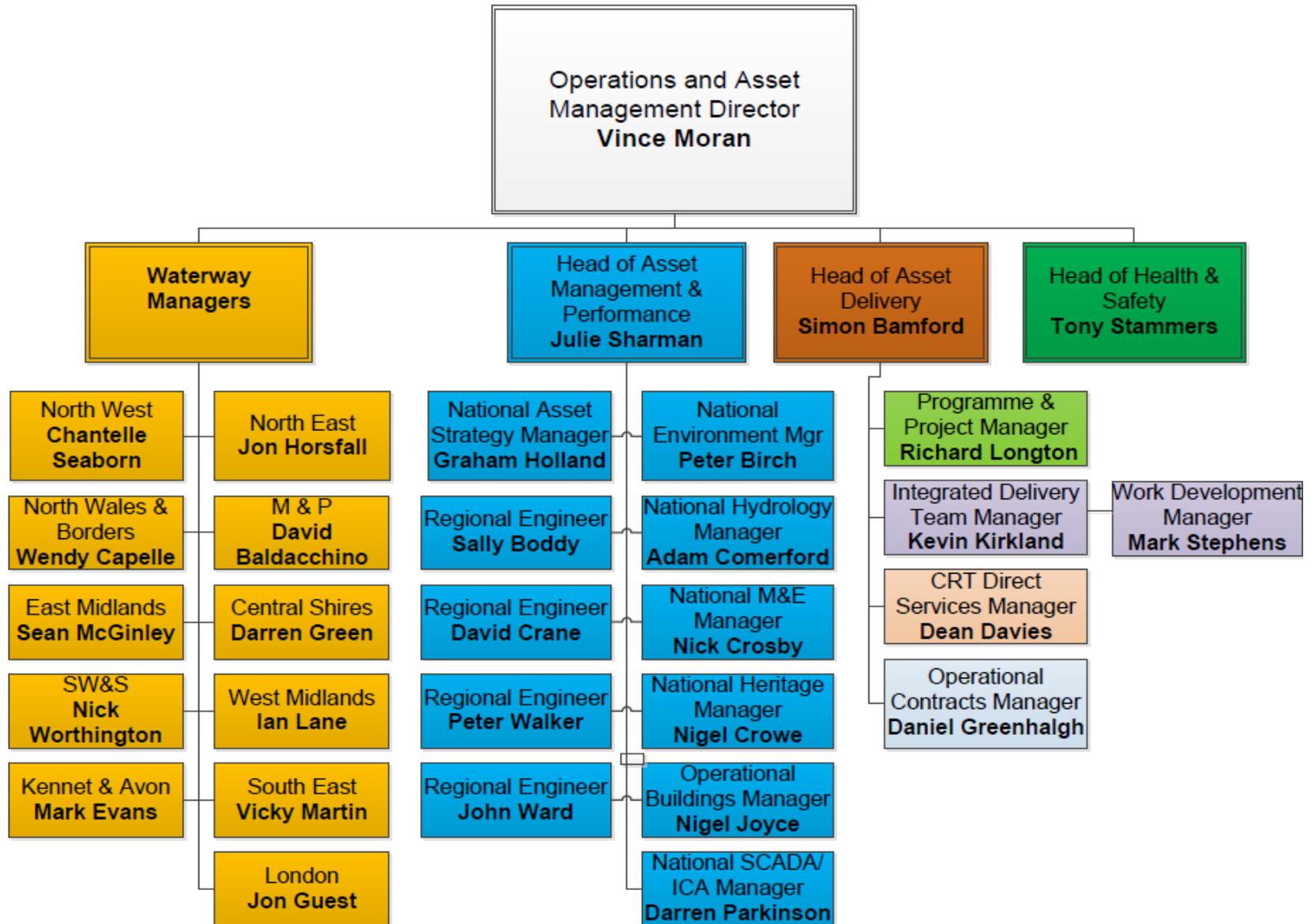
Achieving our strategy: organisation

From November 2014

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



The new Operations structure



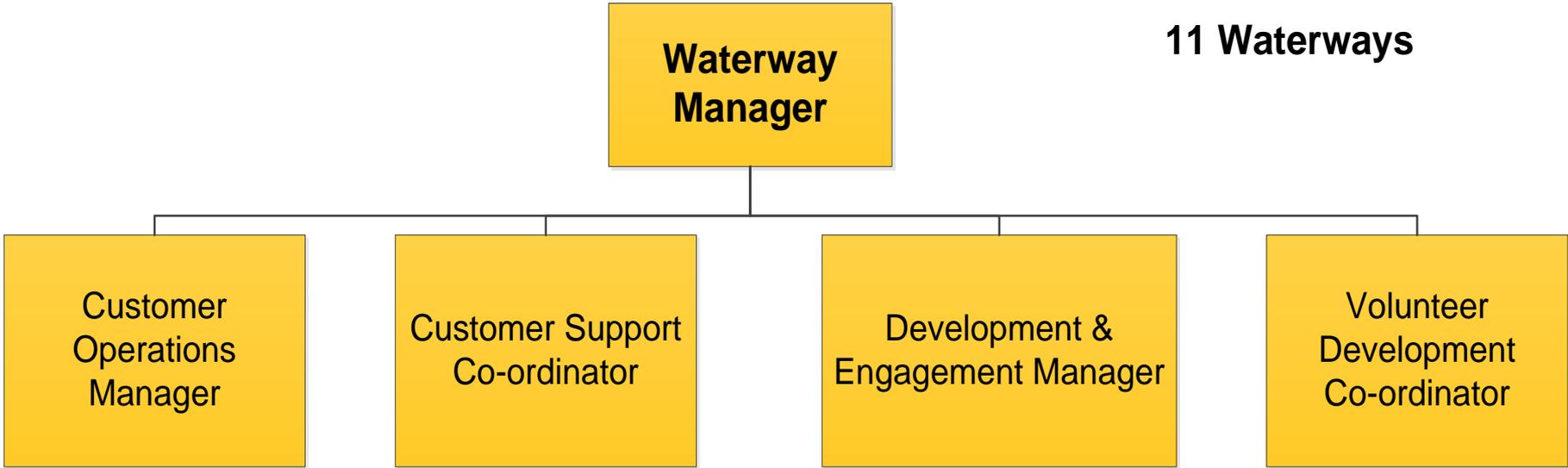
Customer service (waterway) delivery

Focused on:

