



MEETING OF THE BOARD OF TRUSTEES

Items in red are confidential

Minutes of a meeting of the Board of Trustees ("the Trustees") of the Canal & River Trust ("the Trust") held on Thursday 19 November 2020 at 8:30am – 1pm via Zoom

Present:

Allan Leighton, Chair
 Dame Jenny Abramsky, Deputy Chair (until minute 20/080)
 Nigel Annett CBE
 Ben Gordon
 Janet Hogben
 Sir Chris Kelly
 Jennie Price CBE
 Tim Reeve (from minute 20/079)
 Sarah Whitney
 Sue Wilkinson

In attendance:

Richard Parry, Chief Executive
 Julie Sharman, Chief Operating Officer
 Stuart Mills, Chief Investment Officer
 Simon Bamford, Asset Improvement Director
 Heather Clarke, Strategy, Engagement and Impact Director
 Steve Dainty, Finance Director
 Mike Gooddie, People Director
 Tom Deards, Head of Legal & Governance Services and Company Secretary
 Gemma Towns, Corporate Governance Manager (minute-taker)

20/076 WELCOME & APOLOGIES

The Chair welcomed all attendees to the meeting.

JA had sent her apologies from 9am onwards but had circulated her views to the Chair and RP in advance of the meeting.

Chair confirmed the focus of the meeting was on the business plan and grant review and changed the sequence of the agenda items accordingly.

The Chair confirmed that notice of the meeting had been given to all Trustees and that a quorum was present.

20/077 DECLARATION OF INTERESTS (TRUST 511)

The Board noted the Register of Interests report (Trust 511).

The Trustees present confirmed they did not have any interests in the matters on the agenda.

20/078 MINUTES AND SCHEDULE OF ACTIONS

The minutes of the Board of Trustees meeting held on 24 September 2020 were approved as a true and accurate record.

The **matters arising report** was noted by the Board. All actions were in progress or appeared on the agenda.

20/079 HEALTH & SAFETY REPORT (TRUST 512)

JS presented her report (**Trust 512**) which provided the Board with a review of Health and Safety for the period July to August 2020.

The following aspects of the report were highlighted and discussed:

- JS advised that the number of safety incidents had increased. The Trust had better reporting in place which could explain the increase in numbers. However, she confirmed that training with colleagues would be undertaken over the winter and regular Health & Safety messages would continue to be included in RP's weekly colleague updates. JS and SB would continue to use their directorate communications to encourage safe winter working;
- There had been 4 Riddor events in October. Early indications suggested a change in conditions or a change in the environment on the day had been a factor;
- The Trust's annual Safety Conference would be held on 1 December and would be held virtually for the first time. JH would deliver the keynote speech. Judging for the Safety Awards been ongoing with evidence of good examples of innovation across the Trust; and
- An audit on ports had been undertaken. There were some take away actions which the Operations Team would digest and report to the Trust Board in due course.

The Board received the Health and Safety Report.

20/080 COVID-19 'RE-IMAGINING' UPDATE (TRUST 513)

RP provided the Board with an overview of his report (**Trust 513**), outlining the recent activities.

The Board received the updating report.

20/081 ANNUAL STRATEGIC REVIEW OF RISK (TRUST 515)

CK, as Chair of the Audit & Risk Committee, introduced the paper (Trust 515). CL confirmed the importance of the Board understanding the risks posed to the Trust, to ensure they were identified correctly and given the right priority.

The Board noted the progress made over the last year and received the annual strategic review of risk.

20/082 GROUP INVESTMENT POLICY (TRUST 516)

SWh introduced the Group Investment Policy (Trust 516), confirming that the policy had been delayed due to the market volatility caused by Covid-19. The policy was reviewed every three years but would be reviewed earlier if market conditions or the Trust's income/capital requirements changed. The policy had been recommended by the Investment Committee.

The Board approved the Group Investment Policy.

20/083 GOVERNANCE REPORT (TRUST 519)

TD's Governance Report (Trust 519) was taken as read.

The Board:

- a) Noted the safeguarding training requirement;
- b) Noted the update on the external board effectiveness review for 2021;
- c) Noted the update on the Annual Public Meeting;
- d) Noted the update on the ethical policy framework;
- e) Noted the changes to the location of the March 2021 Council meeting and Board meeting; and,
- f) Approved the appointments of John Podmore to the South West Regional Advisory Board.

20/084 BUSINESS PLANNING & STRATEGIC PROGRAMMES 2021 UPDATE (TRUST 514)

RP presented the Business Plan 2021 update (Trust 514), confirming that the Trust wished to share the progress made to date. The Business Plan 2021 was expected to be presented at the January 2021 Board meeting.

The Board received the Business Planning and Strategic Programmes 2021 update.

20/085 GOVERNMENT GRANT REVIEW (TRUST 517)

RP introduced the government grant review paper (Trust 517) and delivered a presentation.

The Board received the paper.

20/086 REVIEW OF CHARITABLE INCOME AND HOW TO ACHIEVE GROWTH (TRUST 518)

HC delivered a **presentation** on charitable income and an overview of her paper (**Trust 518**).

The Board received the paper.

20/087 FORWARD PLAN (TRUST 520)

The Board received the Forward Plan (**Trust 520**).

20/088 CHIEF EXECUTIVE'S REPORT (TRUST 521)

The Chief Executive's Report (**Trust 521 and Appendices 1, 2, 3, 4, 5, 6 and 7**) was taken as read and the Chair invited the Executive Team to summarise any key issues from their paper.

- (a) **Appendix 1, Key Performance Indicators:** RP advised that the impact of Covid-19 Covid may result in some targets being missed. The Board referred to the red rated result for the public safety KPI, questioning if this result was solely linked to Covid-19. The Board requested that this result, and the underlying reasons for its red rating were reviewed;
- (b) **Appendix 2, Operations Report:** JS advised that the Trust had now been awarded Green Flags for 20% of the network. JS stated that volunteer hours were 150,000 to date, despite Covid-19 interruptions. Boating evasion had increased, and the Trust was targeting its approach to return compliance to previous good levels;
- (c) **Appendix 3, Direct Services:** SB advised that construction had performed well, despite Covid-19;
- (d) **Appendix 6, Strategy, Engagement and Impact:** HC confirmed that a series of meetings had been held regarding the ongoing planning reforms. Evidence had been formally submitted stressing the importance of the Trust remaining a statutory consultee. HC reported that the Trust had been invited to launch a green prescribing pilot scheme linked to the new integrated care schemes. The Trust had been invited to submit a stage 2 application for the Defra Green Recovery Challenge Fund.

The Board received the Chief Executive's report and appendices.

20/089 FINANCE DIRECTOR'S REPORT (TRUST 522)

SD introduced the Finance Director's Report (**Trust 522**).

The Board received the Finance Director's report.

20/090 MINUTES FROM COMMITTEES

The Board noted the **minutes** of the following meetings:

- (a) Minutes of Audit & Risk Committee, 24 September 2020 and 14 October 2020;
- (b) Minutes of the Investment Committee, 27 October 2020; and
- (c) Minutes of the Infrastructure Committee, 12 November 2020.

20/091 ANY OTHER BUSINESS

There being no matters of further business, the Chair closed the meeting at 12:30pm.

The Trustees held a private meeting with RP and then a Trustee-only private meeting.

Next meeting: 27 January 2021 (Online)



HEALTH & SAFETY REPORT

Author: Julie Sharman, Chief Operating Officer

1. PURPOSE

- 1.1. This paper provides a review of Health and Safety for the period of September 2020 unless stated otherwise. This change is to align this report with the Trust KPIs and will allow a greater accuracy of reporting giving additional time to capture third party injuries and to ensure accuracy and full investigation details to be included. The report covers Visitors, Colleagues, Volunteers and Contractors.

2. SAFETY STATISTICS – SEPTEMBER 2020

- 2.1. The Trust's overall rolling 12-month RIDDOR accident frequency rate (AFR) at the end of September 2020 is 0.25, compared to 0.23 at the end of August.
- 2.2. We had 1 RIDDOR in the period, see section (5.1.1 for details), and 0 maritime issue have been reported to MAIB (see 5.1.2)
- 2.3. The target AFR for B20 is 0.15; the B19 outturn AFR was 0.22

TRUST People*	September 2020 AFR	Target B20
Colleagues	0.19	
Volunteers	0.41	
Contractors	0.32	
Trust Overall	0.25	0.15

AFR not adjusted with respect to reduced hours due to Covid working & volunteering

RIDDOR INCIDENTS (YTD)	September 2020	Current B20 YTD	Prior year B19 YTD
Colleagues	0	2 ¹	3
Volunteers	0	1	0
Contractors	1	2	0
Totals	1	5	3

Fatalities	September 2020	Current B20 YTD	Prior year B19 YTD
Canal	1	15	
River	0	1	
Dock Marina or Towpath	0	2	
Totals	1	18²	27³

¹ Includes an additional RIDDOR identified for August not included on the previous report.

² Includes 5 additional ROSPA fatality reports which relate to earlier incident dates.

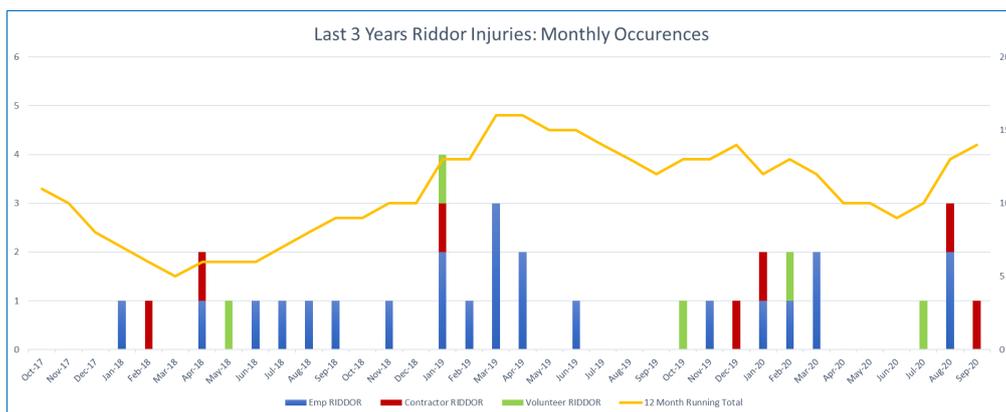
³ The figure for 19/20 has been updated with additional fatalities from ROSPA database.

3. COVID-19 RESPONSE

- 3.1. We have updated our Test & Trace protocol to align with government guidance. Weekly updates are presented at the Executive meeting. On average to the end of September, there were less than one confirmed case per week reported. There have been more cases of self isolation, reasons not being work related.
- 3.2. The programme of specific toolbox talks has continued to the end of September, with 1448 employees and 1066 volunteers reported as completed. The homeworking assessment has been commenced by 1,086 people with 217 actions to complete. Other assurance data has remained consistent.
- 3.3. We have continued a collaborative approach with unions in reviewing our processes and protocols. We have jointly agreed to support and encourage colleagues to use the NHS Test and Trace app on work phones.
- 3.4. During September, preparations were made to allow a partial reopening of 6 main sites, largely to accommodate people who's home working environment was less than optimum. A low number of people wanted take this opportunity and during September had started. However, the governments change of stance to people being asked to work from home where you can has caused this to be reversed and all main offices are currently closed.
- 3.5. The other main update to process related to the implementation of "Rule-of-6" from September 14th. Our principles, everyday assessment and protocols were all updated to accommodate latest government guidance.

