

## Grand Western Canal Country Park management plan

### Annual Action Plan Review for 2020/21 (Year 1)

#### Notes:

Target years: 1 = 2020/21, 5=2024/25, Any £ = whenever funding available, Any = whenever relevant

Priority: 1 = highest, 5 = lowest

Highlighting: None = not required / appropriate this year, green = completed, yellow = partially completed, red = not undertaken

<b>Aim 1: To provide a pleasant, accessible and informative welcome to the Country Park for all visitors and members of the local community.</b>			
<b>Objective</b>	<b>Prescription</b>	<b>Target year(s)</b>	<b>Priority (1-5)</b>
1a. Provide easily accessible and accurate pre-visit information.	1. Keep website up-to-date	All	1
	2. Update and reprint Canal Visitor Guide annually and distribute	All	1
	3. Keep 'information gatekeepers' up to date on current management	All	2
1b. Ensure the Country Park and its car parks are well signposted	1. Renew car parking signage in the Canal Basin car park	1	2
	2. Review provision of signage at outlying car parks and ensure all have the requisite signs	1	3
	3. Annually check brown signs to Canal	All	2
1c. Ensure Country Park entrances, car parks, public toilets and picnic sites are clean and well-maintained	1. Undertake inspections as per Inspection Regime (Appendix 5)	All	1
	2. Promptly resolve any issues (litter, graffiti, vandalism, breakages etc)	All	1
	3. Remove any damaging vegetation growing on the Canal Basin walls	All	2
	4. Maintain wildflower bed beside entrance to Canal Basin car park	All	2
	5. Consider re- slurry-sealing the tarmacked paths in the Canal Basin	2 / 3	3
1d. Improve the accessibility and visitor experience for visitors with disabilities	1. Commission an Equality of access audit and respond to recommendations	1 / 2	3
	2. Annually inspect towpath condition and organise resurfacing / edge scraping as necessary	All	2
	3. Ensure all new panels and publications follow good practice for visual accessibility	All	1
	4. Consider resurfacing eastern end of Canal Basin car park and creating an extra disabled parking space, if funding can be secured	Any: £	
1e. Orientate visitors through good design /	1. Consider new orientation panel in Canal Basin car park beside public toilets	1 / 2	3

waymarking / signage.	2. Re-set leaning cast iron fingerposts in Canal Basin car park	1	1
	3. Improve signage to public toilets from Canal Basin picnic site	1 / 2	3
1f. Rejuvenate / update on-site interpretation panels and noticeboards as required.	1. Review displays in Visitor Centre and consider opportunities for new displays	All	3
	2. Consider installation of new noticeboard at Beech car park	2 / 3 / 4	4
	3. Commission new interpretation / information panels for noticeboards	1 / 2 / 3	2
1g. Seek to support a steady increase in visitor numbers.	1. Promote greater recreational use of the canal between Halberton and Burlescombe	All	3
	2. Review parking space provision / lining in Canal Basin. Create new spaces if possible	Any: £	3
1h. Seek opportunities to encourage more visits at quieter times of the year	1. Use social media to encourage visits in autumn, winter and spring	All	4
	2. Engage with external media to encourage visits in autumn, winter and spring	All	4
1i. Seek opportunities to encourage visitors to travel to site by foot, cycle or public transport	1. Promote sustainable transport options in all appropriate Canal publications	All	3
	2. Work with councils / developers to provide safe and easy access links with the town centre and new developments	Any	3
<b>Aim 2: To continue to provide a healthy, safe and secure park for all users.</b>			
2a. Ensure that all relevant health and safety regulations and policies are adhered to	1. Annually review risk assessments and safe working procedures	All	1
	2. Ensure all contractors are suitably qualified, briefed and insured and undertake risk assessments for their work	All	1
	3. Pass 3-yearly DCC H&S audit	3	1
2b. Ensure site and premises are kept in a safe condition	1. Undertake / commission all requisite inspections of site and premises as per Inspection Regime (Appendix 5)	All	1
	2. Respond rapidly to any damage / vandalism or other safety issues	All	1
2c. Ensure staff and volunteers are adequately trained to safely undertake their work	1. Ensure all legally-required training and requalification is undertaken by staff	All	1
	2. Identify opportunities for non-legally required training and refreshers as appropriate	Any	2
	3. Identify training opportunities for volunteers as appropriate	Any	3
2d. Enforce byelaws and promote codes of conduct.	1. Ensure Canal Rangers wear uniform to establish authority	All	2
	2. Canal Rangers to challenge inappropriate, inconsiderate or non-permitted behaviour and	All	2

