

Environment Agency

Waterways Stakeholder Engagement Groups

Members' Handbook



First edition (July 2022)

Foreword

Your membership of a Waterways Stakeholder Engagement Group is an important and valuable role.

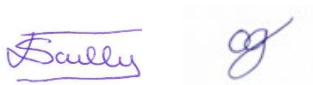
The Navigation Business Plan 2021-25 sets the ambition to “...work better with government, partners and stakeholders to deliver the broadest range of multi-functional benefits”.

Effective stakeholder engagement underpins successful delivery across each of our business plan themes. We want to make sure we can land the right subjects with the right audience at the right time; and listen to advice and guidance from those with the right skills and experience of a variety of waterway uses.

Through your work on one (or possibly more) of our groups, you will help the Environment Agency to better understand the issues that matter, and work with us to balance priorities.

We hope to achieve the right outcomes for our waterways by working with others in a collaborative way.

This handbook is designed to explain some of the background, the framework and governance within which the groups operate and other information to help you in your role as a member. We hope you find it useful.

Two handwritten signatures in purple ink. The first signature is 'Scully' and the second is 'Omoniyi Green'.

Jo Scully and Omoniyi Green

National Navigation Managers

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Welcome

We are the Environment Agency. We protect and improve the environment. We help people and wildlife adapt to climate change and reduce its impacts, including flooding, drought, sea level rise and coastal erosion.

We improve the quality of our water, land and air by tackling pollution. We work with businesses to help them comply with environmental regulations. A healthy and diverse environment enhances people's lives and contributes to economic growth.

We can't do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to create a better place for people and wildlife.

Our Goal: Create a better place

Our action plan, EA2025, sets out our goals for creating a better place for people, wildlife and the environment, and puts our response to climate and nature emergencies at the heart of everything we do.

Our principles

When we consider our priorities, we will apply the following principles:

- Put people and wildlife first: our goal is to create a better place for them.
- 80/20: we will focus on the 20% that makes 80% of the difference.
- Support local priorities: every place and community has its own needs.

Our culture: how we do things

- **One team, one mission: create a better place** – where we have a common purpose and think beyond organisational and team boundaries
- **Focus on outcomes: deliver our commitments** – where we deliver the outcomes we have committed to in EA2025
- **Think big, act early, be visible** – where we are responsive to emerging and challenging situations
- **Be kind, stay safe and grow** – where we take the initiative to make this a safe, healthy and well place and grow through embracing learning
- **Value difference: include everyone** – where we foster an inclusive culture which cultivates belonging and values everyone for who they are
- **Innovate, move fast, stay agile** – where we are open-minded to opportunities, adopt new thinking and learn through continuous improvement
- **Seek partnership, show leadership, take responsibility** – where we harness the combined strength of our people, and are empowered to get things done

The 25 Year Environment Plan

The government's 25 Year Environment Plan sets out a comprehensive long-term approach to protecting and enhancing the environment. The vision at the heart of the plan is that we will be the first generation to leave the environment in a better state than we found it.

The Environment Agency will play a central role in delivering the plan. We will work to deliver all 10 of the goals it lays out:

- Clean air
- Clean and plentiful water
- Thriving plants and wildlife
- Reducing risk of harm from environmental hazards
- Using resources from nature more sustainably and efficiently
- Enhancing beauty, heritage and engagement with the natural environment
- Mitigating and adapting to climate change

- Minimising waste
- Managing exposure to chemicals
- Enhancing biosecurity

Our waterways

The Environment Agency is committed to creating better places for people and wildlife - because a healthy environment, including our navigable rivers and waterways, enhances all our lives and contributes to resilient communities and sustainable economic growth.

We are custodians of over 1,000km of navigable waterways and two harbours, with a statutory duty to manage these national assets for all manner of boats and waterway recreation.

The opportunities provided by our waterways makes them popular visitor destinations, with over 15 million visits per year and many communities and businesses benefitting from sustainable tourism and waterway activity.

Above all our waterways connect people with nature.

