



SOUTH EAST VISITOR MOORINGS - REPORT ON PUBLIC CONSULTATION SPRING 2013

Context for the consultation

South East Waterways had carried out a series of consultation workshops with a range of users, mostly represented at local user group meetings. The purpose was to review whether current maximum stay times at a selection of Visitor Mooring sites were appropriate for today's boat traffic levels and usage patterns¹ and as part of a programme to improve the 'offer' to boaters from all parts of the country. 22 sites were defined as a priority for review (20 of which are existing visitor moorings of the 130 total across the SE)

In the context of the new board of Trustees' review of mooring policies in September 2012, there were some refinements needed to the proposals to ensure that they were consistent with the national approach that both Trustees and Council had endorsed. We also recognised that representation of continuous cruisers in the earlier consultation had not been strong. So we decided to widen the scope of consultation and invite comments on the proposals directly from any boater with an interest in SE visitor moorings.

Distribution of the consultation

Towards the end of January we contacted all boaters for whom we had email addresses and who had been sighted in the south east over the preceding year, or who had a home mooring in this area. This resulted in a mailing list of around 4,000 boaters. We also promoted it in the Trust's monthly electronic Boaters' Update (sent to around 9,000 boaters nationwide)², talked about it on social media and published it on our website, making it clear that paper copies of the consultation paper were available by telephoning our customer services team. There were subsequent complaints that we had not reached a larger number of people, particularly those without access to the internet. All we can say on this is that we did our best and took a view on what level of expense would be proportionate: everyone knows how effective the towpath telegraph is, and we didn't believe that the number of people not contacted directly would be large enough to undermine the validity of the process. (Indeed, the fact we got complaints was a demonstration the towpath telegraph worked as people not on internet could then ask for a copy.)

We provided a feedback form to help people structure their responses. We also appealed for volunteers to help with reviewing the individual responses and coding them to inform the conclusions. We're very grateful to the 9 people who generously and efficiently gave up their time to do this. Particular thanks to Chris Balmforth who applied his Excel wizardry to designing the coding form.

¹ (boat licence numbers have gone up from about 25,000 to about 35,000 over the last ten years or so – a 40% increase)

² If you don't already get this, please register for it by going to www.canalrivertrust.org.uk/boating (scroll to bottom of page for link to register)

Response and our reflections on it

The first thing to say is that we were taken aback by the hostility with which many boaters responded – not necessarily to the detail of the proposals but rather to the principle of the consultation exercise. As many as 700 people signed an online petition asking us to withdraw it. We thought people would appreciate being consulted on a matter that previously would have just been put into operation – that people would recognise the consultation as being part of the change from BW to CRT. Many people felt that we should have provided specific evidence of there being a need for a site by site review of stay times. We were ‘caught on the back foot’ in this respect because our assumption had been that with the growth in boating over the past 20 years, people would not think it unreasonable to re-visit stay times and rules as part of our navigation authority function. Because at present we don’t run a systematic programme of visitor mooring monitoring, we were unable to provide statistics showing how many people overstay on different sites. We do however glean intelligence of a less formal type. Jeff Whyatt, the waterway manager, explained that he receives more verbal and ad hoc written comments on this subject than on any other. We also noted that in our national survey of boater satisfaction, we’d seen a significant increase in the number of respondents noticing congestion at visitor mooring sites. And the South East user group meeting has regularly discussed the subject over the past three years, seeing it as something of a ‘problem’. So while we acknowledge that we have no nice clear cut, statistically supported evidence for needing a review, we believe that it was sensible to have a review. After all, the waterways are for use by visiting boaters - whether they are those with permanent moorings, those who continuously cruise, or those who hire boats doesn’t matter.

Another large category of comments came under the heading of “why change the rules and not just enforce the current ones?” Doubt was cast on our future ability to monitor visitor moorings effectively, so creating new rules would be a waste of time. Our answer to this is that the rules, as they stand, cannot be meaningfully enforced because they do not tell you how frequently you can return. So, we could spend good money on employing people to monitor use of the site, only to find that some – maybe even many -wishing to stay longer than the maximum time would simply move away for a day or two only to return for another full length stay. We believe that a clear deterrent in the form of an extended stay charge makes sense.

There were many who accused us of insincerity in running the consultation – they were convinced that we would go ahead with the proposals regardless of the feedback. We hope this report demonstrates the opposite. Later on, we tell you what changes have been made to the January proposals.

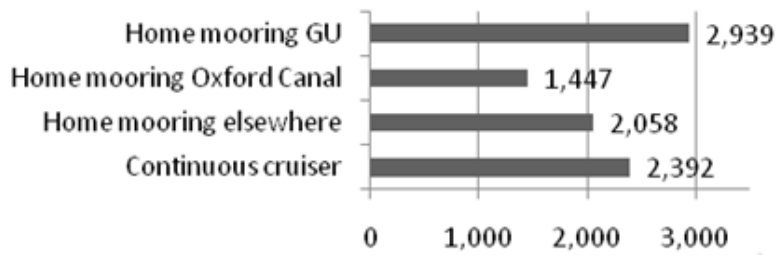
So, now for some statistics about the responses. These figures were drawn from the coded responses mentioned above. All of the individual submissions are downloadable in full from <http://canalrivertrust.org.uk/about-us/consultations/completed-consultations>.

We received 357 responses (i.e.a bit under 10% of those directly mailed). We invited respondents to say whether they were a regular user of the waterways included in the consultation, an occasional visiting boater, a boater with a home mooring in the SE, a hire boat operator or ‘other’. 178 regular users of the visitor moorings responded as did 65 occasional users. 138 boaters with a home mooring in the south east sent us their thoughts while 8 hire boat operators, including APCO (the national trade association) and 14 roving traders also submitted responses. 92 respondents ticked ‘other’³ - a variety of roving traders, local residents and boat share owners.

To set the response into wider context, we interrogated our boat sightings database to explore the home mooring locations of the individual boats we observed during our regular boat checks on SE waterways throughout 2012. We identified a total of 8,836 boats (some sighted more frequently than others of course) and have analysed their home mooring arrangements. These are described in the chart below.

³ When completing the response form, some people identified themselves as fitting more than one of the categories.

**Total number of individual boats sighted
along the line of waterway during 2012 boat
checks**



Overview of responses to general questions on the feedback form:

Are the time limit rules reasonable and clear?

There was a fairly even split between those agreeing and disagreeing. Two-thirds of all answers to this question came with associated comments (rather than just a yes or no).

For those who answered positively, the main comments made were:

- They're reasonable but proposed rules are too lenient
- It needs properly enforcing
- Need higher-capacity visitor moorings
- Rules should be relaxed in winter.

The focus of the comments of those answering negatively were:

- Lack of evidence supporting need for change
- "I've never struggled to find a mooring"
- "You'd solve a lot of problems by just properly enforcing current rules"
- Too complicated, need standardisation across all sites.

Just over half of regular users agreed with the time limits while occasional visitors were marginally more likely to disagree. Those with home moorings in the south east gave a bigger stamp of approval. Contrasting this, those who classified themselves as 'other' were significantly more likely to oppose the time limit changes than other respondents.

Is the [proposed] information [for boaters] clear? How could it be improved?

Although slightly fewer respondents answered this question, the overall picture is less ambiguous. More felt that it was clear than not with associated comments focussing on:

- The need to include the definition of summer
- The leaflet is clear but the supporting information flawed
- Canal-side signage needs to complement the leaflet

For those who didn't feel it was clear, the main reasons given were:

- It's too complex, especially the non-return rules
- Needs more clarity and consistency – don't say month, say X days. Don't say 'adjacent', say 'in front of' or 'before'.
- Needs contact details for local staff

To varying degrees, all segments felt, on balance, that the information was clear.