		activities whenever they see it.		
	3.	Promote codes of conduct in noticeboards, Visitor Guide and website	All	2
	4.	Run periodic campaigns promoting considerate dog ownership	2 / 4	3
	5.	Monitor effectiveness of the new cycling under bridges signage and refine if necessary	All	2
2e. Provide visitor safety information as appropriate	1.	Provide on-site health and safety information including emergency procedures, first aid availability and emergency contact details.	All	2
	2.	Maintain and promote Horse-drawn barge zone safety signage	All	2
2f. Promote health and well-being benefits of recreation and volunteering within the Country Park	1.	Continue to support Tiverton Walk and Talk programme	All	3
	2.	Promote all of the main recreational opportunities in Country Park publications	All	2
	3.	Identify opportunities to make volunteering more useful / meaningful for volunteers (e.g. offer training?)	All	3
	4.	Identify and promote voluntary opportunities other than supervised practical work	Any	3
<b>Aim 3: To provide an attractive country park, which achieves a consistently high standard of maintenance and cleanliness.</b>				
3a. Strive to keep the Country Park clean and litter free	1.	Undertake litter-picking as per the Inspection Regime	All	1
	2.	Encourage visitors to take their rubbish home	All	2
	3.	Provide litter bins wherever litter is generated on site (i.e. shops/cafes) and at the play park	All	2
	4.	Facilitate litter-picking by volunteers by providing litter pickers, bags and bag holders	All	3
	5.	Respond promptly to any vandalism or damage	Any	1
3b. Deter dog fouling	1.	Provide bins for dog waste at all main access points	All	2
	2.	Run periodic campaigns promoting considerate dog ownership	2 / 4	3
	3.	Promote enforcement action against anyone caught dog fouling	All	2
3c. Ensure picnic sites, towpath edges and any other amenity areas are kept tidy	1.	Undertake established grass cutting regimes	All	1
	2.	Undertake maintenance and repairs of walls, benches, fences, gates, signs etc as required	Any	2
3d. Ensure towpath is easily accessible	1.	Undertake annual inspection of towpath condition to inform any significant resurfacing or edge scraping required.	All	2
	2.	Undertake resurfacing / edge scraping as	Any: £	2

		required/ affordable		
	3.	Undertake established annual bank and hedge cutting regimes	All	1
	4.	Undertake works to remove puddles under bridges	1	3
	5.	Repair bankside erosion gullies (dog holes) that encroach on the edge of the towpath	Any	2
	6.	Seek to minimise towpath obstructions / closures due to maintenance works and schedule works to minimise impacts	Any	2
3e. Promote tree safety	1.	Undertake tree safety inspection regime as per DCC policy	All	1
	2.	Organise / undertake tree safety works recommended by tree consultants or that clearly need to be undertaken	All	1
	3.	Avoid placing benches under mature trees	Any	2
	4.	Undertake minor tree works to reduce future safety issues (e.g. formative pruning, thinning, crown-lifting)	Any	2
3f. Replace felled trees where appropriate (especially in hedgerows)	1.	If no obvious successor tree is present, then plant a replacement of an appropriate species	Any	3
	2.	Whenever hedgelaying, seek to leave suitable new standard trees at an appropriate spacing	Any	2
3g. Manage vegetation to enable established recreational activities to take place	1.	Undertake weed-cutting during spring, summer and early autumn	All	1
	2.	Trim back overhanging offside branches and crownlift towpath side trees, as necessary	All	2
	3.	Liaise with angling club on the cutting of fishing swims	All	3
	4.	Undertake removal of small sections of encroaching reeds each winter	All	2
	5.	Undertake established annual bank and hedge cutting regimes	All	1
3h. Undertake small scale dredging work if and when required	1.	Collate feedback from boaters / anglers and consider any spot dredging that may be required taking into account urgency and cost.	Any: £	2
3i. Maintain premises	1.	Undertake Inspection Regime and all premises compliance checks	All	1
	2.	Report any significant premises issues to the DCC estates team	Any	1
	3.	Investigate potential / funding for secondary glazing at The Moorings	1	3
	4.	Repaint / replace bridge nameplates as necessary	1 / 2	3
3j. Maintain equipment and replace / add to as	1.	Undertake annual servicing of machinery	All	1
	2.	Consider purchase of battery powered rather	Any	2

