

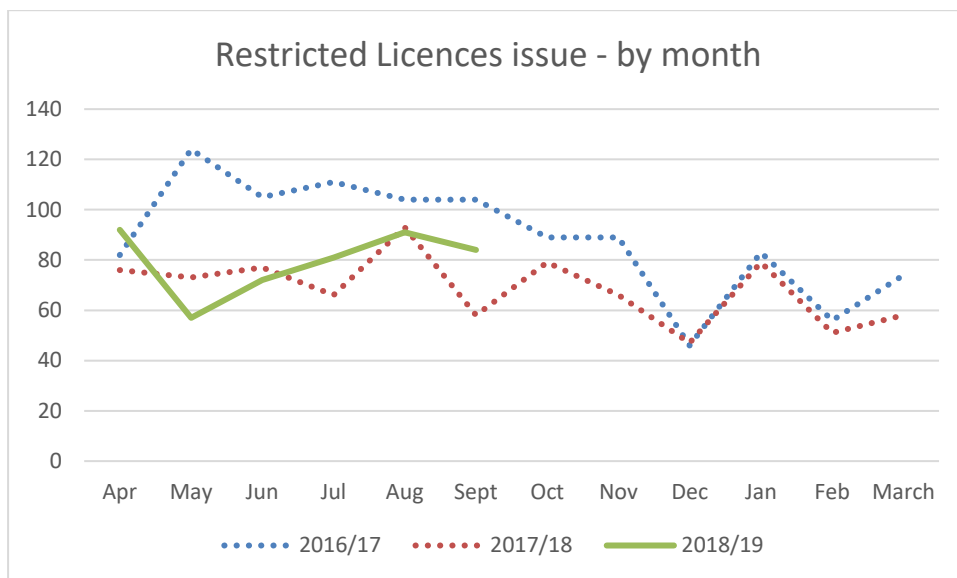
# Boaters without a home mooring

## Monitoring update – quarterly review (June 2018)

### The Process

Our monitoring process is applied to all boats licensed on the basis they do not have a home mooring. There are three groups:

- those on an unrestricted licence
- those on a restricted six-month licence
- those for whom we are awaiting confirmation of their mooring status (referred to as being on a MAC code)



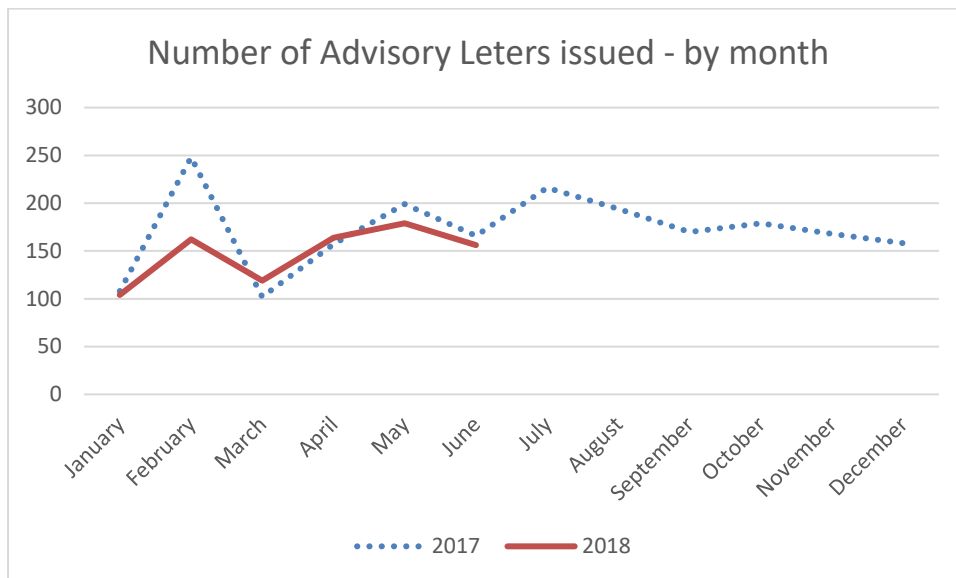
When a customer receives an offer of a restricted licence (HMR6) there is no appeals process because we are not refusing to licence the boat and the licence being offered is pro rata so doesn't financially impact the customer. However, as a standard part of the process, if there is evidence of additional cruising which hasn't been taken into consideration we will **review** this (as outlined in the HMR6 letter). The quickest way for this to be reviewed is for additional evidence to be submitted to the local officer. Customers should be aware that we are only likely to lift the restriction if there is a significant amount of evidenced information missing from the data we originally reviewed. In the majority of cases we would still offer the restriction as an opportunity to demonstrate their intention to continuously cruise.

When a customer is notified that we won't offer a further 'continuous cruiser' licence (EL or HMR letter) then they can **appeal** this decision if they can provide additional information which would lead us to believe the future movement pattern would be significantly different from the previous pattern. The appeal would need to outline these reasons along with their proposed cruising pattern.