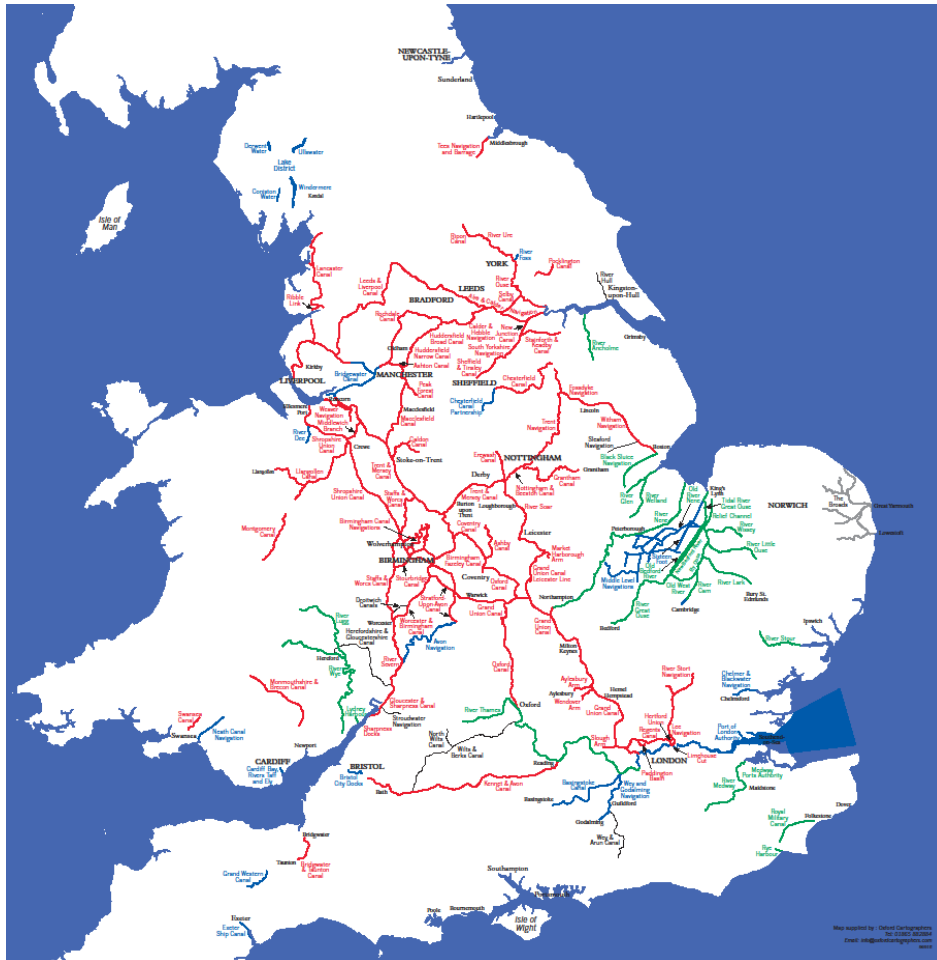
The simple pleasure of being on or beside water, surrounded by a thriving environment and wildlife, is something people truly value.

Whether boating, swimming, angling, walking, cycling, or just sitting and watching the river, the benefits to health and wellbeing are greatly appreciated.

When people make a connection with our waterways they value and cherish them, leading to better care for the environment. We want as many people as possible to have the opportunity to make this type of connection.

That is why we are seeking to make our waterways even better places to visit.

- We want our assets and waterway destinations to be safe and accessible to an increasing and wider diversity of users.
- We want our navigable waterways to benefit biodiversity, support nature-based solutions and be valuable habitats.
- We want to ensure our waterways are resilient and helping to tackle climate change, providing sustainable water supply whilst reducing our own carbon footprint and promoting sustainable modes of travel as we aim for net zero.



Environment Agency Waterways are in green

Map provided by Association of Inland Navigation Authorities

The Environment Agency's Waterways Stakeholder Engagement Groups were reviewed in 2021/22 following the launch of the Navigation Business Plan in 2021. They play a key role in delivering the Business Plan and influencing and developing new activities and actions.