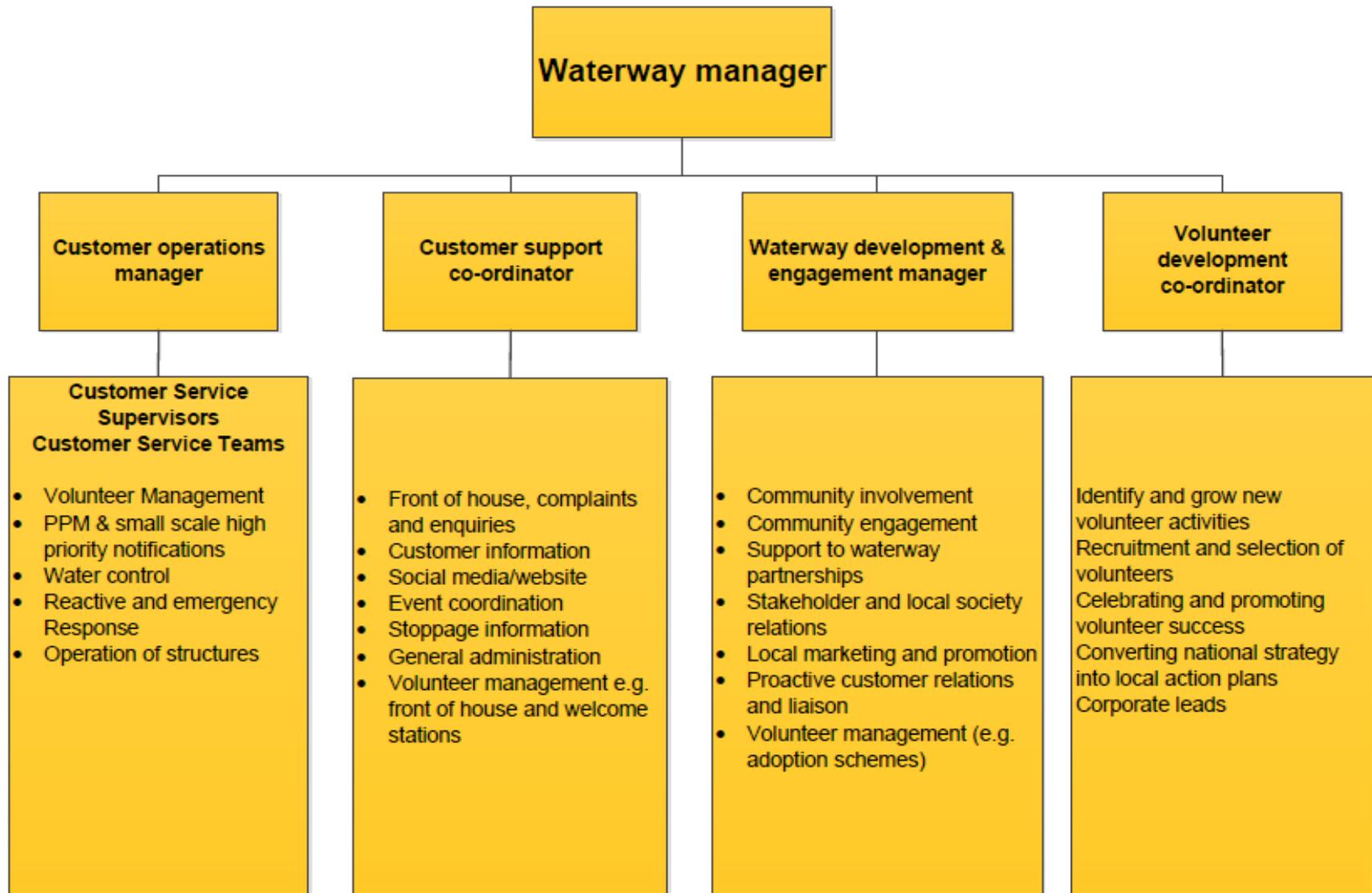
- customer service
- operation and maintenance of the waterways
- management of community and customer relations
- growing volunteer contributions



