



**Canal &
River Trust**

Making life better by water

The Kennet & Avon Canal

Canal Heritage Lottery Fund Partnership
(HLFP)

Annual Report

April 2019 to March 2020

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Executive Summary

This report summarises maintenance and operation expenditure on the Kennet and Avon Canal, as divided by Local Authority Area, for business year 2019 to 2020. The report sets out information that fulfils the Trust's reporting obligations as outlined in the HLF (Restoration of the Kennet and Avon Canal) agreement.

As the report is for the period of April 2019 to March 2020, the impact of Covid-19 on the organisation, its finances and operational output is not covered.

Role and Objectives of the Canal and River Trust

The Canal & River Trust (the Trust) was established in July 2012 and has guardianship of 2000 miles of canals, rivers, docks and reservoirs in England and Wales, in addition to a number of historic buildings, archives and three waterway museums. These valuable assets are recognised as a national treasure and local haven for both people and wildlife, which the Trust manages on behalf of the nation.

Over the last two years the Canal and River Trust has been working on rebranding itself as a charity for the waterways and wellbeing, guided by the Trust's Chief Executive Richard Parry, and has moved across to a new regional structure to support this development.

Our research shows that spending time by water, whether it be your lunchbreak, daily commute or just a weekend stroll, really can make us feel happier and healthier.

With ever increasing rates of obesity, stress and declining mental health in the UK, the Trust is uniquely placed to make a significant contribution to improving the physical and mental wellbeing of millions of people. Our canals and rivers run through some of the most heavily populated communities in England and Wales, providing accessible green and blue space where it's needed the most.

The Trust works with volunteers and communities to transform canals and rivers into spaces where local people want to spend time and benefit from our free, accessible and local source of wellbeing. We continue to safeguard the nation's waterways, striving to make life better for millions of people across England and Wales.

Our work involves not only looking after our waterways, but promoting them widely to the eight million plus people who have waterways on their doorstep so that many more people benefit from our free, accessible and local source of wellbeing.

The Kennet & Avon Canal: Key Statistics

The following tables summarise key statistics about the Kennet & Avon waterways, including the numerous engineering, environmental and heritage assets which are managed by the Trust.

Canal length in each area		Kilometres
Reading	River Kennet: London Street to Fobney lock	3
Reading	Fobney Lock to the boundary	2
West Berkshire		43
Wiltshire		65
Bath & North East Somerset	Boundary to the River Avon	9
Bath & North East Somerset	River Avon to Hanham Lock	18
Total		140 km

Assets	Bath & North East Somerset	Wiltshire	West Berkshire	Reading	Total
Locks	12	57	34	3	106
Bridges	42	90	78	12	222
Aqueducts	2	8	2	0	12
Tunnels	2	3	0	0	5
Reservoirs	0	0	0	0	0

	Bath & North East Somerset	Wiltshire	West Berkshire	Reading
Conservation areas	5	8	8	0
Non-statutory wildlife sites	Entire canal corridor	c. 10	c. 14	4
SSSI	5 (in or adjacent)	3	6	0

Permit holder moorings	26	41	36	2
Visitor moorings	17	28	12	0
AONB	Cotswolds AONB	North Wessex Downs AONB	North Wessex Downs AONB	
Heritage Sites (See Appendix 2)	1 World Heritage Site, 5 Grade II*, 2 historic Parks and Gardens, 6 Grade II, 1 Scheduled and Grade 1 Aqueduct	1 Scheduled lock flight, 1 Grade 1 Pumping Station, 1 Historic Battlefield, 1 Grade II*, 9 Grade II	1 Scheduled Lock, 2 Scheduled and listed Locks, 7 Grade II, 1 Grade II*	

Funding and Finance

Funding streams remain as reported in previous reports. Income is derived from the following sources:

- individual donors and corporate sponsors;
- commercial income including revenue from the licensing of boats, moorings and angling; and revenue from property and utilities;
- grants from the other organisations e.g. HLFP; and
- an eleven-year contract with government.