The groups will ensure inclusivity and representation from a broad diversity of customers, given the range of uses and interests around our waterways, and those who benefit from all the services we provide; from all types of boating to many other types of use, whether for leisure or trade, as an individual, a business or a community.

As an Environment Agency Waterways Stakeholder Engagement Group member, you will play an important role in helping to shape and deliver the outcomes we need to achieve to make our waterways and their environment even better places to be.

This handbook contains the practical information you need to know about being a group member and how meetings are run. If you require further information, please contact us. You will find our contact details in Section 11 of this Handbook.

The information in this handbook was correct at the time of publication. It will be revised and updated as required.

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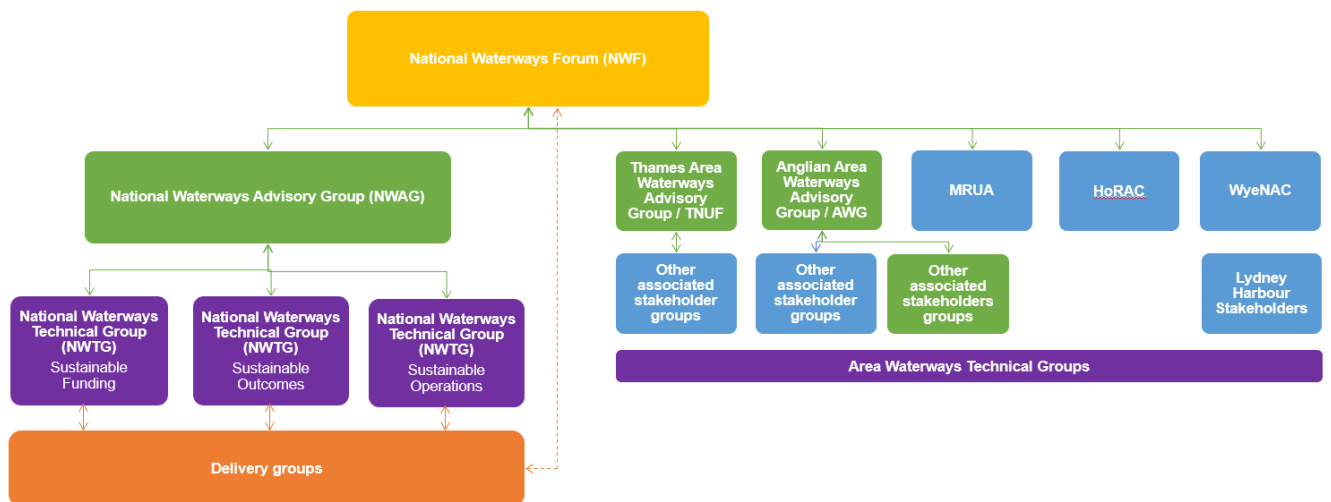
1. Overview

In 2021 we commenced a review into our waterways stakeholder engagement.

We know that it is going to be difficult to please everybody. It is therefore important to remember the driver for this review: put simply, our existing stakeholders told us that the previous model was not working. Therefore this is our chance to reset our relationship with stakeholders and to enable effective and constructive engagement.

We have listened to our existing stakeholders and customers and taken their views into consideration when finalising our proposals.

The final proposals are illustrated below:



Environment Agency Waterways Stakeholder Engagement Model

Purpose of the National Waterways Stakeholder Engagement Groups

- To facilitate national communication between the Environment Agency and representatives of national organisations and appointed group members with an interest in our waterways.
- To provide a link between the Environment Agency and relevant organisations to engender mutual understanding of issues that affect our waterways, together with the opportunities they can provide.
- To raise issues and ideas to be taken forward for action.
- To facilitate and celebrate outcomes.

- To ensure that all waterways beneficiaries are kept informed of current and future Environment Agency navigation plans, national projects and strategic thinking.
- To enable our stakeholders to inform the Environment Agency of the views and needs of their members.
- To utilise the expertise and knowledge of the members to improve the Environment Agency's waterways

2.National Waterways Forum

We have created the National Waterways Forum (NWF) to give a voice to every national organisation with an interest in how we manage our inland waterways, now and for the future.

