



Canal &
River Trust

Volunteer Lock Keeper Induction



Aim of the induction



To Understand:

- the Vision and Values of CRT
- the role and what you can bring to it
- how to help others enjoy the local area
- the safety responsibilities of being a lock keeper

Also:

- to provide the opportunity to 'have a go'
- chance to meet the team
- time to ask questions

What is our ambition?

Living waterways – we are constantly making sure our waterways are repaired and in a safe condition but we also want them to be vibrant and at the centre of communities - alive with people, boats, wildlife and activity.

Transform places – canals can define the character and personality of a village or town, the feature that can explain its history and which makes it special today.

Enrich lives – waterways make people's lives better by providing a unique environment and special places to visit and escape to - for recreation, relaxation and well-being.

So our Vision is.....

Our Vision



**Living waterways transform places
and enrich lives**







Canal &
River Trust

Keeping people, nature & history connected

National Network

Map Key

-  Canal & River Trust offices
-  Canal & River Trust waterways
-  AINA waterways



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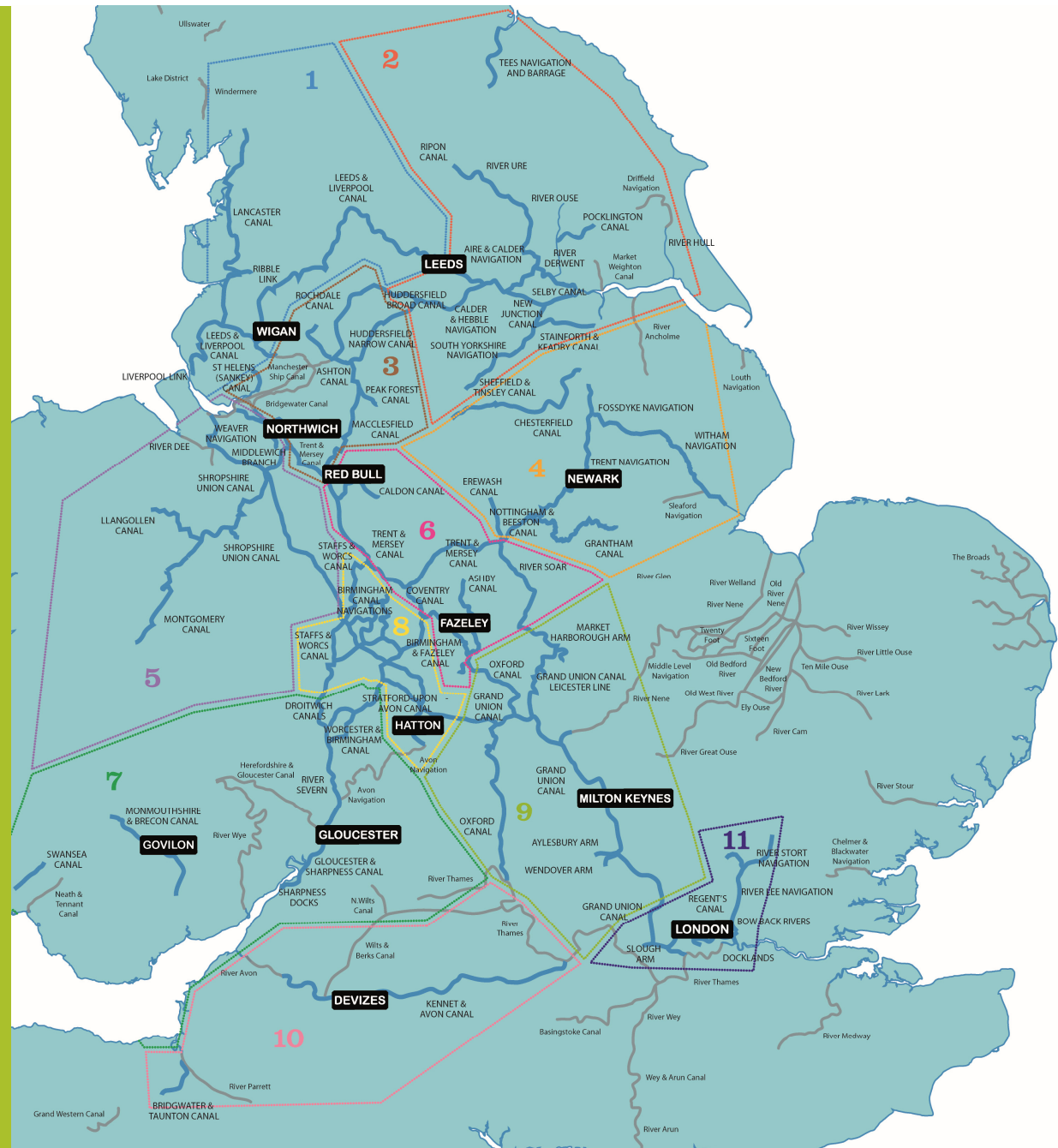
Waterway Boundaries

Waterway Areas

- ■ ■ North West Waterways
- ■ ■ North East Waterways
- ■ ■ Manchester & Pennines Waterways
- ■ ■ East Midlands Waterways
- ■ ■ North Wales & Borders Waterways
- ■ ■ Central Shires Waterways
- ■ ■ South Wales & Severn Waterways
- ■ ■ West Midlands Waterways
- ■ ■ South East Waterways
- ■ ■ Kennet & Avon Waterways
- ■ ■ London Waterways

