Canal & River Trust

CC Monitoring Process - high level

Renewal analysis
for boats without a home mooring

10 months sightings

Range calculated from collected sightings.

Case by case review

For those with an overall range of concern, considering the following:
- number of months seen, length of contract
- network coverage - distance, frequency, location
- approved overstays, equality adjustments, winter moorings
- change of ownership / mooring status
- current enforcement action.

Outcome of review

Letter and renewal sent:
- renewal without restriction (standard renewal).
- request confirmation of home mooring status (MAC)
- restricting to a six month CC licence (HMR6)
- restricting to a three month CC licence (HMR3)

Contact

Local team to try and make contact with those given a restricted renewal.
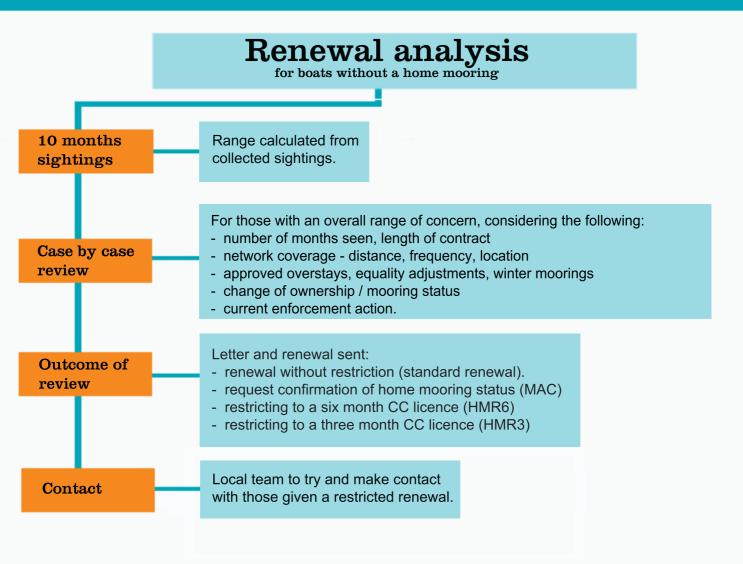
Three month restricted licence

If they do renew

Send reminder half way through licence period (RRa or RRb depending on whether they are moving)

Around expiry of licence
- If improved, allow to renew for six months (R6)
- If not improved, send letter outlining options (EL)
- If not resolved issue letter and notices (SNLB) and continue with enforcement process.

If they don't renew

External solicitor to send letter (SWLA) giving 28 days to resolve,

If not resolved issue letter and statutory notices (SNLA) and continue with enforcement process.

Six month restricted licence

If they do renew

Send reminder half way through licence period (RRa or RRb depending on whether they are moving)

Around expiry of licence
- If improved, allow to renew for 12 months (R12)
- If not improved, send letter outlining options (EL)
- If not resolved issue letter and notices (SNLB) and continue with enforcement process.

If they don't renew

External solicitor to send letter (SWLA) giving 28 days to resolve.

If not resolved issue letter and statutory notices (SNLA) and continue with enforcement process.

Standard 12 month renewal

If they renew -
- review sightings after six months and identify those of concern
- send midpoint reminder (MpR)

If they don't renew -
- follow standard unlicensed process (Unlic1)

Boats without a home mooring

Each month identify boats without a home mooring (MAC or CC).
- If the customer has received the CC advisory letter before - no action
- If they have not received, send advisory letter (Adv) and add customer to list

14 day reminders
applicable to all licensed boats

Potential overstays flagged for any boat on same km more than 14 days ago.
Ascertain any known reason for overstay - equality adjustment, approved extended stay.
Reminder sent - by email, text and/or letter.
Customer responds
 - request for extended stay passed to EO
 - valid reason for overstay - reminder flagged as withdrawn
Three valid reminders in three months - review case and if necessary start enforcement action for non-compliance.