Members of the NWF will champion the Environment Agency's navigable waterways. They will have the opportunity to influence and contribute towards the work the Environment Agency does to ensure our waterways are great places; maintained, enhanced and available for boating and a variety of other uses.

NWF Terms of Reference

Remit

The remit of the group will be as follows:

- Members of the group will support the Environment Agency (EA) to deliver the outcomes we seek from the Navigation Business Plan under its three themes: Sustainable Funding, Sustainable Outcomes and Sustainable Operations.
- They will influence and give their views upon activities and actions relating to the management and use of our waterways; commission actions for the National Waterways Advisory Group (NWAG); and the National Waterways Technical Groups (NWTG).
- Members of NWF will communicate information and outcomes from the group back to their colleagues and stakeholders.
- The NWF is a non-statutory advisory group and has no power to make decisions.

Membership

- Membership of the NWF is broad and inclusive and is made up of individuals representing their national organisations; from both a boating and non-boating background.
- Members of the group are expected to represent the views of the organisation or membership group they may be employed by or associated with.
- To facilitate administration of the meeting, each organisation is asked to nominate one

representative and one deputy to the NWF.

- Any new or additional existing national organisations may be invited to join the NWF at any time by the EA.
- In addition, a user representative from each EA waterway area is invited. They shall be nominated by their area user group and will be expected to represent the views and interests of their group. A deputy should attend the meeting when their representative cannot.
- At times the EA may establish time-limited Delivery Groups to work on specific issues or tasks. These Delivery Groups will be made up of members of the National Waterways Advisory Group (NWAG) and may also include members of the NWF/additional guest experts where co-opted.
- EA representatives in the group will include: EA National Navigation Manager, EA Waterway Managers.

Term of Office

- Members of NWF can continue to attend meetings for as long as their organisation nominates them as their representative or deputy representative.
- When the representative or deputy representative for NWF is changed by an organisation this must be communicated in writing to the Secretariat of the group.

Meetings

- The group will ordinarily meet once a year, but with the agreement of the Chair may be convened more often if necessary.
- Matters to be considered by the NWF are agreed by the Chair. Group members can request items to be discussed prior to the meeting with the Chair.
- NWF meetings will be a mix of virtual (in order to reduce carbon emissions) and in person.
- Agenda items will be circulated in advance and accompanied by background papers where required.
- Members will prepare fully for all meetings. This will include reading papers, querying anything not understood, thinking through issues before meetings and completing any tasks that may have been requested with reasonable notice in advance.

- Members of the group would be expected to attend the annual NWF meeting.
- A deputy should attend the meeting when their representative cannot, unless specifically otherwise invited.
- The NWF roles are voluntary.
- Time commitment will be varied, but is not anticipated to be more than two days per year.
- In addition, there will be an opportunity for each organisation represented at NWF to meet individually with EA national Navigation representatives annually; to discuss any areas of interest or concern specific to that organisation.

Chair of the Group

- The Chair of the NWF will be the Environment Agency Board Member for Navigation.
- The Chair's responsibilities will include agenda planning, chairing the main group meetings, and ensuring that proceedings and resulting advice, actions and outcomes are accurately recorded by the Secretariat.
- A Chair who is to be absent from a meeting may appoint another member of the group to chair the meeting. If the Chair has not appointed another member, then the group can appoint a Chair at the meeting.
- If the Chair resigns, is removed from office or is unable to act, the EA will appoint another person to act in place of the chair for six months until a permanent appointment is made.

Administration

- A Secretariat will be appointed by the EA to support the group.
- The Secretariat will produce minutes and actions from the meetings and circulate them to the NWF members following each meeting.

Code of Conduct

- Members of the NWF will adhere to the 'Waterways Stakeholder Engagement Groups Code of Conduct for Members' at all times.
- A substantial breach of any part of this Code will result in a member being asked to stand down from their membership of the NWF.