Is the map clear? How could it be improved?

As with question 2, fewer respondents answered this question but the majority felt the map was clear and didn't need improving. Those answering positively mainly commented:

- The colours need to be consistent and clear.
- Need to denote physical boundaries of visitor moorings (e.g. Br. 220 to 224)
- Need to show what is classed as summertime.
- Should be part of a welcome pack handed out by local staff (volunteer lock keepers for example)

Respondents that thought the map needed improving gave a wide variety of reasons which mostly centred on the following themes:

- Too complicated or, in direct opposition, needs more detail (amenities, label time zones etc.)
- Canal needs to be wider and more prominent – at the moment e.g. the A4260 road stands out more.
- Avoid dotted lines and red/green colour combinations due to colour-blindness and the likelihood that the colours will fade in sunlight. Adopt similar style to London Underground maps.
- Needs to show what is classed as summertime – perhaps different maps for summer and winter.

The 'other' segment of respondents was the only one that didn't have a majority finding that the map was reasonably clear. We have noted these comments on presentation and will do our best to take them on board when commissioning the production of the maps etc (note that the maps appended to this document are produced in house and it was not technically possible to meet the aspirations at this stage.)

The consultation workshops, 19th & 21st March

Within the consultation paper, we included an open invitation to boaters to register to take part in one or both of these workshops. More than 25 people took us up on this and we're very grateful to them for giving up their time to take part.

Both workshops included an introductory open session, chaired by John Best, the Chair of our South East Waterway Partnership. Jeff Whyatt, the waterway manager, explained the background and acknowledged the strength of feeling expressed by many boaters about the consultation. We presented the information in the previous section, pointing out that while responses were fairly evenly balanced between 'pro' and 'anti', consultations are never numbers games- not a vote amongst boaters between one course of action and another. Rather they're about teasing out critical issues and creating greater depth of understanding to aid decision making. The giving of reasons for having differing views is more helpful than an objection without an explanation. After a period of debate, we divided into smaller groups, each to comb through the detail of the rules for some of the individual mooring sites. We provided respondents' verbatim site-specific comments and large scale maps and each group was asked to mark up their suggested changes to the proposals. We had decided to concentrate on just 8 of the original 22 sites in the January paper. This was because these 8 are the ones with the greater need for a solution. Some respondents had suggested that a shortage of visitor moorings could be resolved by creating more visitor mooring spaces; for these 8, we didn't think this feasible – e.g. Stoke Bruerne – and/or that any new spaces would be too far away from the focal point. The sites covered in this depth of detail were:

(Workshop 1): Foxton, Banbury, Thrupp, Oxford

(Workshop 2): Stoke Bruerne, Marsworth, Berkhamsted, Batchworth,

During the discussion, we noted suggestions for re-prioritising the remaining sites (Brownsover, All Oaks Wood, Hillmorton, Yelvertoft, Bugbrooke, Thrupp Wharf (GU), Black Horse, Globe Inn, Leighton Buzzard, Cowroast, Cassiobury Park, Wendover Arm, Cropredy, Lower Heyford); also to review Aynho, Braunston, Newbold and Ansty. Over the coming summer our aim is to increase sightings at these 18 sites (along with

the 8 above) to get a better understanding of usage patterns in time for further discussions with boater representatives in the autumn.

We found the workshops' lively discussions very constructive while recognising that we weren't able to satisfy everyone present. We hope that people left with a greater confidence that we are genuine in wanting boaters' practical input into critical management decisions about mooring arrangements.

The revised plans for the first 8 sites are illustrated on the appended maps. We have noted comments about the maps in the January consultation paper that people couldn't see how the proposals were different from present arrangements and so the appended maps now show the difference between the existing situation and what we shall be implementing (subject to small changes resulting from discussions with local groups). We have received some extremely useful feedback on design, style and use of colours for our leaflets, maps and welcome signage, which we will take into account when producing the final documents.

General themes common to all sites – these emerged from both written feedback and the workshops

Seasonality & special events

There was considerable discussion on whether it was reasonable or necessary to enforce the same time limits and return rules year round, or whether there is a case for relaxing these during the winter when there is less leisure boat traffic. Most people agreed with this latter point, and we're designating 'winter' as 1st November to the day before Good Friday. As to precisely how we modify the rules for winter, we've debated three options:

- Double the summer limit during winter so that 2 days would become 4 and 7 days 14.
- Set winter time limits for each site individually in consultation with local boaters and angling clubs and consult on these with our Navigation Advisory Group. Note this would mean that there wouldn't be a generic, easy-to-remember rule about winter time limits.
- Relax restrictions in winter, keeping only those in obvious honeypot spots (e.g. outside the museum at Stoke Bruerne) – i.e. time limits revert to the default 14 days.

We've concluded that the last of these options will be simplest and fairest for the coming winter at those sites where shorter restrictions are being introduced during summer 2013. Status quo will remain at all other sites (some have special winter rules, others don't). Using the additional data collected at all sites during 2014 we'll review this and consult further locally and with our Navigation Advisory Group before the final firming up of plans for 2014 and beyond.

Some people were worried that special provisions that we've traditionally made for boating events would be swept away by the changes. This is not the case and we will continue to work with organisers to allow them to optimise use of visitor moorings during festivals and other significant events. Information is communicated via event organisers, the stoppages pages on our website and by local signage. The rules would be suspended during the event and we recognise that boats genuinely moving between events may need to moor at the same places (especially if they are deep drafted) which might be a breach of the non-return rules. We would ask boaters making use of this concession not to panic if they receive an overstay notice, but simply to telephone or email customer services (Customer.Services@canalrivertrust.org.uk, 03030 404040) who will refer the message to the enforcement officer – he or she will then contact the boater to verify the facts and cancel the extended stay charge as appropriate.

We also remind boaters of the process for seeking permission to overstay on any short term mooring – providing you have reasonable cause such as illness or boat breakdown. The first point of contact is the local enforcement officer, contactable via customer services

“Maximum Stay” rules

There is much devil lying in this important detail and it's not an easy call. Having pondered the various comments made at the workshops and in the consultation feedback, we analysed the various options to reach

the final proposal detailed below. There are some principles that we feel are reasonable and useful for informing our decisions:

The aim of the “maximum stay” or “no return” rule is to make the visitor mooring site available for as many different boaters as possible and to be fair in doing so. This means catering for:

- a) boats passing through an area as part of a longer journey – boats that don’t stay long and don’t return very often;
- b) leisure boaters with a home mooring in the neighbourhood who have favourite short itineraries that could include using a visitor mooring for just a day or two quite frequently;
- c) people ‘weekending’ their boats around the network – typically, leaving them moored unoccupied along the towpath, sometimes at visitor moorings for a few days at a time;
- d) roving traders who value the business opportunities presented by visitor moorings in popular areas.
- e) continuous cruisers who remain long-term within a small area

Around the south east there are examples of signage relating to no return rules. Some indicate no return within 28 days and some at Batchworth allow only a maximum stay of 14 days per calendar year. Others say visitor moorings could be used free of charge for up to 14 days per year. We want to phase out this inconsistency.

We considered two options for the format of the rule:

1. Maximum stay X days per visit and no return within Y days
2. Maximum stay X days per visit and no more than Y days in a Z day period.