The Trust also receives £115,700¹ from a maintenance agreement with Bath and North East Somerset, West Berkshire and Wiltshire Councils. This council funding is incredibly important and enables us to carry out critical maintenance work, and improve towpaths and structures for the benefit of the local communities and visitors to our waterways.

Many individuals and organisations are supporting the Canal and River Trust on both local and national levels. The Trust has been able to raise funds to address local, specific issues. With respect to grants and contributions from other organisations, the Trust is similarly continuing to explore new opportunities all the time. For example, we hope to secure funding to improve the towpath conditions along the eastern end of the Kennet & Avon Canal.

The Trust is proactive in utilising its property assets and joint venture vehicles to bring forward land to deliver regeneration, wider benefits to the community and to attract private sector investment. As a charitable trust, all net rental income and capital receipts generated from our property estate and other commercial activities are used to maintain the waterways.

¹ The maintenance agreement funding is divided as follows:

Bath and North East Somerset	£20,000
Wiltshire	£70,000
West Berkshire	£25,700

Expenditure – Kennet & Avon Waterway April 2019 to March 2020

The Canal & River Trust has undertaken an analysis of what was defrayed on the Kennet & Avon waterway in the 2019/20 financial year, on activities ranging from lock repairs and vegetation management to bank and weir maintenance. In 2019/20, the cost to the Canal and River Trust of operating and maintaining the Kennet and Avon Canal was **£6.1 million**.

The Trust is also now operating on a flat cash policy and needs to be able to maintain the high standards of waterway management, whilst at the same time, reducing spending in line with inflation. Therefore, the Council contributions to maintaining the K&A Canal remain vital in helping us achieve this. Some of the Enterprise projects the Trust delivered in B19 as a result of this funding were towpath improvements in Devizes and Newbury, as well as towpath works and bank protection at Bathwick.

Maintenance works along the canal are prioritised every year, taking account of factors such as public safety, structural condition, amenity and usage. This being the case, the proportion of total expenditure in each Local Authority area varies from year to year, depending on current priorities. Note also that each of the Local Authority areas is different in both length and number of principal assets (bridges, locks, aqueducts, culverts etc.) that fall within its boundaries (see Key Statistic information, above).

The figures below have been taken from the Canal and River Trust's accounting system and summarise the breakdown of last year's spending in each local authority area:

	West Berkshire (£)	Wiltshire (£)	Bath & North East Somerset (£)	Total K&A (£)
K&A Work Orders	791,874	892,426	323,428	2,007,729
CSI Projects	15,549	23,504	9,763	48,816
Enterprise Projects	19,527	315,216	127,950	462,693
Total	826,950	1,231,147	461,141	2,519,238

K&A Overheads P1-P12	623,566	942,600	391,541	1,957,707
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Priority Projects:				
Crofton Pumping Station Improvements		464,677		464,677
K&A Culvert 9	-935			-935
K&A Pumping Resilience	63,327	95,727	39,763	198,817
Froudes Culvert, Culvert 3 Repair	994,643			994,643
Harris Lock Forebay Repairs EMERG		-29,292		-29,292
Martinslade Bridge		24,010		24,010
Culvert CCTV Inspection Prog 2019-20		494		494
Bridge 83 Replacement	1,239			1,239
Milkhouse Embankment Badger Exclusion		2,598		2,598
Avoncliff Embankment 95 Subsidence		1,438		1,438
Honeystreet Embankment Badger Exclusion		1,547		1,547
K&A Long Pound Dredging	420			420
K&A Bath Flight Dredging			5,945	5,945
Total	1,058,693	561,198	45,708	1,665,600

Total	3,509,209	2,734,945	898,391	6,142,545
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Advisory Boards

Across the Trust we continue to work with six advisory boards, in addition to Bwrdd Glandŵr Cymru in Wales, all of whom support us in shaping our regional direction and strategic programmes. They guide the Trust's decisions in developing local engagement and forming new partnerships, advising us on spending and external funding, whilst also championing the interests of their local waterways.