Relevant documents:

[Waterways Stakeholder Engagement Groups Code of Conduct for Members](#)

[Privacy Notice](#)

3. National Waterways Advisory Group

Members of the National Waterways Advisory Group (NWAG) will champion the Environment Agency's navigable waterways. They will have the opportunity to influence and contribute towards the work the Environment Agency does to ensure our waterways are great places; maintained, enhanced and available for boating and a variety of other uses.

NWAG Terms of Reference

Remit

The remit of the group will be as follows:

- Members of the group will support the Environment Agency (EA) to deliver the outcomes we seek from the Navigation Business Plan under its three themes: Sustainable Funding, Sustainable Outcomes and Sustainable Operations.
- They will help develop, influence and advise upon activities and actions relating to the management and use of our waterways; consider ideas and issues raised at the National Waterways Forum (NWF); commission actions for the National Waterways Technical Groups (NWTG); and communicate outcomes back to the NWF.
- Members of the group will champion the EA's navigable waterways.
- The NWAG is a non-statutory advisory group and has no power to make decisions.

Membership

- The NWAG is made up of individual members appointed for their specific skills, experience and expertise; from both a boating and non-boating background.
- Members of the group are expected to represent their own views and opinions; not those of any organisation or membership group they may be employed by or associated with.
- EA representative(s) will attend the NWAG meetings.
- Individuals with skills, experience and expertise in one or more of the following areas will be appointed onto the NWAG:

Navigation issues	Cycling	Commercial development
Residential boating	Angling	Finance/Funding
Powered boating	Boating trade	Asset management
Disability inclusion - waterways	Mooring/Marinas	Technology
Canoeing	Volunteering	Health and wellbeing
Rowing	Youth engagement	Water safety
Paddle boarding	Community engagement	Wildlife and biodiversity
Sailing	Partnerships	Water quality
Outdoor swimming	Compliance and enforcement	Climate change
Walking/Running	Riparian issues	Cultural and heritage
Conservation		

- Each member of the NWAG will also be expected to sit on at least one NWTG; which will depend upon their relevant skills and experience. At times the EA may establish time-limited Delivery Groups to work on specific issues or tasks. These Delivery Groups will be made up of members of the NWAG and may also include members of the NWF/additional guest experts where co-opted.
- Members of the NWAG are expected to act in the best interests of the Environment Agency.

Appointment of members

- Appointments to the NWAG will be made following assessment of an expression of interest form. All applications will be anonymised for this assessment process. If required we will follow up with a telephone interview.
- Any new member may be appointed to join the NWAG by the EA at any time where there is a gap in specific skills, experience and expertise.

Term of Office

- Members of NWAG will be appointed for an initial two year term. Following this, they may apply again for an additional two years and so on. There is no maximum number of terms.
- If a member of NWAG wishes to stand down, outside of the normal term of office, this must be communicated in writing to the Secretariat of the group.

Meetings

- The group will ordinarily meet every six months/twice yearly, but with the agreement of the Chair may be convened more often if necessary.
- Matters to be considered by the NWAG are agreed by the Chair. Group members can request items to be discussed prior to the meeting with the Chair.
- NWAG meetings will be held virtually where they do not involve a site visit (in order to reduce carbon emissions). In the future we expect some meetings will take place around different parts of our waterways and involve site visits.
- Agenda items will be circulated in advance and accompanied by background papers where required.
- Members will prepare fully for all meetings. This will include reading papers, querying anything not understood, thinking through issues before meetings and completing any tasks that may have been requested with reasonable notice in advance.
- Members of the group would be expected to attend at least one NWAG main group and one NWTG sub-group meeting a year. If members repeatedly do not attend meetings they may be removed from the group(s).
- Where an individual is unable to attend a meeting, no deputy is required to be nominated, however, they must do their best to consider whether there are other ways they can engage with the work of the meeting.
- The roles are voluntary with reasonable travel expenses covered. Please see the Waterways Stakeholder Engagement Groups expenses agreement.
- Time commitment will vary.

