

QUESTIONS & ANSWERS

<p>Q.</p>	<p>We are concerned that on the River Lea vegetation is just being clipped on the top and the weeds left to float. Who is the contractor?</p>
<p>A.</p>	<p>The contractor is OCS Fountains and on a seven-year term, contract extended to March 2020, it's a National Contract. £46k is benchmarked for Offside veg for priority areas and we will be doing some more work on the River Stort.</p> <p>If grass is cut and going in the canal and its deemed excessive, the Trust's Contract Manager can work with the contractor, so let our enquiries team know in the future and we can hold the contractor to account.</p> <p>six x Towpath cuts per year nine x Locks and landings cuts per year Full edge to edge cuts yearly commence in October.</p> <p>We also work with a number of volunteer groups who do additional complimentary cuts.</p>
<p>Q.</p>	<p>Regarding the Inland Waterways Association's Vision of London and their proposal for London to be treated as a single space in respect to a congestion charge, has the Trust responded to the IWA and what is its' position?</p>
<p>A.</p>	<p>The Trust meets regularly with the IWA. We are not formally responding to their document but our own London Mooring strategy talks about a lot of the similar issues. Managing capacity, especially busy areas of the London canal network is increasingly an issue. There will be more engagement as these ideas are developed.</p>
<p>Q.</p>	<p>Has the Trust considered London being one 'place' for the purposes of a 'congestion charge'?</p>
<p>A.</p>	<p>The Trust is still considering ways of managing areas of high demand. There are no proposals at present.</p> <p>Further clarification: As has previously been highlighted in the London Mooring Strategy, if the number of boats in London continues to grow we will consider what options may be needed to ensure the safe management and fair access to the waterspace for everyone. The Trust is considering ways in which we could manage areas of high demand.</p>
<p>Q.</p>	<p>With the increase of all boats on the network, should there not be an increase in maintenance? Lock gates need greasing at many sites.</p>
<p>A.</p>	<p>We have a detailed Planned Maintenance Programme (PPM), currently a rolling 6 months programme at present. If you have specific concerns get in touch.</p>
<p>Q.</p>	<p>More and more pounds are left empty due to gates left open. Could the Trust give any help to educate new boaters – support the message?</p>

A.	We are keen to work with boaters, especially when water is in short supply so we do try and support boater education and are always keen to do more.
	Q. Would the Trust be able to provide statistics for the loss of towpath moorings to commercial or private moorings e.g. trade sites?
A.	<p>There are very few towpath moorings that have been converted to commercial or private moorings in London, other than one boat space at Kings Cross, Paddington Basin (where the planning permission allocates the whole Basin to commercial mooring) and the East Wick long-term moorings (which was agreed prior to the Olympics to support the Olympic Waterways Legacy Plan).</p> <p>The London Mooring Strategy policy is to keep towpaths for casual visitor mooring. It does suggest looking at key destinations to support their role as an attraction e.g. Kings Cross, Paddington, Queen Elizabeth Olympic Park, Docklands, where it may be appropriate to provide restaurant boats, and space for traders including roving traders. Our aim is for the whole community to have access to the waterways in these busy locations, and not just use them for casual mooring. Any income from our commercial activities supports our reinvestment in the network.</p>
	Q. Do you think two Mooring Rangers adequate?
A.	Our Mooring Rangers are not the only colleagues who act as our eyes and ears, our Operational teams help by escalating problems upwards to our Licensing support teams, and a growing team of volunteer rangers also helps us with this work. It is every colleague's role to deliver good customer service.
	Q. When were the business moorings in Paddington introduced? Seems to have been in place a long time.
A.	The planning permissions for the Basin regeneration was 2006 (dates checked after the Forum meeting) and included a Waterspace Strategy. This was revised in 2012. The moorings have been used as short-term visitor moorings since then as commercial moorings were not considered viable (apart from the two that are currently in place). Ultimately, the developer could decide to revert to the approved use for commercial moorings. We are working closely with the developers to continue the Basin's use as a visitor mooring.
	Q. Are you replacing / taking away visitor moorings and general towpath moorings?
A.	<p>There is no widespread loss of general moorings. When we introduced 'Go Boats' in Paddington we replaced the loss of general moorings by permitting double mooring on the Boardwalk, extending mooring space by two berths (double moored) at the end of the pontoon, and introducing mooring at Rembrandt Gardens.</p> <p>We have introduced over 5km of new mooring rings over the last five years, including over 1km of new moorings in previously un-moorable hard towpath surfaces (e.g. at Old Oak, Limehouse Cut, Camley Street).</p>
	Q. Why isn't there a 'London Cruising Strategy' as it seems to be a free for all on moorings and water points, lock landings etc.
A.	The Trust is very active in addressing unauthorised and inconsiderate mooring. Our