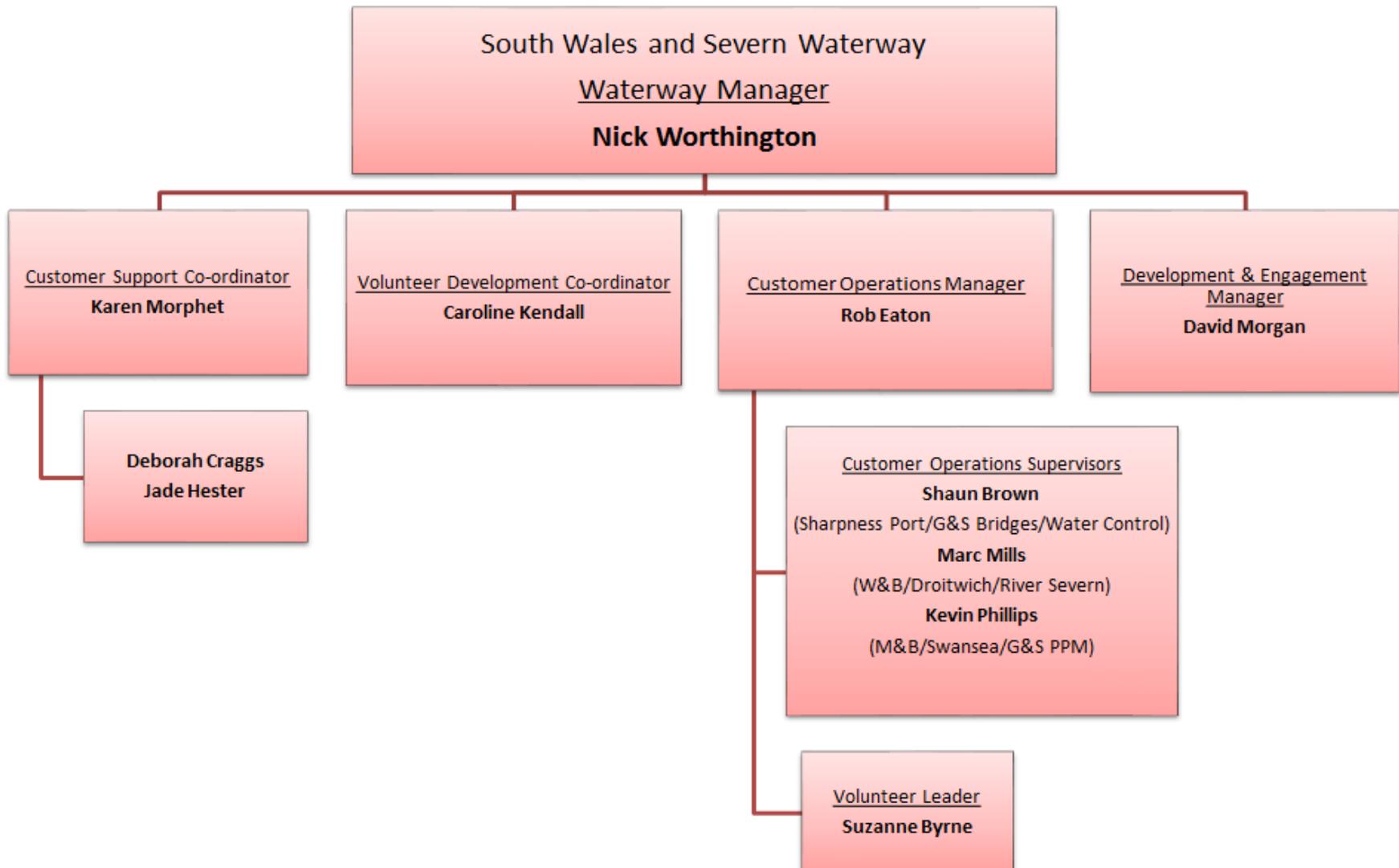
Customer service delivery



The new Waterway roles



South Wales & Severn waterway your local management team





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Towpath Policy

Our principles, towpath code and campaign

PROGRESS UPDATE – Spring 2015



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Towpath Consultation Shared Use Policy



<https://canalrivertrust.org.uk/news-and-views/news/campaign-to-preserve-the-peace-on-britains-towpaths>

Better Infrastructure, Better Signs, Better Behaviour

Behaviour

Our **towpath code** is a common sense guide to sharing the towpath and what to expect of others. At its heart is the Trust's **Share the Space, Drop your Pace** slogan, a registered trademark.

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.

Sharing Towpaths

- Consultation during May yielded over 2,000 responses



Thank you for
slowing down





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Towpath Code



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Our ***principles*** reflect the values of the Trust and set out clearly what we intend and expect for our towpaths.

1. The Trust's towpaths are places for people to spend time safely for a variety of activities.
2. Everyday access to the towpaths will be free to everyone, although we reserve the right to charge for specific access such as special events.
3. Towpaths will be available to support both use of the water-space, and the towpaths themselves.
4. The Trust aims to improve towpaths to achieve a good towpath condition throughout its network, consistent with the character of the area in which the towpath is located.
5. The Trust wants to offer all users an enjoyable towpath experience and recognises that this is dependent on people being considerate, particularly to those who are not moving, are slower, or more vulnerable; in general priority should be given to the slowest and those using the waterway.
6. The Trust recognises the incorporation of towpaths as part of walking and cycling routes and, where designated as a bridleway, or as a permissive route, towpaths are also available for horse riding.
7. The Trust's Towpath Design Guidance specifies physical characteristics of towpaths and also includes requirements for signage, recognising shared use and the historic waterside character.
8. Where there are concerns over towpath capacity or condition, we will seek opportunities to secure further external investment.
9. Where towpaths are unsuitable for some uses – too narrow or too heavily-used – we will seek to work with others to provide alternative routes.



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Remote Operations Consultation

G&S Bridge Consultation – On Line Survey now live

An online survey on proposed changes to 14 of the Gloucester & Sharpness Canal's lift and swing bridges has opened.

Launched as part of a consultation on plans to install remote control technology on the canal bridges over the next two and a half years.

The survey follows a series of meetings with key stakeholders including the emergency services, councillors, local residents and boaters on the plans, that would see boaters use a smartphone app to open the bridges outside of periods of heavy traffic.

This survey is a chance for anyone who hasn't had their say yet to have a look at the plans and get involved.

The survey will run until the 30th of June.

To find out more about the plans and take part in the survey, please visit www.canalrivertrust.org.uk/gsbbridges.





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Partnership Update

1. 10 year strategy and 3 year priority actions
2. New Chair recruited
3. Membership renewal – August/September 2015
4. Annual Meeting
 - *Wednesday 21st October – provisional date (venue tbc)*

Role of Waterway Partnership Members

- Agreeing a 10 year vision for the waterway
- Endorsing and supporting business plans
- Championing the waterway
- Influencing and engaging local stakeholders and growing the reputation of the Trust and its 'brand'
- Encouraging fresh insights and advising Trust staff on strategic matters
- Encouraging and promoting volunteering
- Engaging young people and new audiences
- Acting as ambassadors for the Trust (nationally and locally) whilst applying the Trust's Values & Behaviours
- Raising funds/support through their networks



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Customer Service Update

1. Angling Update
2. Customer Service Team
3. Customer Service News
4. Visitor Mooring Review





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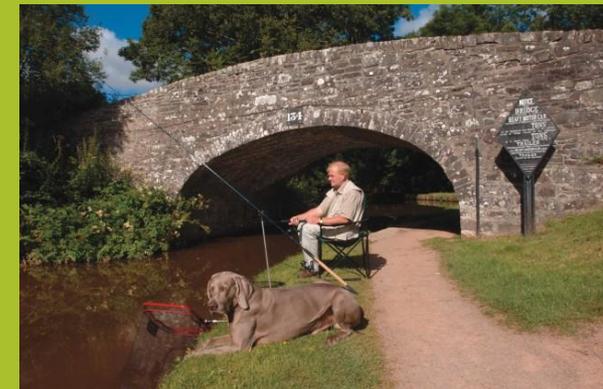


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Angling & Fisheries Update

- ❑ Fisheries & Angling Action Plans being developed (FAAP)
- ❑ Launch of Weekly Angling Column on CRT Website
<https://canalrivertrust.org.uk/news-and-views/features/anglers-update>
- ❑ 2015 National Canal Championships (October - B&F canal)
- ❑ Angling Trust Division One Championship event (8th August - G&S canal)
- ❑ Live Fish Movement Regulations
- ❑ Sign up at Fishing pages of CRT Website