Chair of the Group

- The Chair of the NWAG will be the Environment Agency National Navigation Team Manager.
- The Chair's responsibilities will include agenda planning, chairing the main group meetings, and ensuring that proceedings and resulting advice, actions and outcomes are accurately recorded by the Secretariat.

- A Chair who is to be absent from a meeting may appoint another member of the group to chair the meeting. If the Chair has not appointed another member, then the group can appoint a Chair at the meeting.
- If the Chair is unable to act, the EA will appoint another person to act in place of the chair.

Administration

- A Secretariat will be appointed by the EA to support the group.
- The Secretariat will produce minutes and actions from the meetings and circulate them to NWAG members following each meeting.

Code of Conduct

- Members of the NWAG will adhere to the Waterways Stakeholder Engagement Groups Code of Conduct for Members at all times.
- A substantial breach of any part of this Code will result in a member being asked to stand down from their membership of the NWAG.

Relevant documents:

[NWAG Expression of Interest form](#)

[Waterways Stakeholder Engagement Groups Code of Conduct for Members](#)

[Privacy Notice](#)

[Waterways Stakeholder Engagement Groups Expenses Agreement](#)

4. National Waterways Technical Groups

Members of the National Waterways Technical Groups (NWTGs) will champion the Environment Agency's navigable waterways. They will have the opportunity to influence and contribute towards the work the Environment Agency does to ensure our waterways are great places; maintained, enhanced and available for boating and a variety of other uses.

NWTGs Terms of Reference

Remit

The remit of the groups will be as follows:

- There are three NWTGs in line with the three themes of the Navigation Business Plan. The three groups are:
 - Sustainable Funding
 - Sustainable Outcomes
 - Sustainable Operations
- Members of the groups will support the Environment Agency (EA) to deliver the outcomes we seek from the Navigation Business Plan.
- They will help develop, influence and advise upon activities and actions relating to the management and use of our waterways; deliver actions commissioned by the National Waterways Advisory Group (NWAG); and communicate outcomes back to the NWAG.
- The NWTGs are non-statutory advisory groups and have no power to make decisions.

Membership

- The NWTGs are made up of individual members appointed to the NWAG for their specific skills, experience and expertise; from both a boating and non-boating background.
- Which of the three NWTGs a member sits on will be depend upon their relevant skills, experience and expertise. A member may be asked to sit on more than one NWTG.
- At times the EA may establish time-limited Delivery Groups to work on specific issues or

tasks. These Delivery Groups will be made up of members of the NWTGs and may also include members of the NWF/additional guest experts where co-opted.

- Members of the groups are expected to represent their own views and opinions; not those of any organisation or membership group they may be employed by or associated with.
- An EA representative will sit on each group.
- Members of the NWTGs are expected to act in the best interests of the Environment Agency.

Term of Office

- As NWTGs are made up of individual members appointed to the NWAG please refer to the NWAG Terms of Reference for the relevant Term of Office information.
- When membership of the NWAG ceases, membership of the associated NWTG(s) will also cease.

Meetings and delivery of actions

- The groups will ordinarily meet every six months/twice yearly, but with the agreement of the Chair may be convened more often if necessary. The meetings will be arranged to align with the NWAG meetings.
- Matters to be considered by the NWTGs are agreed by the Chair. Group members can request items to be discussed prior to the meeting with the Chair.
- NWTGs meetings will be held virtually where they do not involve a site visit (in order to reduce carbon emissions). In the future we expect some meetings will take place around different parts of our waterways and involve site visits.
- Agenda items will be circulated in advance and accompanied by background papers where required.
- Members will prepare fully for all meetings. This will include reading papers, querying anything not understood and thinking through issues before meetings.
- Members are expected to complete any actions that may have been commissioned through the NWAG in accordance with agreed timescales.
- Members of the group would be expected to attend at least one NWAG main group and

one NWTG sub-group meeting a year. If members repeatedly do not attend meetings they may be removed from the group(s).