Map Key

- Canal & River Trust offices
- Canal & River Trust waterways
- AINA waterways



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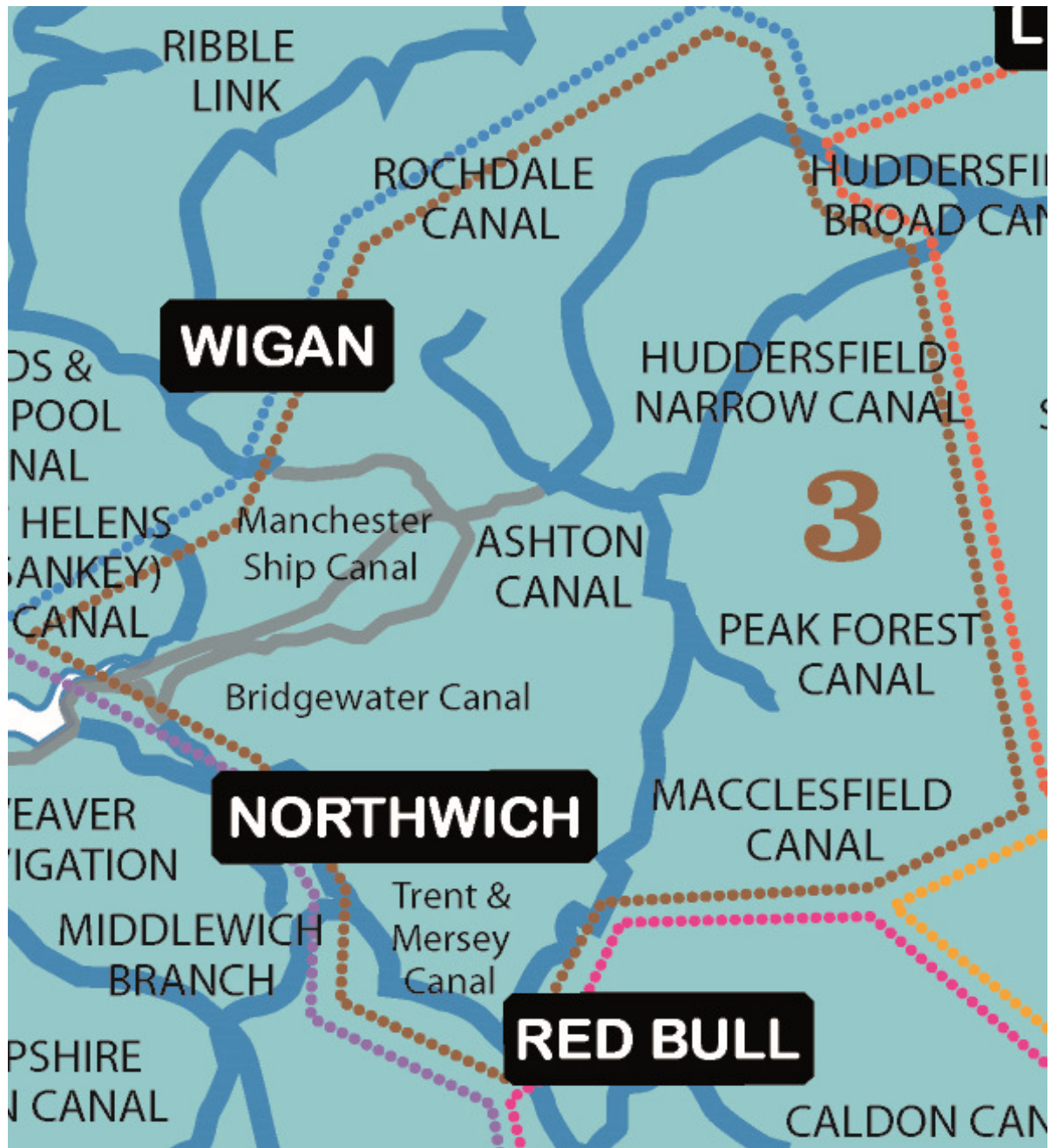


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Your Waterway Region

Manchester & Pennine



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Your Waterway Region

North West



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Your Waterway Region

North East



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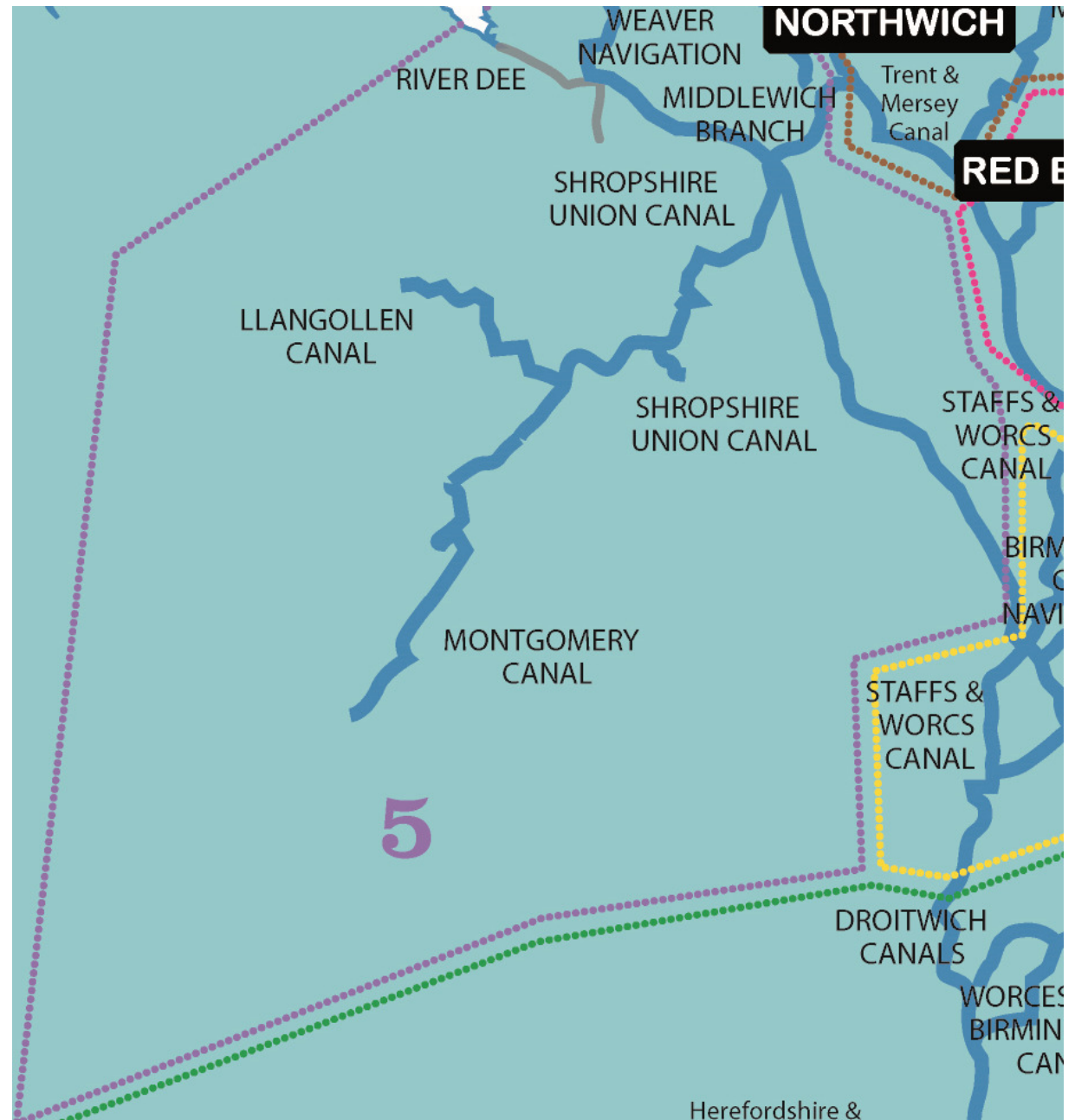