The South West Regional Advisory Board provides a crucial role in guiding the Trust's strategic priorities for the Kennet & Avon Canal and continues to support and review the waterway's two strategic programmes at advisory board meetings. Members also play an important role in advocating the Trust amongst key external partners and stakeholders.

The key aims of the South West Regional Advisory Board for 2019-21 are:

1. Developing relationships with key 'health and wellbeing' partners
2. Promoting waterways as the 'natural health service' by encouraging use and activities on the canal corridor
3. Building relationships with education trusts and consultation with young people
4. Connecting with key communities near our waterways, particularly in areas of deprivation through improved links with councils, voluntary organisations and community groups
5. Continue to sustain links with canal societies and key regeneration and restoration schemes
6. Help identify, promote and support community-based events
7. Support initiatives to enhance volunteering
8. Promote the Trust amongst regional 'economic driver' organisations – LEPs, regional bodies, Great Western Powerhouse
9. Promote 'destination' plans and enhanced 'welcome' facilities
10. Encourage and support businesses on and alongside the canal
11. Support Trust work on growing tourism and the rural canal network as a 'connective corridor' for visitors
12. Support work to achieve and sustain Green Flag status across SW network
13. Identify initiatives that enable the Trust to become carbon neutral as an organisation and encourage waterway users and to take action in response to the climate emergency
14. Identify new cultural and heritage projects and partnerships

Our Strategic Programmes

In 2019 we launched two short-term strategic programmes based on the Kennet & Avon Canal: 'Communities on the Western K&A Canal' and 'Making a Difference Locally on the K&A Canal'. We held study days with partner organisations and the local authorities in order to help develop the programmes and find ways in which we could work collaboratively.

Communities on the Western K&A Canal

The initiative's purpose is to improve conditions along the western end of the Kennet & Avon Canal (between Hanham Lock and Bradford on Avon) with a canal and towpath which is materially fit for purpose and an environment of respect and consideration exists between all communities in order to enhance the wellbeing of all.

Amongst the key aims of this programme is to work closely with the local authorities, police force and Julian House to monitor and resolve any issues of towpath and canal misuse, anti-social behaviour, mooring abuse and high boat density. In 2020/21 we will employ two new Rangers to assist the project and deliver a clear towpath policy, as well as ensure mooring time limits and correct cruising requirements are respected. Key to achieving our aspirations will be effective collaboration with our partners and the local authorities.

Making a Difference Locally on the K&A Canal

This programme aims to celebrate and enhance the local treasures on the Kennet & Avon (K&A), with a focus on improved brand awareness through the Great West Way programme. It looks to develop wellbeing opportunities for the benefit of the community, to improve visitor experience at key hubs along the canal and to increase visitor numbers and footfall both on the towpath and on the water in the form of unpowered wellbeing activities.

Our status as a key partner in the Great West Way partnership allows us to promote the canal locally and globally as a green and blue corridor, providing numerous wellbeing opportunities and a route by which you can explore key cities and destinations in the South of England. It also enhances brand awareness of the Canal and River Trust as the custodian of the waterway. Through this project we also hope to capitalise on opportunities for mutual promotion through our Great West Way partners.

Progress in 2019/20

From April 2019 to March 2020 the Wales & South West team underwent internal considerable change, including the welcome of new Regional Director, Mark Evans, previously Waterway Manager for the Kennet & Avon and Bridgwater & Taunton Canals. As a result the programmes underwent some revision mid-year, however significant progress was made.

Below is a summary of some key projects and activities which took place during the year:

- Caen Hill youth engagement project and Jubilee Woodland Forest School
- K&A study day and series of meetings were held with key partners and local stakeholders who support the western K&A project

- Developed crucial relationships with members of the local police force and local authorities
- Worked closely with Julian House to resolve issues and support the local boating community
- Continued delivery of the Waterspace partnership
- Joint promotion through GWR Discovery Pass
- Distributed Trust material at over 200 partner locations
- Promotion of the Trust in Great West Way material and development of waterway maps (to be distributed in 2020/21)
- New welcome & interpretation signage along the full-length of the canal, including dual-branded Great West Way signage and waymarking
- Improved customer facilities at Kintbury
- Towpath improvement works at Devizes, Newbury and Bathwick (including bank protection)
- Globe Garden Project
- Dundas Crane Restoration
- PPL funded 'Let's' activities