- Where an individual is unable to attend a meeting, no deputy is required to be nominated, however, they must do their best to consider whether there are other ways they can engage with the work of the meeting.
- The roles are voluntary with reasonable travel expenses covered. Please see the *Waterways Stakeholder Engagement Groups expenses agreement*
- Time commitment will vary.

Chair of the Group

- The Chair of the NWTGs will be the Environment Agency lead initially for the first year, then a Chair will be elected by each group. The Chair may then be from the EA or non EA.
- The Chair's responsibilities will include agenda planning, chairing the main group meetings, and ensuring that proceedings and resulting advice, actions and outcomes are accurately recorded by the Secretariat and reported to the NWAG for review.
- A Chair who is to be absent from a meeting may appoint another member of the group to chair the meeting. If the Chair has not appointed another member, then the group can appoint a Chair at the meeting.
- The Chair will be ratified every three years. If a Chair is not re-elected, they may serve any remaining term as member of the group.
- If the Chair resigns, is removed from office or is unable to act, the EA will appoint another person to act in place of the Chair for six months until a permanent appointment is made.

Administration

- A Secretariat(s) will be appointed by the EA to support the groups.
- The Secretariat will produce minutes and actions from the meetings and circulate them to NWTG members following each meeting.

Code of Conduct

- Members of the NWTGs will adhere to the Waterways Stakeholder Engagement Groups Code of Conduct for Members at all times.
- A substantial breach of any part of this Code will result in a member being asked to stand down from their membership of the NWTGs.

Relevant documents:

[NWAG Terms of Reference](#)

[Waterways Stakeholder Engagement Groups Code of Conduct for Members](#)

[Privacy Notice](#)

[Waterways Stakeholder Engagement Groups Expenses Agreement](#)

5. Delivery Groups

At times the EA may establish time-limited Delivery Groups to work on specific issues or tasks. These Delivery Groups will be made up of members of the NWTGs and may also include members of the NWF/additional guest experts where co-opted.

6. Code of Conduct for members

- I will respect the culture and values of the Environment Agency.
- I will act within the Terms of Reference for the Waterways Stakeholder Engagement Groups and will maintain a knowledge of and act upon the contents of the Members' Handbook.
- I will support the aims and ambitions of the Navigation Business Plan, using my skills, knowledge and experience to help deliver its outcomes.
- I will be an active member, willingly making my skills, knowledge and experience available to the Waterways Stakeholder Engagement Groups; and participating in relevant working groups where appropriate.
- I will raise any issues and questions in a respectful, professional and courteous way. Whether in writing, online, by telephone or face to face.
- I will respect that any business decision-making power rests with the Environment Agency.
- I will respect the Environment Agency commitment and values relating to equality, diversity and inclusion, and that every member of the group has the right to be included and their opinions heard.

Managing interests

- I will act in the best interests of the Waterways Stakeholder Engagement Groups and work to avoid bringing the Environment Agency into disrepute.
- I will not put myself in a position where my personal interests or loyalty to any person or organisation conflict with my membership of a Waterways Stakeholder Engagement Group. If I am concerned such a conflict may exist, I will raise it with the Chair(s) of the group(s).
- I will maintain confidentiality on sensitive and confidential information and will abide by current data protection legislation.

Meetings

- I will attend (whether virtually or face to face) all appropriate meetings of the Waterways Stakeholder Engagement Groups. If I cannot attend a meeting I will send my apologies in advance. I will do my best to consider whether there are other ways I can engage with the work of the meeting.

- I will attend at least one meeting a year. E.g., one NWF meeting, and/or one NWAG main group and if relevant one NWTG sub-group meeting a year. If I repeatedly do not attend meetings, I understand I may be removed from the group(s).
- I will prepare fully for all meetings. This will include reading papers, querying anything I do not understand, thinking through issues before meetings and completing any tasks that may have been requested with reasonable notice in advance.
- I will actively engage in discussion, contributing in a professional, considered and constructive way, raising questions in an appropriate way, challenging with courtesy and respect, and avoiding conflict when in disagreement.
- I will not subject individuals, groups of people or organisations to personal attack.