The proposals in our original consultation document were based on Option 2, where the maximum stay time in any one visit reflected the longest stay zone in the mooring area. The maximum stay in any one calendar month was either 8 or 14 days, depending on the permitted stay length in any one visit. The feedback from the consultation and discussions at the workshops indicated that we hadn’t made a convincing case for choosing this option, so here is our reasoning.

Using a few examples we explored the implications of similar-sounding rules expressed for each of the two options, in particular looking at how many days’ stay each option would offer over a period of four months and the allowable frequency. Conclusions were as follows:

Option 1

“Maximum stay X days per visit and no return within Y days”

This is probably the easiest to understand, and what is most familiar in the car parking context. The people most disadvantaged by a small value of Y are likely to be in groups (b) or (e) as it would rule out frequent very short visits. It also allowed marginally less total time at the site, which in the context of lack of conviction by many respondents of the necessity of introducing new rules, did not seem to be a good idea.

Option 2

Maximum stay X days per visit and no more than Y days in a Z day period

There are two main variants of this – either ‘no more than Y days in a calendar month’ (our preferred option) or ‘no more than Y days in any 28 day period’. We think that the calendar month concept is clearer and simpler and is easier to recall for people who don’t keep detailed cruising logs.

So maximum stay in any one calendar month remains our choice as the most clear and simple to apply. It allows flexibility for boaters, regardless of what type of cruising pattern they follow. Continuous cruisers must, of course, follow the Guidance for Boaters without a Home Mooring.

We can include this topic in our autumn review of the pilot sites using data collected from the site monitoring.

Multi-zone mooring areas

Where the canal passes through a town or larger village, a single rule through the whole length may not be appropriate and some subdivision into zones reflecting their relative popularity is needed.

Looking at the plans as modified at the workshops, they appear to fall into two categories:

- a mix of stay time zones up to a maximum of 7 days (“**short stay**”) – this applies to Foxton, Oxford, Stoke Bruerne, Batchworth
- a mix of stay time zones, including an area of 14 days (“**long stay**”) – applying to Banbury, Thrupp, Marsworth, Berkhamsted

Stay time Zones in Area	Max Stay in Area in a Single Visit *	Max Stay in Area in any Calendar Month
<i>Short Stay Areas</i> Mix of 1, 2, 7 day zones – up to a max of 7 days	Equals the longest stay time zone in the area (eg 2 or 7 days)	10 days
<i>Long Stay Areas</i> Mix of 1, 2, 7 day zones – plus one or more 14 day zones	14 days	14 days

Example: Batchworth is a short stay area, so you can remain there on a single visit for up to 7 days, which can be spread between different zones (you must of course respect the time limits for each zone). You can return to Batchworth, but not spend a total of more than 10 days there in any calendar month.

Example: Banbury is a long stay area. You can visit Banbury and stay at a 2 day mooring and return up to 7 times in a calendar month

Extended stay charge

We didn't observe that much detailed feedback on the operation of this, other than collection methods. We're confirming that the proposal remains as in the consultation document. Perhaps a clearer way of explaining it however is that 'you may moor free of charge for the period specified, but after this, a daily charge of £25 applies'. It's worth noting that the concept isn't completely new and is already in operation in some locations around the network. In London, we are regularly invoicing for extended stays at visitor moorings where existing signage advertises the charge.

Some people disliked the idea of invoicing for charges, preferring instead on site collection or payment by mobile or internet as is commonplace for car parking. We can understand that this would appear to be the logical route, but in the short term and certainly until we know the likely frequency with which charges are likely to apply, the economics just don't stack up. We hope that people will not incur charges, so the resulting revenue will not be large – and during the pilot year at least it certainly won't be sufficient to offset the setup costs for onsite collections.

The invoicing route appears to us to be the most painless for boaters – you would have advance warning and notification of when charges had accrued, but more generous payment terms than applies with onsite, on-the-day collection.

Shopping moorings

We are including very short stay areas close to supermarkets etc. and these will be signed as maximum stay of 2 or 3 hours. Since experience so far seems to be that boaters generally respect these shorter time limits, we don't think it's necessary to put special monitoring in place to check more frequently than usual.

Trade/business boat operators

Phil Spencer and Susie Mercer from our Boating Trade Team have been considering the particular needs of their customers in the light of the consultation feedback and discussion at the workshops. As a result, time limits and return time rules are to be applied as follows:

- **Holiday hire boats** – these will be subject to the ‘per visit’ stay times as signed (e.g. 2 days, 7 days) but will not be subject to the ‘cumulative days per month’ limit (e.g. no more than 10 days in any calendar month). The reason for this is that by their nature hire boats may well revisit places but with a new group of hirers. We – and we think many boaters – appreciate the need for hirers to enjoy their experience of the waterways. Our view is that many of them go on to become boat owners (or regular hirers each year).

Hire boats must not be left on visitor moorings by the operator when not out on hire, except when being moved from base to base, typically after the end of their season or just before the next one starts.

- **Day hire boats** – these will be exempt from time limits as the boats (but with different people) use the same moorings for parts of days in a row in times of high booking. Their typical stay time on a visitor mooring is probably less than 2 hours (because the whole point of taking a boat out for just one day is to cruise, not moor). The Boating Trade Team will provide a list of day hire boats likely to be using a given mooring to the local enforcement staff and volunteer monitors. The number of these boats is very small and in the wider scheme of things, their impact will be negligible. The users of these boats also need to be encouraged as they are potential future boat owners or hirers.
- **Roving trading boats** – these provide strong interest and attraction to visitor mooring sites and we accept the case for making stay rules a little more generous – possibly allowing them to stay at 2 day locations for 4 days. There would need to be conditions to any concession, such as limiting (say to 2) the number of roving traders moored at a 2 day visitor mooring site at any one time, with places going on a first come first served basis. If further traders turned up they would have to move on to another location. This would require trading boats to look at the licence types displayed by other boats, but in the main they know who the others are. We want more time to consider this and will discuss further with roving trader representatives.
- We are not aware of any other kinds of any other business craft wishing to use these sites at present. We understand that the Regulated Traders (largely coal and service boats) do not require any special exemptions and we are not aware of any passenger boat operations wishing to use these moorings overnight at present.

Site monitoring

Daily monitoring is critical for establishing the new rules and we have made budget provision⁴ for employment costs to cover the first sites to go live during the summer of 2013. As mentioned in the consultation paper, we wish to test different approaches as soon as possible, including the use of volunteers. Encouraged by demand for volunteer lock keeper opportunities, we are now advertising for volunteer visitor mooring rangers. The advert appears in the voluntary pages of our website:

<http://canalrivertrust.org.uk/volunteering/opportunity/OPP0001148/volunteer-visitor-mooring-ranger-7-locations-in-the-south-east> A copy of the advert is appended.

⁴ This will be funded from the £0.5 million p.a. (2013-2016) that at the request of Trustees, our executive has established for improving towpath mooring capacity management in hotspot areas of the network.

Mooring rings

Strong demand was expressed through the consultation for an increase in provision of mooring rings, and at closer /more consistent spacing than currently applies. The waterway team will certainly look to provide rings where there are none, perhaps looking at fundraising and to volunteers to support the work. There has been no standard for the spacing of mooring rings and it generally varies between 5m and 10m. Please drop an email to enquiries.southeast@canalrivertrust.org.uk to let us know of a site that needs rings or more rings.

Signage and making information easily available

There were some requests for the totem signs showing maximum stay times to be much taller and for the information tiles to be displayed on side as well as front facing edges so they are more easily visible from the boat when approaching a site. Against this, signs may be subject to heritage assessments and planning rules so in practice we are constrained. We know that it is really important to publicise local rules and are budgeting for local leaflets for this purpose. We will look into installing leaflet boxes on site if this seems the best/only option for a particular site.