### Advisory Letters

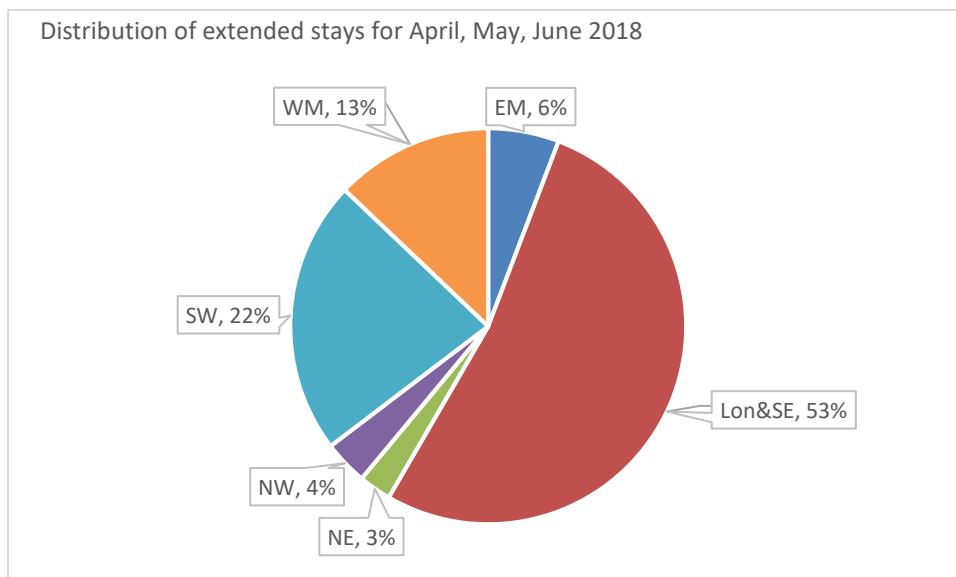
All new continuous cruisers receive a letter from the Trust outlining our expectations regarding movement pattern. Some customers may already be boaters, but have now gone from having a home mooring to cruising the network. This letter also provides a link to the relevant pages of the website about the continuous cruiser monitoring process, including a link to the full guidance and the FAQs.

The following chart shows the number of advisory letters that have been sent:



### Long & short-term adjustments to the requirements to cruise

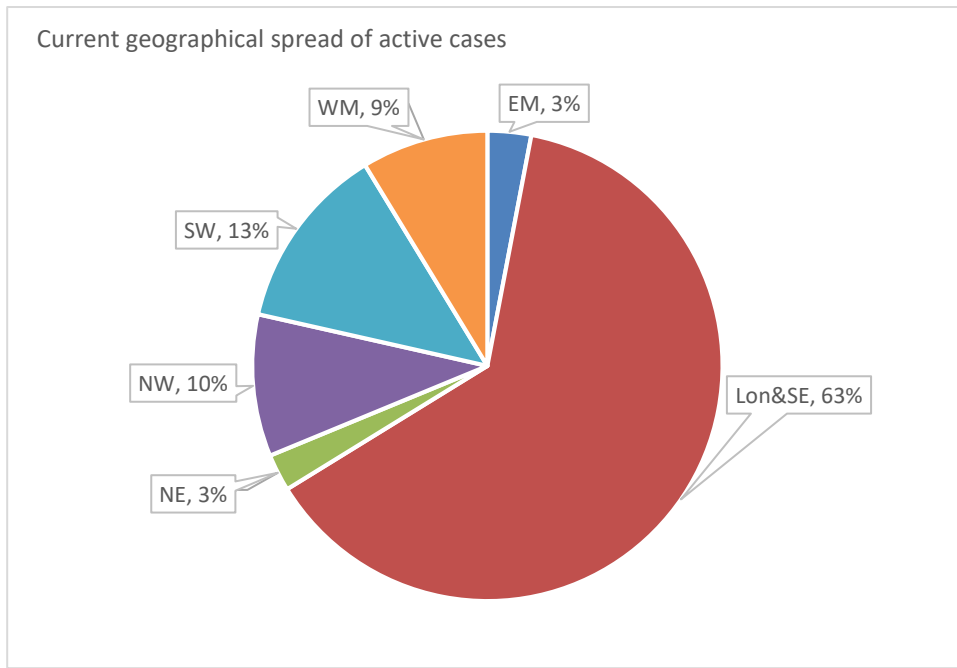
Over the last three months around 830 extended stays were granted or are pending approval. These will generally be because of mechanical failure or a short-term illness which has affected the boater's ability to move the boat. One further problem in the spring are nesting coots. We are aware that nesting birds should not be moved and we accept this can cause a short-term delay. However, it is also a boater's responsibility [to discourage coots and other nesting birds from using their boat](#) to nest as multiple overstays may result in their licence being restricted when their movement pattern comes up for review.



Customers who have a condition covered by the Equality Act 2010 which affects their ability to cruise in line with our guidance for boats without a home mooring can request for a longer-term adjustment to be made. Customers with an agreed adjustment are excluded from the standard monitoring process. They are monitored separately to ensure they are cruising in line with their specific adjustment. During the first three months of this financial year, 90 new adjustments have been requested.

## Current Caseload - monitoring process

Many of the restrictions last only six months, after which the boater is returned to a 12 month licence following a review of their six month cruising pattern. There is a wide regional difference in the number of boats being restricted. This graph shows the current percentage of active cases across each of our six regional areas.



Moving forward we will be doing two updates a year. These will be in October and April each year.

Published July 2018