K&A Enterprise Projects FY (2019-20)

- Devizes towpath phase IV - towpath improvements between London Road and Coate Road (Wiltshire Council)
 - Expenditure B19 - £315k
 - Income B19 from Wiltshire Council – £280k
- Bathwick Towpath, Bath - bank protection & towpath improvements between Bathwick Hill and Cleveland House (B&NES Council)
 - Expenditure B19 - £125k
 - Expenditure B20 - £140k
 - Income B20 from BANES and partners - £96k
- Newbury Towpath S106 - £402k towpath improvements between bridge 57 (A339) and Ham bridge (West Berkshire Council)
 - Expenditure B19 - £19k
 - Expenditure B20 - £406k
 - Income B19 from S106 Wiltshire - £10k
 - Income B20 from S106 Wiltshire - £393k

Towpath and Bank Improvement Works (2020/21)

- Bathwick Towpath P11221/1
- Avoncliff Embankment subsidence P/11503
- Newbury Racecourse bank protection P/09-403/1
- Newbury to Hambridge Road (S106)
- Fobney Lock landscape improvements (Reading BC)
- Colthrop to Midgham Lock works (West Berkshire)
- KA-087-008 Devizes Towpath phase V (2021/22)

Planned Future Works

K&A Priority Projects FY (2021-24)

- KA-000-000 Pumping Resilience
- KA-106-017-R Avoncliff Embankment 95 Subsidence: Embankment Stabilisation
- KA-074-014-R Honeystreet Embankment Badger Exclusion: Exclusion of Badgers from Offside Embankment
- KA-044-001 Bridge 83 Replacement: Replace life expired understrength accommodation bridge
- KA east Lock Approach Dredging. Dredging FL's to be determined
- K&A Barlow Rail Footbridges Replacement: Replacement of life expired towpath bridges
- KA -010-004 Bridge 19 Sheffield Swing bridge: M&E Upgrade
- KA-013-006 Bridge 23 Tyle Mill Swing Bridge: M&E Upgrade

K&A Lock Gate Replacement Programme (2021-24)

Functional Location	Lock no.	Area	Detail	FY
KA-004-002	Lock 105	Fobney	Top End Gate	B21

KA-013-009	Lock 99	Tyle Mill	Top End Gate	B21
KA-032-002	Lock 84	Guyers	Top & Bottom End Gate	B21
KA-094-005	Lock 17	Seend Btm	Top & Bottom End Gate	B21
KA-093-008	Lock 20	Seend	Bottom End Gate	B22
KA-089-003	Lock 33	Lloyds	Top & Bottom End Gate	B22
KA-062-001	Lock 52	Heathy	Bottom End Gate	B22
KA-055-004	Lock 61	Crossing	Top & Bottom End Gate	B22
KA-029-008	Lock 86	Greenham	Top End Gate	B22
KA-021-002	Lock 93	Heales	Bottom End Gate	B22
KA-088-015	Lock 37	Devizes	Top End Gate	B23
KA-015-002	Lock 97	Towney	Top & Bottom End Gate	B23
KA-089-009	Lock 29	Devizes	Top & Bottom End Gate	B23

K&A Stoppages B20 (2020-21)