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SW&S Waterway Team

enquiries.southwalessevern@canalrivertrust.org.uk

Nick Worthington – Waterway Manager

01452 318002

nick.worthington@canalrivertrust.org.uk

Rob Eaton – Customer Operations Manager

Karen Morphet – Customer Support Co-Ordinator

Deborah Craggs – Customer Support Administrator

Jade Hester – Customer Support Administrator

Caroline Kendall – Volunteer Development Co-Ordinator

David Morgan – Development and Engagement Manager

Canal & River Trust Enquiries:
03030 404040

Sign up for service updates:

<https://canalrivertrust.org.uk/my-trust/register>

Follow us on Twitter :

<https://twitter.com/CRTSWalesSevern>



Customer service team

Karen Morphet – Customer Support Co-ordinator

Tel 01452 318008 – Mobile 07766 512 685

email karen.morphet@canalrivertrust.org.uk



Karen's role includes acting as Secretariat for the waterway partnership and managing communications with other key stakeholders, as well as handling customer enquiries and complaints, working with volunteers and assisting with the welcome stations, managing budgets, service updates (eg 'stoppages'), website information management, business performance indicators and administration for the customer service teams.

Also in the team is Deborah Craggs – Customer Support Administrator –

Tel 01452 318047 email Debbie.craggs@canalrivertrust.org.uk

and Jade Hester - Customer Support Administrator

Tel 01452 318023 email jade.hester@canalrivertrust.org.uk

We have an enquiries email address enquiries.southwalessevern@canalrivertrust.org.uk

and you can now follow us on twitter <https://twitter.com/CRTSWalesSevern>

and follow our local web site <https://canalrivertrust.org.uk/south-wales-and-severn-waterways>



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Customer Service News

- **River Severn Guide**
- **Stoppages**
- **Customer Service Improvements (Towpaths/trees etc)**
- **Diglis Elsan**
- **River Severn Trade Group**
- **Strong Steam Warning**
- **Remote Operations Update**



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South Wales & Severn Waterway Forum Spring 2015



Operations Update

- Who's Who in the local Team?
- Winter Works Review (2014/15)
- What's ahead? (engineering & maintenance)
- Dredging Plans
- Vegetation update
- Environment & Heritage Update

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Who's Who in the local Operations team?

Rob Eaton
Customer Operations Manager

Responsible for customer service, volunteer management and reactive / emergency repairs.

Supervisors: **Shaun Brown, Kevin Phillips and Mark Mills** with four team leaders (2 working for Shaun) and 38 operatives and 25 seasonal staff.

In addition, **Suzanne Byrne** leads the volunteer groups carrying out tasks across the waterway and reports directly to Rob.

A review of customer service standards is underway, with a renewed focus on customer service, facilities and efficiency.





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Winter Works Review (2014/2015)

- £250K W&B Spot Dredge
- £250K DB Dredge Milldenhall to Porters
- £300K W&B Bittel Retaining Wall Re-build
- £450K M&B Llanfoist Slip 2
- £100K M&B Goytre offside Embankment Strengthening



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Mon & Brec canal Works included :

- £450K M&B Llanfoist Slip 2
- £100K M&B Goytre offside Embankment Strengthening
- Llangattock moorings/ dredging
- De-watering bridges 47 & 55 and installing new rebates and stop plank grooves and cill to bridge 55.
- Rebuilding of culvert 39 at Gilwern
- Rebuilding of culvert 34 at Glanus
- Works on culvert 25



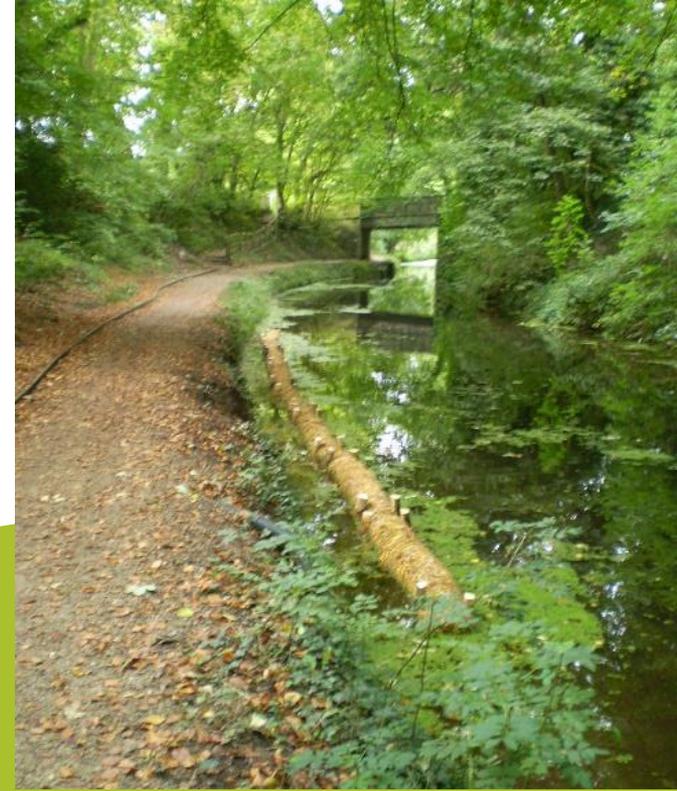


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Mon & Brec canal Works also included :

- Installation of coir rolls to improve towpath access and combat erosion
- Leakages at a number of locations along the waterway
- Many other works Planned preventative maintenance
- Works at Peterstone Wood which include access
- Fencing at Gilwern and Llangattock
- Lock repairs at Locks 69, 68, 67





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Worcs & Bham/Droitwich canal Works included :

- Towpaths – Alvehcurch & Mildenhall
- Lock repairs (gate re-fits)/Lock 30 gate replacements?
- Hawford Visitor Mooring
- Hawford Bye-weir and Lock Quadrant
- £250K W&B Spot Dredge
- £250K DB Dredge Milldenhall to Porters
- Droitwich Junction Dredge?
- £300K W&B Bittel Reservoir Retaining Wall Re-build (on site now)



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Glouc & Sharpness canal/Severn Works included :

- Sharpness Pier?
- Sharpness Lock Gates
- Dredging Port/Docks
- Park End towpath repairs
- Bridge repairs?



