



# NOTES MANCHESTER AND PENNINE CUSTOMER FORUM (NORTH) MEETING

**Date** 20<sup>th</sup> November 2017

**Venue** Kidsgrove Town Hall

**Staff Attendees:** David Baldacchino, Waterway Manager. Steve Ballard Customer Operations Manager. Tracey Jackson Customer Operations Supervisor. Andy Whitehouse Customer Operations Supervisor, Jeff Smith Customer Operations Supervisor, Liam Cooper Customer Support Coordinator. Gillian Renshaw, Development & Engagement Manager, Steve O'Sullivan- Volunteer Development Co-ordinator, Clive Mitchell Project Team Manager, Stuart Moodie Ecologist. Daniel Preston Principal Engineer, Helen Braidwood Civil Engineer, Steve Facey Contracts Supervisor, Clare Matthews Customer Support Administrator, Ede Layne Customer Support Administrator Paul Breslin Fisheries & Angling Manager, Matt Donnison - Licence Support Officer.

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## **Introductions and Updates:**

**Updates and news** – David Baldacchino

**Marple Repair works update** - Helen Braidwood

**Local team updates** –Jeff Smith, Andrew Whitehouse

Q: Lock 42, did anyone fall in before the safety rail was applied?

A: Yes, we have had incidents before, broken bones etc

Q: Macclesfield Canal, Dredging. The key area is Grimshore lane, I have a video of my team they still can't get through that area. My boats are trying to toe other boats. If we leave the area shallow then the boats can't get through

A: They are due to finish the dredging soon, there are certain areas that are concerned regarding the leaks which require further investigation.

Q: Are you going to be pressure grouting lock 50 on the T&M?

A: Yes, they will be making the lock better to stop the water from escaping

Q: You've left no vegetation for the Kingfishers on the T&M Canal, Caldon, the far bank has no vegetation.

A: we had boated from Stone and the vegetation has been cut back now on all corners so boaters can see better. We have a national view of standards of offside veg and other aspects of conservation. We require feedback if no input from anglers we would cut back completely

Q: They leave a lot of cuttings on the canal and it was covering one of the boater's boats

A: We need this feedback as it's not acceptable so we need to contact our contracts team

Q: Where will the bird boxes go if you cut all the trees?

A: Where there are trees, some of the trees aren't save so we do have to remove them.

## **Clive Mitchell, Project Team Manager,**

Q: On the Marple aqueduct is there a towpath being inserted?

A: No

Q: Is there going to be just one side fenced of the aqueduct?

A: Yes, it will be installed middle of March, it'll only be one side as the other side is protected (the feedback on the dredging has been very good feedback)

## **Development and Engagement update**

### **Boat licencing, Matt Donnison**

<https://canalrivertrust.org.uk/boating/licensing/boat-check>

### **Environment update:**

Q: Have you resolved the issue in London with boats having to be kept 5 metres apart?

A: Paul Breslin: I wasn't aware of it (since this meeting he has rang in to confirm about the gap be left between moored boats, what he was referring to was conditions. If the site is in a site regularly used by anglers you should leave at least leave 5 metres between the boats to allow space for fishing. You must be prepared to move temporarily to facilitate match pegging and where we are aware of which match pegging takes place we will give you a reasonable notice, usually 2 weeks

### **Angling Paul Breslin**

Q: Are the trust having issues that people are taking the fish and eating them?

A: Anyone who is seen to be taking fish from the canals should be reported to the police this is classed as theft.

Q: Problem at Middleport with people stealing the fish, called police and police can't arrest as no rod in the water

A: Police can prosecute if found that the equipment is wet and handling the fish in these circumstances.

Q: Handling the fish in these circumstances

A: We do not have a team of enforcement officers to deal with this, therefore police need to be contacted

Q: It takes too long for the police come and he has had 5 lads chasing him previously

A: Contact this to red bull office so they can report to police. Always best to report straight away

Q: Best thing is to sign up to a bailiff volunteer permit who will put motions in place and control the area

A: We have a few canals who have trained volunteers to take info to report to the police and to be active

Q: We need to stress the importance of navigation share space?

A: Yes, sensible angling rules are on the website where you can't and can fish all about education on fishing on the canals

Q: Can cyclist also be educated on shared spaces for anglers?

A: Large events there are stewards. But essentially, they do need to slow down

'Stoppages over the last couple of years has improved year after year your supervisor's response and feedback has been working well'

Q: Lock paddle is not working and getting worse this needs sorting ASAP, Medford lock

A: It's not the paddle which is a problem it is a stone which has moved and created an 8 inch gap which takes a lot of water out of this also, we are planning this to be repaired this winter.

Q: Any dog waste bins going to be replaced?

A: we don't have a program to have more bins as due to the cost

**Meeting close**