4. REDACTED

5. DETAILED REPORTING STATISTICS



5.1. COLLEAGUES, VOLUNTEERS AND CONTRACTORS

- 5.1.1. There has been 1 RIDDOR incident during September (12 B19 Full year).
- 5.1.2. W&SW: LogIncident #5711 = (29/09/2020) (Bridgewater and Taunton). A Contractor struck an electrical cable while dredging. The cable was brought up and out of the water, and severed by the bucket. No injuries occurred (RIDDOR Dangerous Occurrence). Work was stopped immediately, and the cable made safe by Western Power. The main cause of the incident was due to an administrative error by the contractor when service maps were created, the cable location was not transferred

onto the site map as required. The power cable is now being tunnelled under the canal instead of lying on the canal bed to prevent a similar incident re-occurring.

5.1.3. There has been 1 additional RIDDOR incident during August not reported on the previous report.

5.1.4. WM: LogIncident #5472 = (13/08/2020) (Grand Union Canal). A Colleague was undertaking PPM on Kixley Sluice which included vegetation clearance. It started raining and made the slope slippery. As he climbed up the slope, he lost his footing and slipped cutting his arm and twisting his knee. This resulted in an over 7 days absence. Full investigation underway.

5.1.5. There were no MAIB reportable incidents to note relating to maritime safety

5.2. INFRASTRUCTURE RELATED INJURIES

Infrastructure Related Injuries to the Public	September 2020	2020/21 YTD	2019/2020 YTD
Numbers of Reported	9	26	12

5.2.1. There were 9 Member of Public infrastructure related injuries during September. There have been significantly more infrastructure related injuries in this FY compared to 19/20 (17 in total for 2019/20 but 34 in 2018/19). Overall, the majority of incidents continue to involve slips, trips or falls of pedestrians (10 YTD). Protruding or overgrown vegetation accounts for 7 further incidents, with 3 cyclists and 3 boaters falling due to holes or protrusions in the towpath. Numbers of incidents reported continue to increase overall with improved use of LogIncident and better recording by the customer service teams.

5.2.1.1. Redacted.

6. SAFETY REPORTS

6.1. FATALITIES

Safety Report	September 2020	2020/21 YTD	2019/2020 YTD
Fatalities	1	18	27

6.2. During September there has been 1 fatality to a member of the public reported. The YTD is 18 and includes 5 additional reports (between April and June) which have come to light through the Water Industry database. NW: LogIncident #5636 (23/09/2020) (Leeds & Liverpool) – Following a search for a missing man in the area of Wigan Flight, a body was recovered from the canal just ahead of the Lock 77 head gate. The NW region are seeking to establish a water safety partnership in the area as this is the second similar recent incident.

6.3. REDACTED

6.4. REDACTED

7. SAFETY IMPROVEMENT ACTIONS PROGRESS

- 7.1. With ongoing restrictions the Trust are moving a lot of training on line, the trial course Virtual IOSH Managing Safely has completed and feedback is being reviewed to assess if this method of delivering the course is to continue. Anecdotal feedback was favourable.
- 7.2. A trial session of the Tribe leadership training course has been planned for 02/11/2020, this includes the use of virtual reality 360 videos. Training will commence in December 2020.
- 7.3. Toolbox talk has been issued which looks at the recent RIDDORs and incidents where a root cause relates to changes in conditions.
- 7.4. Safety awards launched and entries submitted for judging which will be completed in November in advance of the safety conference on 1st December.
- 7.5. Regions are continuing to complete visitor risk assessments for weir and high risk sites Two volunteers are being trained to help WM complete their assessments as they have by far the largest number to be completed.
- 7.5.1. 2020/21 programme Weir VRAs

Region	Total VRA due to date	Site visit done	Quality Check completed	Signed off by Regional Director	ZX Notification raised	Forms uploaded
North West	13	10			1	
Yorkshire & North East	25	25	21	14	13	14
East Midlands	19	19				
Wales & South West	19	14				
West Midlands	88	88	88	61	18	60
London & South East	9	9	4		4	
Grand Total	173	165	113	75	36	74

Completion reported to end September 2020. Total 253 sites to be reviewed by end March 2021

7.5.2. 2020/21 programme High Risk Site VRAs

Region	Total due to date VRAs	Site visit done	Quality Check completed	Signed off by Regional Director	ZX Notifications raised	Forms uploaded
East Midlands	4	4	2	4	4	4
London & South East	3	3				
North West	3					
Wales & South West	3	3		1		
West Midlands	4	4	4	4	4	4
Yorkshire & North East	5	5	2	2	2	
Grand Total	22	19	8	11	10	8

Completion reported to end September 2020. Total of 25 sites to be reviewed by end March 2021

- 7.5.3. Since the 1st of April 2,171 training courses have been completed in MyVolunteering. These are safety management videos, safeguarding, IT security and Covid training. This represents 2,171 course which previously would have been done in a Trust office / meeting with the individuals. By volunteers using MyVolunteering, the training can be done from the comfort of the volunteers' home with a great reduction in administration for the Trust, with the benefit of live updated training records for the volunteers.

8. PORT, DOCKS and HARBOURS

- 8.1. Due to the responsibilities of the Trustees as Duty Holders in respect of the Port Marine Safety Code (PMSC) an update is now included this report. The Trust's Designated Person, Simon Bamford, receives regular updates in relation to port compliance with the PMSC.
- 8.1.1. River Ouse (Y&NE): Pilotage services continuing without interruption. Shipping movements to Howdendyke remain at very low levels - the terminal operator PD Ports considers uncertainties surrounding Brexit to be the main influence. Two notable Incidents took place (see 6.4.5 and 6.4.6). Development of the inland port at Leeds remains on hold due to funding, plans are in place to seek additional funding to support the project.
- 8.1.2. Sharpness Port (W&SW): The port operations continue to be unaffected by the current COVID restrictions. A sluice ram failure has been repaired by AMCO. Trinity house issued a Potential Infringement Notice regarding the navigation light being out on 21/09/2020 (following the power cable being severed by the collision of the MV Lady Adele), which was rescinded on 29/09/2020 when the light was reinstated. Direct services have been working on the Pier for a 3-week period, replacing the timber fender that is damaged by incoming shipping. A feasibility study is planned in B21 to determine if the design of the pier can be altered to reduce damage to the structure and reduce maintenance works.
- 8.1.3. Liverpool Docks (NW): Vessel movements in an out of the docks remain minimal because of the Covid 19 pandemic and that all events planned at the docks were cancelled. Water quality became an issue in the summer months, as high levels of faecal matter were detected in some of the docks, however the September Water Quality Report show much lower levels than previous months. Three M&E related projects, with AMCO/GIFFIN being the main contractor, will commence over the winter period.
- 8.1.4. West India and Millwall Docks (L&SE): The delayed audited by Marico Marine: has been completed and an action plan has been drafted. Relationships with operators, customers and neighbours continue to develop.

9. REPORTING STATISTICS

9.1. Overview of reporting statistics

Safety Report	September 2020	2020/21 YTD	2019/20 YTD
Positive Intervention Reports	78	312	299
Near Miss Reports	91	565	474
Loss, Injury or Death Reports	106	511	569
Threat/ aggression to colleagues	5	37	25
TOTALS	275	1,388	1,367
More details can be found in Appendix A			

- 9.2. An analysis of data relating to COVID-19 is given in Appendix B. We have reviewed 16 COVID-19 related safety reports on LogIncident during September (11 during August).
- 9.3. During September, we recorded 275 Safety Reports, 106 (39%) were Loss, Injury or Death Reports.
- 9.4. The 78 Positive Intervention Reports in September was the second most in a single month of 2019/20 behind only 81 in July 2020.

9.5. Detailed breakdown of incident types contained in the appendices. 78% of Safety Reports in September are closed, 22% remain open. We will continue this focus with all managers.

Appendix A – H&S Reports

SAFETY REPORTS SUMMARY: September 2020

What Happened	HazardNearMiss	Incident	Grand Total
Slipped, tripped or fell on same level	15 (16.5%)	18 (17.0%)	33 (16.8%)
Accidental damage property/asset/equipment	11 (12.1%)	7 (6.6%)	18 (9.1%)
Road traffic incident	3 (3.3%)	13 (12.3%)	16 (8.1%)
Hit by moving, falling object or vehicle	5 (5.5%)	9 (8.5%)	14 (7.1%)
Boat sink/capsize/hangup	10 (11.0%)	3 (2.8%)	13 (6.6%)
Structural or equipment failure	8 (8.8%)	3 (2.8%)	11 (5.6%)
Fall from height	6 (6.6%)	4 (3.8%)	10 (5.1%)
Covid 19	6 (6.6%)	4 (3.8%)	10 (5.1%)
SSoW (safe systems of work)	7 (7.7%)	2 (1.9%)	9 (4.6%)
Animal/insect incident	5 (5.5%)	4 (3.8%)	9 (4.6%)
Hit something fixed or stationary	3 (3.3%)	5 (4.7%)	8 (4.1%)
Person recovered from water	0 (0.0%)	7 (6.6%)	7 (3.6%)
Handling, lifting or carrying	1 (1.1%)	6 (5.7%)	7 (3.6%)
Injured by vegetation / plants	2 (2.2%)	4 (3.8%)	6 (3.0%)
Exposure to harmful substance	3 (3.3%)	2 (1.9%)	5 (2.5%)
Threatening/aggressive behavior towards Colleague(s)	0 (0.0%)	5 (4.7%)	5 (2.5%)
Electrical contact/discharge	2 (2.2%)	2 (1.9%)	4 (2.0%)
Training/Competence	0 (0.0%)	3 (2.8%)	3 (1.5%)
Unsafe Act	3 (3.3%)	0 (0.0%)	3 (1.5%)
Personal Protective Equipment	1 (1.1%)	1 (0.9%)	2 (1.0%)
Injury from machinery / equipment	0 (0.0%)	2 (1.9%)	2 (1.0%)
Body Found	0 (0.0%)	1 (0.9%)	1 (0.5%)
Fire/explosion incident	0 (0.0%)	1 (0.9%)	1 (0.5%)
Grand Total	91 (100.0%)	106 (100.0%)	197 (100.0%)