necessary / affordable	than petrol machinery (e.g. chainsaws)		
3k. Undertake works to reduce future maintenance burden	1. Develop and deliver the Fenacre reed bed and silt trap project.	Any: £	3
	2. Investigate potential / funding for silt traps at other locations, including Holbrook siphon culvert.	Any: £	3
3L. Manage water levels to support recreational use	1. Check water levels and weather forecast daily and seek keep levels within the target range without rapid increases / decreases	All	1
	2. Continue to pursue improved water transfer system at Fenacre Bridge, and other potential water inputs that may be used to supply the canal with water if levels are low	1	1
	3. Seek to seal any leaks that are identified and monitor any unsealed leaks regularly	Any	1
<b>Aim 4: To advocate and demonstrate sustainable environmental management.</b>			
4a. Minimise use of pesticides and use / store chemicals safely	1. Seek alternative methods of managing weeds (e.g. mulching, pulling, burning)	All	3
	2. Use ecoplugs for stump treatment rather than painting herbicide on stump	All	2
	3. Store fuels, oils and pesticides in secure, bunded container. Store paints in dedicated container.	All	1
4b. Explain / demonstrate environmentally sustainable management to visitors and local communities where opportunities arise	1. Use social media, press releases, JAC progress reports and newsletters to highlight such work	Any	3
	2. Organise events that focus on environmentally sustainable management / practices within the Country Park (e.g. bird/bat box workshops, hedge planting volunteer days)	Any	3
4c. Purchase environmentally friendly consumables.	1. Use biodegradable hydraulic oil and chainsaw bar oil	All	1
	2. Purchase environmentally-friendly products	All	3
4e. Undertake measures to reduce likelihood / impacts of low water levels	1. Continue to pursue improved water transfer system at Fenacre Bridge, and other potential water inputs that may be used to supply the canal with water if levels are low	1	1
	2. Seek to seal any leaks that are identified and monitor any unsealed leaks regularly	Any	1
4f. Prepare for and respond to any pollution incidents	1. Maintain a spill kit for use on small scale pollution incidents	All	1
	2. Canal Ranger Service to attend spill response training	Any: £	2

	3. EA and Angling Club to be informed immediately of any potentially serious pollution incidents	Any	1
4g. Seek to minimise carbon footprint of the Country Park	1. Encourage sustainable travel options for visitors	All	2
	2. Minimise vehicle use by Canal Ranger Service through efficient planning of tasks and through use of electronic communication	All	2
	3. Reduce use of petrol / diesel powered equipment through switching to battery powered or manual equipment, as appropriate	Any: £	3
	4. Investigate potential / funding for secondary glazing at The Moorings	1	3
	5. Ensure all equipment and machinery is well-maintained / regularly serviced	All	2
<b>Aim 5: To protect, enhance and promote enjoyment and understanding of the special biodiversity, landscape and heritage value of the Country Park.</b>			
<b>Biodiversity</b>			
5a. Undertake wildlife monitoring and surveys to inform management	1. Identify groups / species that it would be useful to monitor/survey	1	2
	2. Seek to recruit volunteers / organisations to undertake monitoring / survey work	1	3
	3. Continue existing monitoring (WeBS)	All	2
	4. Commission macrophyte survey	1	3
5b. Undertake measures to maintain / improve water quality	1. Develop and deliver the Fenacre reed bed and silt trap project.	Any: £	3
	2. Investigate potential / funding for silt traps at other locations, including Holbrook siphon culvert.	Any: £	3
	3. Clean out silt traps once full (including Waytown silt trap in year 1)	Any	2
	4. Undertake weed-cutting during spring, summer and early autumn	All	1
	5. Retain and extend where possible the fenced offside buffer strips	Any	2
	6. Report any serious point source silt pollution to the EA	Any	1
5c. Control spread of alien invasive species	1. Maintain vigilance for newly arrived invasive alien species and react quickly to eradicate any potentially damaging new arrivals	All	1
	2. Raise awareness of alien invasive species amongst visitors and neighbours and encourage them to take measures to prevent their spread	All	2

