

## Outputs from Kennet & Avon Canal User Group Forum 8<sup>th</sup> November 2018

Key: GREEN – Action complete or soon to be completed, AMBER - In progress, RED – Unresolved issues, Action will not be completed

Serial	Theme/Issue	Trust's intended action	Update	RAG Status
	<b>Business Boating</b>			
1.	Some Stag / Hen Parties & antisocial behaviour is an issue for the local community, causing a deterioration to the local ambience / atmosphere. Antagonism experienced both ways.	Explore options to improve relations between boating communities & hire boat companies.	Meeting held with the hire boat operators 11/02/2019. Regional Director outlined strategic aims and that Western Kennet & Avon is one of those. Business customers put forward suggestions for actions. To be taken forward by the region to address wider anti-social and behaviour issues. Hire Company have also met with representatives for boating community.	AMBER
2.	More visibility of the defined structure / process for complaints and how they are dealt with requested.	Points noted. Processes to be discussed.	Complaint process has been published for complaints about Canal & River Trust. Difficult to establish a process for complaints about 3 <sup>rd</sup> parties. Will continue to explore but needs to be a national process.	AMBER
	<b>Maintenance</b>			
3	Waterpoints requested; All Cannings & Semington.	To be investigated.	Site at Bishop Cannings was not on our land and permission was sadly declined. Still under investigation, a location at Semington Road Bridge. Currently establishing land ownership and costing the work to the site.	AMBER
4	Rubbish Points requested at Oakhill & increase in size at All Cannings.	In talks with local landowner at Bishops Cannings.	Went to Oakhill and established there is potential but need to establish land ownership and apply for planning permission. Increase size of All Cannings – visited twice and bins were tidy and compound clean. We will be installing bins at Bridge Horton or Bishops Cannings, which will negate the need to make any changes at All Cannings.	GREEN
5	Elsan point requested Bath area (nothing West of Dundas).	To be investigated.	Currently being investigated, a possible suitable location found at Bathampton and the work for that location is currently being costed.	AMBER
6	Launderettes requested.	Further discussion required. BOA / Aldermaston / Tyle Mill (where the Trust owns a building).	Have spoken to operational buildings who have given a firm no to the installation of any laundry facilities in any Canal & River Trust buildings.	RED - Blocked

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7	Towpath Surfacing requested. 15 Mile Pound, Bath & Cleveland Bridge to Bathwick Hill.	Further investigation required pending funding.	A towpath surfacing review meeting was held with the environment team. The entire Kennet & Avon was reviewed and there is a spreadsheet of the findings, this covers the fifteen-mile pound. Cleveland Bridge to Bathwick Hill will be resurfaced in late 2019.	AMBER
8	Signage errors; The word "Fully" missing from gate paddle strong stream signs.	Local team tasked to report back with numbers and location & order new signage.	Signage audit to be completed nationally by May 2019.	AMBER
9	Review of customer service facilities; Has a survey been carried out? What are the outcomes?	To be followed up.	A customer services facilities review was partially carried out. A National Review will take place in 2019.	AMBER
10	Volunteers Bulk bag carrying machine required.	To be investigated.	Action and job complete.	GREEN
<b>Environment</b>				
11	Dredging required: Semington & Seend.	Areas in question will be included in the scope for submission in 2021.	Kennet & Avon dredging 2020/21. Investigations will highlight the areas of most concern. Dredging proposed for long pound and, subject to budget, Semington and Seend. Martinslade Bridge mini dredging project, investigations this year 2019/20.	AMBER
12	Vegetation issues: Kintbury & Great Bedwyn.	Vegetation management in place. Areas will be assessed. The Environment Team to continue with discussions.	Crown raising taking place in the area up to 1 <sup>st</sup> March subject to weather constraints which defines bird nesting season. Included in the programme of works.	AMBER
13	Bank issues at Semington and Seend area.	Green solutions being explored. The Environment Team to discuss.	Currently repairs are underway in localised areas, including Semington, Whaddon Lane, Wootton Rivers, Hungerford, Newbury and Thatcham. Additional areas of repair are being prioritised annually. Suitable design solutions for repairs are determined by engineers and the environment team, on a case by case basis.	AMBER
<b>Wellbeing</b>				

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14	<p>Welfare provision for boaters. What can the Trust do to further support individuals who have welfare needs.</p> <p>Whilst help from the local boating liaison teams and the Trust's Welfare Officer is recognised, could there be more connection between relevant agencies? Also, more connection between relevant agencies needed.</p>	Meeting required with relevant teams.	To be included in the communities' strategic programme for 2019 / 2021.	AMBER
15	Enquiries / telephone calls not being dealt with in a timely manner.	Check suitable resources to ensure cover.	Staffing to be managed to ensure cover at all times.	GREEN
16	<p>Wellbeing of communities. A request for improved parking for boating customers who have vehicles.</p> <p>In some Parishes, the lack of car park facilities is leading to cars parking along narrow lanes and on verges.</p> <p>Possible risk of emergency vehicles not being able to access area.</p>	To be discussed / examine possible solutions.	<p>This is being addressed in the Region's strategic presentation to the Board on 28<sup>th</sup> February.</p> <p>For the specific Parish, site meeting held to identify means of improvement. Actions to be taken forward by Parish Council, Canal &amp; River Trust and with support from Wiltshire Council</p>	AMBER
<b>Boat Licencing</b>				
17	Wide beam boats should be charged a higher premium as they use more space and cause more deterioration to the canal.	National Consultation/ discussion required.	Passed to the National Team.	GREEN
19	<p>If a Wide Beam is large enough it can avoid paying VAT of 20% for a new build.</p> <p>This means the cost of a new build is very close to that of a traditional narrow boat. It was mentioned that people are opting for Wide Beams.</p>	To be investigated with Boat Licencing team.	Passed to the National Team.	GREEN

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20	The volume of boats on the canal is causing concerns about the impact on 'quality of life' for those living / using the canal and damage / wear & tear caused from mooring and use of locks etc.	To be investigated.	To be included in the communities' strategic programme for 2019 / 2021.	AMBER
21	The licence fees are not high enough, in a marina a Wide Beam now has to pay for two mooring spaces.	To be investigated.	The Canal & River Trust cannot influence third parties with regard to how much they charge for a mooring.	AMBER
22	Genuine cruisers are constantly frustrated by boaters who overstay and abuse the 14-day rule.	To be discussed with various departments to try to contain / eliminate this on-going issue.	To be included in the communities' strategic programme for 2019 / 2021.	AMBER
23	It would be beneficial to the customer if they could have a breakdown of monthly direct debit payments as this can cause issues when applying for housing benefit. The council need to know what the monthly costs will be.	Passed to Boat Licensing Team.	Passed to National Team.	GREEN
24	The Trust is too lenient on those who abuse the system.	Possible solutions to be investigated.	To be included in the communities' strategic programme for 2019 / 2021.	AMBER