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Your Waterway Region

North Wales & Borders



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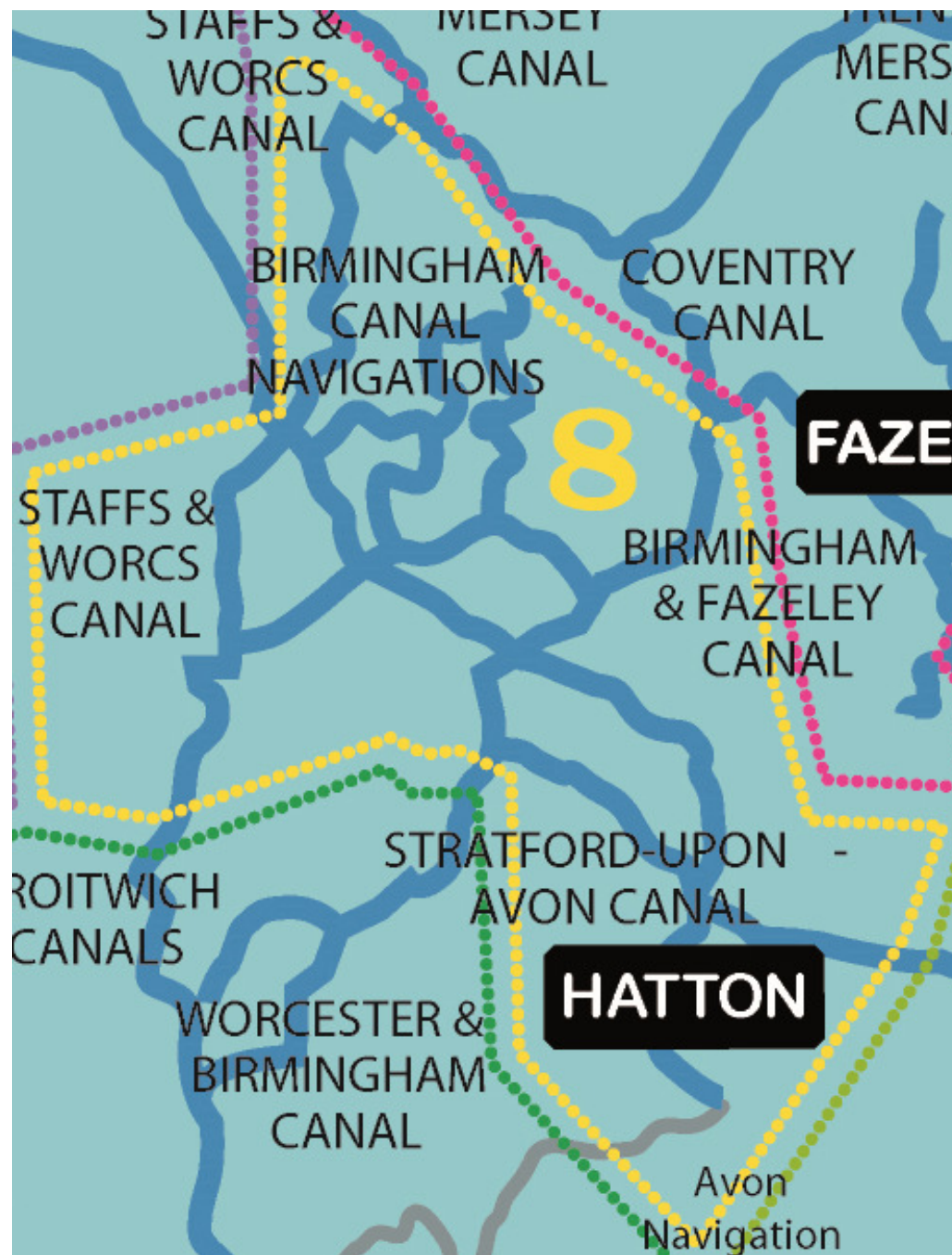


