

PRESS RELEASE

6 November 2018

Canal & River Trust begins consultation to move greater resource into regional customer-focussed roles

As part of its waterways and wellbeing strategy, to improve customer service and to engage with local communities, the Trust has today (6th November 2018) announced some further proposed changes.

The announcement will see resource from the Trust's centrally based roles moved into its six customer-facing regional teams, and operational management roles adapted to meet the requirements of the new regions.

The changes affect approximately 240 colleagues who have been briefed at a series of sessions across the network, and whose existing roles are now 'at risk'. Those affected include professional, supervisory and management roles. Waterway operatives, team leaders and volunteer leaders are not affected by the changes. During the consultation period with our trade unions, which will commence next week, those affected will have the opportunity to discuss their aspirations and preferred outcomes.

Richard Parry, chief executive, comments: "The Trust has been repositioning as a charity for the waterways and wellbeing, with a new structure that has seen us move from ten waterways to six larger regions, with some activities previously managed centrally now devolved to these regional teams, and a reduction in senior manager numbers overall.

"The intention is to re-design roles to meet what the Trust needs for the future rather than to remove these posts from the organisation entirely. Operations roles will be focussed on how to deliver great customer service for boaters, towpath users and visitors to our numerous attractions, and there will be greater capacity to react and respond to the needs of the local waterway and surrounding communities."

ENDS

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Notes to Editors

The Canal & River Trust cares for and brings to life 2,000 miles of canals and rivers across England & Wales. We believe waterways have the power to make a difference to people's lives and that spending time by water can make us all healthier and happier. By bringing communities together to make a difference to their local waterway, we are creating places and spaces that can be used and enjoyed by everyone, every day.

www.canalrivertrust.org.uk