	<p>rangers make regular and prompt contact. Please contact the Enquiries team, give a boat index number, and we will act.</p> <p>The London Mooring Strategy aims to support those who are cruising, by introducing shorter visitor stay times on part of existing visitor moorings, introducing pre-bookable moorings, and ensuring less overstaying at visitor moorings through monitoring.</p>
Q.	The navigation at Acton's Lock is far too narrow due to the new long-term mooring and towpath mooring restricting passage.
A.	We keep navigation under review and where there are issues we will look at ways of keeping the navigation safe.
Q.	Eco Mooring Zone – Islington Inspiration for the Eco Mooring Zone is well meaning. However, whoever wrote the document did not show the reality of using heating/electricity on boats.
A.	A very valid point that more work needs be done to develop the proposals. No plans have been published, so the document being referred to was likely to have been the press release, which was just an introduction to the proposal. Air quality is a major issue in London, and each London Borough's Air Quality Plan expects everyone to contribute, no matter how small. We recognise the impact of potential air pollution policy changes on boaters, and have stated that the Government should first focus on bigger polluters. We are working with Islington Council to deliver this project and will review the technical issues. The Trust would like to have more engagement with boaters over a trial period to assess its impacts.
Q.	What are the panel's thoughts regarding safety of users from crime.
A.	The Trust is very concerned by recent reports and is determined to work with partners to help try and offer solutions. We try to work with the police where we can and crimes on the towpath must be reported to the police in the first instance and are for the police to deal with. Obviously, anyone who may be affected by crime can report it to our enquiries number as this will help us to understand where crime hotspots are, this is information that we can then use to inform discussions with our partners. We need to look at dark areas and improve lighting where necessary but this is not possible in all areas.
Q.	Where can we find out where money is spent on?
A.	The Trust published our first ever Boater's Report this year which outlines where boater's money is spent. This is available via the website here . Our annual report is also available here .
Q.	It was lovely to hear that the lockgate canalside exhibit at the Chelsea Flower Show this year won silver merit. It took only 17 days to complete. Shame other works on the network take so long.
A.	This was a lovely project which was really enjoyed by lots of people. We are trying to speed up works where possible as we want as much of the network open all the time but repairs do need to take place. We are trying to speed up work for example at Johnson Lock and Hanwell through undertaking works in spring.