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Your Waterway Region

West Midlands



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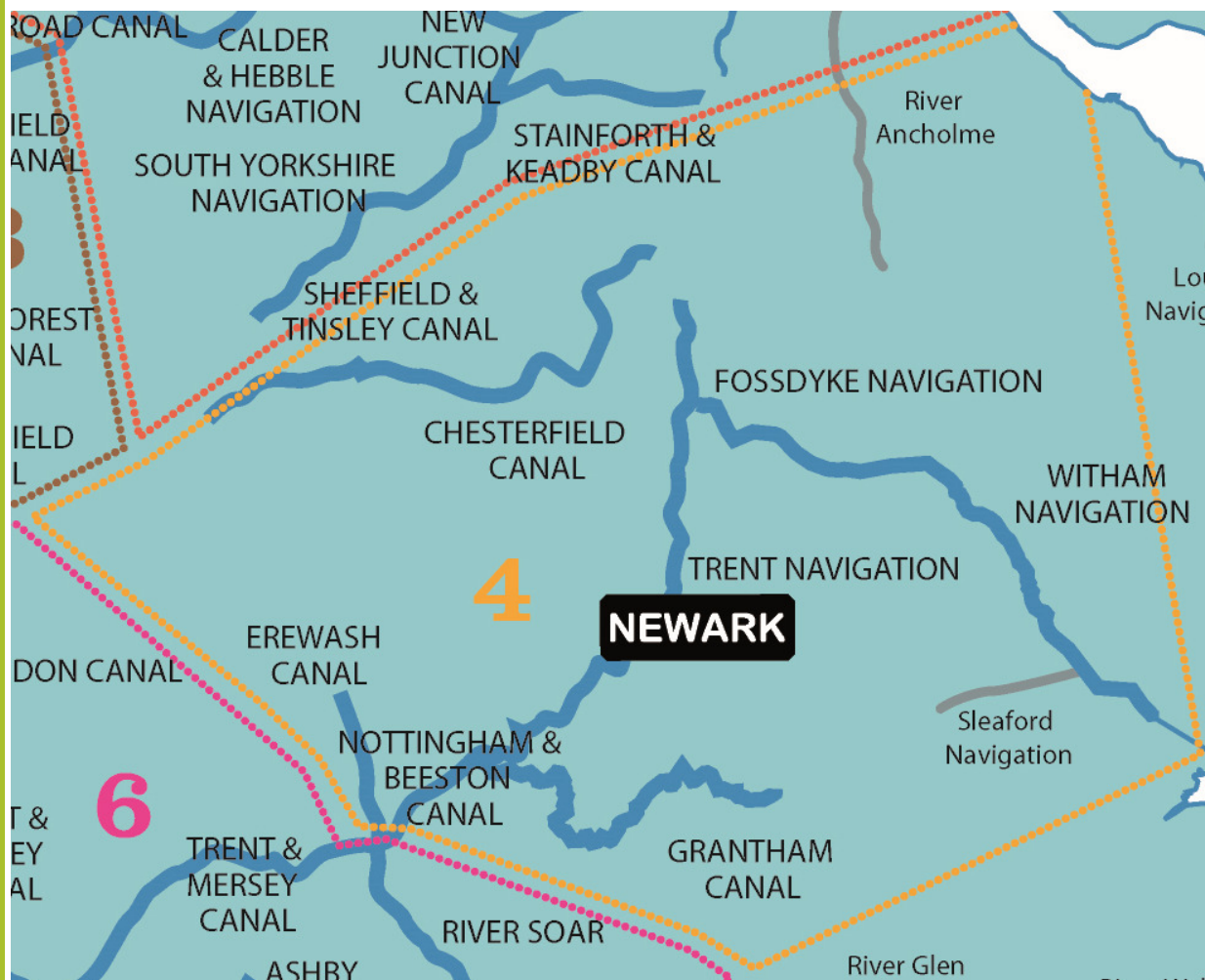


