



Short Term Moorings

Framework for Change

The purpose of this approved process is to allow waterway managers to make local decisions around changes to short term moorings whilst ensuring the approach, evidence gathering, consultation and final decision is undertaken consistently. This process will form part of the Trust's wider short term mooring strategy

Applicable date: March 2015. Review to be undertaken by October 2016

Responsibility:

Waterway Managers

- Will ensure that the process is followed whenever a change is required to an existing or new short term mooring, gaining the support of other colleagues and ensuring the finances needed for these changes are in place.
- Using the evidence gathered, the Waterway Manager will make the informed final decision as to whether the change will enhance the visitor experience.
- If the visitor need or demand cannot be provided within the Framework then the Waterway Manager will agree any modifications with the Customer Services & Operations Director.

Customer Services & Operations Director will ensure that this framework has been followed and that clear and factual evidence is in place.

Summary

To allow Waterway Managers to make informed decisions around any changes to current short term mooring provision in a consistent way. They will need to:

- I. Conduct quantitative monitoring of craft that use the mooring and local area over a length of time, taking into account various factors including time of day, time of year, weather and other such influencing factors
- II. Consult with all those potentially affected by any changes, from local & visiting boaters to local retailers including marina operators and the hire boat industry
- III. Pilot the potential changes over a period of time gathering data and feedback, allowing the proposals to be amended as required
- IV. Inform visitors and those affected of any changes in a meaningful, clear and consistent way that ensures confusion is avoided

Monitoring

- **Head of Customer Services** will bi-annually validate the accuracy of a sample of data submitted
- **Internal Audit** will review the overall effectiveness of the process.

Authorised by:

Chief Executive

Date: 16 February 2015

Custodian: Customer Services & Operations Director

Review record:

Issue	Date	Change
1	31 March 2016	Custodian title update; addition of wording to clarify winter timings

1 Short Term Moorings - Definitions

Short Term moorings are all lawful towpath and offside moorings managed by the Canal & River Trust which are not designated as a long term site. The default maximum period that you can stay in the same place is 14 days. Types of short term mooring are:

❖ Visitor mooring

A length of bank that has been designated for periods of less than 14 days. They tend to be at popular locations and time limits are designed to enable as many different boaters as possible to enjoy the use of the mooring during a cruise.

❖ Service mooring

Locations adjacent to services (e.g. water, sewage and refuse disposal points) and local amenities (e.g. supermarket, pub or attraction). These are for use only while craft are using the facilities and short time limits apply. This may also include temporary or permanent restrictions for a specific purpose, such as a trip boat stop.

❖ Casual mooring

Mooring up alongside the towpath during the course of a journey. These can be anywhere else along the towpath which is unsigned and where the maximum stay time is 14 days.

Each site has different customer and maintenance requirements. These requirements have been categorized to identify common expectations and standards - see **Appendix 1**

2 Key Areas of Consideration

Seasonality

The number of craft using a short term mooring will vary from day to day based on many factors, from the weather; day of the week; is there an event on to; what pubs and marinas are nearby. But there is one factor that affects all short term moorings more than any other - is it the main boating season? In the summer (particularly around school and bank holidays) craft are much more active and therefore the demand for a short term mooring will be much higher than that of a cold, wet Tuesday in December! In order to ensure short term moorings provide a service that is proportionate for the demand and time of year, we advise that visitor short term moorings during the **winter** period will revert to 14 day maximum stay unless there is a clear safety or customer need to provide otherwise, with exceptions clearly signed on site.

- ❖ NB: For the purposes of this framework Summer = 1 April to 31 October, Winter = 1 November to 31 March, or Good Friday if earlier, each year

Business Craft

Business craft are not subject to any relaxation to the Short Term Mooring stay times and thus those applied to all other boating users will also be applied to business craft accordingly.

If a business craft makes a request to overstay for welfare reasons, refer the customer to the local enforcement officer who will follow the national process.

If a change is needed to a current or new mooring to provide a permanent business mooring, then the process within this framework should be followed, with the Waterway Manager making the final decision.

Disabled Moorings

A number of moorings that are suitable for disabled customers are located sporadically around the canal network. The Canal & River Trust does not operate a disabled badge scheme for boaters with signed disabled moorings being only advisable as the Trust does not have the powers or resources to enforce eligibility for visitors to moor at disabled moorings. However the Trust is committed to ensuring that accessible moorings are available across the canal network.

If a disabled boater seeks to have reasonable adjustments to moor longer at short term moorings then please refer the customer to the local enforcement officer.

National Perspective

Whilst providing short term moorings is a local waterway responsibility, the current national perspective also needs to be taken into account when looking at providing new or changing existing short term moorings. This includes considering whether the mooring is on a national circular / through route for other waterways to investigating current strategic plans being developed by the Trust, its advisory groups and partner organisations.