	3.	Commission contractor to undertake periodic chemical control of Fringed Lily, under EA licence	1 / 3 / 5	2
5d. Act to reduce domination by rank / invasive species	1.	Undertake weed-cutting during spring, summer and early autumn	All	1
	2.	Undertake annual bank cutting regime	All	1
	3.	Cut and rake off grassland wildlife areas	All	3
	4.	Reduce nutrient enrichment of banks by discouraging dog fouling	All	2
5e. Manage hedgerows for wildlife, within constraints of space, public access and land ownership	1.	Undertake annual winter hedge trimming regime: tractor-mounted flail siding and topping hedge, but leaving some sections (c.100-200m) un-topped each year to grow on, ready to be laid in subsequent years	All	1
	2.	Lay sections of hedge each year, as appropriate	All	3
	3.	Plant hedging whips to fill gaps	Any	3
	4.	Plant new sections of hedgerow, as appropriate	Any	4
5f. Manage trees for wildlife, within the constraints of public safety, established recreational use and land ownership	1.	Promote new standard trees in hedgerows either through planting or selection of existing trees when hedge-laying	All	3
	2.	Seek advice from tree consultant on any significant proposed work on mature trees, to ensure it is necessary and appropriate	Any	2
	3.	Wherever possible retain dead standing wood and manage senescence of trees by gradual reduction rather than immediate felling, when safe and affordable to do so.	Any	2
	4.	When felling, consider retention of the trunk as a monolith (or 'ecostump')	Any	3
	5.	Plant replacement trees where appropriate and select a range of native species typical of the region.	Any	3
	6.	Continue coppice regimes or begin where appropriate (such as in cuttings or along willow-dominated offside banks)	All	3
5g. Manage banks and grassland areas for wildlife and manage natural succession in these areas	1.	Undertake annual towpath-side bank cutting regime	All	1
	2.	Undertake annual cutting of offside banks and embankments not currently dominated by brambles or heavily shaded by tree growth	All	3
	3.	Annually cut and rake recently created wildflower meadow areas beside Bamfylde Close and Ebear Pond in late summer.	All	2
5h. Manage ponds for wildlife	1.	Seek to dredge Boehill Pond (if machinery access possible)	1	3
	2.	Re-coppice trees around Boehill Pond to reduce	4	3

	shading		
	3. Trim back overhanging willows at Ebear Pond by 50%	2	3
	4. Trim back overhanging trees at Long Pond by c.10% each year	All	3
5i. Undertake habitat improvement and habitat creation works as appropriate	1. Build and install three bird boxes and three bat boxes each year	All	4
	2. Seek opportunities to create new ponds	Any	4
	3. Make plans / funding bids for use of land beside Fenacre Bridge as new silt trap / reed bed / pond system with orchard picnic area.	Any: £	3
	4. Create log piles, grass snake nest piles, reptile hibernacula, wildflower meadow areas etc, as opportunities arise	Any	3
5j. Raise awareness of the Country Park's biodiversity and provide interpretation	1. Refresh / update Ebear dragonfly panel	3	3
	2. Consider new wildfowl panel near the William Authers footbridge?	1 / 2 / 3	4
	3. Include wildlife elements in new interpretation / information panels in noticeboards	1 / 2 / 3	2
	4. Seek opportunities to improve / expand wildlife elements of Visitor Centre touchscreen system	Any	3
	5. Seek to engage in appropriate nature-focussed projects run by DCC or external organisations (e.g. Devon Greater Horseshoe Bat Project)	Any	3
	6. Include nature-themed activities in annual events programme (e.g. bat walks)	All	2
	7. Provide nature-themed activities/learning in Ranger-led school visits	All	2
5k. Seek to positively influence land management in the wider canal corridor to the benefit of wildlife	1. Engage with MDDC, developers and Tiverton Neighbourhood Plan regarding use, development and management of Tiverton Eastern Urban extension green infrastructure land beside the Country Park	Any	2
	2. Take opportunities to promote beneficial management when talking to adjacent land and home owners	Any	2
	3. Engage with JAC and relevant DCC teams to respond to adjacent planning applications that may impact Canal wildlife.	Any	2
<b>Landscape</b>			
5l. Retain and restore hedgerows and standard trees	1. Undertake annual winter hedge trimming regime: tractor-mounted flail siding and topping hedge, but leaving some sections (c.100-200m) un-topped each year to grow on,	All	1