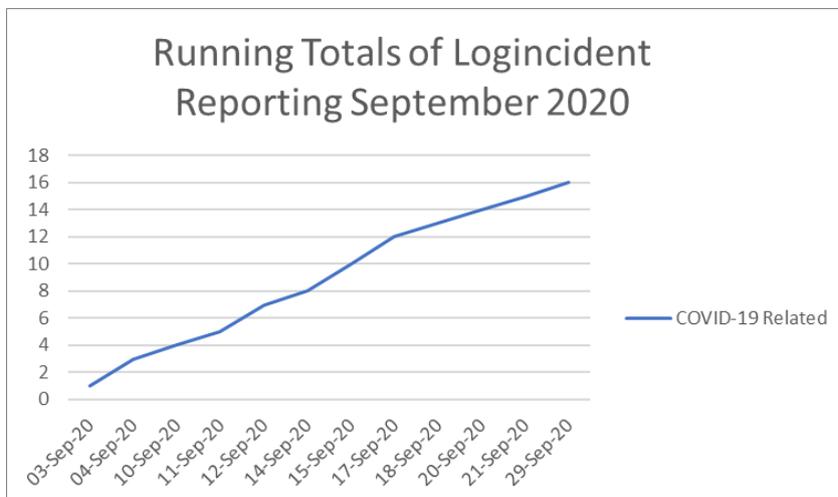
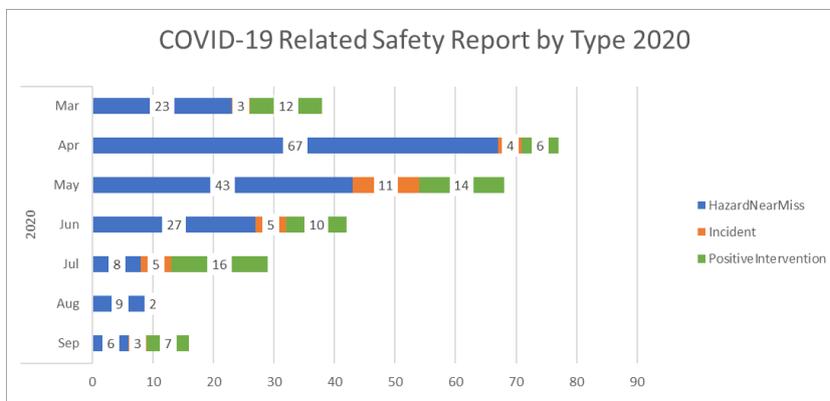
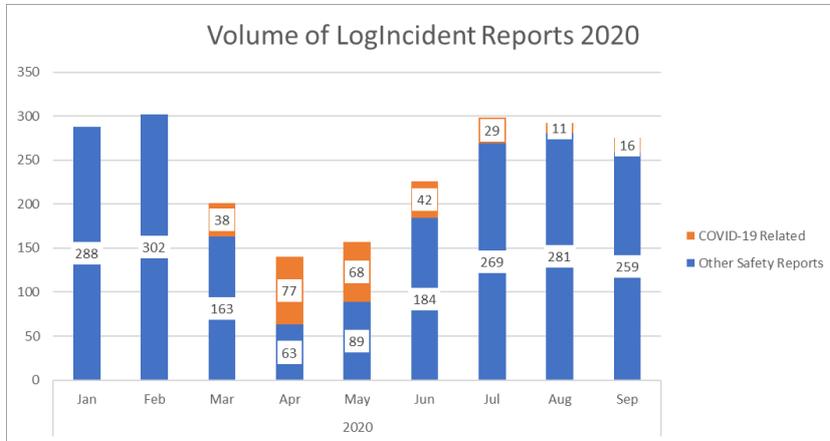
Compared to the table in 4.8 this list excludes Antisocial behaviour reports and positive interventions.

From early June we introduced a specific incident type “Covid-19” to our reporting system to more easily identify the incidents that were pandemic related.

Appendix B – Covid-19 Related Reports

SAFETY REPORTS COVID-19 RELATED: September 2020

There have been slightly more covid specific incident reports in the period compared with August. Dynamic risk assessments undertaken still remain high. Most reports have arisen from colleagues in Asset Improvement and relate to heightened awareness of observing covid secure workplaces confirmed by the numbers of positive interventions in July.





Trust Board Meeting
19 November 2020
Information & Decision Report
Trust 519
Confidential Wording in Red

GOVERNANCE REPORT

Tom Deards, Head of Legal & Governance Services

1 PURPOSE

- 1.1 This paper sets out the governance matters which require a decision or noting by the Board.

2 RECOMMENDATIONS

- 2.1 The Board is asked to:
- 2.1.1 Note the safeguarding training requirement (section 3);
 - 2.1.2 Note the update on the external board effectiveness review for 2021 (section 4);
 - 2.1.3 Note the update on the Annual Public Meeting (section 5);
 - 2.1.4 Redacted;
 - 2.1.5 Redacted;
 - 2.1.6 Redacted;
 - 2.1.7 Redacted;
 - 2.1.8 Redacted;
 - 2.1.9 Redacted;
 - 2.1.10 Note the changes to the location of the March 2021 Council meeting and Board meeting (section 12); and,
 - 2.1.11 Approve the appointments to the Regional Advisory Boards (section 13).

3 TRUSTEE SAFEGUARDING TRAINING

- 3.1 One of the actions from the September Audit & Risk Committee meeting was a recommendation that all Trustees, (and the co-opted member of the Committee), complete the online safeguarding training module.
- 3.2 The link to the TrustEd site will be circulated to Trustees, along with instructions on how to access the training. Trustees are asked to complete the training, which takes less than an hour, by the time of the January Trust Board meeting.



4 EXTERNAL BOARD EFFECTIVENESS REVIEW 2021

4.1 The Charity Governance Code recommends that an external evaluation of the Board's effectiveness be undertaken every three years (s.5.8.2 of the Code). The Trust's previous external review was carried out during 2017/18 – therefore a further review is now due.

4.2 A proposed timeline for the review is as follows:

November 2020	Begin the process of identifying an external facilitator.
January 2020	Trust Board agrees scope and instruction of the external reviewer.
March – April 2020	External review of the Board.
May 2020	Results of the review presented to Trust Board. Action plan developed, if required and scheduled into the board's workplan for a future meeting.

4.3 The search for an appropriate external facilitator has begun with a long-list of suitable reviewers identified. Discussions will be held with the Deputy Chair prior to a recommendation being presented to the January Board meeting for consideration and approval.

5 ANNUAL PUBLIC MEETING

5.1 The Trust held its Annual Public Meeting on 28 October 2020 via YouTube. The stream can be viewed [here](#). Questions were submitted via email and batched together into themes, which enabled a greater number of questions to be answered during the meeting.

5.2 A post-meeting review will be undertaken to consider how the meeting could be enhanced, should a similar format be used in future.

6 REDACTED

7 REDACTED

8 REDACTED

9 REDACTED

10 REDACTED

11 GENERAL REGULATORY AND SECTOR UPDATE

11.1 The Charity Commission held its Annual Public Meeting online on 05 October 2020. Further information on the event can be found [here](#). The central theme of the event



was the Commission's desire to meet the public's expectations of charity, which was a subject that also featured heavily in their 2019 APM. Key messages from the event were:

- Charities should have greater transparency; this linked to the Commission's online register of charities. Our Trust page can be found [here](#);
- Regulation of charities should reflect public expectation;
- Linked to this point, the public expect that a registered charity would mean the charity meets a certain standard, and the Commission will act to remove charities from the register where they fall below the required standard.

- 11.2 Since September 2020 the Commission has concluded a number of investigations. The outcomes were reviewed by the governance team. There are no learning outcomes for the Trust.
- 11.3 The Charity Commission's recent newsletter for Trustees can be found [here](#).
- 11.4 Trustees may also be aware of reported comments of the Chair of the Charity Commission, Baroness Stowell, expressing concern over the National Trust's perceived move away from its core charitable purposes, which coincided with a National Trust publication of a report on links between its historic properties and slavery and colonialism. Although this has generated significant media coverage and interest from MPs, the Charity Commission do not currently intend to carry out an inquiry.

12 CHANGES TO THE MARCH 2021 COUNCIL AND BOARD MEETING LOCATIONS

- 12.1 As reported in the November Council meeting papers, the location for 17 March 2021 Council meeting has changed. Due to the impact of Covid-19, the national lockdown and further regional restrictions, a decision has been made to move the face to face meeting from Leeds to Birmingham, which is more centrally located and likely to be more convenient for Council members to attend. The planned morning site visit will no longer be going ahead.
- 12.2 If a face to face meeting can be held, it is recognised that not all Council members may wish to attend. If it is possible for a face to face meeting to be held, the Trust will make arrangements for the meeting to also be livestreamed through a private link to Council members. If Covid-19 restrictions mean that a face to face meeting is not possible, the meeting will go ahead via Zoom.
- 12.3 The Board meeting on 18 March 2021 was planned for Leeds. It is proposed that this is held via Zoom instead. A revised calendar invite will be sent out to Trustees.
- 12.4 It remains the intention, Covid-19 guidance permitting, for the first face to face meeting to be held in May 2020 in London & South East.



13 REGIONAL ADVISORY BOARD APPOINTMENTS

- 13.1 The Chair of the South West Regional Advisory Board recommends the appointment of Professor John Podmore for a first term of office, from 19 November 2020 to 30 November 2023.

Professor John Podmore: Biography

Redacted.

November 2020



MEMORANDUM TO THE BOARD

CHIEF EXECUTIVE'S REPORT – NOVEMBER 2020

1. INTRODUCTION

- 1.1 This report covers the period to the end of September, with more recent updates where available.

2. MAIN ISSUES

- 2.1 The past two months have seen, after the renewal of many waterways' activities during the late summer, the retreat back into lockdown, coinciding with the end of the main leisure/holiday boating season. Our winter works programme has started as planned and, thus far, the pandemic restrictions have not impaired our work.
- 2.2 With the re-launch on the Government's furlough scheme until March 2021, a small number (up to 100) colleagues are taking some form of furlough leave, mostly part-time given the added flexibility available in the scheme so that we keep work ticking over even in those areas where active engagement is constrained (and reflecting the mental health impact on those who have already taken a period of furlough leave earlier in the year). All offices are closed other than for essential use with the default being to work at home. **Redacted.**
- 2.3 Our latest colleague 'pulse' survey, undertaken in September with around a quarter of employees and a sample of volunteers, showed similar positive results to the record levels achieved in June, with an overall score of 74% (in line with June's 75%) and all measures remaining stable within the +/- 2% range of statistical confidence. Given the length of time that many colleagues have been operating remotely from others, this was a very encouraging result. In the past week, the 2020 pay award has been provisionally agreed with the joint Trade Unions; **redacted.**

3. EXTERNAL ENGAGEMENT

- 3.1 The focus of our external engagement has been to secure funding linked to the Government's CoVid-19 recovery plans. We successfully secured £1.65m for heritage works this winter from Historic England's Heritage Stimulus Fund. We have progressed to later rounds of both the Defra Green Recovery Fund and Green Prescribing funding opportunities and also await a response to our Kickstarter programme application.
- 3.2 **Redacted.** Given the tighter CoVid-19 restrictions, the visit by senior DCMS officials and the National Lottery Heritage Fund Chair/Chief Executive to the Unlocking the Severn project has been postponed. Conversely, a very positive 'virtual' visit to give the Housing Minister a tour (via video) of our 'Port Loop' joint venture development, and raise other issues surrounding the Trust's role in the planning process, was a great success.
- 3.3 A new Deputy Director, Adrian Cooper, has been appointed in our Defra sponsor team, **redacted.**

4. PERFORMANCE

4.1 Appendix 1 sets out the year to date performance results for the 2020/21 year. Many of the targets are now of limited relevance given the uncertain effects of the pandemic. As predicted, volunteer hours totals are much reduced and won't reach even the adjusted annual target that we set in April. Of more concern, safety performance measures have also worsened. The number of infrastructure-related incidents reported in the first six months is well ahead of the annual target; as reporting is a key factor in this measure it is not possible to say whether this is a genuine increase or simply that more cases are being reported to us (perhaps as awareness of the Trust grows?). The number of RIDDOR-reportable cases is more certainly a concern, as reported in the Health & Safety report. More positively, and perhaps unsurprisingly, measures of engagement with local users are ahead of target.