Boating etiquette

Discussion on this subject at one of the workshops developed from suggestions that boaters should be more prepared to shuffle up at visitor moorings to accommodate more boats; e.g. moving up to fill a gap after a departing, say, 45ft boat so an arriving 60ft boat can get in further along. This is not something that can sensibly be legislated, rather it's just one example of considerate boating behaviour. People referred to the waterways code and suggested that this needed more promotion. Relevant information is published at <http://canalrivertrust.org.uk/boating/navigating-the-waterways/considerate-boating>. Suggestions for what would constitute an effective campaign would be welcome. Please email your suggestions to considerateboaters@gmail.com and our Navigation Advisory Group Chair, Mike Annan, will collate them for discussion within the group and advise us accordingly.

Additional idea for encouraging compliance with stay times

We are impressed by an idea outlined by Reg Whittall, a continuous cruiser for a simple calendar/clock disk which boaters would place in their windows when staying on a visitor mooring to display their arrival time and date. Other boaters would then be able to see how soon they'd be moving on. In his presentation of the idea, Reg says "*There are a number of occasions in life when a person might be tempted to break the rules. When a normally law abiding person feels emboldened to break a rule, there are normally two common elements. Firstly, the degree of deliberate deceitful action that is required and secondly the perceived likelihood of getting away with it. Rules that require almost no deliberate action to break allow the perpetrator to fool themselves into believing that they are not really doing anything wrong and avoid the unpleasant feeling of guilt. In this sense, Visitor Moorings present an ideal environment for normally law-abiding people to 'cheat'.*"

The idea has been debated within a few of the boater meetings hosted by John Sloan and on internet discussion forums. Naturally there are mixed views, but we feel it is something we should consider and test in one or two localities. We'd welcome volunteer input to the planning of this. We see it as a supplement to the formal process but one which over time might help us to reduce the cost of monitoring and enforcing stay times.

What changes have come out of the consultation process?

As a result of our listening, there are changes between what we now plan to do compared with what was in the January consultation paper. The main changes are

- We are relaxing rules between November 1 and Good Friday each year
- We have provided a more detailed explanation of our rationale for the choice of return rule format
- We will proceed at only 8 of the 22 sites this year and review other sites later in the year with the additional data collected over the summer.
- There are changes at some of the 8 sites from the previous proposed new mooring arrangements. We have produced maps for these sites showing the revised plans and how they differ from the status quo. To see how the plans have been changed from the original consultation paper, please compare the maps with the table on page 4-6 of [the paper](#).
- We are giving increased priority within our regular data checking programme to collection of daily data at visitor mooring sites on a periodic sampling basis

Next steps

We will now work to implement what is in this paper – at some stage, consultation has to stop and we have to get on with managing the waterways. We will undertake further informal consultation very locally and with the Navigation Advisory Group as the implementation work throws up further issues. Our planned work programme is set out below.

We will endeavour to give at least 28 days' notice of the effective date of implementation of any new rules. Notice will be communicated via the website, Boaters Updates and on-site information.

May – August 2013

Phase 1 sites: Foxton, Banbury, Thrupp, Oxford, Stoke Bruerne, Marsworth, Berkhamsted, and Batchworth.

- Agree final design of information leaflets and print
- Final testing of new hardware, software and monitoring process
- Recruit and train rangers and co-ordinators
- Install new signage and update existing
- Recruit 'interim' rangers for phase 2 sites
- Start gathering daily site use data for these sites

November 2013

- Prepare report on visitor patterns for the 8 sites in phase 1.
- Prepare report on effectiveness of process for the phase 1 sites
- Analyse site use data of other sites for phase 2
- Convene workshop to review summer 2013 outcomes and review priorities for 2014

Sally Ash & Jeff Whyatt
8/5/13

APPENDICES

1. Volunteer Visitor Mooring Ranger – copy of [advert](#)

Location: multiple locations across the South East Waterway

Activities: Customer Service, Practical, Recording & Monitoring

Start date: Anytime

Reference number: OPP0001148

Improving the visitor experience at our most popular visitor mooring sites across the South East, you could be the friendly face of our waterway at Foxton, Stoke Bruerne, Marsworth, Berkhamsted, Batchworth, Banbury or Oxford.

This challenging volunteer role will involve distributing 'Welcome Leaflets' to boaters, advising them of the local mooring arrangements and taking daily recordings of all the boats visiting a particular area. You'll be using our latest equipment, recording important information with a smart phone and an easy-to-use app, and a CRT Boating Coordinator will provide you with all the support you'll need.

It's a great opportunity for anyone who enjoys walking, meeting people and being outdoors, and who wants to help support the Canal & River Trust in this practical, hands-on role. You would need to be aged 18 years+ and it would be ideal (for example) for students who are looking for volunteering experience during the summer holidays, or as part of a gap year.

Benefits

This is a great opportunity to have a positive impact on your local waterway in a number of essential areas:

By helping visitors to moor close to popular locations,

By helping to reduce unauthorized overstay,

By helping local people and businesses to benefit from visitor numbers,

By increasing the satisfaction of the boating community at large.

Skills Required

Ideally you'll have local knowledge and an interest in the waterway and the surrounding area, but this is not essential.

Most important is the ability to communicate and help others, with a friendly and outgoing manner.

You'll need some flexibility, being prepared to work on your own or with others.

Enjoyment of working outdoors is important, whatever the weather - possibly for up to two or three hours a day (depending on the location and your availability).

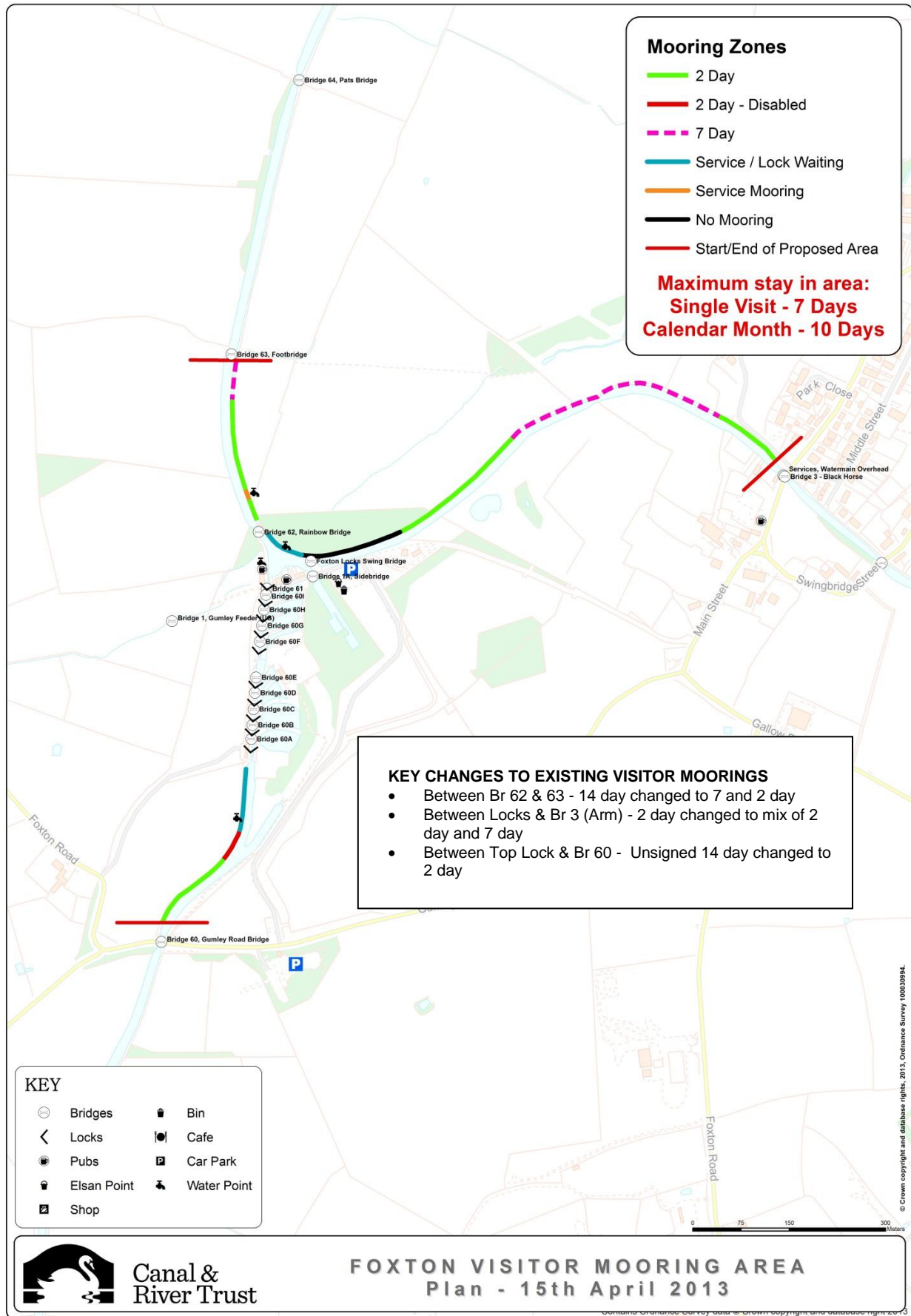
A basic knowledge of IT applications would be beneficial, although full training will be given.