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Your Waterway Region

East Midlands



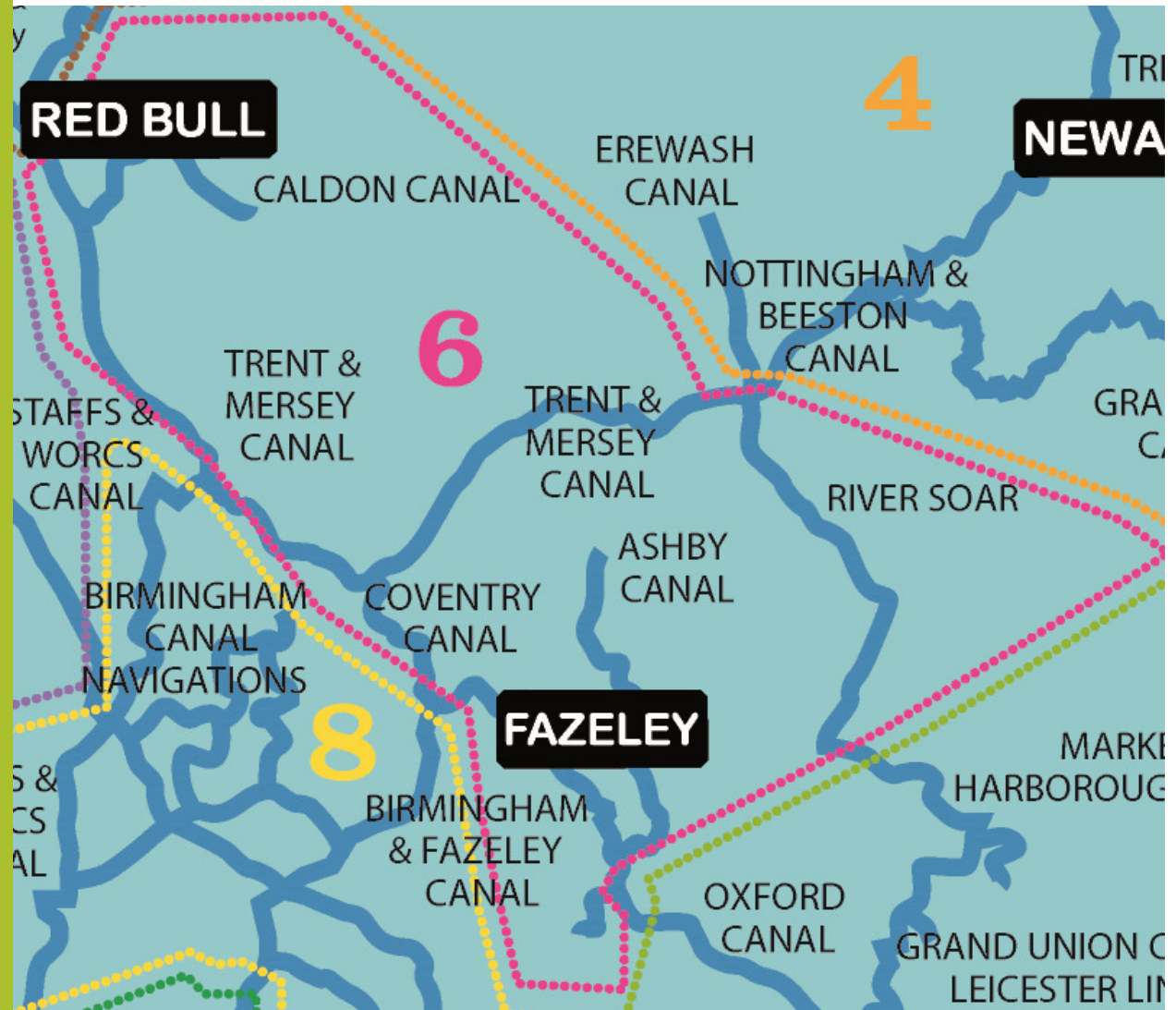


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Your Waterway Region

Central Shires