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What's ahead? (2015/2016)

M&B canal :

- Bank protection 68 – 71 – 72 – 78
- Bridge 130 repairs to arch
- Bridge repairs bridge 76 Lapstone
- Culvert repairs various locations
- Leakage works at Peterstone Wood
- Llangynidr Re-lining
- Goytre Culverts, Weirs & Sluice refurbishment
- Works to Brecon weir siltation pound

W&B/Droitwich

- Lock repairs – 23 to 26
- Lock 2 gate replacement
- Lock 4 and Lock 6 paddle chamber repairs
- Lock 7 (Junction) Embankment Repair

Severn

- Diglis weir boom relocation
- Marking of shallows



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Dredging

Monmouthshire & Brecon canal plans :

- Total project cost is **£495k**
- **Between Bridge 57 and Bridge 76 (7.5km)**, plus a localised spot dredge between **Bridge 77 and Bridge 78**.
- The estimated total volume to be dredged is **5,800m³**. Silt is to be spread to adjacent agricultural land, on the off-side, between Bridge 66 and Bridge 67. The also includes installation of 40m of coir roll bank protection south of Br 74 where the narrow embankment crest is vulnerable to over-topping – thereby making use of the dredging equipment whilst it is in the area.
- This section was chosen following a review of survey data* and customer feedback
- Dredging this section will encourage boaters to use the southern section of the canal
- Two dredging teams are to be used including one amphibious excavator. This will be the first outing for this innovative plant. LAWS have successfully used larger amphibious dredgers and this 3 ton model is designed specifically to be used on shallow canals.
- The works are scheduled due to **commence w/c 29th June and to be complete by the end of September**.
- **The canal and towpath will remain open**. Boaters may be held up for up to 30 minutes if the dredger is working on a bridge approach, otherwise, there should be no delays. A notice confirming the commencement date will be posted in due course.



**Four of the eight kilometres between Bridge 57 and Bridge 76 fail the Dredging Profile Trigger (DPT) criteria.*



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Dredging

Swansea canal plans :

- XXX





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Dredging

G&S/Severn/W&B etc canal plans :

- XXX





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Winter Stoppages Plans* (M&B)

Location	Affected Waterway	Description	Start Date	End Date
Goytre Aqueduct	Mon & Brecon	Works to include: Relining aqueduct, sealing up culverts, relining culvert and construction of new weir and stop plank installation	09-11-2015	12-02-2016
Llangynidr	Mon & Brecon	Works to reline length of canal between Bridge 131 and Bridge 132	02-11-2015	11-03-2016
Gilwern Bridge No. 103 (see note below)	Mon & Brecon	This stoppage relates to the construction of the A465 dualling scheme in the Gilwern area. The works include site clearance of existing vegetation from the southern canal bank, and the construction of retaining walls to support the new highway and slip road at this location.	02-11-2015	20-12-2015

Note : Gilwern Bridge 103 subject to confirmation from Costain

*See here for more information – closing date for responses is 19th June

<https://canalrivertrust.org.uk/notices/winter>



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Winter Stoppages Plans* (W&B)

Location	Affected Waterway	Description	Start Date	End Date
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<https://canalrivertrust.org.uk/notices/winter>



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Environment Update



Brecon Lime Kilns, on the M&B were transformed into a home for one of the UK's rarest mammals; the lesser horseshoe bat! We have seen up to 5 bats using the kiln and are hoping they might breed there this year.

Water voles are steadily increasing on the G&S and Slimbridge was chosen to host the BBC Breakfast live broadcast about the Great Nature Watch at the beginning of May.

On the M&B, two vista sites were created by laying overgrown hedges and whips were planted to gap up over several hundred metres.

Park End orchard, on the G&S canal, is slowly increasing in size thanks to a donation from UK Storage Ltd. We've also started a new orchard at Brecon on the M&B.

75% of Coney Meadow reed bed, next to the Droitwich, was destroyed by arsonists home to reed and sedge warblers, water rail, snipe, grasshopper warblers and lots of slow worms and grass snakes. The reed bed is beginning to recover.

We enlisted a 'volunteer army' of weevils to battle Azoella (an invasive water fern) on the G&S and Radio 4 recorded us releasing them. So far, they are munching through the weed and keeping it at bay.



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Heritage Update

XXXXXXXXXXXXXXXXXXXXXXXXXXXX





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Contracts
Vegetation Management
Update

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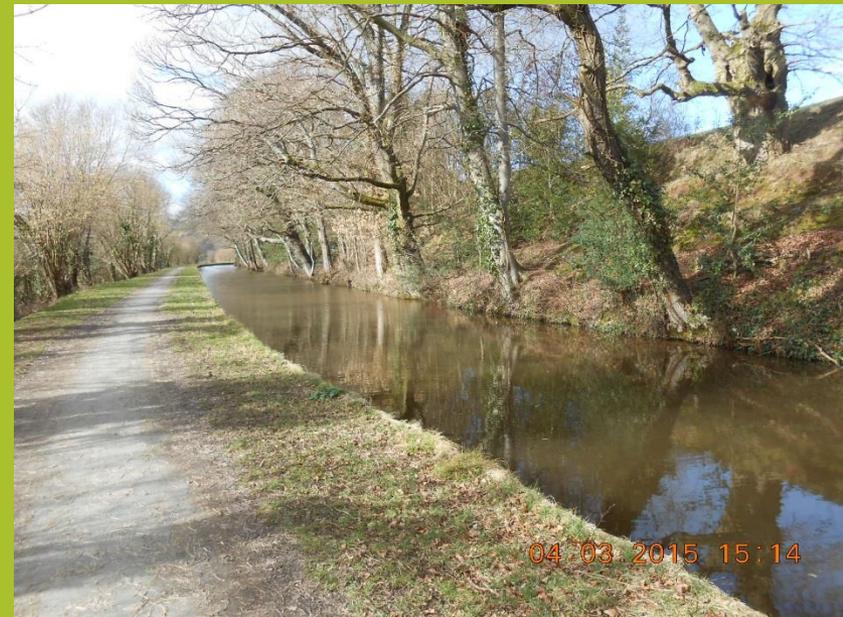
Offside vegetation management