		ready to be laid in subsequent years		
	2.	Lay sections of hedge each year, as appropriate	All	3
	3.	Plant hedging whips to fill gaps	Any	3
	4.	Plant new sections of hedgerow, as appropriate	Any	4
	5.	Promote new standard trees in hedgerows to either through planting or selection of existing trees when hedge-laying	All	3
5m. Keep listed structures clear of scrubby vegetation	1.	Undertake an annual survey of ivy/scrubby growth on historic structures to inform annual removal works. Undertake this removal work	All	2
5n. Preserve / open up views along the canal and viewpoints from the canal	1.	Undertake annual survey of views on the approach to bridges from the towpath and views from the towpath towards attractive landscapes. Use to inform vegetation management works.	All	3
	2.	Cut periodic gaps in the bankside vegetation to achieve the multiple uses of providing fishing swims, providing views of the canal (once bankside vegetation has grown up) and providing points where boats can pull up to the bank.	All	2
5o. Seek to minimise visual intrusions	1.	Use consistent and appropriate design themes for Country Park infrastructure	All	2
	2.	Screen unattractive visual intrusions through planting trees / allowing hedges to grow taller	Any	3
	3.	Ensure visual results of management works (e.g. brash, woodchip, weed, ruts in verges) are left as tidy and inobtrusive as possible	All	2
	4.	Minimise the use of signs along the towpath focussing on placing them at access points and in noticeboards wherever possible	Any	2
	5.	Respond swiftly to rectify vandalism, graffiti or damage	Any	1
	6.	Maintain good relationships wherever possible with adjacent land owners and residents to build influence and deter / respond effectively to visually intrusive activities or developments within the Canal corridor	Any	2
	7.	Oppose inappropriate developments which would impact on the Canal corridor through consultation responses from appropriate DCC officers and through the JAC	Any	1
<b>Heritage</b>				
5p. Undertake / commission inspections	1.	Liaise with the DCC Buildings and Structures Team to organise / undertake inspections	Any	1

of historic structures as specified in Asset Management Plan	2.	Undertake casual assessments of historic structures whenever passing to identify and report any obvious faults	All	2
5q. Commission maintenance and repairs as necessary	1.	Liaise with the DCC Buildings and Structures Team to organise / undertake maintenance or repairs, as required	Any	1
5r. Manage vegetation on and around historic structures	1.	Remove scrubby vegetation growing on historic structures	All	2
	2.	Manage vegetation around structures to reduce potential for damage and to keep structures visible / accessible	All	3
5s. Interpret the history and historic structures of the Country Park	1.	Develop and install a new interpretation panel about the Brindley stop gate at Swing Bridge	1 / 2	3
	2.	Refresh the Aqueduct interpretation panel once repair works are completed, and install.	1	3
	3.	Refresh Waytown Limekiln panel (rewrite text)	3	4
	4.	Consider other possible locations for heritage interpretation panels (Ayshford Chapel? Whipcott Wharf?)	Any: £	4
	5.	Seek opportunities to improve/expand heritage elements of Visitor Centre touchscreen system	Any	3
	6.	Provide heritage-themed activities/learning in Ranger-led school visits	All	2
	7.	Include heritage elements in new interpretation / information panels in noticeboards	1 / 2 / 3	2
	8.	Seek to engage in appropriate heritage - focussed projects run by DCC or external organisations (e.g. Heritage Open Days)	Any	3
	9.	Organise events and publicity to celebrate the 50 <sup>th</sup> anniversary of the Country Park in 2021	1 / 2	1
	10.	Join in celebrations of 50 <sup>th</sup> anniversary of the horse-drawn barge operating on the Canal in 2024	4 / 5	2
<b>Aim 6: To engage local communities in the management of the Country Park and to ensure it provides a high standard of facilities and services enabling a range of recreational activities to be enjoyed</b>				
6a. Support the continued function of the JAC as a forum for local community and stakeholder	1.	Canal Manager to attend all JAC meetings, to draft Progress Reports and to organise annual site visits	All	1
	2.	DCC to provide JAC members with updates on significant projects / issues and to respond to	Any	1