<p>Q.</p>	<p>Do we have access to statistics on response rates and how quickly things get fixed – how do we hold people accountable?</p>
<p>A.</p>	<p>All enquiries are noted by London & South East enquiries. Enquiries will send requests out to operational teams and then they will prioritise and work through the log. Customers often do not report issues with facilities through enquiries, whereas we can dispatch contractors within hours for some repairs. Our systems record the nature of enquiries received and completions, and we use this system to address recurrent issues or long-standing issues.</p> <p>We will work to present a “dashboard” report at the next user forum in October. This will report on the type of issues that are reported to the Trust and how quickly these are resolved.</p>
<p>Q.</p>	<p>Is the Trust helping to protect the architecture surrounding the waterway? A lot seems to be being lost because of development.</p>
<p>A.</p>	<p>We are keen to work with local authorities to ensure our waterways are enhanced and not detrimentally affected by developments. Our London Prospectus document, available online here helps to explain how we engage with our partners to ensure we have maximum influence. We are a statutory consultee for planning applications but ultimately the decision lies with the planning department and the councils.</p>
<p>Q.</p>	<p>Has a water sports zone been created on the River Lee Navigation?</p>
<p>A.</p>	<p>This is a proposal in the London Mooring Strategy, and work is underway to develop a detailed plan. It aims to ensure a variety of users can enjoy the space and to help educate all users about enjoying the waterspace together.</p>
<p>Q.</p>	<p>Less and less wildlife on canals. Planning high rise buildings are going to make the situation worse as some are situated next to the canal and will shade the water affecting wildlife.</p>
<p>A.</p>	<p>We now have a Heritage & Environment team that sit within the region and protecting and enhancing these aspects is at the heart of what we do. For instance litter is a major concern which affects wildlife and our environment and our recent Litter Campaign has had a big voice.</p>
<p>Q.</p>	<p>When the Trust sells land, do they include terms that help to safeguard the heritage and environment where necessary?</p>
<p>A.</p>	<p>We certainly do consider these aspects. We will consult with our internal teams and post a more detailed answer on the website.</p> <p>Further clarification from our estates team: All disposals go through a rigorous internal process before approval is given. This includes:</p> <ul style="list-style-type: none"> • Early internal consultation to identify any issues of relevance (operations, environmental, utilities, heritage, fishing, moorings etc) • All disposals must have a validated Environmental Appraisal – this covers all environmental aspects such as endangered species, bats, voles etc., ecology issues, heritage aspects and water related matters

	<ul style="list-style-type: none"> • The Trust's standard Transfer includes clauses dealing with Environment, Heritage and development / building. • The Transfer will be amended to consider specific site related issues that come out of the appraisal and internal consultations • The "clauses" referred to will include all appropriate Rights and Reservations.
Q.	Is there any data/statistics on the loss of historic warehouses? The loss of warehouses has an effect on moorings as boats who used to moor alongside the warehouse now moor on the towpath side. Is there any policy to require moorings and services at new developments?
A.	We do feedback to developers on pre-application planning proposals as a statutory consultee. There is no official policy on loss of warehousing that we are aware of. However, we do press for provision of boater facilities and moorings when discussing proposals with developers. We work hard to influence developers and planning authorities and will continue to develop partnerships that help us to ensure that our voice is heard.
Q.	Could the Trust not put planning applications onto their website for comments?
A.	Our team comment on a huge number of planning applications so this isn't necessarily possible but we will continue to discuss how we communicate with local communities on big schemes.
Q.	Another question regarding crimes on the waterways. How do the police record the crimes reported? Have you heard of the app What3words?
A.	We will continue to build up relationships with the local police. We have heard about What3Words and believe the emergency services are now starting to use it, which pinpoints a location using a three-word code. We ask for crime reports to be sent to the Police and advised to us, so we can record accurately on our canal mapping. We also work with the Police in different areas to encourage greater police presence and a focus on known crime issues, for example addressing drugs in Camden with the local landowners and the Police through vegetation cut-backs and design and supporting patrols in east London. We have been involved in supporting London CanalWatch.
Q.	Boaters are worried about the impact of a congestion charge. Can the Trust give boaters an assurance that a congestion charge will not be implemented?
A.	<p>We are looking at all options to manage areas of high demand.</p> <p>Post Meeting update As has previously been highlighted in the London Mooring Strategy, if the number of boats in London continues to grow we will consider what options may be needed to ensure the safe management and fair access to the waterspace for everyone. The Trust is considering all ways in which we could manage areas of high demand.</p>
Q	Can you explain the works at Islington Tunnel and whether the pound above is remaining in water? Are visitor moorings being suspended?
A	As you are aware we are having a two-month stoppage on Islington Tunnel, from 13 th Jan until 13 th March 2020 and this has been advertised on our website since early May. As per the stoppage notice, we will need to close off a section of the canal and visitor

	<p>moorings nearest to the tunnel portal, but the exact logistics are being finalised with our contractor, Kier.</p> <p>We are very aware of the lack of available mooring sites in London, so we'll try to reduce any closures as much as possible.</p> <p>Apart from the closed section near the tunnel portal, you should still be able to operate, however you won't be able to travel to the West through the tunnel.</p>
Q	How long will it be before the questions and answers from tonight's event will be made available online?
A	Two weeks