

Our 'Communities on the Western Kennet & Avon Canal' programme aims to address the wellbeing needs of the various communities that live together along the Western K&A, working together with a variety of agencies. Residents and visitors (both afloat and on land), powered and unpowered craft, anglers, cyclist, walkers and more, all have slightly different needs and expectations from their time on and around the water. Working with local authorities and organisations, the Canal & River Trust in the South West is endeavouring to create a joined-up approach to providing a canal we can all take pleasure from.

Following many conversations with canal and towpath users, local organisations and businesses, and the communities who live along the western end of the K&A, we have developed a plan of action which aims to address the key needs and issues faced along the waterway.

## The four key actions we will deliver:

### 1. A Canal Watch Zone

We want to make sure that everyone who lives, works and visits the Kennet & Avon Canal feels safe and enjoys everything this great stretch of water has to offer. To do this we are establishing a 'Canal Watch Zone' with local agencies, including the Police and other charities. The area encompassed within the Watch Zone will run from Bath to Bradford on Avon, which is covered by two police forces: Avon and Somerset and Wiltshire. In this area we hope to achieve the following as a result:

- Increased harmony between boaters, anglers, cyclists, walkers and local residents
- A reduction in the number of anti-social behaviour incidents
- An improved towpath environment where everyone feels safe and welcome
- A towpath policy, which is abided by and where users respect one another
- Improved feedback about the canal, ultimately with a reduction in the number of complaints

The Canal Watch Zone is here for you, supporting you when you need it and when you don't; it's still there, just in case. Being in a Canal Watch Zone involves everyone. We all care about the K&A and we'd like you to get involved too so we can all share the space.

### 2. A Ranger & Out of Hours Number

We are establishing a new 'Canal Ranger' role to help support the good work the Canal Watch Zone. During the daytime you'll still be able to contact your local office on 03030 404040 with any problems that arise, but if you would like to speak to someone in confidence, or outside of office hours, you will now be able to do so. The Canal Ranger will endeavour to solve the issue you present and will contact the relevant parties who may be able to help, whether that be the Canal & River Trust's Area Operations Manager, or a local organisation or charity who will be able to assist.

Should a serious incident occur however, where there is a risk to life or serious harm/injury may be incurred, the Police should remain your first point of contact at all times.

### 3. Short Term Moorings Review

We will be carrying out a review of our short-term moorings in the area, in order to try and ensure that mooring space is available fairly for all canal users. We will be patrolling mooring zones more frequently and there will be towpath rangers present along the canal to do this. The rangers and Boat Licencing Customer Service Team are also available to talk with you about your mooring



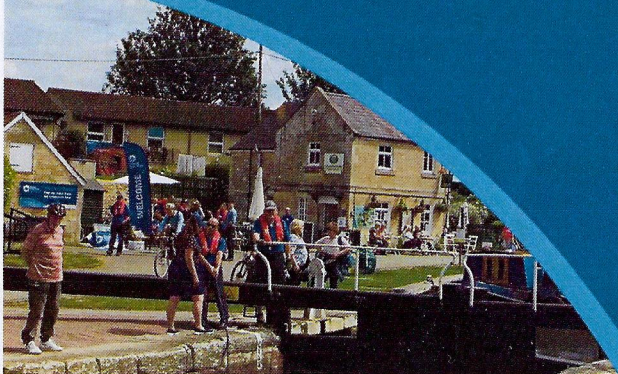


Is something stopping you from moving around? Are you unable to gain access to moorings? Do you need help with a breakdown? Whatever's worrying you, our customer service teams and rangers are here to help? They know your patch and are the best people to help.

#### 4. A Tidy Towpath

Keeping the towpaths and banks tidy is important for everyone. It's not just about how they look. They need to be rubbish-free because they're used in lots of ways - pushing buggies and wheelchairs, cycling home from work, walking to the bus stop, taking the dog for a walk. We will be leading a big towpath tidy which gets everyone using our towpaths involved.

From this point on we will also be looking to maintain a clear towpath policy where possible. Sometimes belongings can spill out onto the towpath. Please make sure that when it does it's not for long. We cannot do this alone, we need your help to keep the towpath tidy. That means recycling your refuse where you can and getting rid of rubbish as soon as possible. We will make information about bin collections and locations easily available to help you do this.



**Canal &  
River Trust**  
Making life better by water

We hope this leaflet helps to explain exactly what we want to achieve as part of the 'Communities on the Western Kennet & Avon Canal' programme, and the means by which we will achieve it.

We are always looking for new ideas as well, so please do get in touch with any feedback you may have at [enquiries.walessouthwest@canalrivertrust.org.uk](mailto:enquiries.walessouthwest@canalrivertrust.org.uk), we will be happy to hear it!

DRAFT FOR DISCUSSION

## Communities on the Western Kennet & Avon Canal

04/06/19 – DRAFT FOR DISCUSSION