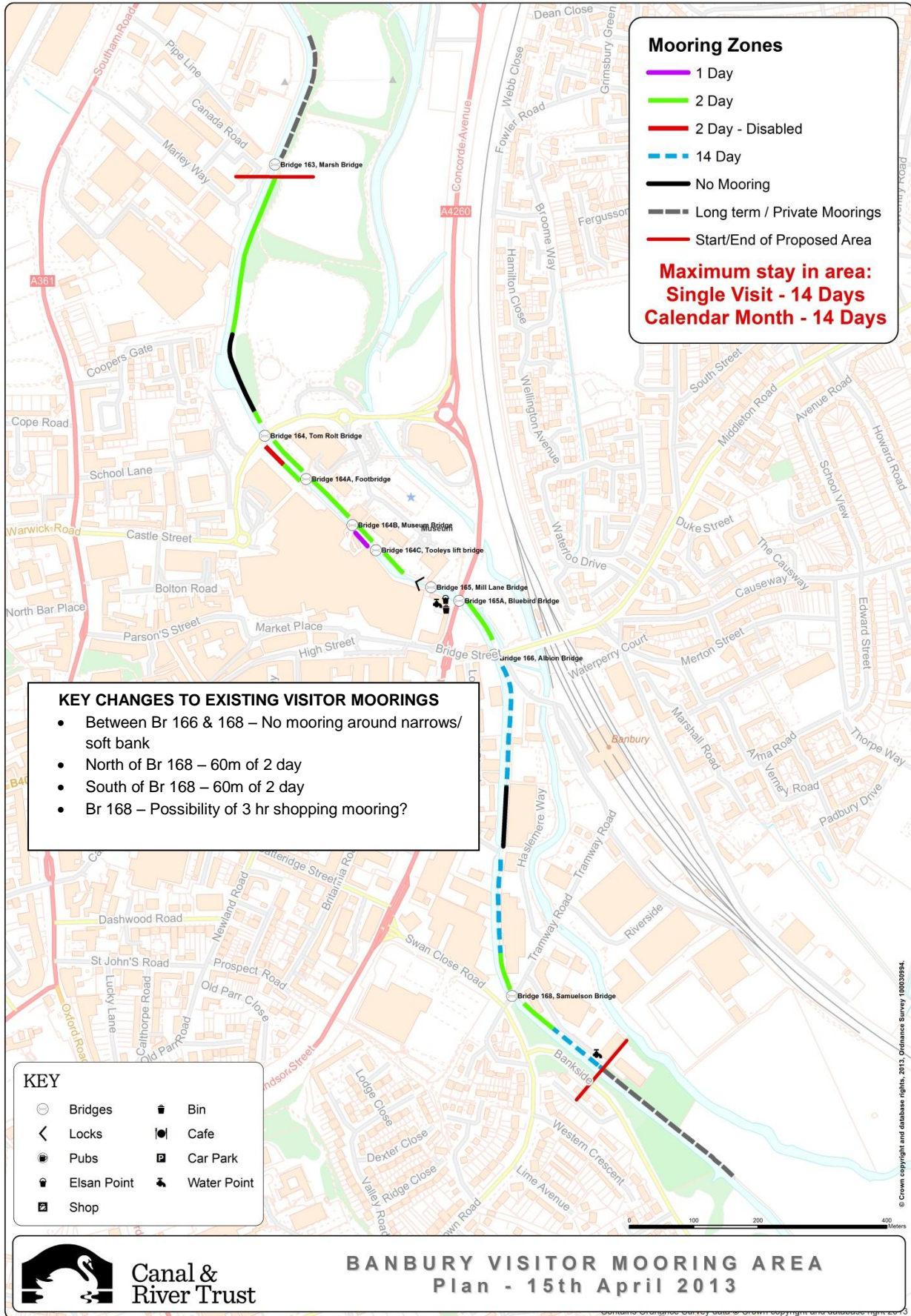
We will provide relevant safety advice and provide you with a uniform and necessary equipment.