- ❖ NB: All current Trust policies, standards and procedures need to be adhered to.

3 Process (see Appendix 2)

a. Monitoring

Sightings of craft that currently use the existing mooring(s) and / or local area over a minimum of 3 months is needed to establish patterns and any need for change.

Where a new short term mooring is being considered, monitoring of nearest short term moorings and waterway area / pound should be considered. The data gathered may include:

- Total number and index number of craft on the mooring(s) - frequency is to match proposed change (e.g. if proposing to change to 2 days then sightings must occur every two days)
- Total number and index number of craft using nearby moorings - frequency to match proposed change
- Total number and index number of craft in the local waterway area
- ❖ By identifying individual craft you can establish if the mooring is full of the same or different boats each time it is checked. If the craft are different this could indicate that the duration time could be right. If it is the same craft, check if it is a local hire boat or shared ownership.
- ❖ By identifying individual craft you can convert this information in to total utilisation of the mooring based upon the length of the craft sighted v the total length of mooring available
- ❖ Through your analysis, establish if craft are local or visiting the area / passing through to understand patterns of demand
- ❖ Contact your local Boating Co-Ordinator who will be able to provide you with monthly sighting data for the mooring(s) to provide a good baseline.

Various factors that may affect the numbers should also be recorded, including:

- Safety issues (e.g. changeable water levels)
- time of day
- time of year / seasonality (winter v summer)
- weather
- is it a bank / school holiday
- location of nearby marinas / large long term moorings
- enforcement actions
- customer comments
- complaints received

- events / festivals / celebrations taking place nearby

Each volunteer, employee or other partner taking sightings at the moorings that are being monitored should be set up on the MOBIS system that is used by volunteer mooring rangers. Boat sighting data entered into MOBIS is automatically fed into the SAP database.

To set up a mooring site and/or partner on SAP contact your boating coordinator and provide a functional location code for each visitor mooring site that needs to be set up in MOBIS. If it is a proposed new mooring and does not currently have a functional location code, a new one will need to be created by the waterway. Further details on MOBIS can be found in **Appendix 3**.

b. Consult

Ensure you discuss your proposed changes with all those groups potentially affected, these may include for example:

- Local and visiting boaters
- Boating clubs
- Regional members of national boating / waterway groups
- Local unpowered craft users
- Anglers and angling clubs
- Business boat and hire boat operators including those who trade or travel across waterway boundaries (Roving Canal Traders Association to be contacted)
- Marina operators
- Local retailers, pub landlords, café owners
- Neighbours
- Parish councils, active community groups
- Local volunteer groups
- Adjacent waterways, especially those with connected circular waterway routes
- Colleagues including local partnership, enforcement, direct services teams, contractors, business boating team & long term mooring team.

The level and types of consultation will depend on the scale of the changes proposed, however we strongly recommend that you speak to your local boating co-ordinator and local mooring manager throughout the process. This can take the form of face to face informal discussions to wide scale email surveys and focus groups. The **Waterway Manager** will ensure that the consultation levels are appropriate for the proposals.

c. Notify

Notify the Customer Services & Operations Director of proposed changes and pilot details **before** the pilot commences.

Existing Moorings: complete **Section A** of the change form (**Appendix 4**) as completely as possible, attaching evidence as needed.

New Moorings: complete **Section A** of the change form (**Appendix 5**) as completely as possible, attaching evidence as needed

Send the form to the Customer Services & Operations Director.

d. Pilot

It is essential to test the proposed changes over a period of time, including:

- conducting further monitoring as detailed in a) above to allow comparison of data and results
- feedback received - negative & positive

The length of the pilot will be determined by the scale of the changes proposed, but a minimum 3 months with at least 6 weeks at peak summer time is required. The **Waterway Manager** will ensure that the pilot period is appropriate for the proposals

Review the proposals once the pilot has been completed and make amendments to reflect the outcome.

e. Submit

Existing Moorings: update Section A and complete **Section B** of the change form (**Appendix 4**) as completely as possible, attaching evidence as needed.

New Moorings: update Section A and complete **Section B** of the change form (**Appendix 5**) as completely as possible, attaching evidence as needed.

Send the form to the Customer Services & Operations Director for final sign off. The information submitted will be used:

- To demonstrate that your decision has been made with a clear rationale supported by evidence
- To inform any wider queries or concerns raised by others after the changes have been made

f. Inform

Once you have received final sign off from the Customer Services & Operations Director, ensure that those consulted are advised of all outcomes of the pilot and the final changes agreed. Ensure current and new visitors are aware of the changes in a meaningful, clear and consistent way that ensures confusion is avoided, following the Trust's national signage standard as needed.

g. Update

Ensure that SAP, business plans, Trust websites, literature, Moneypenny and any other relevant Trust systems are made aware of the changes and when they will come into effect.