representatives to discuss the management of the Country Park and provide advice to DCC	queries from JAC members, as required		
	3. Canal Manager to assist in finding representatives for stakeholders if and when required	Any	2
6b. Provide opportunities for people to engage through volunteering	1. Provide a range of opportunities for practical volunteering	All	1
	2. Explore opportunities for other forms of volunteering (e.g. leading walks / events; archiving, managing photo library)	Any	3
6c. Support the Friends of the Grand Western Canal	1. Continue to provide monthly column for newsletter	All	2
	2. Help to relaunch Volunteer Warden Scheme	1	2
	3. Meet to discuss other ways the Canal Ranger Service can help to support the friends group	1	2
6d. Provide a programme of events for local communities	1. Organise and deliver an annual events programme themed around the Canal's wildlife, heritage and recreational opportunities	All	2
	2. Seek opportunities to provide new events	All	3
	3. Schedule events to maximise participation and to fit with target audience's likely availability	All	3
	4. Set charges for events at a level that will cover costs or (with high demand events) make a small profit.	All	2
6e. Maintain and improve the key facilities provided within the Country Park	1. Towpath: Annually inspect towpath condition and organise resurfacing / edge scraping as necessary	All	2
	2. Towpath: Undertake annual bank and hedge cutting regime and crownlift trees above the towpath as necessary	All	1
	3. Canal channel: Undertake trimming back of overhanging branches as required	All	2
	4. Canal channel: Organise spot dredging as required	Any: £	2
	5. Canal channel: Undertake weed-cutting during spring, summer and autumn	All	1
	6. Canal channel: Clear sections of marginal reed as they begin to encroach on the central channel	All	2
	7. Car parks: Renew car parking signage in the Canal Basin car park	1	2
	8. Car parks: Review provision of signage at outlying car parks and ensure all have the requisite signs	1	3

9. Car parks: Review parking space provision / lining in Canal Basin. Create new spaces if possible, including a disabled parking space	Any: £	3
10. Car parks: Monitor condition of car park surfaces and lining and maintain as necessary	All	2
11. Public toilets: Undertake cleaning and maintenance to ensure toilets are functional and presentable	All	2
12. Public toilets: Investigate options and seek funding for refurbishing the public toilets	Any: £	3
13. Visitor Centre: Ensure the centre is well maintained and that information is kept up to date	All	1
14. Visitor Centre: Consider options for improvements / additional features / pages to the touchscreen system	Any	3
15. Visitor Centre: Consider replacements to existing hands-on activities	3 / 4 / 5	3
16. Noticeboards and panels: Ensure information provided is up to date and factually correct and that posts / structures are sound	All	1
17. Noticeboards and panels: Commission new interpretation / information panels to go in noticeboards replacing existing A3 ones	1 / 2 / 3	2
18. Noticeboards and panels: Develop and install a new interpretation panel about the Brindley stop gate at Swing Bridge	1 / 2	3
19. Noticeboards and panels: Refresh the Aqueduct interpretation panel once repair works are completed, and install.	1	3
20. Noticeboards and panels: Refresh Waytown Limekiln panel (rewrite text)	3	4
21. Noticeboards and panels: Consider other possible locations for heritage interpretation panels (Ayshford Chapel? Whipcott Wharf?)	Any: £	4
22. Play Park / trim trail: Undertake Inspection Regime and organise annual safety inspection by qualified inspector	All	1
23. Play Park / trim trail: Organise prompt repairs as required	Any	1
24. Benches and seats: Monitor condition of benches and seats and repair / replace as necessary	All	2
25. Benches and seats: Stain all new Streetmaster seats and benches annually	All	2
26. Benches and seats: Write and adhere to a	1	2