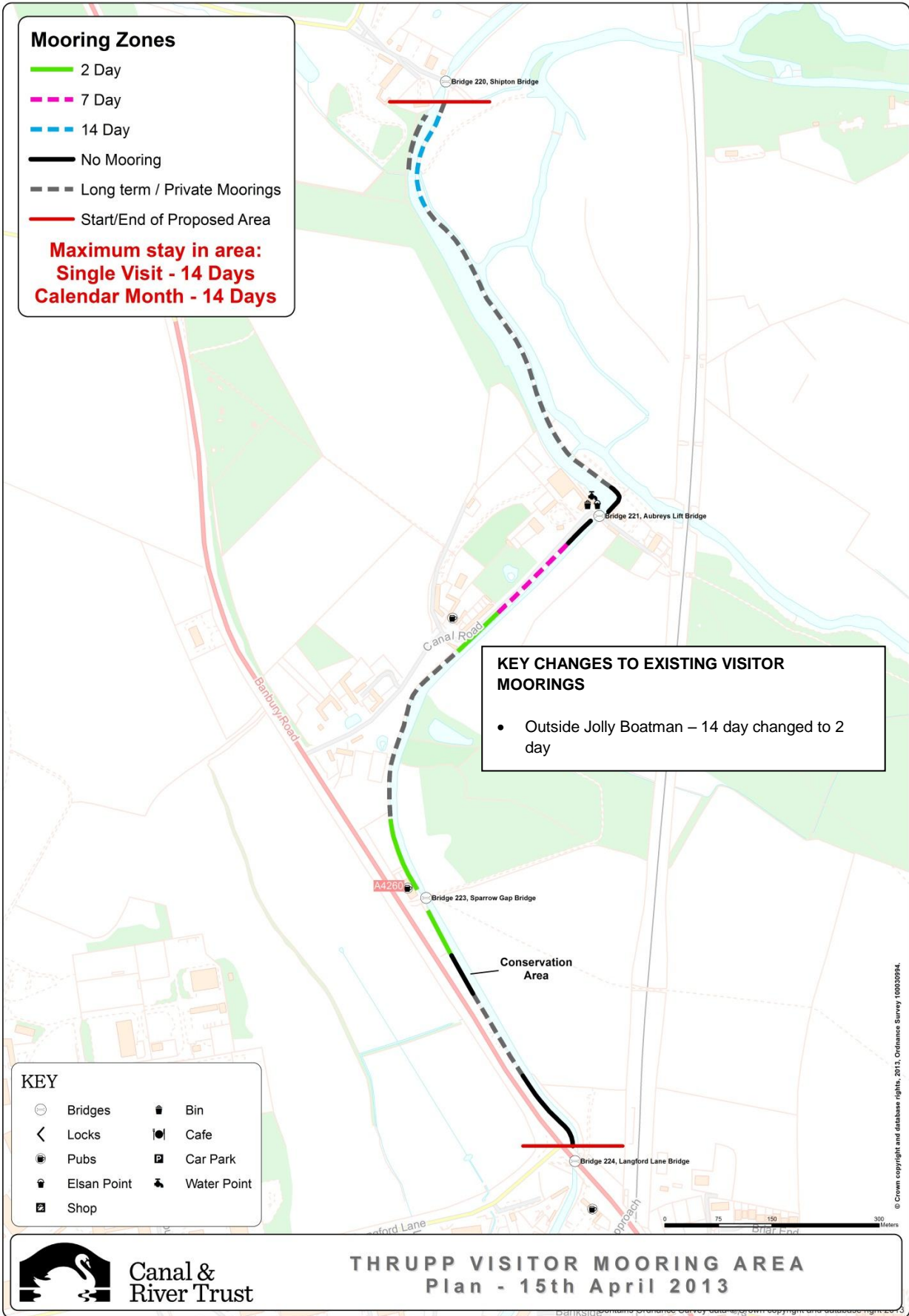
Reasonable out-of-pocket expenses can be claimed.

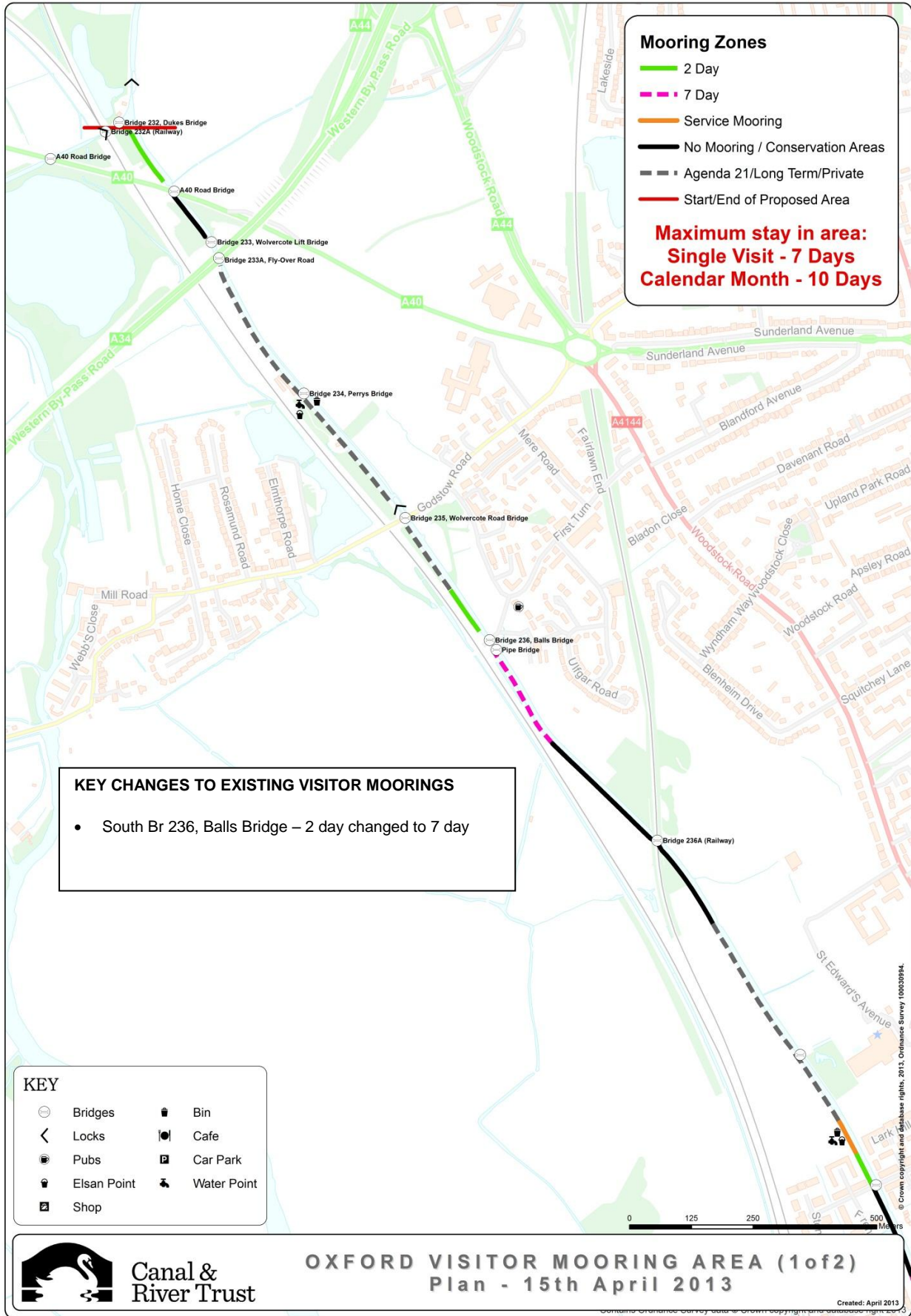
<http://canalrivertrust.org.uk/volunteering/opportunity/OPP0001148/volunteer-mooring-ranger-1-of-7-locations>