5. EXECUTIVE REPORTS

5.1 The Executive's reports feature as Appendices 2 to 6.

Chief Executive
November 2020

APPENDIX 1: Key Performance Measures and Targets – 2020/21

MEASURES FOR SUCCESS (KPIs) FOR NATIONAL & REGIONAL REPORTING			Sept 2020 YTD	Full year target	Prior year actual
			2020/21	2020/21	2019/20
Growing the number & satisfaction of users & visitors	Visitor Volume	No of users & visitors to our waterways in typical two-week period within specified period	8.7m	9.5m	9.2 million users / visitors
	Satisfactn Rating - user & visitor experience	Towpath User Satisfaction	85%	85%	81%
		Boater Satisfaction	62%	70%	67%
Improving our public safety and health & safety of our colleagues	Public Safety	No of reported incidents due to infrastructure	26	15	17
	Safety of our Colleagues	Combined employee, volunteer/ contractor RIDDOR accident frequency rating	0.25	0.15	0.22
Good overall waterway condition (assets, water, heritage/ environmt)	Asset Health Index	A combination of the new asset condition score (0 to 100) & the consequence of failure (1 to 5) with 0 being excellent	43.94	TBC	44.2
Being inclusive - Growing the number of local users & BAME participatn	Local Users & BAME Participatn (1km)	% of local people (living within 1km / 10-15 mins walk) using our waterways regularly	48%	45%	43%
		% of local people specifically from local BAME communities using our waterways regularly	50%	42%	31%

MEASURES FOR SUCCESS (KPIs) FOR NATIONAL & REGIONAL REPORTING			Sept 2020 YTD	Full year target	Prior year actual
			2020/21	2020/21	2019/20
Being relevant & valued locally	Value of Waterways (1km)	% of people living within 1km corridor recognise the value of waterways	70%	75%	76%
	Feel Safe by Water	Personal safety/security rating of our waterways by local people living within 1km/10-15 mins walk)	83%	77%	81%
Growing our brand awareness, particularly those living within 1km	Brand Awareness (All & 1km)	% of prompted awareness of the Trust among total population & local people	49% (all) 58% (1km)	50% (all) 56% (1km)	46% (all) 60% (1km)
Building a strong and broad supporter base	Supporter Growth	№ of Supporters (active & passive)	766,456	750,000	626,992
		№ of active Friends & other regular individual donors	28,548	28,000	30,049
Improving colleague engagement & diversity of those working & volunteer'g for the Trust	Diversity	% of recruitment colleagues from BAME background	4.62%	4.8%	4.64%
	Colleague Engagemt (Employee/ Volunteers)	Colleague engagement score	74%	70%	66%
		Volunteers	74%	71%	71%
Expanding our volunteer base/impact	Active Volunteers	№ of volunteer hours & № of active Trust volunteers	97,170 2,949	500,000 3,600	704,532 3,606
Defra Waterway Targets – improving our waterways/ assets	Towpath Condition	Towpath condition graded C or better	Annual KPI	TBC	81.24%
	Principal Assets	Principal assets grade C or better	86.97%	TBC	87.06%
	Flood Managemt	Condition of flood management assets graded C or better	Annual KPI	TBC	99.25%



APPENDIX 2: OPERATIONS REPORT

Julie Sharman - Chief Operating Officer

1. PURPOSE

1.1 This paper provides an update on waterway operations and customer service activities.

2. WHAT'S GOING WELL, NOT SO WELL

2.1 Positives

2.1.1 [Green Flag results](#) were announced on October 14th. Around 100 additional miles of our network secured a new Green Flag this year including some of the more challenging areas such as Stanley Lock Flight in Liverpool, the 4.5 miles from Roundhouse to Chance Glassworks along the Birmingham Canal Navigations and a section through Manchester City Centre. A full list is included at Appendix 1.

2.1.2 Returning volunteers and growing engagement activity in September and October.

2.2 Challenges

2.2.1 Safety Performance

2.2.2 Adapting to the changing covid-19 restrictions.

3. OPERATIONS - Covid-19 pandemic response

3.1 We are reviewing and updating our protocols and approach in the light of new government requirements in both Wales and England.

3.2 The Wales firebreak concluded on the 9th November, with relatively limited effect on operations but limiting cruising and community engagement work. In England the lockdown until 2nd December has replaced the tier system.

3.3 We have updated our guidelines for boaters, customers and other users on our website. Museums and Attractions have closed, some colleagues are on furlough leave (full time or part time) for the period of the England lockdown. Volunteering will continue where it is associated with work and maintenance.

4. OPERATIONS – General

4.1 **Contract Renewals** – we are preparing the specifications for the new vegetation contract tender. The new **Waste Management Contracts** have commenced, Biffa have been appointed from October 2020. A second contractor, **Reconomy**, have also been appointed with the intention of providing greater flexibility to local teams and internal competition. The contract has been awarded to Biffa with KPIs that impose financial penalty for service failures and recycling at source is a feature of the new contract.

4.2 **Emergency Response Training** – we are updating our training to align with Joint Emergency Services Interoperability Principles (JESIP) tailored Commander training, will be soft launched from November 2020. Responder training from January 2021.

4.3 Water Resources

- 4.4 Final restrictions to navigation (on the South Oxford Canal) were lifted 1 October.

5. ORGANISATION

5.1 Advisory Boards

- 5.1.1 RAB meetings are continuing 'virtually' throughout the regions

- 5.1.2 Advisory board APM dates are being confirmed for the spring.

6. LONDON & SOUTH EAST REGION

- 6.1 Successfully awarded a Green Flag for Harlow Mill Lock after years of hard work to improve the site. This was a result of a great partnership between the Trust and the local community, in an area where we had previously had lots of complaints. The Green Flag covers an area one mile in both directions from the lock.

- 6.2 An audit of the Marine Safety Management System at Docklands has been completed. The audit noted the programme of continuous improvement in place to address a number of non-compliances with the Port Marine Safety Code. A resolution plan is underway. Following a period of instability in leadership we now have an experienced Harbourmaster in place and recently appointed a Deputy Harbour Master, we have also filled vacant Waterway Operative posts so we anticipate moving to full compliance, quickly.

- 6.3 Last month saw significant work on Boddington reservoir feeder which was blocked in places with aquatic weed and overgrown vegetation reducing the supply of much needed water into the Oxford canal. A specialist contractor has completed installation of a 40-ton clay bund to support the bank and removed the aquatic weed blockages.



- 6.4 We have made some great progress on the River Stort. We have developed our partnership with Whoosh canoes to clear invasive species which has attracted other partners such as the local council, the Wildlife Trust, Lea Valley and Environmental Agency. This puts us in a strong position to increase our capacity in working with volunteers in the area.

- 6.5 The month of September was the busiest month on record for logged customer contacts, more than double the enquiries than July. We are improving customer self-service with the introduction of an online booking system for Thames Lock which will be trialled by customers throughout November and December. Once tested, we plan to have the system fully automated for customers by January.

- 6.6 Significant rainfall over the weekend of 3rd/4th October had a particular impact in the London and South East area with a large response required from all teams to manage water. Subsequent review of records has shown that this event will be close to a record.

- 6.7 There will be two new business boats arriving within October. London Diocese will be receiving their new purpose-built floating church, Genesis, moored on the River Lee at East Wick. Secondly, a new fixed location restaurant boat The 'Cheese Barge' will be moored just in the entrance to Paddington Basin alongside the other restaurant boats.

- 6.8 The re-imagined Angel Festival that took place throughout September, had a positive impact; and the webpage had 1,005 pageviews. Two local charities were involved: the

Islington Boat Club and Angel Community Canal Boat Trust. They offered 16, 1-hour trips (IBC) and 6, 3-hour trips (ACCT) on narrowboats. The 47 participants on these trips were invited through the St Luke's Community Centre as households and individuals who were identified as being isolated through the lockdown.

- 6.9 Let's Walk - A new programme of healthy walks has been launched along the Lee Navigation and around the Olympic Park. The 6 week programme commenced in October, led by trained walk leaders and was fully booked unfortunately the lockdown has curtailed plans.
- 6.10 The engagement team are exploring how to build a long-term project to record and celebrate how black history is related to our regional waterways, The project aims to build knowledge and understanding around black history on the canals in London & SE, from the Transatlantic slave trade to the Windrush Generation, and to make this information more easily accessible. Starting in West India Quay, it will involve interested volunteers.
- 6.11 We have successfully secured £800k for upgrades to a stretch of the Aylesbury Arm towpath and some infrastructure. The funding originates from Homes England as part of an investment to complement home building plans in the area.
- 6.12 Air quality and decarbonisation: Eco-moorings – The region has been driving forward the air quality agenda, due to the stakeholder expectations in London and Oxford. There are numerous sites in consideration for new moorings including: Islington – works underway, Paddington, Tower Hamlets (through LA funding bids) and in Oxfordshire.

7. WALES & SOUTH WEST REGION

- 7.1 Kennet & Avon West – A significant emergency was caused by a loss of water on the River Avon in Bath on 15th September due to a malfunction in the Environment Agency's sluice gate. This was a very challenging time as 53 boats were on the stretch, 4 boats sank. The Trust's W&SW region led the immediate response and subsequently the project of re-floating, refill of the river and the process of getting each boat lifted out and surveyed; the whole operation took nearly a week. The Trust's local team worked well with the EA who have accepted liability for the incident.
- 7.2 The Museum in Gloucester hosted the Unlocking the Severn community art project 'Glimmer' to celebrate World Fish Migration Day on October 24th. Project artist Jacqui Grange spent time at the museum handing out craft packs to the public. The project worked with communities and groups to produce fish scales to decorate a fish-like structure. They have also collected audio and visual recordings to create an evolving film called 'Voices of the Severn'.
- 7.3 We have been awarded new Green Flag awards for the full length of the Mon & Brec Canal and for Saul Junction on the G&S. next years plan will be for the full length of the G&S. Green Flag status has also been renewed on the K&A and B&T.



- 7.4 The Activity on the Water event was delivered in Gloucester Docks although smaller in scale than originally planned. Group size was restricted and all activities were pre-booked online. 95 people took part in the kayaking/paddle boarding. Approximately 150 people engaged with The Trust throughout the day, with positive feedback from those who got involved. Branded canoes have now been purchased for use at future events/activity sessions.



- 7.5 A £254,000 grant has been awarded by the Welsh Government's Sustainable Management Scheme Natura 2000 (N2K) fund. The project is Montgomery Canal (Brynderwen Lock to Freestone Lock) SAC enhancement through channel management. This includes vegetation management, enabling ongoing volunteer management and clearing canoe portage points.