Waterway	Location	Details of Stoppage
Kennet & Avon Canal	KA-008	Leak around piles
Kennet & Avon Canal	KA-011-002 - Lock 100, Sulhamstead Lock	Top gate relining and repair
Kennet & Avon Canal	KA-025-003 - Monkey Marsh Bridge	Currently hard to operate
Kennet & Avon Canal	KA-043, near Dun Mill Bridge	Leak into trout farm
Kennet & Avon Canal	KA-050-004 - Lock 67, Little Bedwyn	Top and bottom gate relining
Kennet & Avon Canal	KA-053 (area between bridge 96-97)	Bank erosion and leaks
Kennet & Avon Canal	KA-062-010 - Bridge 109, Wooton Rivers Farm Bridge	Brickwork repair
Kennet & Avon Canal	KA-088-012 - Lock 40, Caen Hill Flight	Relining and repair of the top and bottom gates
Kennet & Avon Canal	KA-088-013 - Lock 39, Caen Hill Flight	Repair
Kennet & Avon Canal	KA-088-014 - Lock 38, Caen Hill Flight	Repair
Kennet & Avon Canal	KA-088-015 - Lock 37, Caen Hill Flight	Repair

Kennet & Avon Canal	KA-125-001 - Lock 6, Weston Lock	Top and bottom gate replacement
Kennet & Avon Canal	KA-062-001 - Lock 52, Heathy Close Lock	Broken gate repair
Kennet & Avon Canal	KA-078, near Allington Bridge	Bank Repairs
Kennet & Avon Canal	KA-029-008 - Lock 86 Greenham Lock	Top gate false heel repair

Community Engagement

Engaging with community and promoting wellbeing opportunities is at the heart of the Trust. In 2019/20 we led and took part in a variety of activities and events and were successful in securing the Green Flag Award for the full length of the K&A Canal another year running. Below are some highlights from throughout the year.

Caen Hill and Jubilee Woodland Forest School

In 2019 the Jubilee Woodland Forest School was launched in partnership with Wiltshire Wildlife Trust. Colleagues and volunteers worked incredibly hard to create the Forest School area, which is not only used to hold a range of wellbeing taster sessions, but has also become a canal-side classroom. The Forest School offers a holistic approach to child development, attempting to address all aspects of the child's development and growth. Children are naturally inquisitive, at Forest School we endeavour to encourage children to develop a love of nature, encourage problem solving skills and work collaboratively to make sense of their natural environment.

Jubilee Woodland is used by many people both locally and further afield, and many enjoy exercising their dogs here. We offer a range of experiences at the site, including sessions in the classroom, out on the



banks, in museums and in our Diamond Jubilee Wood at Caen Hill in Devizes. There are boat trips along the waterways available for education groups, along with learning woodland crafts, trying out boat handling and learning how to look after a canal.

Throughout the year we received regular visits from local groups and schools and engaged them in a range of wellbeing activities including Nordic Walking, yoga, bee keeping, canoeing, Thai chi, forest school crafts and fishing. Our Explorers team also delivered a 'Schools Week' at Caen Hill, attracting five local schools for all day activities including some STEM work. The youth wellbeing project facilitated visits for disadvantaged young people via Splash Wiltshire, Youth Action Wiltshire and Wiltshire Wildlife Trust. Activities included boat trips, junior lock keeping, woodland crafts and fishing.



The project has been hugely successful to date in engaging with a diverse selection of young people along the K&A canal corridor. Although activities have been halted due to Covid restrictions, we plan to pick up the project in 2021.

Newbury Community Arts

We hosted a spectacularly successful community arts event on the eastern K&A in Newbury with Caraboose Fire Garden. The event brought some 10,000 people to view fire sculptures in the town and along the canal. It proved a significant challenge to the team to accommodate the event on the Kennet in the open season, but with some careful planning and team working we made it work, resulting in a very successful event.

Discovery Days

On the Kennet & Avon Canal we have been trialling 'Discovery Days'. For one at Caen Hill, we partnered with Nordic Walking UK, Braeside Education Centre and Devizes Angling Club to provide taster activities including walking with poles, canoeing and fishing. In addition, we had yoga sessions and a new woodland trial for Jubilee Wood, as well as craft activities for visitors to 'Admiral', our floating Welcome Station. As a second stage to this project, we have begun 'Let's' activity days using the same model as the GP referral programme, which gets individuals involved across the length of the waterway, in kayak and canoeing taster sessions, with the aim of boosting people's wellbeing by getting them out onto (and beside) the water.