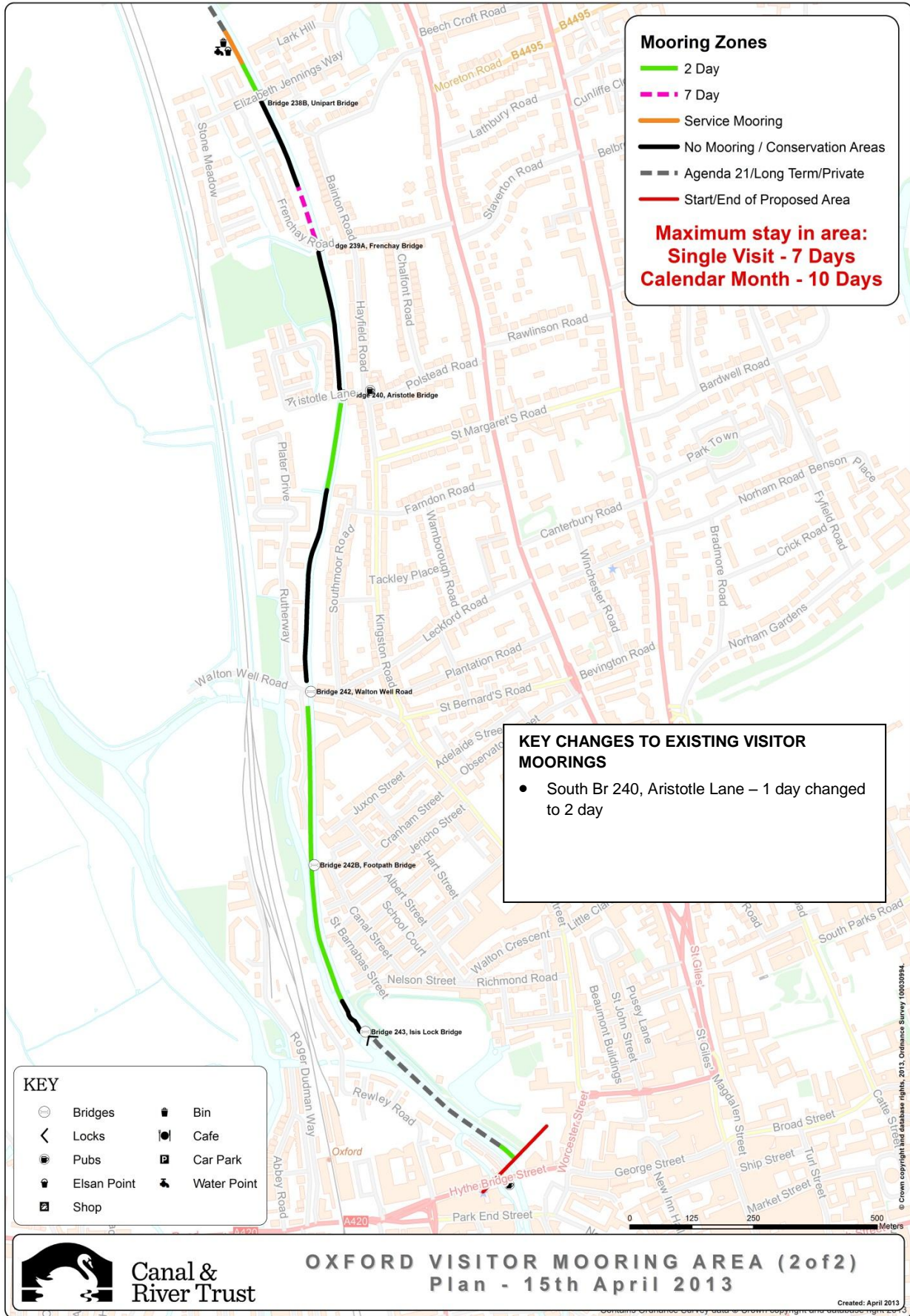
**Appendix 2 – site maps showing changes to plans resulting from consultation for:
 Foxton, Banbury, Thrupp, Oxford, Stoke Bruerne, Marsworth, Berkhamsted & Batchworth**