8. WEST MIDLANDS REGION

- 8.1 Green Flag award secured for the 'Revolution Walk' priority area which covers 4.5 miles from the Roundhouse to Chance Glassworks along the BCN. Revolution Walk straddles both Sandwell Council and Birmingham City Council. A tremendous multi-team effort including colleagues and volunteers from the region. Unveiling the Green Flag took place on Wednesday 14th October along with a lighting up ceremony in the evening illuminating Smethick Galton Bridge and Smethwick Pumphouse.



- 8.2 [West Midlands Region 2019/20 Annual Report](#) has been released. The report will be circulated electronically to all Riparian MPs, Councillors and other key stakeholders in the region; further strengthening our relationship and presence in the region.
- 8.3 HS2 Phase 1 – Fradley Junction, felling of mature woodland adjacent to the Trent and Mersey Canal at three locations close to Fradley Junction in Staffordshire commenced on the 2nd November. Protesters have taken to the woodland trees. We are working with HS2 and their contractors to understand the risk to the Trust and what measures HS2 and their contractors have in place should protestor activity arise.
- 8.4 Our relationship with Staffordshire County Council reaches critical phase, especially in regards to Chasewater and highway/bridges related matters. We are seeking a strategic working group with the council for the development of a waterways action plan to give focus to priority issues and improve working relations.
- 8.5 Following the announcement of Starley Network cycleway by the Mayor of The West Midlands, we have secured engagement to review and refresh the relationship with the Mayor and the combined authority.
- 8.6 To coincide with the completion of the refurbishment phase of the Round House, an internal review meeting was held to build on the partnership developed with the National Trust and to put in place an MoU to establish clarity on expectations with regards to activities on Trust land, as well as ensuring the regional team is fully engaged with the RH team to maximise value of the partnership.

8.7 We have recently published a new and attractive regional map and attractions guide which is being well received by users and visitors



8.8 As part of the 'Great Spring Flower Project', 15,000 bulbs will be planted by volunteers during October and November to provide visitors with a colourful display in the spring in Green Flag areas; Revolution Walk, Coventry, Stoke and Walsall.

8.9 Canal Watch. Discussions are progressing with West Midlands Police over the development of Canal Watch Schemes across West Midlands area. This will enable Trust and local community volunteers to sign up to the Street Watch style scheme, receive training, have regular contact with the local Police Community Support teams and report any issues to both the Trust and the Police.

8.10 In Wolverhampton we have been working with 'No Limits to Health', a cycling organisation with a focus on inclusion. They have a new scheme called 'Men for Positive Change', engaging with men from deprived areas of Wolverhampton who are at risk of, or involved, with gang culture, trying to engage them in positive activities with a focus on wellbeing.



8.11 We have been working with colleagues in the Trust on "Black History" and the connection to the canals. A steering group is to be formed to support the trust internally and how we can consult with the community about they would like to see from the trust e.g. exhibitions, events, projects on this topic. Black History Month will start long and short-term projects, such as a collaboration with Black Heritage Walks Network. We will be working in partnership to launch the Black Pound Walk, poetry written by local poet and actress Natasha Brown.

8.12 We delivered a Trust supported WASUP (World against single use plastics) event in September and a WASUP Ambassadors training event in October. This will enable WASUP groups in Leicester, Worcester and Coventry to deliver litter picks independently,



8.13 We ran the first ever virtual Regional User Forum on 6th October, with 33 users from a range of interests including boating, angling and local authorities joining us for a series of presentations on planned works and priorities, planned and impromptu questions, and a general discussion about ways of working together. We'll be using the feedback to help us plan how we can most effectively keep all of our users engaged, on and off-line, regionally and more locally.

9. EAST MIDLANDS REGION

9.1 The whole length of the Nottingham-Beeston Canal has been awarded Green Flag status. Judges described the judging visit - with local charity and partner group the Nottingham Narrowboat Project - as 'the most exciting they had done'. The comments described the canal as "a wonderful and invaluable site that links the city to the suburbs and countryside. Providing so many facilities for wildlife, leisure and transport links. Well done, keep up the good work".

- 9.2 With some activity providers back up and running, the region has trialled the first post-lockdown Let's Kayak session in Leicester, working in partnership with Leicester Outdoor Pursuits Centre. The session was fully booked in advance, with all participants attending and proved an excellent opportunity to see the Covid-secure measures put in place by a third-party provider.
- 9.3 The Canal Museum in Stoke Bruerne closed on 27th September after re-opening in August. Despite Covid, the takeaway café service welcomed nearly 2500 visitors in the two months of opening. The biggest success was the Museum Pop-up which ran 21 sessions, engaging with over 1200 people passing on the towpath and generated around £200 of donated income along with huge interest in the closed museum. The pop-up was run by volunteers. A [short video](#) enabling people to see behind the scenes while the museum is closed. The transformation works will commence over the winter period.
- 9.4 Transforming the Trent Valley; works in Derbyshire and Staffordshire involve access improvements and resurfacing in Rugeley and Brereton where 2km of towpath resurfacing has been completed via Third Party Works. At Fradley Junction a further 2km of towpath resurfacing will start late November, funded through £390k National Lottery Heritage Fund and £46k S106 funding.
- 9.5 With Leicester City Council we are delivering new moorings in the city and improvements to the towpath, to the value of £1.35m. Work is due to start on site in November.
- 9.6 The Leicester street art project working with Leicester City Council and Graffwerk is nearly completed. Six murals showcase themes including waterway wildlife, canal-side heritage, points of interest and general way finding across the city centre. A street art trail is to be developed to allow self-led walking tours and wayfinding across the local network.
- 9.7 SkillMill (Nottingham) - a programme for ex-young offenders - has now started work on the Nottingham-Beeston Canal, with a cohort of five trainees and one supervisor undertaking weekly activity over a six-month period. The region will also be supporting their application to the Severn Trent Community Fund to support their activity on the waterway.
- 9.8 We produced two videos for September's virtual Heritage Open Days programme, with a fantastic summary of the [Hickling Hut restoration project](#) which has already attracted 10,000 views on social media.
- 9.9 The partnerships & external relationships team launched the Nottingham Canal Improvement Partnership (NCIP) via a virtual meeting, which was well attended by more than 70 public and private sector stakeholders.
- 10. NORTH WEST REGION**
- 10.1 Utilising the Trust's prominent position on the Manchester Water Safety Partnership, the team have been influencing water safety measures throughout the city building on the work the Trust did in 2019 with the installation of reach poles. Two more reach poles are being installed on 3rd party land adjacent to Rochdale Canal in the city along with some signage and lifesaving equipment at a new development in the city on Ashton Canal.



10.2 Keep Britain Tidy approached the North West team to feature in their Green Flag promotional video, ensuring that the canals are recognised alongside the more traditional parks and gardens as essential green spaces. The Stanley Lock Flight features in the promotional video, which was projected onto the White Cliffs of Dover on 14 October and can be [viewed here](#): Sutton Reservoir is the first Trust reservoir to gain the award its own right. Customer improvements continue with the East Cheshire Care 4CE group to transform the reservoir into a visitor destination.



10.3 The offside tail quadrant collapsed on lock 11 in the Bosley Flight on 5 October, resulting in a member of the public sustaining an ankle injury and being taken to hospital. Site investigations are underway, to ensure there are no further risks with quadrants on the flight. The flight was closed and repair works were carried out swiftly by the Reactive Response team and reopened on 12 October.



10.4 Anderton Boat Lift (ABL) and the National Waterways Museum (NWM) remained open up until lockdown commenced on the 5th November, the new 'lean' teams adapted well to the changing environment and delivering excellent customer service. Two new learning bundles have been created, one based at [Anderton Boat Lift looking at hydraulics](#) and one based at National Waterways Museum looking at [mechanical advantage](#). The bundles include a film, a lesson, something to make and a game. They will be launched by explorers in November.



10.5 Bolton-Le-Sands Primary school had conducted several water safety days over the course of late September and October. The school and local teams help to ensure the operations and coordination of these days ran smoothly, with a strong ethos on the dangers of open water.



11. YORKSHIRE & NORTH EAST REGION

11.1 The Yorkshire & North East team are delighted to retain Green Flag Status at all previously awarded sites and to add 6 miles of the Selby Canal as well as the Tees Barrage park to our successful Green Flag sites.

11.2 Huddersfield Narrow Canal; Lock 29E - A void in the lock head re-opened and drained water from the pound above. A temporary repair has previously been completed only for the problem to return. Further repairs were carried out under a stoppage notice for 1 day in duration but longer-term permanent investigation and repair is needed to prevent recurrence.



11.3 Slaithwaite Reservoir - A leak through the valve chamber has been identified from a currently unknown source. The reservoir is currently being drawn down to -3m and the installation of flow monitoring has been completed. Further investigations are ongoing.

11.4 Our partnership grant application to the Environment Agency to fund a feasibility study into possible interventions to improve fish passage at the Tees Barrage has been

successful. We have been awarded £15,000 towards a £25,000 project and our contractors, Fishtek have already been appointed, attended a start-up meeting on-site and commenced the feasibility work.

11.5 Unauthorised Swimming - A review of reported unauthorised swimming activity that has taken place over the summer has shown a high number of sites of concern. To address this a number of measures were taken at the time, and further actions will run throughout the winter and spring including:

- Working with local policing teams introduce patrols to the affected sites.
- Increased signage on the affected sites warning of the dangers of swimming.
- Site details provided to the Education team to inform targeting of school's activity.
- Review of lock cabins with the Operational Property Team to review physical interventions to stop them being used as diving platforms.

11.6 The recent welcomed return of freight movement on the Aire & Calder navigation has highlighted the changing use of this commercial waterway. In particular, the increase in leisure boats and their moorings has created pinch points and the development of rowing club activity on certain stretches has created a need for improved communication methods.



11.7 New interest from partner group's keen to work with the Trust includes a mental health hospital in Keighley and a men's mental health support group by the charity Touchstone. The area team are looking at boat opportunities for volunteers – with a long-term vision to restore the Brayton boat, train more deckhands and have a team of volunteers routinely assisting to clear outstanding vegetation PPM's.

11.8 Rochdale Canal Tuel Lane lock-keeping team have been providing excellent service dealing with increased demand through the site resulting from increased passage demand from local hire boats. Due to the pandemic there were more first-time boaters about. The team have been nominated for an industry award by one of the local hire companies.

12. CUSTOMER SERVICE SUPPORT

12.1 Boating & Mooring

12.2 Our consultation on [Managing Areas of High Demand](#) across London went live on 14th October with a three month 'engagement period' including an online survey and 16 online briefing sessions. External communications been prepared for key-stakeholders, drafting online survey, FAQs and website ready for launch of the engagement process. We have begun assessing equality impacts of potential measures. Informal discussions held with NAG, NAG Moorings Sub Group and IWA national representatives. L&SE senior management team are briefed. **Redacted.**

12.3 Terms and Conditions consultation is in its 4th week with over 3000 responses. Early indications show all proposals broadly supported.