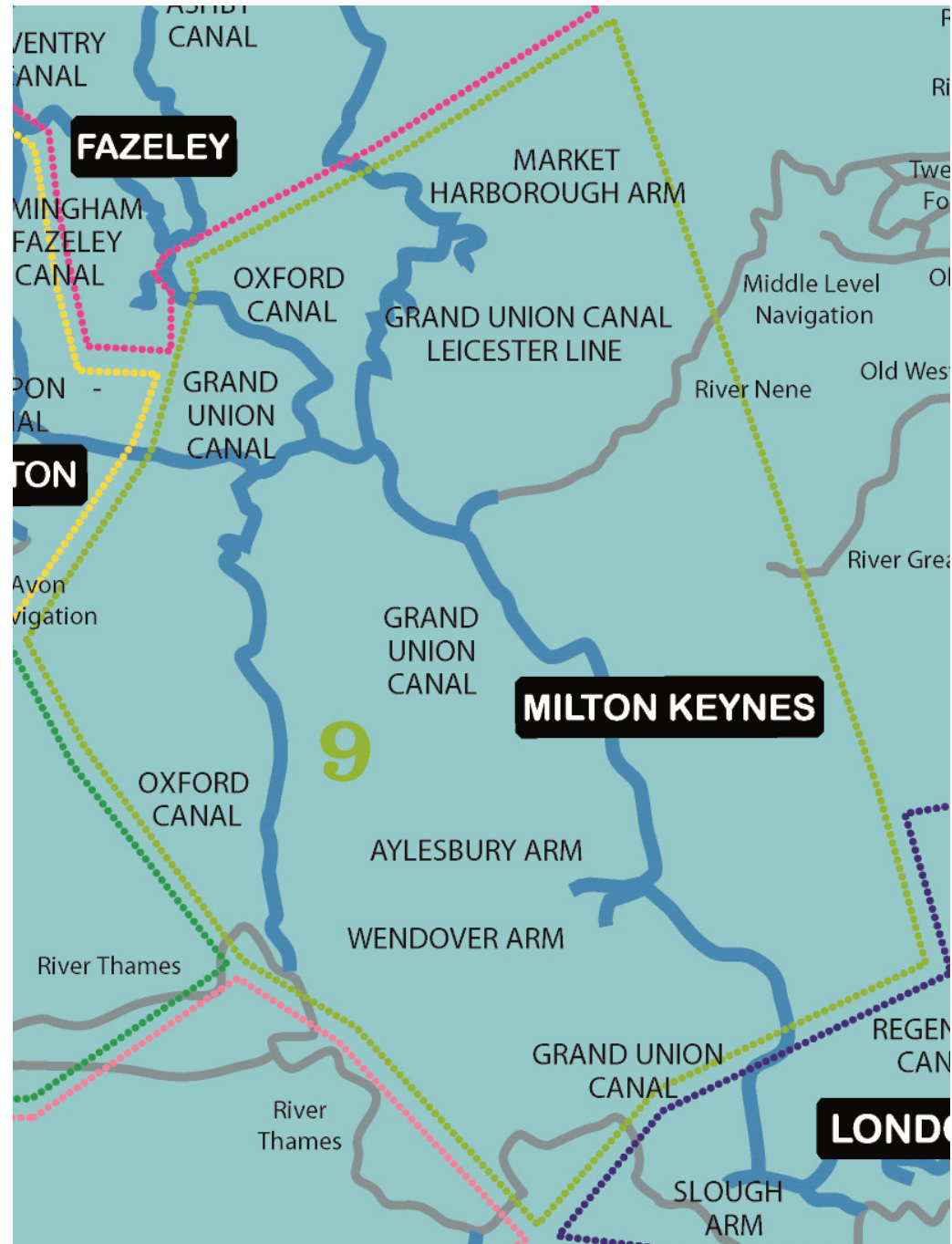


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Your Waterway Region

South East



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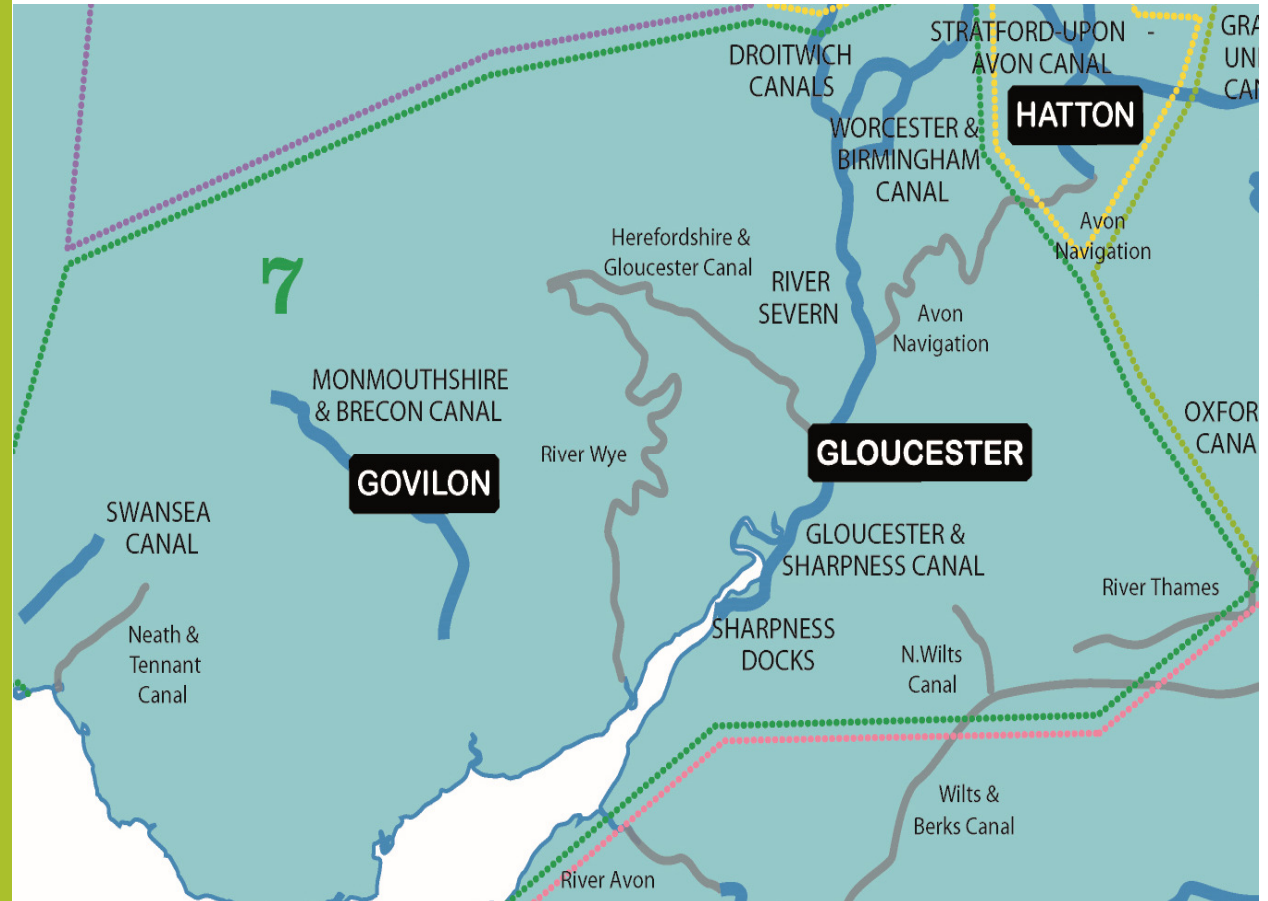