Bath Festival of Nature

The Trust attended the Festival of Nature in Bath in June; the UK's largest free public celebration of the natural world. The event was very successful and the Trust directly engaging with 284 children.

Nordic Walking UK

We have established a new partnership with Nordic Walking UK, which enables us to support each other's health and wellbeing agenda. Following a pilot project, we have engaged in events together and run walking activities along the K&A towpath, focusing on Bath and Reading.

Explorers

Over the summer we delivered three boat trips and a range of Explorers activities for 64 year three children from St Nicholas's school in Newbury. Educations trips were run for the Mary Hare Special School, St Peters, Trinity School and a home education group at Devizes, as well as water safety education at Thatcham Park.

Amber Foundation

During 2019 we received fortnightly visits from the local Trowbridge charity Amber, which helps homeless and unemployed young people move on to positive, independent futures through residential training. We aim to build on this relationship by engaging with them through practical tasks and water related activity. Sadly, such activities have been on hold since then due to the outbreak of Covid-19.

Let's Activities

In the summer we began to develop and deliver a series of 'Let's' activities and events including Let's Canoe and Let's Walk in partnership with Somerset Boat Centre, Wiltshire Council, Nordic Walking UK and Wiltshire Wildlife Trust. These activities were also available through recommendation by a GP. The events and engagement with the community as a result was very impactful and we will be continuing to develop the 'Let's' campaign over the next couple of years.



The Great West Way

For the second year the Trust was a Title Ambassador for the new initiative, Great West Way (led by Visit Wiltshire), which aims to create one of the world's premier touring routes and will be the first of its kind in England and the only touring route in the world to be multi-modal, focusing on the waterways. It is helping the Trust develop and distribute engaging contents, drive domestic and international visits and connect us with key GWW influences. It is also a key element of one of our strategic programmes and supports the Trust's aims of increasing brand awareness within communities along our waterway corridors and broader communities.



Volunteering

To date we have 158 volunteers along the K&A Canal, including community and adoption group members. This makes up a significant contribution to the total 242 active volunteers we have across the entire Wales & South West region. We have experienced a reduction in the number of active volunteers across the entire region, largely as a result of Covid-19 and the impact that has had on restricting volunteer activity.

The volunteers along the K&A continue to play a crucial role in the day-to-day maintenance of the waterway: working in a towpath taskforce group; carrying out preventative maintenance works; volunteering in customer service and administrative roles; attending events; and taking part in heritage and environment projects. We have a range of partner groups along the waterway, including Bath College, Claverton, Devizes Moorings and Community Matters Newbury.

Throughout 2019/20, Trust volunteers supported the local operations team by delivering some exceptional pieces of work. Highlights include:

- Resurfacing 100M of towpath between Beehive and Sainsburys Bridge
- Graffiti removal at Claverton
- Multiple fence repairs and constructions, including at Marsh Lane
- New benches installed for visitors to enjoy
- 70 metres of rubber fender was installed on the landing stage above Bradford on Avon Lock
- Installation of new culvert steps to improve safety
- Regraded towpath surface at Dundas Aqueduct
- Re-pointing of stonework, including at Sydney Gardens
- Regular grass cutting, carpark maintenance, litter picking, painting of structures and cleaning of waste facilities
- PPM completed on locks along the canal



Heritage & Environment

Claverton Pumping Station

In April 2019, Claverton Pumping Station **was** designated a Grade I listed building, elevated from its Grade II status. The 1813 building received this raised status due to its architectural interest as one of the only a few nineteenth century beam pumping stations remaining today. It is the only working example of a waterwheel-driven pumping station on the national canal network and is therefore of international significance.