From October 2014 to March 2015

we cut back over 19,000m of vegetation from the offside

M&B canal - 5,554m

W&B canal - 4,115m





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Vegetation removal from structures

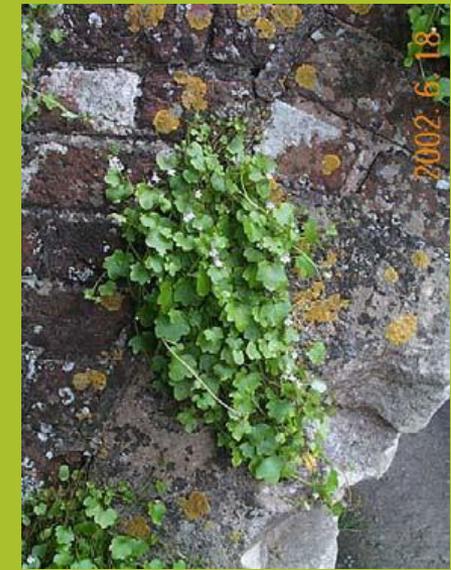
Why we remove vegetation from structures:

- **Damage to structure**
- **Safety**
- **Inspection**

We retain non-woody and protected plants.

During the winter of 2014-2015 we cleared over 180 structures.

In 2015-2016 we will keep over 200 structures clear.





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Grass cutting

Our specification is determined by:

- **Location**
- **Safety**
- **Environment**

We have nationally agreed cutting regimes

We cut 131km of grass up to 12 times each season (Mar-Nov) on our towing paths.

MB – 56km

WB – 32km



MR1a



MR2a



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Grass cutting

We can vary our regimes to suit local conditions where this has been agreed with our Ecologist.

We actively encourage our users to advise if they think our regimes should be amended.

Edge to hedge cut



All our cutting regimes are mapped. Each line colour denotes a separate regime.



MR3a





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Tree programme

**2014-2015 over 200
emergency tree responses**



**Winter programme
Over 1500 trees
managed**





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Other Operational Contracts team work





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Boating update

- Enforcement & Licencing Update
- Continuous Cruising
- Winter Moorings
- Visitor Moorings M&B canal

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Enforcement Update

April 2015

March 2014 Boat Count

- An increase of 59 boats sighted
- 5 boats seized during 2014/15
- Team increased December 2014 to include an additional officer

Enforcement Update

- Total boats 2021
- Unidentified 23
- Unlicensed 109
- Total caseload 132
- Evasion 6.5%

Boat Licensing

National Boat Check 2015 and number of boats seized 2014/15

	NW	YK	M&P	NW&B	CS	EM	SW&S	WM	SE	K&A	LO		
													Grand Total
Non Enforceable Boats Sighted	14	22	103	211	646	642	185	195	262	450	1085		3815
Enforceable Boats Sighted	2930	2294	1535	2680	3531	1543	1769	1806	6187	2021	3255		29551
Unidentified Craft Sighted	20	27	16	15	38	8	8	39	13	23	51		258
Unlicensed Craft Sighted	146	85	95	92	140	42	52	76	130	109	136		1103
Total Caseload	166	112	111	107	178	50	60	115	143	132	187		1361
Evasion Rate	5.7%	4.9%	7.2%	4.0%	5.0%	3.2%	3.4%	6.4%	2.3%	6.5%	5.7%		4.6%
March 2014 Evasion	3.8%	4.4%	6.2%	4.8%	3.5%	3.7%	3.9%	4.0%	1.9%	4.5%	5.3%		3.8%
Difference	1.9%	0.5%	1.0%	-0.8%	1.6%	-0.4%	-0.5%	2.4%	0.4%	2.0%	0.4%		0.8%
Boat Seized 2014/15	10	4	5	8	3	6	4	7	15	5	16		83

Boat Licensing

- **Changes to boat licence Terms & Conditions, May 2015**
- From 1 May 2015, some changes to the terms and conditions of Canal & River Trust boat licences are coming into effect. The changes provide greater clarity so that all boaters know what is expected, and can be clear about what they are signing up to.
- The changes to the terms and conditions are supported by the IWA, RBOA and AWCC as well as the Trust's Navigation Advisory Group which comprises boaters with a variety of backgrounds to bring as broad a range of perspectives as possible to decision making. The revised terms and conditions take into account feedback received from boaters following publication of the draft changes.
- None of the changes reflect a significant change of policy by the Trust, but we understand that many of you may wish to understand the reason for any of the changes in detail. So, if you'd like to see every change we're making, they can be found canalrivertrust.org.uk/media/library/9733-t-and-cs-table-of-amendments-post-feedback.pdf.
- The table shows how each condition or clause will look from 1 May, compared to the old version. It also includes a plain English description of the change and, importantly, why we're making it.
- We've also published an explanation of the changes here www.canalrivertrust.org.uk/media/library/9735-t-and-cs-post-feedback-explanatory-note.pdf made following feedback from boaters and organisations.