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Your Waterway Region

South Wales & Severn



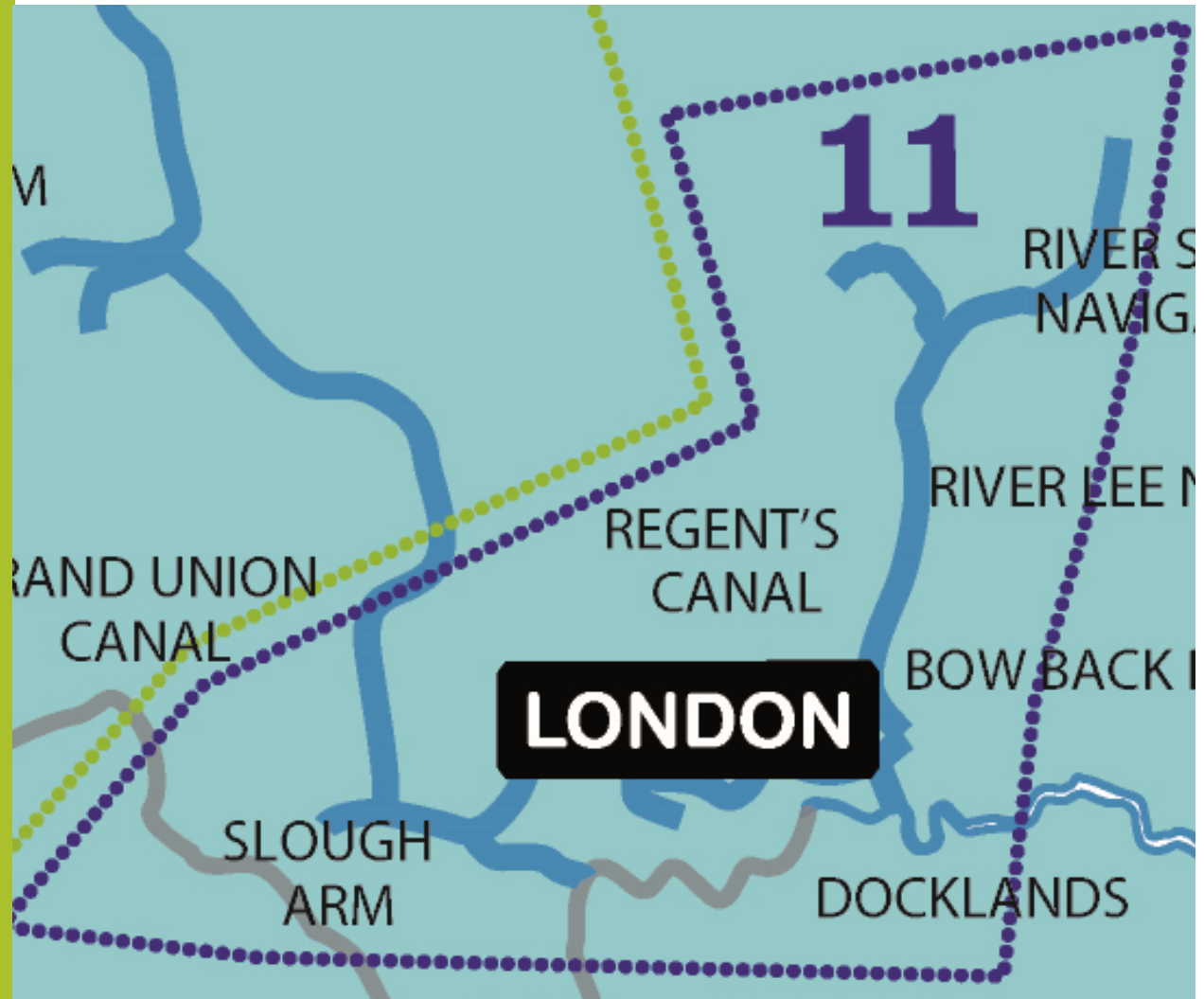


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Your Waterway Region

London



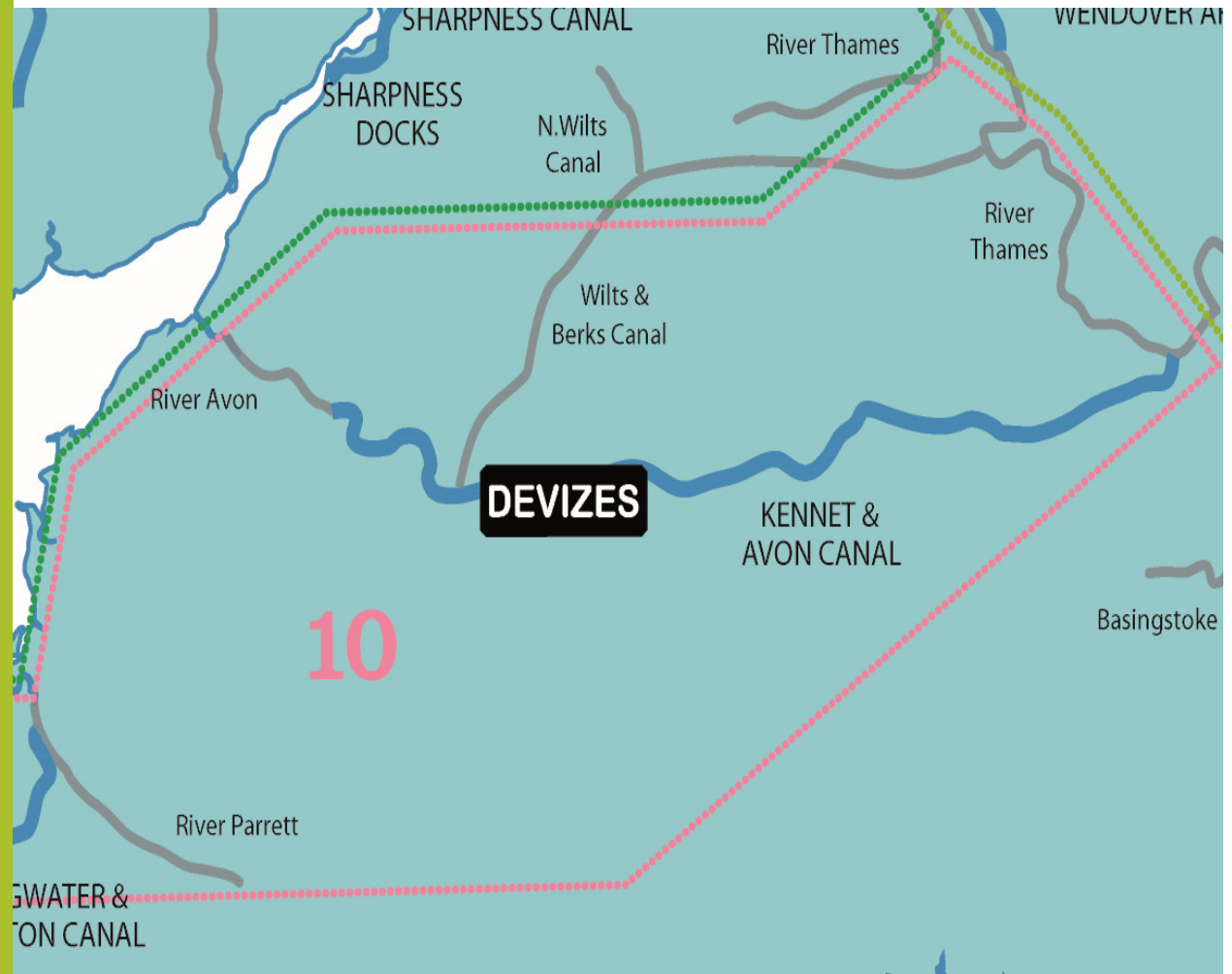


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Your Waterway Region

Kennet & Avon



Fast Facts

- 50% of the UK population live within 5 miles of one of our waterways.
- 5% of our visitors are on the water, 95% are walkers, cyclists, fishermen etc.
- 2,000 miles of historic canals, rivers, reservoirs and docks.
- 10 million visitors making 330 million visits a year.
- Over 35,000 licensed boats on the network.
- 1,000 wildlife conservation sites.
- 65 Sites of Special Scientific Interest (SSSIs)
- 50 scheduled monuments.
- The Trust is the third largest owner of Listed structures in the UK with 2,727 Listed buildings.
- 1,569 locks.
- 53 tunnels.
- 3,112 bridges.
- 370 aqueducts.
- 74 reservoirs.