12.4 Winter mooring sites were launched on the 1st October causing a surge in customer contact. 364 permits sold so far (543 sold in 2019). **Redacted.**

12.5 Boat Safety examinations exceeded planned figures due to the backlog created by Covid-19 restrictions. August and September have seen more than 600 certificates issued. Examinations will continue through the lockdown.

12.6 Boat Licensing Customer Support

- 12.7 Compliance - September has seen another increase in licence evasion, taking the indicative national figure to 5.8% - an increase of 0.3% on month and 1.5% on year.
Redacted.
- 12.8 On year, nationally, we have a 25% increase in unique boat sightings, suggesting that either there is an increase of boats on the water or people are remaining on the water later into the year later than previously.
- 12.9 **Redacted.**
- 12.10 Early impacts of the pandemic on boating mean contact volumes have remained high for service-related enquiries. Concessions, compliance enquiries and customer expectations continue to drive national and regional volumes. Customer Satisfaction across contacts was on target at just >85% throughout September and October
- 12.11 Holiday Hire companies saw unprecedented levels of booking into September. This aligns with the main contact reasons we see within the regional teams, which predominantly still relate to boating activities.
- 12.12 The Trust have announced a 2% price increase to boat licences (business and leisure) from 1st April. **Redacted.**
- 12.13 Improved recognition and logging of customer dissatisfaction continues, with 173 Level 0 complaints logged in August and 140 in September (versus 54 in July), giving better insight of customer dissatisfaction.

13. VOLUNTEERING

- 13.1 Volunteering figures have been severely reduced due to the pandemic. The decline in numbers of partner groups volunteers has also been directly affected by the pandemic.
- 13.2 Recorded volunteering activity for P1 to P7:

Aspect	Sept Hours 2020-21	YTD Hours 2019-20	Cumulative Total
Total hours (target 770,000)	16,119	294,555	84,176
Overall number of Trust Volunteers (in the past 12 months)	3,184	3,446	2,971
Overall number of Partner Groups	374	414	320

- 13.3 The adoption programme review is being informed by the survey to go out shortly, this is intended to review the value and sustainability of the adoptions model and its relevance to the ongoing aims of the Trust to ensure the sustainable growth and support for our partner groups
- 13.4 Partner groups; a potential grants scheme to aid capacity building of partner groups and ensure sustainability, linked to specific outputs and outcomes, is being investigated. In addition, a training framework to set out a clear position for the training that the Trust will (and will not) provide for partner groups is being developed.

14. BRAND, SUPPORTERS & INFLUENCE

14.1 EMS regional director, met with Chris Heaton-Harris, Daventry MP and Minister of State at the Department for Transport, at Watford Locks. The visit enabled a discussion about the Trust's funding bids to DfT and Treasury as well as the increased use of towpaths for walking and cycling and the growing issue of e-scooters.

14.2 EMS regional director met with Lillian Greenwood, MP for Nottingham South, to discuss plans for Nottingham and secure her ongoing support for the Trust's local and national proposals. Lillian has since followed the regional Twitter account and shared her support for the Trust's work.



14.3 The North West region continues to see a high volume of correspondence from the High Peak MP, Robert Largan, mainly following the recent consultation, looking at options for long term repairs at Toddbrook Reservoir. Other High Peak correspondence has related to leakage into property adjacent to the Peak Forest Canal.

14.4 London region fly tipping and abuse to our bin compounds remains challenging and under constant review. There has been contact with David Lammy MP to discuss his concerns about fly-tipping in his constituency. There may be opportunities for further engagement.



Appendix 1

CANALS AWARDED GREEN FLAG STATUS

Region	Length Awarded	Canal	Year Green Flag Award Gained	Year Green Flag Award resubmitted or submitted
EMS	12	All 12 miles Erewash Canal	2019	Jan 20 re-submission. Awarded October.
EMS	8	Nottingham - Beeston Canal	2020	New submission Jan 20. Awarded October.
L&SE	0.9	0.9 miles of the Regents Canal (Mile End to Limehouse Basin) obtained by Lower Regents Coalition (adoption group).	2018	Jan 20 re-submission. Awarded October.
L&SE	4	4 miles of the River Lee Navigation, Waltham Lock to Cheshunt. Official wording: 'Gunpowder Park'	2017	Jan 20 re-submission
L&SE	1	1 mile Hanwell Lock Flight – Grand Union Canal	2019	Jan 20 re-submission. Awarded October.
L&SE	1.3	1.3 miles Stonebridge Lock – River Lee Navigation (Tottenham locks to Chalk bridge, Haringey)	2019	Jan 20 re-submission. Awarded October.
L&SE	2	Harlow Mill Lock (River Stort)	2020	New submission Jan 20. Awarded October.
L&SE	0.4	Haggerston (Regents Canal). Official wording: Kingsland Basin and Regent's Canal Nature Reserve.	2020	New submission Jan 20. Awarded October.
NW	26	All 26 miles of the Macclesfield Canal	2016	Jan 20 resubmission. Awarded October.
NW	22	22 miles of the Shropshire Union Canal from Middlewich to Audlem	2017	Jan 20 re-submission. Awarded October.
NW	12	12 miles of the Peak Forest Canal in the Peak District incl. Marple Lock Flight	2017	Jan 20 re-submission. Awarded October.
NW		Green Heritage Award – Marple Aqueduct & Marple lock flight. Mileage (1.5) removed as included in above.	2017	
NW	29.3	Lancaster Canal (prev. 19 miles Garstang from Bilsborrow to the Lune Aqueduct + 10.3 miles Bolton le sands, Carnforth & Tewitfield for 2020). Official wording just has Lancaster Canal	2018	Re-submission + extended new submission Jan 20. Awarded October
NW	0.4	Stanley Flight, Leeds & Liverpool Canal	2020	New submission Jan 20. Awarded October.
NW	20.1	Weaver Navigation 19.8 miles – including Anderton Boat Lift 0.3 miles. Official listing specifies Runcorn to Winsford.	2020	New submission Jan 20. Awarded October.
NW	1	Sutton Reservoir - Macclesfield	2020	New submission Jan 20. Awarded October.
NW	9.6	Greenberfield Locks to Barrowford Locks, Leeds & Liverpool Canal – including Barrowford Reservoir (0.6 miles) and Lower Foulridge Reservoir (1.8 miles)	2020	New submission Jan 20. Awarded October.

NW	0.4	Lock 87 – Lock 89 Manchester City Centre, Rochdale Canal	2020	New submission Jan 20. Awarded October.
Y&NE	32.6	32.6 miles of the Chesterfield Canal from Kiveton Park to West Stockwith (including 14 miles awarded GF in 2017 - section from Stockwith to Retford)	2018	Jan 20 re-submission. Awarded October.
Y&NE	9.5	All 9 ½ miles of the Pocklington Canal	2018	Jan 20 re-submission. Awarded October.
Y&NE	2.5	All 2 ½ miles of the Ripon Canal	2018	Jan 20 re-submission. Awarded October.
Y&NE	41	41 miles Leeds Liverpool Canal (urban waterway)	2019	Jan 20 re-submission. Awarded October.
Y&NE	0.5	Tees Barrage Park (urban waterway)	2020	New submission Jan 20. Awarded October.
Y&NE	6	Selby Canal	2020	New submission Jan 20. Awarded October.
W&SW	14.5	14 ½ miles of the Bridgwater & Taunton Canal	2018	Jan 20 re-submission. Awarded October.
W&SW	87	All 87 miles of the Kennet & Avon Canal	2017	Jan 20 re-submission. Awarded October.
W&SW		Swansea Canal - Community Award	2020	Jan 20 re-submission. Awarded October.
W&SW	0.5	Saul Junction (from Pegthorne Bridge in north, to 0.5km south of Sandfield Bridge) (Gloucester & Sharpness Canal)	2020	New submission Jan 20. Awarded October.
W&SW	35	All 35 miles of the Mon & Brec Canal	2020	New submission Jan 20. Awarded October.
WMS	8	8 miles of the Montgomery Canal	2018	Jan 20 re-submission - see notes left
WMS	4.5	4.5 miles Revolution Walk (Birmingham Main Line - old and New - from the Round House to Chance Glass works	2020	New submission Jan 20. Awarded October.
WMS	1.2	1.2 miles Riverside Park. River Severn – Worcester-Birmingham Canal	2020	
Totals	393.2			



APPENDIX 3: ASSET IMPROVEMENT REPORT

Simon Bamford, Asset Improvement Director.

1. PURPOSE

This appendix provides an update on the activities of the Asset Management function and the Asset repair and maintenance programmes.

2. Positives and Challenges

2.1 Positive progression

2.1.1 The recruitment of a fleet manager has continued to identify opportunities to improve the Trust's management of its commercial vehicle fleet. Review of the existing fleet services contracts has identified potential cost savings when retendering takes place later this financial year.

New vehicle orders have been placed with Peugeot and Ford and negotiations have had benefits on costs and the offer of a long-term demonstrator vehicle free of charge.

Risks on driving licenses that have not been checked recently are also being managed now.

2.1.2 Good progress has been made with the River Severn Fish Passes and Bevere was completed on schedule at the end of October and Diglis and Lincomb are on target for planned completion just before Christmas with some finishing works to be carried out at Lincomb in March. Unfortunately, due to prolonged high flows, works at Holt have been suspended until March/April 2021.

2.1.3 The recruitment of Engineers has improved with all but one vacant position in the Design Development team being filled and good progress being made for vacancies in Asset Management.

2.2 Challenges

2.2.1 Lock gate failures – since lockdown has lifted there have been 16 gate failures requiring emergency work. The majority of these have occurred following failures in the lock gate heel post. From a delivery perspective this has caused difficulties with maintaining the stable programme as in all cases the work needs to be undertaken as quickly and as safely as possible.

The Asset Management team have investigated the cause of these failures and find that the incidence rate, although high isn't suggesting any one cause. The 16 failures over the past 12 months total 16no, out of a stock of 3,100 gates.

The likelihood is that there is a combination of factors including operator misuse, timber quality, design detailing, PPM, hidden defects from

construction and gate usage, as well as climatic affects. Actions are in place that will ultimately lead to these issues being uncovered prior to failing in service.

- 2.2.2 There have been several vacancies within Direct Services in critical delivery roles particularly in site supervisor and craft operative positions. With the stoppage season starting shortly the recruitment of these roles is vital to successfully delivery the winter stoppage programme.

3. Asset Management

3.1 Recent Asset Failures

- 3.1.1 There have been 3 separate incidents of sinkholes opening at locks, however, these have been investigated and repairs made. Investigations at other locks, to identify if similar problems exist are underway.

The sites are:

Bosley lock flight – Lock 11 where a customer broke her ankle, when a lock quadrant gave way as she was preparing to swing the lock gate.

Littleborough Lock 42 – A 1.5m hole was evident on the lock behind the back of the upstream gates.

Collapsed Lock Quadrant - MB-040-005 Lock 65 Llangynidr. The whole was repaired and fortunately nobody was hurt.

- 3.1.2 Weaver Navigation: there has been several issues including failure of the number 3 sluice gate at Winnington Sluices, further deterioration of the Town bridge bearings and failure of the island side ram on the bottom gates at Saltersford Locks.