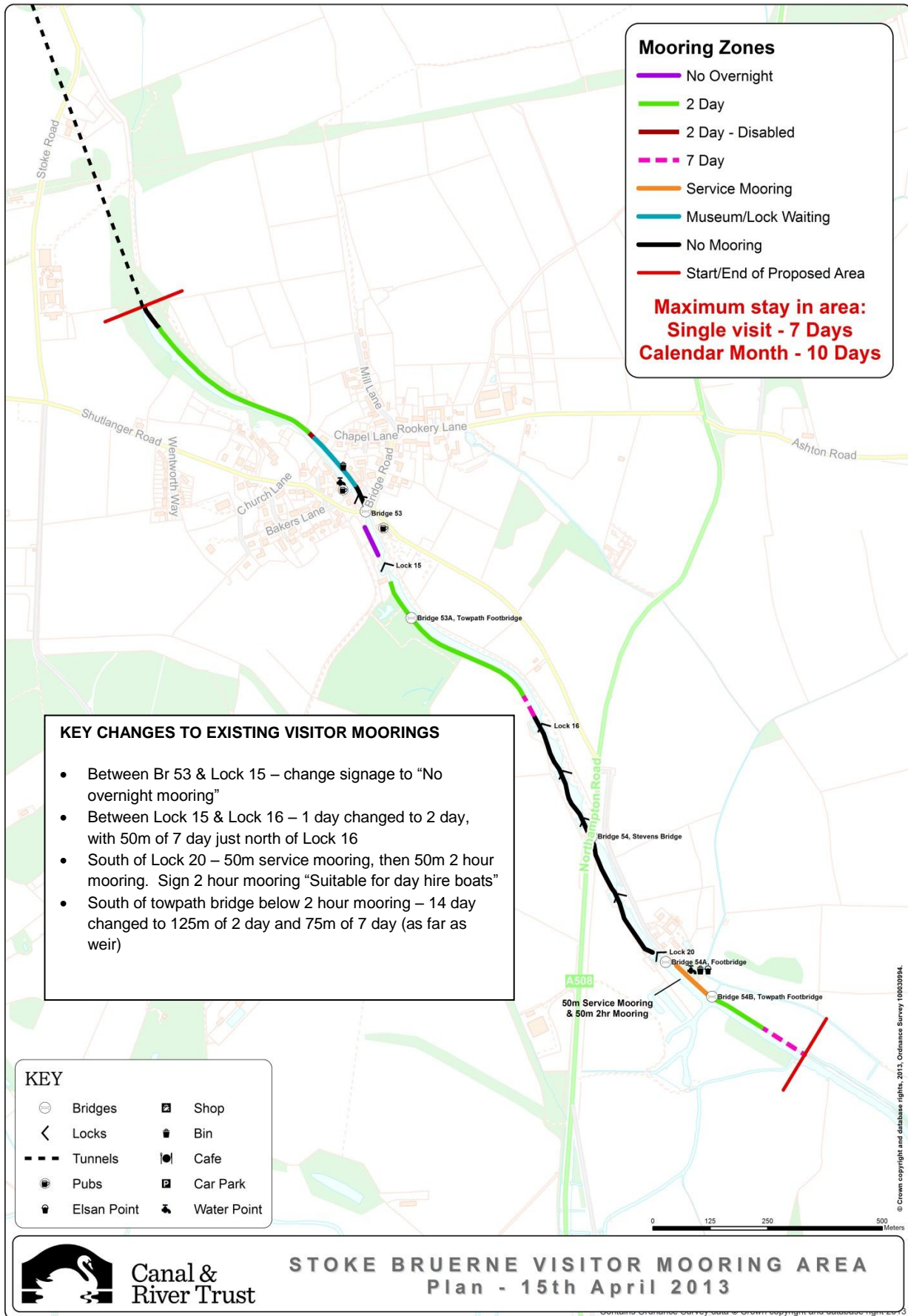


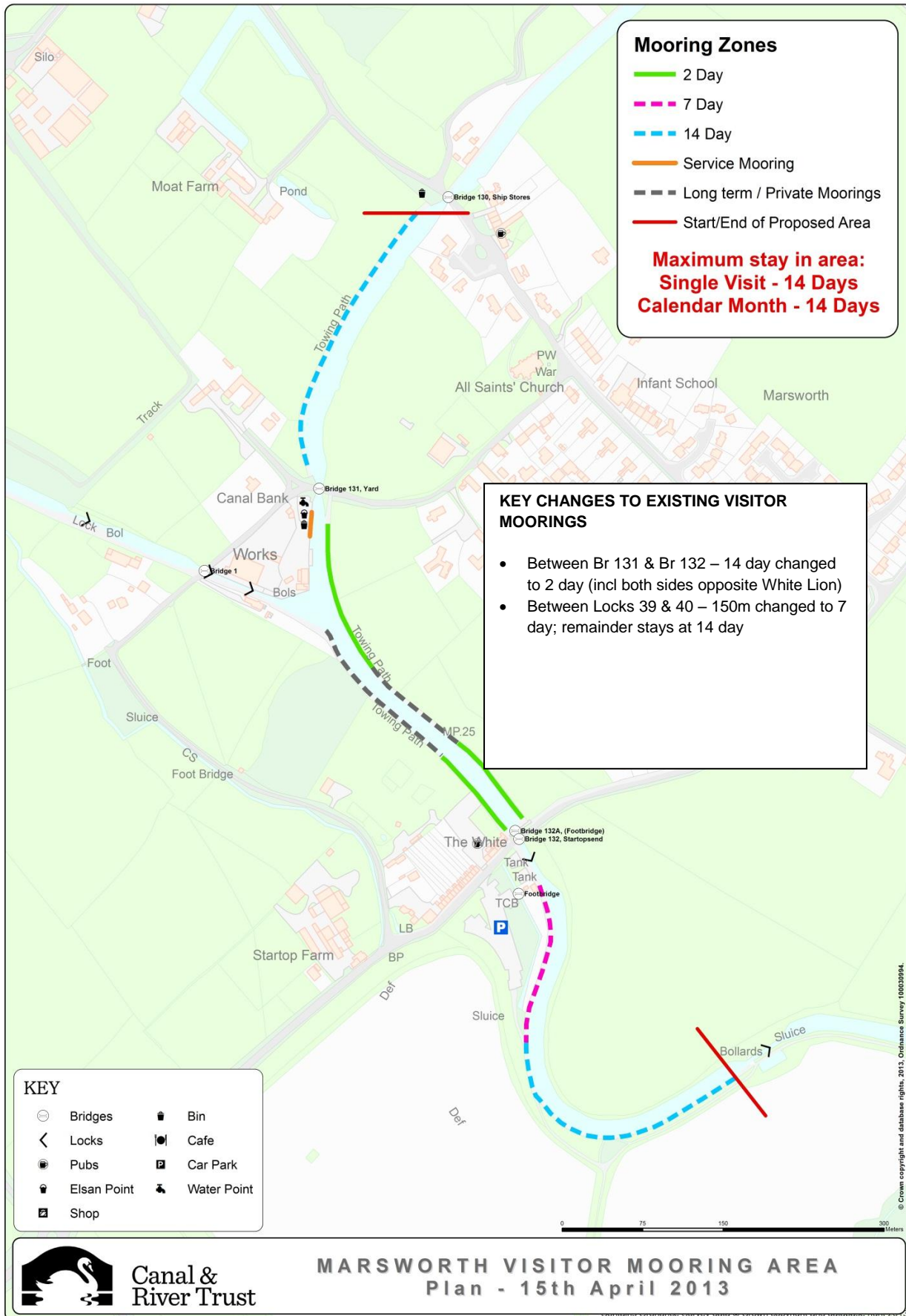




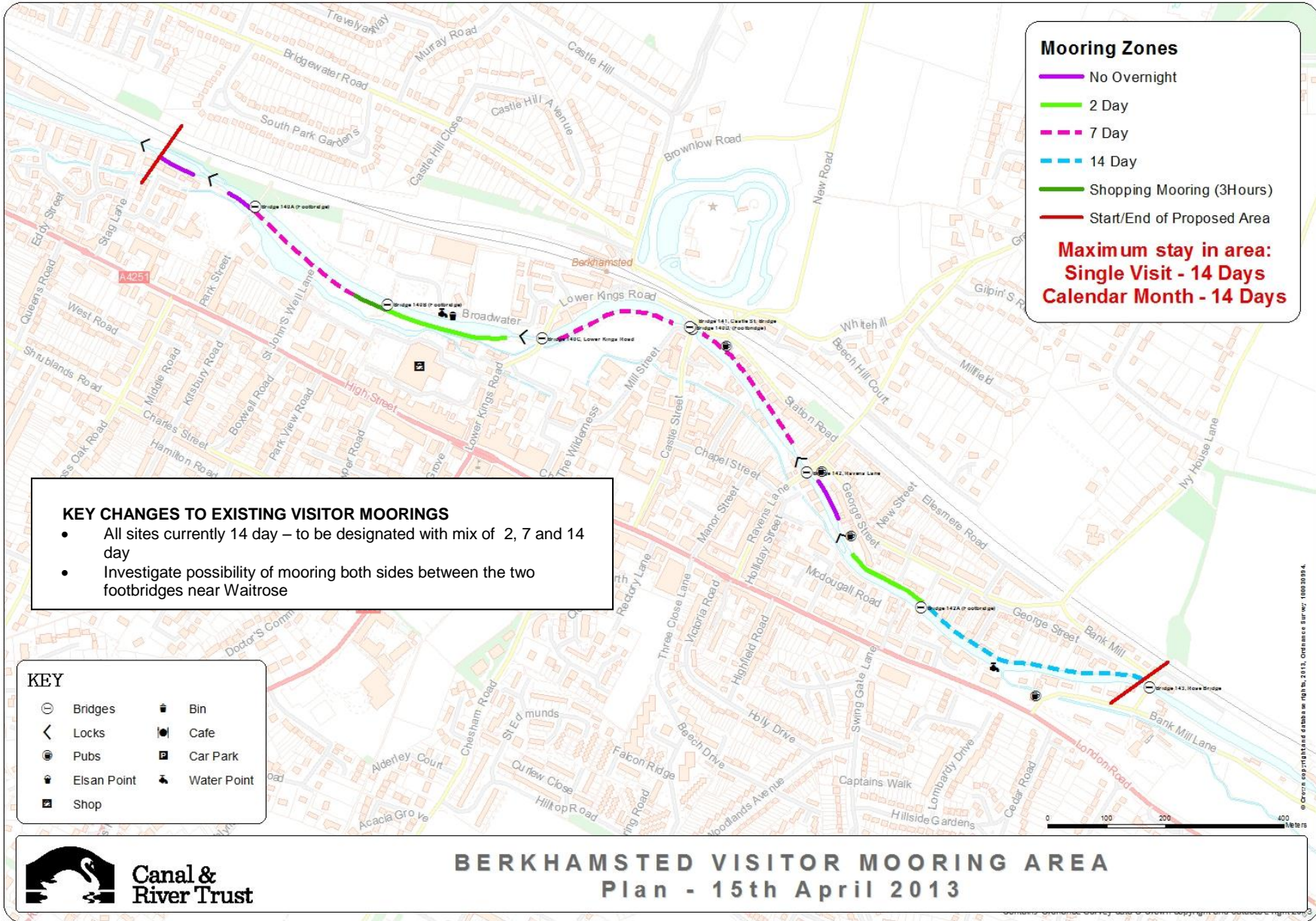








MARSWORTH VISITOR MOORING AREA
Plan - 15th April 2013



Mooring Zones

- No Overnight
- 2 Day
- - - 7 Day
- - - 14 Day
- Shopping Mooring (3Hours)
- Start/End of Proposed Area

Maximum stay in area:
Single Visit - 14 Days
Calendar Month - 14 Days

KEY CHANGES TO EXISTING VISITOR MOORINGS

- All sites currently 14 day – to be designated with mix of 2, 7 and 14 day
- Investigate possibility of mooring both sides between the two footbridges near Waitrose

KEY

	Bridges		Bin
	Locks		Cafe
	Pubs		Car Park
	Elsan Point		Water Point
	Shop		



BERKHAMSTED VISITOR MOORING AREA
Plan - 15th April 2013

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