Continuous Cruising – new policy

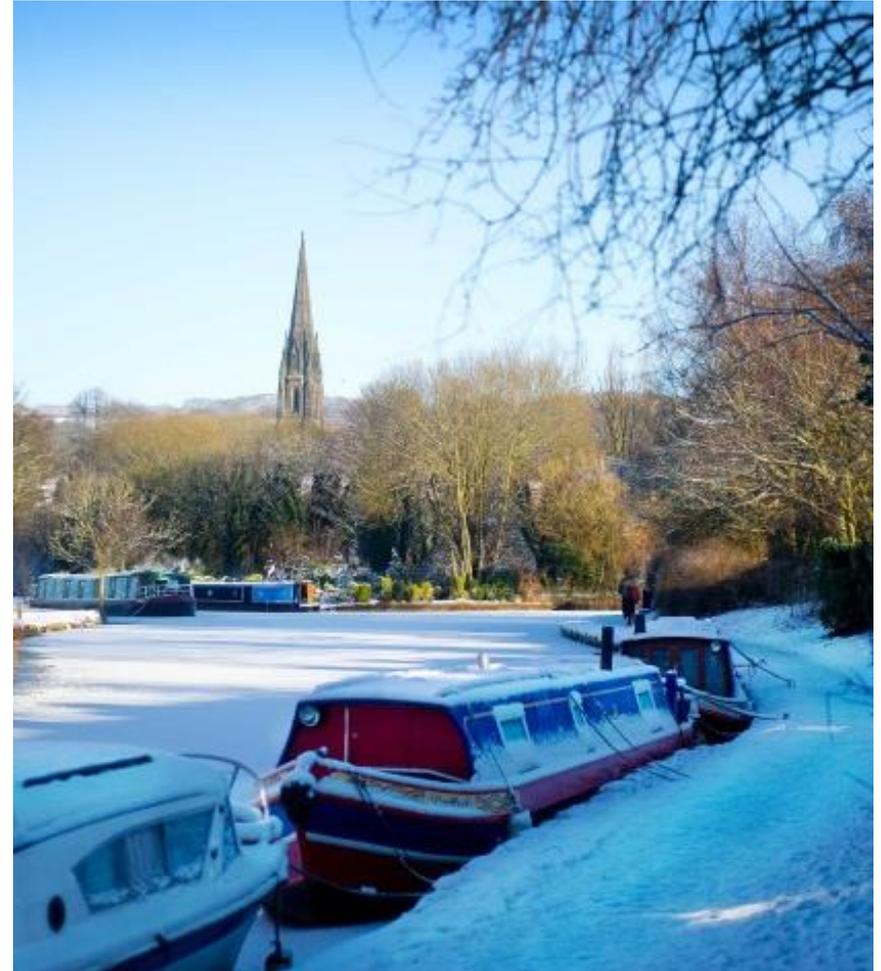
- From 1 May 2015 upon licence expiry, those who have consistently failed to move in accordance with the Guidance for Boaters without a Home Mooring – despite the regular reminders that we've sent them – will be refused a new licence unless they take a home mooring.
- This process has been in place for new CC boaters over the past 12 months. We're extending this approach to all continuous cruisers.
- The boats who, having declared they will continuously cruise, move the least, including a number of boats that barely move at all, will be the boats that will not be relicensed without a home mooring.

Continuous Cruising – new policy

- For the first few months while boaters are becoming familiar with this policy, we propose to issue a short duration licence to give the boater concerned the opportunity to establish an acceptable range of movement.
- Three month short duration licenses will be issues while boaters become familiar with the new policy.
- Full details of the new process are on our website <https://canalrivertrust.org.uk/boating/licensing/enforcement>

Winter Moorings 2014/15

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



Visitor Moorings

- No national framework leading to inconsistencies
- Concerns expressed over the summer over local changes to visitor moorings
- Group established to develop a national framework
- Framework now agreed and in place



Visitor Mooring Review – M&B

This report is intended to clarify visitor moorings, service moorings and casual moorings available for boaters on the M&B canal and enable the Trust to implement any changes with consultation completed and as part of the waterway strategically funded plan.

- All moorings were surveyed
- Condition / location / construction / facilities / shops / attractions / eating and drinking places
- Demand / size / mooring bollards / rings
- Signage / signed / unsigned / occupancy times
- Consultation and Recommendations



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Visitor Mooring Review

Table of Recommendations			
<u>Site</u>	<u>Description of Works</u>	<u>Estimated Cost (£)</u>	<u>Priority</u>
GOYTRE	Rebuild the moorings, extend south with new porcupine wall system 60m in total at cost of £400 per linear metre	24000	2017
GOVILON	Resurface 250m towpath cost £100 per linear metre	25000	2016
GOVILON	Install 2d (48h) signage on the section between bridge 97a to 98	250	2016
GILWERN	Periodic resurfacing 400m towpath cost £50 per metre	20000	2016
GILWERN	Replace 24h signage to 2d signage between bridges 102 – 103 - 104	250	2016
LLANGATTOCK	Resurface 100m towpath cost £100 per linear metre	10000	2016
LLANGATTOCK	Install 2d signage on section between bridges 114 to 116	250	2016
LLANGYNIDR	Install 2d signage on section between Lock 64 to 65	500	2016
TALYBONT	Install 2d signage on section between bridges 143 to 144	250	2016
PENCELLI	Install 2d signage on section between bridges 153 to 154	250	2016
BRYNICH	Install 2d signage on section between bridges 162 to 163	250	2016
BRECON	Install quiet zone signage at Brecon Basin	500	2016
BRECON	Rebuild the moorings, extend south with 40m new porcupine wall system total 160 at cost of £400 per linear metre	64000	2018
MON & BREC	Produce a map of Visitor Moorings, Service Moorings and Casual Moorings including permitted occupancy times	5000	2016



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Community Engagement

- Development & Engagement Manager Role
- Community Adoptions
- Waterspace Strategies
- Destination Sites
- Events

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Events

- **Monday 4th May Crafty Craft Race
Kintbury to Newbury**
- **Saturday 9th May Age UK Walk Devizes to
Bath**
- **Sunday 10th May Marlborough Downs
Challenge**
- **Saturday 16th May Walk of Life
Devizes to Bath**
- **26th 27th 28th May Boat Safety Week
Foxhangers Pewsey**





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Volunteering review SW&S





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SWS Volunteering 2014-15

CRT volunteers >25,000 hours

**(lock keeping, painting, promoting CRT,
restoration work on historical structures and
vegetation management)**

Young people 575 hours /82 days

7 adoptions



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Llangattock Woodland Group





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Taking volunteering forward

Developing the offer:

Identify different ways in which volunteers can get involved

Recruitment campaign:

Posters / local magazines / volunteer centres / word of mouth / community groups / recruitment events... 'a day in the life of'...

Refresher training:

for returning volunteers

Training for staff:

working with volunteers

Creating a culture of 'one team'...

Key deliverables 2015-16

CRT volunteers increase to 34365 hours/ 4909 days

Young volunteers increase to 3150 hours / 450 days

10 new adoptions



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Projects involving volunteers in South Wales



**Lime Kilns trail from
Brecon to Goytre**

**Goytre Wharf Welcome
Station**



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Projects involving volunteers

W&B canal



Worcester Community Workboat

Lime Kilns @ Tardebigge



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Get Involved

www.canalrivertrust.org.uk/volunteering

caroline.kendall@canalrivertrust.org.uk

suzanne.byrne@canalrivertrust.org.uk





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Networking



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3 June 2015 and 10th June 2015 – Q&A Session – Llangattock and Six Ways Stadium Worcester

National issues

Q – Share the Space – Drop your pace – New Towpath Code can be found [here](#) how are the Trust going to monitor and police this new code?