Hydrographic Surveys and Dredging

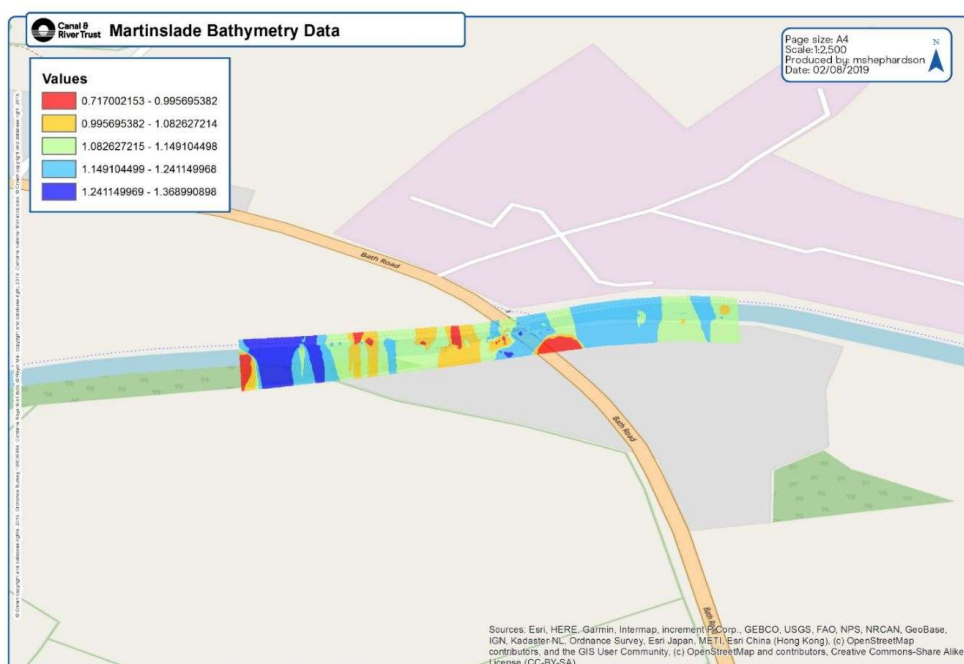
In June 2019 we began working with a group of volunteers to undertake regular hydrographic surveys on the K&A. The underwater surveys were initiated using a remote-controlled boat and sonar technology to survey the canal's bed profile and help to identify and prioritise local dredging requirements. The sonar boat was developed and operated by Rob Coles.

The project began first at Copse Lock, where local Fishery owners were concerned that the water from the canal has a negative impact on the habitat of their river fisheries and River Kennet SSSI. Great Bedwyn Wharf followed, as a boating business customer requested dredging along moorings due to continual grounding of wide beams.



These surveys proved very successful in identifying the need for and prioritisation of localised spot dredging.

In response to customer feedback regarding depth issues and the skewed nature of Martinslade Bridge and the neighbouring section of canal, further underwater depth analysis was carried out at this location. Considerable insight into bed condition was gained from this survey. The image below shows clear highs and lows, mirroring issues experienced by



wide beams. The issue was subsequently addressed by spot dredging.

Walks and Talks

Throughout the year, the Heritage and Environment Team delivered a range of talks and walks on the history and wildlife on the Kennet and Avon Canal to a variety of groups, heritage branches, local Trusts and members of the community. One example of this was a Canalside Walk, co-led by Ecologist Laura Mullholland and volunteer Ian Herve, as part of the Bath & North East Somerset Bathscape walking festival.

