

STRATEGIC STUDY DAY OUTPUTS

TITLE Communities on the Western Kennet & Avon Canal – Strategic Study Day

Date 29th April 2019

Venue Bath Cricket Club, North Parade Road, Bath, BA2 4EX

	Theme/Issue	Comments	Trust's Intended Action
1.	Communication & Engaging with the Community	<ul style="list-style-type: none"> • A key point of contact for people to report incidents to and seek advice from is lacking. • Poor feedback to customers on some issues. • Need to increase reporting. • Positive feedback and interventions need to be better promoted. • A better understanding of the challenges might be achieved through meeting with local businesses and residents and liveaboard community. • Need a permanent and visible Trust presence on the canal. • Need to prove over time that actions are taken following reports. • Would benefit from establishing a working group for local partners and organisations. • Need to work and communicate better between boundaries (BANES and Wiltshire). • Open Gallery being organised by Sally Narrowboats. 	<ul style="list-style-type: none"> • Create a new role (temporary as a proof of concept) to become the single point of contact in order to demonstrably help all canal users share the space when frictions arise. <ul style="list-style-type: none"> • This will also enable us to establish a central reporting system and more permanent presence on the canal. • Form break out groups to discuss specific issues/projects in more depth. • Ensure positive outcomes (including volunteering and work with the communities) are captured and promoted. • Engage with Sally Narrowboats regarding the Open Gallery exhibition.
2.	Working in Partnership / Multi-Agency Approach	<ul style="list-style-type: none"> • Poor communication between organisations and with the community – incidents not reported to the Police nor Trust. • Multi-agency approach key. 	<ul style="list-style-type: none"> • Implement a 'Canalwatch' zone (including out of hours number) – to cover from Bradford on Avon to Bath. • Encourage people to call the police if a crime is being/has been committed. • Improve monitoring of stay durations at Trust moorings.

			<ul style="list-style-type: none"> Review information flow within Trust to ensure those with Equality Adjustments are not incorrectly asked to move on.
3.	Share the Space	<ul style="list-style-type: none"> Increase in anti-social behaviour and incidents. Hire boat companies losing business as most popular areas become undesirable and visitors don't want to return. Increase in craft on the water adding to issues – requires better management. Anti-social behaviour incidents originate from a variety of groups – false perception that it is simply liveaboards or stag/hen parties. Sustrans' 'Paths for Everyone' project has improved towpath flow and surface – helped to create an inclusive space. Towpath improvements benefits all. Sufficient visitor moorings, but better management and enforcement required to enable everyone to use them. Work on clearing and enhancing the towpaths has dramatically improved the area over a short period of time. Steve Langley (Sally Boats) organising Tidy Towpath day. Towpath bank eroding due to use of mooring pins. 	<ul style="list-style-type: none"> Single point of contact to be created (see section 1). Licensing process and requirements under review. To learn from Agenda 21 Scheme in Oxford and make contact with the scheme's creators. Establish a Sustrans representative for future Trust projects. Implement the Trust's high-density boat area policy when available from national Trust teams. Implement the Trust's revised boat safety regulations to address habitation and sanitation when available from national Trust teams. Identify focus points for maintenance work along the towpaths with input and guidance from the community and canal users. Explore funding opportunities for improvements in pilot areas in order to improve mooring provision. Implement a sustainable clear towpath policy in company with partners.
4.	Vulnerable Boaters & Liveaboard Community	<ul style="list-style-type: none"> Lack of trust and growing tensions – becoming a challenge for people to not respond in an emotive way. Community is exhibiting increasing frustration. People reluctant to report other members of their community. Lack of (external) awareness and understanding of the issues experienced by liveaboard communities. Introduction of Trust Welfare Officer role has had a huge benefit and works very well. 	<ul style="list-style-type: none"> Trust colleagues to take up offer to attend Julian House's outreach sessions to increase awareness of issues. Trust colleagues to attend Julian House's September meeting.

5.	School-age Children	<ul style="list-style-type: none"> • School aged children are not covered under the Equalities Act. • Navigation – guidance on Trust website; by necessity it is subject to interpretation as the Act of Parliament does not authorise the Trust to provide a definition. • The Trust acknowledges the government’s guidance on the distance that children of given ages can be expected to walk to school. • It is achievable for families with school-age children to fulfil continuous cruising requirements and have their children attend school. 	<ul style="list-style-type: none"> • To consider how to communicate better with those boaters with school-age children.
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