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Caring

Open

Local

Involvement

Excellence

Our Values





Canal &
River Trust

Keeping people, nature & history connected

Caring

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Our Values

We care passionately for our waterways and the people who use and look after them, always striving to keep them safe and secure.

Caring means...

- Taking responsibility for how our work impacts on people, our heritage and the environment.
- Being upbeat, friendly and approachable.
- Treating everyone with respect and how you would want to be treated.
- Not being afraid to stand up to inappropriate behaviours.
- Looking out for your own safety and wellbeing, as well as your team's.
- Supporting your colleagues and being a team player.




Canal &
River Trust

Keeping people, nature & history connected

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Our Values



We believe in being open and honest as we can in our dealings with others.

Open means...

- Being honest and clear with people, whether you're on the phone, writing a letter or sending an email.
- Properly listening to our customers and to the people linked to the Trust.
- Taking constructive criticism on board.
- Taking the lead when it comes to connecting with people.
- Building strong relationships with customers and the communities we work in.
- Keeping people informed with everything we're doing.
- Not shying away from addressing issues directly.
- Welcoming new people to the team.



Canal &
River Trust

Keeping people, nature & history connected

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Our Values

We believe in local solutions,
empowering local people and
working together.



Local means...

- Working together with local partners.
- Keeping things simple, so it's easy for everyone to understand.
- Spending time with local communities and being enthusiastic about all they have to offer.
- Finding solutions and common goals that communities can achieve for themselves.
- Be visible and accessible to customers and partners.



Canal &
River Trust

Keeping people, nature & history connected

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Our Values

We embrace the involvement of a diverse range of people and third parties in the Trust, building effective partnerships.

Involvement means...

- We are joined up, working as one organisation, ensuring others are given opportunities to contribute.
- Seeking new ideas from both inside and outside the Trust.
- Extending the team to include communities and partners and making the most of the varied knowledge and experience they can offer.
- Listening to new ideas and valuing everyone's opinion.
- Adapting the way we work to meet different needs of different people.



Canal &
River Trust

Keeping people, nature & history connected

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E *xcellence*

Our Values

Volunteer

We constantly strive for excellence in all we do, to function efficiently, effectively and sustainably

Excellence means...

- Taking responsibility for your own performance and developing ourselves and others.
- Keeping the bigger picture in mind to deliver the best solution, overall.
- Embracing change and always looking for ways to improve.
- Learning from what works well – and what doesn't.
- Being focused on achieving results and outcome and, seeing things through to the end.

The Volunteer Lock Keeper Role

- Welcome and assist all visitors.
- Dealing with the general public including boaters and other canal users – i.e. providing information & assistance.
- Help operate the locks and help handle boats through the locks.
- Encourage water conservation – i.e. check sluices are closed and lock sharing is encouraged.
- Undertake light maintenance tasks such as painting and edging around the locks.
- Report any significant changes or issues to an appropriate member of staff.

Customer Service Priorities

CRT Staff & Volunteers will:

- be **friendly, helpful** and **conscientious**.
- make every effort to **understand the needs** of towpath users.
- **take ownership** of customer enquiries.
- politely acknowledge towpath users and **promote the organization positively**.

About Your Locks

- How they work, inc. demonstration.*
- Safe operation*
 - * covered in greater depth as part of your follow on training.
- Busy / quiet periods.
- Manning the Locks & rota's.
- Planned maintenance & stoppages.
- FAQ's you may encounter at this site.

Any questions?

Local to your Locks

- Local businesses, pubs, shops.
- Hire boat bases.
- Other volunteering opportunities.
- Other volunteer groups active in this area.

Any questions?

Support & Problem Solving

- Task Manager & local support team.
- Other volunteers.
- Volunteer Development Coordinator.
- Waterway Management team.

CRT's commitment to volunteers

Expenses – actual out of pocket expenses can be reimbursed:

- Car mileage (or equivalent public transport) getting to your volunteering up to 20 miles each way.
- The full mileage of any journeys needed for training, getting to other lock flights etc.
- All expenses must be agreed up front.
- Keep any receipts needed to support claims.

See your Volunteer Handbook or talk to your Task Manager for more info
on expenses

CRT's commitment to volunteers

Insurance

- All CRT Volunteers are covered by CRT's Public Liability Insurance when volunteering in the role that we've asked you to do.
- We'll agree together when and where you've volunteering as a lock keeper. If you do something outside of this, our insurance won't cover you.
- For example, a volunteer cannot randomly turn up at a lock flight and start lock keeping, you would not be covered by our PLI.

Support and keeping you up to date

- Online Support page:

<http://canalrivertrust.org.uk/support-page-for-active-volunteers>

Includes; short films on our Vision & Values and who we are, link to our OnBoarding induction site, the Volunteer Statement and all our latest internal comm's to keep you up to date.

- Your Volunteer's Handbook

Info about your volunteering experience and the Trust.



What's next

- **Home learning:**
 - Check out the OnBoarding induction website, via the websites support page.
 - 'Heritage at the Canal & River Trust' You Tube film.
 - Boaters Handbook film – contains lots of 'getting started' tips for hire boaters and new boat owners, as well as important information about how to boat safely.
<https://canalrivertrust.org.uk/boating/navigating-the-waterways/boaters-handbook>
- **Planning your first day and ongoing availability**
- **Getting to know each other**
- **H&S training, inc. one day external training**
- **On site training and CAATS assessment** (Competency Assessment and Training Scheme)
- **Getting to know each other**

On site training will include:

- How the lock/flight works.
- Examples of good and bad lock use.
- Common mistakes that waste water; create risks, cause damage etc. and what to do to rectify them.
- Emergency procedures.
- Buddying up with existing volunteers to crew boats through.
- The importance of getting acknowledgement and permission from the skipper of the boat before opening paddles!

Get connected



@CRTVolunteers



Canal & River Trust Volunteers



youtube.com/user/canalrivertrust



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