A strategy is being developed for the Weaver navigation which includes the Anderton boat lift, which is within scope of the high-risk infrastructure asset portfolio. The remaining works are not included in the high-risk infrastructure asset portfolio as they are largely customer service-related issues and a review and development of a strategy for the Weaver Navigation will be undertaken.

3.2 Asset Management

- 3.2.1 The table below shows the number of principal assets by asset category by condition grade (A to E). The asset categories are arranged to show the main assets that make up the waterway infrastructure, for example aqueducts, bridges, culverts, cuttings, etc. The total number of assets is 10,132. This table is used to populate the Defra condition grade D&E KPI, and this KPI forms part of our conditional funding arrangements.

Redacted.

3.2.2 Redacted.

- 3.2.3 Waste Compliance Taskforce (WaCT) – this group was launched 22/10/20 and the Trust is a member of the Group.

- 3.2.4 “The Waste Compliance Taskforce (WACT) comprises of a number of organisations from across the public and private sectors, including regulators, trade associations, landowners, businesses and charities. It aims

to raise awareness of waste crime and work towards combatting it by helping businesses and other organisations to be compliant, through a number of working groups.”

3.3 Innovation

The use of tracked cable rig should prove useful for future ground investigations. The contractor is also going to investigate the feasibility of modifying the rig to allow restricted width working for sites with limited access.



Tracked CP rig working at Trench Pool Reservoir as part of the P11649 – Reservoir Piezometer Project

4. Redacted

5. Priority Projects

5.1 Overview

5.1.1 The priority projects programme continues to operate as normal and on plan to deliver the revised F1 B20 Plan. Despite Covid 19 and the restrictions it has imposed, we had a very busy summer and autumn, successfully delivering a number of significant projects including Saturday Bridge, Stainton Aqueduct, Castleford Weir and River Crane Aqueduct.

5.2 Safety

5.2.1 All Kier and L&WS sites have undertaken specific Covid-19 risk assessments and are operating safely within the guidance provided by the Construction Leadership Council. Weekly Covid-19 audits are being undertaken.

5.2.2 A very serious incident occurred on the Bridgewater and Taunton Canal on the evening of 29th September whilst L&WS were undertaking dredging operations. The dredger dislodged what was initially believed to be scrap materials. As the materials came to the surface the operator realised they had pulled up two cables and on investigation they were found to be 11KVA and 33KVA High Voltage electricity cables located approximately 1 metre depth and just below the top of the silt under sand bags. On this

occasion nobody was injured but the outcome could have been much worse. L&WS have undertaken an investigation of the incident and identified the cause as a breakdown in the communication of service information. L&WS have put in place additional quality management procedures.

5.3 Financial & Programme Overview

5.3.1 As we approach the busiest part of the year 39 out of 43 of the fixed priority implementation projects remain in the programme. This is a reduction of 1 from F5 due to the combining of Canning River Swing Bridge and Liverpool Gates Control System projects into one.

5.3.2 Redacted.

5.3.3 Redacted.

5.4 Project Delivery Team Resources

5.4.1 We can now report that all bar one engineer vacancies in the design and development team have been filled. Two engineers have taken on promotions as part of the recent recruitment process and three engineers have started with the Trust. Two more engineers start with the Trust on 2nd November and another on 4th January. An existing engineering technician secondment has also been made permanent position. This leaves a Senior Engineer vacancy within the North East team where we have engaged a recruitment consultant to help fill the vacancy.

5.5 River Crane Aqueduct, London

5.5.1 Works to the aqueduct were successfully completed by mid-September.





5.6 Stainton Aqueduct, Lancaster Canal

5.6.1 All works are complete, and the site has been demobilised. As part of the £1.5m National Lottery Heritage Fund funding we have produced an online virtual tour to enjoy the newly restored aqueduct despite the current Covid restrictions.



5.7 Tringford Pumping Station, Grand Union Canal

5.7.1 Works to Tringford pumping station have been completed. The works will ensure we can pump water from the Tring reservoir complex to the Grand Union Canal. We are awaiting a date for installation of the new transformer and permanent electric supply.



5.8 Figure of Three Lock, Calder and Hebble Navigation

5.8.1 The lock and surrounding area were badly damaged during the flooding in February. Ste access and a dam across the canal have been constructed and works are ongoing to the towpath scour reinstatement area. Towpath sett repointing and reinstatement using new setts is ongoing. Works will continue through the winter with the aim to have the navigation open for Easter.



6. Priority Works

6.1 Overview

6.1.1 The priority works programme is operating normally and on plan to deliver the revised F1 B20 Plan. All sites are assessed in line with Government guidelines and the Trust's protocols to ensure they are Covid Secure. Wherever possible teams are operating in work families to reduce the risk of spread and the impact on the work programme if self-isolation is needed.

6.2 Safety

6.2.1 There have been no RIDDOR incident in the past two months.

6.2.2 Significant Incident – Lock 71 GU: a timber cofferdam was installed, and lock drained to facilitate the lock gate repair work. The team entered the chamber to commence works and after a short time noticed water coming into the lock from under the concrete cill. The team safely evacuated the work area, and no one was injured, however the potential is significant. The

fault with the lock structure could not have been assessed prior to the work commencing (as it was below water) however, the temporary works process has been updated following this incident to introduce a permit to enter system for work behind cofferdams.

6.3 Financial & Programme Overview

6.3.1 Year to date the Direct Services budget is underspent by £488k (£288k due to vacancies) compared to the revised B20 (F1) budget.

6.3.2 To the end of September, the priority works programme was expected to deliver 146 planned packages of works. At the end of September, the team had completed 123 (93 planned tasks plus a further 30 arising or emergency works). Many of these emergency works are significant repairs to lock gates which is having an impact on the programme. As a result, 30 planned packages of work have had to be deferred to future years to allow for the completion of these arising/emergency tasks.

6.4 Work Examples



Emergency works to Lock 1 on the Welford Arm – damaged and failed heel post



Masonry repairs to Weavers Bridge 18 on the Middlewich Branch



Repointing wall at Lock 8 on the Ribble Link



Diglis Locks Quadrant Upgrades – Worcester & Birmingham Canal



Redwith Bridge Leak Repairs – Montgomery Canal

6.5 Grantham Canal Restoration Project



6.5.1 Both sets of gates have now been installed

6.5.2 Other landscaping works are progressing well

7. Unlocking The Severn

7.1 River Severn Construction delivery – progress update

The weather conditions during September and October have become more typically autumnal with wind and rain. The construction of 3 fish passes has progressed well with Bevere complete and commissioned, and Diglis and Lincomb on plan for completion in mid December with the penstocks at Lincomb being installed in March 2021. Holt has suffered further significant delays due to rain which started on the 3rd October resulting in 10 days lost work. This day was the wettest ever day recorded in the UK. This second delay caused by river flows resulted in us taking the hard decision to suspend work for the winter and return in April when river levels and flows should return to normal.



Diglis Fish Pass – Penstock columns, gallery wall and glass for the viewing window



Bevere Fish Pass complete



Lincomb Fish Pass – final base slab complete and the start of the wall steelwork



Holt weir – River in flood and water in the works

7.2 iglis Island

7.2.1 We have had our first interpretation installed. Banners telling the storey of the river.



Activity Plan / Interpretation / Communications – Workstream

7.3 Education

7.3.1 We ran a series on Facebook called River Stories and Songs with Sal Tonge. Every Tuesday for 5 weeks we posted a new river themed song or story. The combined reach of these was more than 24,000.

7.4 Events

7.4.1 We were involved in Gloucester History Festival from 5-20 September. Hannah, our Events Assistant Apprentice, produced and coordinated a self-guided River Voyager Trail, which led people on a journey to the river whilst exploring the history of Gloucester Docks and the nature of Alney Island.

7.4.2 The project sponsored and presented at the 21st River Restoration Centre Annual Network Conference on 9 & 10 September. The conference was held online and was attended by over 400 delegates. Over 50 delegates attended the project talk entitled 'Unlocking the Severn and reconnecting Worcester with its river', delivered by Jason Leach and Alex Ball.



Trust Board Meeting
 19 November 2020
 Information Report
 Appendix 6 to the Chief Executive’s Report
 Text in Red Font to be treated as Confidential

APPENDIX 6: STRATEGY, ENGAGEMENT & IMPACT REPORT
 Heather Clarke, Strategy, Engagement & Impact Director

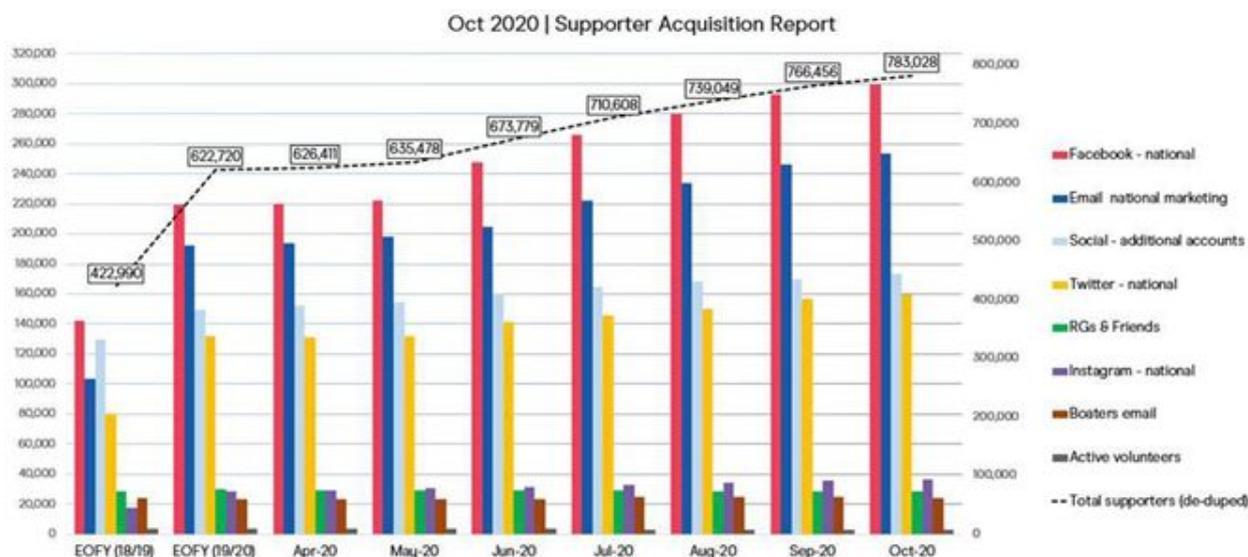
1. Purpose & Overview

- 1.1. The purpose of this report is to provide the Board of Trustees with an update on the key activities of the Strategy, Engagement & Impact Directorate since September 2020.
- 1.2. Redacted.

2. Brand and Support

2.1. Growing our Supporters

Our total supporter numbers grew to **783,073** at the end of October, a net growth of over 44,000 since August. Our [national Facebook page](#) will hit 300,000 page likes this month and our national email channels has just surpassed the 250,000 subscribers’ milestone. Currently on track to deliver our annual target of 800,000 supporters.