A – The Trust are working hard with all our customers to ensure that they respect and honor our new policy. Ways we can improve are:

- Reporting of Near Misses
- Better and new signage
- Monitor of “hot spots”
- Speed Calming measures
- Support from Cyclists and organisations such as Sustrans
- Review of Towpath Surfaces designs

Q – Is the Annual Public Meeting open to all customers?

A – Yes it is – the date is Wednesday 21st October 2015 – Location and time to be confirmed (and there may be another Meeting in Wales)

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Q – Is the South Wales & Severn Waterway self funding?

A – Please see our link to how the Trust is funded

<https://canalrivertrust.org.uk/about-us> and how the Partnerships work within the Trust

Request that the new towpath code is passed onto our local fisheries contact Nicholls to share with angling clubs in SWS area
carl.nicholls@canalrivertrust.org.uk Tel 01827 252048 **Action CN**

The Trust will review signage to ensure they are appropriate to that area

Q – Concerns raised about dog waste along the towpaths

A – please can all customers report to the local team the locations of concern so that appropriate signage can be installed. We can also work with the local parish councils when we are advised of certain “hotspot” areas. Marc Mills can be contacted
Mark.mills@canalrivertrust.org.uk

See our website Keep Our Towpaths clean [here](#)

Q – Should the Trust give out cycle permits

A – Short answer is ‘no’. This was fully covered in the new Towpath Code consultation and can be found [here](#)

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Customer Service News

Concerns were raised with regard to eroding to the banks following the towpath repairs on the Droitwich canal – near Porters Mill Lock – Discussion took place and Mark Mills to review this site. Positive feed back received regarding visitor moorings on the Droitwich.

Q – Damage to craft when navigating the partings on the River Severn – overhanging trees and floating debris

A – Peter Rodriguez confirmed that most of the trees are now cut back after significant investment from the Trust and also Explained the news program with regard to management of the overhanging trees on the River Severn and how the Trust are going to work with the riparian land owners to resolve some of the issues. The Trust would like to ask all our customers to help With this by advising our local teams when there are problems, work with Third Parties and improve all communication between the locks on the river. Dredging of the partings will be taking place from June 2015 and the entrances to the locks on the river are dredged annually.

Mark Robinson explained the new cutting regime on the Droitwich Barge canal and how this will help with growth and will also Improve the mooring concerns raised. A full visitor mooring review is being under taken by the local supervisors to improve Informal moorings. This includes additional cuts to improve safe access.

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Fishing and Environment

Q – Who polices fishing on the waterways? Concerns were raised about customers not able to get fishing permits

A – Local Bailiff's on the waterways – you can find all the details [here](#) and our local contact is Carl Nicholls 01827 525048 or email carl.nicholls@canalrivertrust.org.uk

Q – Frog spawn – concerns raised about movement of frog spawn from one location to another

A – Please see this link [here](#)

Q – Why have we not seen moorhens on the section between Herons Rest Marina and Llangattock? Could it be mink?

A – The apparent lack of moorhens on some areas of the M&B is most likely due to a lack of suitable offside nesting habitats, such as reeds and other dense vegetation growing in the offside water's edge. This is particularly prevalent in the mid and northern section of the canal, whereas moorhens can still be found nesting in numbers from Pontymoile to Sebastopol.

Fish Pass project on the River Severn is continuing.

There is a new funding project following the fire at Coney Reed Meadow – you can help support [here](#)

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Q – Vista Sites – how many are being done on the M&B Canal from the original plan?

A – There are now 31 sites being done and 9 sites are being put forward into the Business Plans for 2016 – MR to meet with Customers to agree sites and locations following the meeting

See our local site [here](#)

Vegetation Management

Q – Who carries out tree surveys?

A – Independent specialists carry out tree surveys on behalf of the Trust and they are categorized into High, Medium and Low Risk. There is a five year rolling program and these cover the towpath side, non towpath side and third party/

All our grass cutting regime can be found [here](#) and our local information can be found [here](#)

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Boating

Q – How are the Trust going to enforce overstaying boats on visitor moorings?

A – The Trust have boat checkers and enforcement teams working on the ground. The trust also ask all our customers to report overstaying to help and boaters licenses will not be renewed if they break the terms and conditions of their license. Everyone can sign up to our Boater's Updates [here](#) or you may wish to contact Matthew Symons our Boater Liaison Manager (South) on either 07825 227951 or Matthews.Symonds@canalrivertrust.org.uk if you would like to volunteer to help us monitor mooring usage

Q – Please can there be improved signage at visitor mooring locations?

A – A full visitor mooring review is being undertaken and new signage will be arranged. (Please see specific slide listing the proposals)

Q – What are the plans to improve facilities at Netheridge Basin?

A – A new elsan unit is being installed at the entrance to the WB Canal and this will be operational shortly . The background to the restoration of the Droitwich as explained and can be found [here](#) but unfortunately there are no funds available to install further facilities on the canal itself but an elsan is available at the Droitwich Spa Marina. A new elsan unit will be installed soon near to the entrance to the WB Canal on the Severn at Diglis.

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Volunteering

Q – Please can the information/leaflets be improved at the Welcome Station at Llangynidr

A – Yes – Caroline Kendall and Karen Morphet to work with the local volunteers to ensure they have up to date and correct information.

Q – How can we get more young volunteers working in the Trust?

A – Caroline Kendall has new opportunities and is working with the education teams, colleges and schools. Please see our links [here](#) or visit <https://canalrivertrust.org.uk/explorers>

You can also see “How to adopt a canal” [here](#) - We are working on new schemes at Goytre Wharf.

A request was made for information about volunteering to be available for hire boat companies to put in their craft – CK will arrange this shortly and work with the hire boat companies direct.

All the Trust information on how to get involved can be found <http://support.canalrivertrust.org.uk/get-involved>

Nick Worthington thanked all our customers for attending the meeting and the Trust look forward to working with all our customers to enjoy and promote the waterways. Please see our local site with all the local contacts

<https://canalrivertrust.org.uk/south-wales-and-severn-waterways> or please follow us on our new twitter account

<https://twitter.com/CRTSWalesSevern>

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