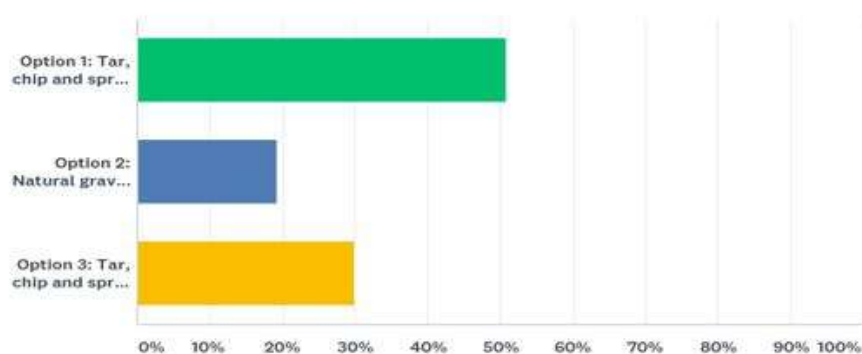
Dundas Aqueduct

The dedication and skills of the Trust's heritage volunteers working at Dundas Wharf were recognised at a ceremony in November 2019, celebrating the refurbishment of the Grade II wharf crane. The unique Grade II listed iron crane, dating back to Queen Victoria's reign, has spent the last ten years being carefully preserved by a team of Trust volunteers. The crane had been covered in a thick tar-based black paint and some parts were severely corroded. The team stripped it back to the bare metal and repainted it with a high-performance paint. David Viner, Heritage Advisor commented: "This has been a truly collaborative effort" with materials and funding from the Trust, the K&A Canal Trust and IWA, "but all the work was undertaken by volunteers." "The hard work and commitment of the volunteer team means the crane is ensured the secure future it deserves."

Newbury Towpath

In 2019 a public consultation video was developed for the Section 106 funded towpath improvements in Newbury between Victoria Park and Hambridge Road. It was shared via email and across social media platforms. The video sought the views of customers on the type of towpath surfacing they would like to see installed. The results helped inform the final design of the Newbury towpath. The video is still available here: <https://www.youtube.com/watch?v=3Jnrcia7NVc&feature=youtu.be> It was live for one month, in which time it had a total number of 330 views and 115 participants subsequently took part in the survey. The survey results for the three surface options were as follows:

Q1 What is your preferred surfacing option?



Social Media

The Wales & South West Twitter account, which includes the K&A Canal, has performed consistently well over the last year, with a steady growth in followers and an impressive engagement rate. There were strong impressions throughout October 2019 to February 2020, however this declined in March due to the outbreak of Covid-19 when the Trust had to pause its general scheduling and planned media activity.

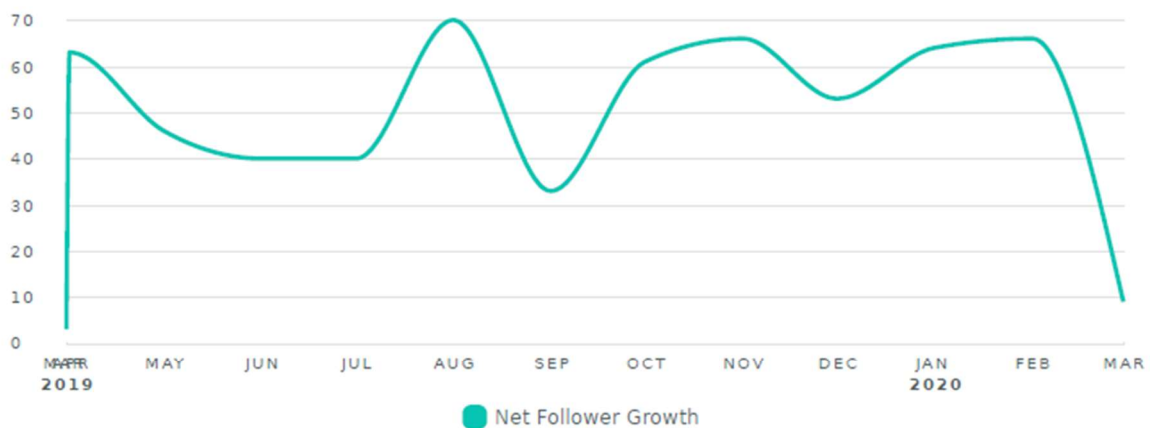
During the financial year, the local account experienced a 19.7% follower increase and a 25.4% rise in impressions. Communicating using this social media platform has led to improved brand awareness of the Trust; has extended our reach to a wider audience; and has proven a successful method of communicating with our customers and visitors, with an increase in the number of enquiries received on Twitter.

Impressions 1,060,647 ↗25.4%	Engagements 25,469 ↗6.9%	Post Link Clicks 1,765 ↘22.2%
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Twitter Audience Growth

See how your audience grew during the reporting period.

Net Follower Growth, by Month



Audience Metrics	Totals	% Change
Net Follower Growth	614	↗19.7%