2.2. #PlasticsChallenge Campaign

We did a further push this autumn half-term which included an [online pledge counter](#), testing the appetite for light-touch activism. In the first week of the campaign over 600 ‘pledges’ were made. Celebrity support included Bill Bailey, Eamonn Holmes, Deborah Meaden, Gabby Roslin and Helen Glover and sat alongside mirco-influence support from Ayesha, a four-year-old activist who was filmed encouraging more young people to take part – the link to this very inspiring and engaging video <https://youtu.be/sO4W197AKSg>

We have also collaborated Teemill, an online eco-friendly, sustainable fashion brand to produce T-shirts, sweatshirt, facemask and tote bags to help create an additional revenue stream and grow awareness. A link to the store is [here](#).



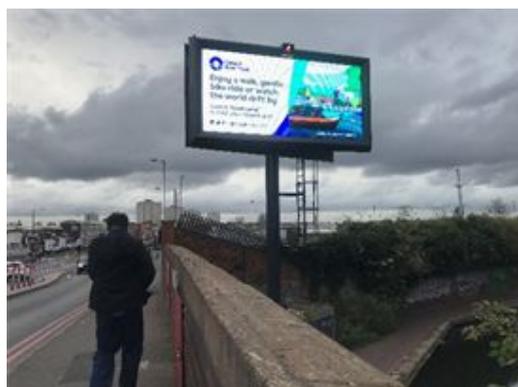
2.3. #StayKindSlowDown Campaign

We have reached almost 0.5 million people with this campaign across our digital channels, with 80k video views and an engagement of 70k.

Trust was a speaker on “*Joining the dots: walking and cycling network planning in suburban and rural areas*” Webinar with 500 registered delegates; using the platform to highlight the potential and unique qualities of towpaths within a Healthy Travel network, and also to promote the Trust’s “Stay Kind Slow Down” campaign.

2.4. Brand Opportunities

Our Well-B film was broadcast to 12,000 people at a pop-up floating cinema in Paddington which ran across September (below left). We continue to secure free advertising space through our estates team including this 48-sheet digital roadside boards in Lancaster Gate Road in Birmingham. **Redacted.**



2.5. Website

Website visitors from April to October are up by 17% at just over 3 million visits compared to the previous year. We have also seen improvements in conversion rates with newsletter sign-ups, up by 100% in September. Since March, our virtual content hub has had over 180k visits. As we enter the second lockdown period in England, we have refreshed our wellbeing hub and will be promoting high performing content such as video tours, virtual open days, games, galleries and features to meet demand.

2.6. Redacted

3. Charitable Income

3.1. Redacted

3.2. Redacted

3.3. Redacted

3.4. Redacted

3.5. Redacted

3.6. Statutory & Voluntary Funding Bids

Historic England's Grants Programmes of Major Works

The Trust secured £1.6m from Historic England's Grants Programmes of Major Works, for programme of planned minor works and priority projects that are in plan for completion before end of this financial year. The Trust is awaiting the decision on our funding bid to the Welsh Government Cultural Recovery Fund.

DEFRA Green Recovery Challenge Fund (Stage 2)

We were selected to move onto the second stage of the Green Recovery Challenge fund and were quickly required to submit a full second stage bid, "*Waterways on the Doorstep & Steppingstones to Nature Recovery*". Redacted. We will be notified of the decision in December.

People's Postcode Lottery (PPL) Climate Action Programme

New PPL funded programme formally launched on 10th November and will run until December 2021. Under this programme we will deliver biodiversity improvements; develop our strategies to improve network resilience to climate impacts; reduce our energy use and emissions and construct more renewable energy generation on our waterways; plus engage with our colleagues and customers to do their bit both on the waterways and at home. Redacted.

Funding Bids - Decisions Pending

Awaiting a decision on our submitted BEIS Kickstarter Scheme bid which is expected imminently. Redacted.

3.7. Redacted

3.8. Filming income

We received over 30 filming applications this month returning to pre-Covid-19 levels.
Redacted.

4. Planning Reforms

- 4.1. Redacted. The Trust formally submitted a full response on the Planning White Paper to MHCLG on 29th October.
- 4.2. Virtual meeting held with Clive Betts MP, Chair of the Housing, Communities and Local Government Select Committee on 1st October. Redacted. The Trust formally submitted evidence to the Select Committee on 29th October.
- 4.3. On 5th November the Trust hosted a virtual visit of the Port Loop Development in Birmingham with RT Hon Chris Pincher MP, the Housing Minister. The visit provided an opportunity to showcase the Port Loop development to the Minister, alongside our other developments around the country. Redacted. The Minister also had the opportunity to discuss what life is like at Port Loop with two extremely enthusiastic residents who described the blue health benefits of living by water and the strong sense of community at the Loop.

5. Our Second Outcomes Report – Technical Appendices

- 5.1. We are currently working with graphic designers on finalising our second outcomes report which will be published shortly. This new outcomes report is divided into three parts:
 - Section 1: provides an Overview of Waterways & Wellbeing
 - Section 2: sets out our route map for measuring and reporting outcomes and how we are aligning with Government Guidance and Research Sector Best Practice.
 - Section 3: comprises of a suite of technical appendices which include: briefs for research projects being commissioned; published and unpublished research reports commissioned by the Trust to date; and primary tools in practice including lessons learnt.

5.2. Redacted.

5.3. Redacted.

5.4. Redacted.

5.5. Redacted.

5.6. Redacted.

5.7. Redacted.

6. Heritage, Environment & Water

6.1. Heritage

The Trust had a meeting with Lizzie Glithero-West, CEO at the Heritage Alliance on 4th November. 'Unlocking the Severn' and Grantham Canal Heritage Initiative are showcased in the recently published Heritage Alliance's report on *Heritage and Wellbeing*. https://www.theheritagealliance.org.uk/wp-content/uploads/2020/09/Heritage-Alliance-AnnualReport_2020_Online.pdf

6.2. Environment

26th UN Climate Change Conference of the Parties (COP26)

DEFRA has invited the Trust to participate as an expert panel member at COP26 Nature focused Regional Community (Virtual) Events to showcase the role of the waterways in mitigating the impacts of climate change.

Nature Recovery Network

Natural England launched their Nature Recovery Network policy on 5th November and the Trust has signed up as a delivery partner. The focus is on connecting people as well as improving nature which is a central tenet of the Trust's work.

Environment Bill

The Environment Bill has recommenced its progress through Parliament. We have begun to put in motion our response in London to the new powers that local authorities will get from summer 2021 to regulate air quality impacts of boats.

Water Quality

The Trust attended a national review of water quality by the Environment Agency (EA).
Redacted.

6.3. Water Management

Flood Management Strategy

EA launched their new Flood Management Strategy which sets the scene for a more inclusive collaboration with all parties at national and local level. Redacted.

Water Transfers Options

Work is progressing rapidly on the canal water transfer options included in the water company WRMP'19 plans, with particular focus on the GUC transfer scheme, with Severn Trent and Affinity Water jointly funding the Trusts time on assessing this scheme.

Redacted

Redacted

7. Strategic Engagement & Participatory Development Work

7.1. Youth

Throughout September and October, the focus has been to support external funding bids (including Youth Futures Foundation, Kickstarter, and the Green Jobs Recovery Fund) and to refresh and update our digital content. We have launched first of six youth focused resources on new web page - canalrivertrust.org.uk/youth-resources

The second phase of youth marketing research has been completed. Recommendations have been made including; developing youth focused marketing assets for young people and influencers and improving our youth focused social media presence. Phase three will include the creation and testing of these assets.

Developing guidance documents around safeguarding and online engagement given recent increase in digital and virtual engagement with volunteers, young people and schools.

7.2. Learning & Skills

Throughout September and October, we continued to promote our Explorers resources and activities to schools, group leaders and families within the restrictions posed by lockdowns and COVID-19. Using our Explorers social media channels, we promoted outdoor learning activities to groups, families and children encouraging them to take local exercise, connect with nature and care for their wellbeing. In the two months we distributed nearly 10,000 challenge badges, 6,300 water safety booklets while our learning resources were downloaded over 1,800 times.

In October we became a sponsor partner of *The Big Draw*. The theme for this year's campaign was the *Big Green Draw: A Climate of Change*, focussing on the relationship between people, environment and ecosystems.

For schools we created a [bundle of resources](#) for use in the classroom or online to support the delivery of Art, PSHE, Geography and Science. Children were challenged to sketch their canal or river of the future and encouraged to think about how climate change will affect them and whether our waterways can help to fight climate change. We mailshot all primary schools in England and Wales engaging nearly 3,500 teachers - with a total open rate of 35% and click through rate of 20%.

7.3. Health & Wellbeing

We have been engaging with Defra directly around their Green Prescribing Pilot scheme, and also with a number of local Integrated Care Systems (ICS) who will lead on the delivery of these pilots. **Redacted.**

We continue to build our strategic partnership with Sport England. After providing Sport England with an initial project concept we have been asked to develop a funding opportunity for West Midlands as part of the Commonwealth Games Legacy. We have been invited to stage 2 for a small grant bid based on a 'This Girl Can' project in Pennine Lancashire c£10k.

Unfortunately, some of our activity is on hold, with our Ramblers Walking for Health pilot in London on hold again until after lockdown and our Beat the Street programme, in partnership with Leicester City Council and Intelligent Health until 2021.

To drive forward with our digital content, we are about to commission a 'Wellbeing' video which will teach watchers mindfulness techniques whilst walking along a canal. If successful, we could potentially scale up to cover different waterways.

7.4. Arts & Culture

In partnership with Birmingham Open Media (BOM), we have submitted a stage one bid (redacted) to Festival 2022. Redacted.

Plans for community engagement arts activity, including contracts with HS2 and most of our Hinterlands project, have been deferred to spring and summer 2021 due to COVID-19. However, Hinterlands in Wales delivered some online activity in Wales.

We have recently met with Arts Council England on the next MoU agreement.

7.5. Community Rehabilitation

We continue to develop new relationships with the Community Rehabilitation Companies and hope to start new activity after the current lockdown with West Yorkshire CRC, Greater Manchester & Cheshire CRC, and London CRC.

Redacted.

8. Planning & Design – Statutory & Delivery

8.1. Statutory Consultee for Planning Applications

We responded to 1432 planning application consultations in England & Wales in the period 1st April to 31st October 2020, which equated to 98% Compliance (response within 21 days or agreed extension) in England, and 100% in Wales.

Meeting held with the set-up team for Active Travel England on 13th October to share our insight and experience as a statutory consultee.

8.2. HS2

Felling of mature woodland adjacent to the Trent and Mersey Canal at three locations close to Fradley Junction in Staffordshire commenced on 2nd November. We are working with HS2's contractors to establish the effect on their programme from the activity, and any impacts on the Trust's customers.

Some of the vegetation and woodland clearance on, and adjacent, to the Grand Union Canal in the Denham area has now been completed, further works by National Grid on behalf of HS2 is planned for the Autumn near to Denham Lock. Again, the Trust is at potential risk of anti-HS2 activity taking place on our property.

Staffordshire County Council invited the Trust to submit canal towpath improvement proposals. Similar discussions could lead to further submissions to the Road Safety Fund for canal improvement projects in southern England.

Strategy, Engagement & Impact Director, November 2020