	memorial bench policy, explaining processes, siting considerations and responsibilities		
	27. Slipway and landing stages: Complete and promote parking provision near Boehill Slipway	1	2
	28. Slipway and landing stages: Complete low-level extensions to two existing landing stages	1	2
<b>Aim 7: To use appropriate marketing and communication techniques to encourage use of the Country Park, and to develop understanding and enhance the visitor experience</b>			
7a. Undertake market research to guide future management	1. Investigate options / funding for engaging consultants or a university student to carry out market research / develop marketing plan	Any	3
	2. If this is not possible then seek to undertake an in-house visitor survey before the end of year 3	1 / 2 / 3	2
	3. Monitor and respond to other forms of visitor and stakeholder feedback	All	1
7b. Use appropriate communication techniques to connect to current visitors, potential visitors and local communities	1. Continue to use a wide range of print, web and social media platforms to provide information and engage with visitors and local communities	All	1
	2. Seek to increase positive media coverage by identifying stories which will capture attention and by generating more press releases	All	2
	3. Raise the Canal Ranger Service's profile on social media by posting more frequently and looking for engaging photos of our work	All	2
7c. Promote the canal as a tourism attraction as well as a facility for local communities	1. Engage with Visit Mid Devon and Mid Devon Attractions Group to raise profile of the canal and encourage visits	All	2
	2. Use 'BrochureLink' distribution network to make Canal Visitor Guide available to TICs around the UK. [SERVICE DISCONTINUED]	All	3
	3. Deliver batches of Canal Visitor Guides to local TICs, accommodation providers and pubs and shops to ensure it is available locally	All	2
	4. Explore options for developing a more engaging and modern stand-alone, website for promoting the Canal as a visitor attraction.	Any: £	3
7d. Provide educational opportunities for schools and youth groups	1. Provide affordable and flexible opportunities for schools and youth groups to enjoy ranger-led visits learning about their environment and heritage	All	2
	2. Promote these opportunities to ensure teachers and leaders are aware	All	2
7e. Use a range of interpretation techniques to enrich	1. Develop and install new interpretation panels at Swing Bridge and Swing Embankment	1 / 2	3
	2. Replace / refresh existing interpretation panels	All	3

visitors' understanding of the Canal's heritage and wildlife	as they become worn / out of date		
	3. Commission new information / interpretation panels to go in noticeboards	1 / 2	3
	4. Organise and deliver an annual programme of events	All	2
	5. Develop and use a proforma for identifying aims of events and how they will be achieved	1	2
<b>Aim 8: To ensure a high standard of service through effective resource management and delivery of the management plan</b>			
8a. Manage work programme efficiently and flexibly to achieve aims whilst adapting to changing circumstances	1. Check Action Plan section regularly (at least quarterly) to inform forthcoming works programme	All	1
	2. Drive efficiency through careful organisation and grouping of tasks to fit human resources and circumstances	All	1
8b. Recruit and manage staff and volunteers and develop their competence and capacity	1. Ensure staff/volunteers hold the necessary competency tickets for equipment / activities they use/undertake	All	1
	2. Identify opportunities for personal development through appropriate learning methods	All	2
	3. Encourage staff and volunteers to join the Countryside Management Association and take advantage of membership benefits	All	3
8c. Secure and manage financial resources to optimum benefit of the Country Park	1. Manage available budgets responsibly, seeking to derive the maximum benefit for the Country Park	All	1
	2. Promote the benefits of the Country Park and respond to funding reviews effectively with an aim of averting / minimising funding cuts	Any	1
	3. Discuss funding arrangements with MDDC	1 / 2	1
	4. Seek opportunities to increase income	Any	2
8d. Engage with stakeholders to adapt / refine / add new management actions and to update the plan as required	1. Report on progress at JAC meetings, including annual review at March meetings	All	1
	2. Gather and share feedback from other stakeholders and visitors	All	2
	3. Consult on any proposed changes in management approaches	All	2
	4. Fundamentally review sections 11 and 12 at the end of year 1	1	2
	5. Fundamentally review the whole plan during year 5	5	1