Relationships with others

- I will work considerately and respectfully with all those with whom I come into contact at Waterways Stakeholder Engagement Groups. I will respect diversity, different roles and boundaries, and avoid giving offence.
- I recognise that the roles of stakeholders volunteering to work on Waterways Stakeholder Engagement Groups and staff of the Environment Agency are different, and I will understand and respect the difference between these roles.
- I will seek to support and encourage all those with whom I come into contact at Waterways Stakeholder Engagement Groups. I especially recognise my responsibility to support the relevant Chair(s).
- I will not make public comments (including on social media) about the Environment Agency where they are, or could be interpreted as being, harmful or damaging to reputation and / or conflicting with my role as a member of a Waterways Stakeholder Engagement Group.

Breaches of this Code

- I understand that substantial breach of any part of this Code will result in my being asked to stand down from my membership of a Waterways Stakeholder Engagement Group(s).

7. Working with Others for inclusive engagement

It is important to note that we will be following the Environment Agency's Working With Others approach to ensure that our engagement is inclusive and that we incorporate the following:

- Equity means removing barriers and biases to participation.
- Equality means that everyone has the same opportunity to participate.
- Inclusion means that everyone feels valued and safe.
- Diversity means recognising the range of people you are seeking to engage.

8. Expenses Agreement

Waterways Stakeholder Engagement Group members and Chairs can be reimbursed for reasonable expenses incurred in carrying out their duties.

Approved duties for which expenses may be claimed by Environment Agency Appointed Waterways Stakeholder Engagement Group Members and Chairs are as follows:

- Attendance at meetings of the National Waterways Advisory Group (NWAG), National Waterways Technical Groups (NWTGs) - either the scheduled meetings or any related or approved sub-group meetings, workshops or seminars;
- Any approved and appropriate activities or duties undertaken on behalf of the NWAG or NWTGs (to be approved in advance by the Group Chair or a senior Environment Agency manager)

Expense claims must be submitted on the appropriate form provided by the Environment Agency. Expense claims should relate to the month in which the expenses were incurred. Claims covering a period in excess of one month should be avoided. Details of the claim and the activity undertaken should be identified on the form.

A VAT receipt must support all expenditure. Receipts should be included when taxi fares are being claimed and tickets should be included as evidence of travel when rail fares are being claimed. The receipt must not be addressed to any person or organisation other than the Environment Agency, Chair or member making the claim. If a receipt is not issued or lost, then a letter confirming the expenditure must be sent with the claim form.

Travel allowances

Trains: Standard class rail fare must be used (only in exceptional circumstances can first class be used).

Taxis: Public transport must be used when possible. Taxis may only be used if carrying heavy bags, the public transport option would make the journey too long or is not easily available, it is particularly bad weather or for reasons of health, safety and wellbeing. Taxi fares must be paid for in cash where possible.

Mileage:

If claiming car or motorcycle allowance, postcodes for the start and finish of the journey must be submitted. A VAT receipt for fuel purchase at or around the date of the claim should be submitted. This is needed by the Environment Agency for VAT reclaims purposes.

Car	Motorcycle	Bicycle*
45p per mile up to 3,000 miles per year	24p per mile	41p per mile

Rates current in July 2020

Where a mileage allowance is paid, VAT can be reclaimed by the Environment Agency where it holds a valid VAT receipt.

The amount of VAT reclaimed on mileage allowances is found by multiplying the fuel element of the mileage allowance by the VAT fraction (currently 1/6).

The Environment Agency needs those claiming mileage allowances to submit receipts with their claims in order to comply with Her Majesty's Revenue and Customs (HMRC's) requirements.

**Bicycle mileage rate: The rate per mile up to the HMRC guideline limit (currently 20p) is non-taxable. Any amount we pay above this limit is subject to tax and national insurance.*

Where it is the case that a group member(s) will normally get reimbursed for attending meetings by their own local authority they cannot claim from the Environment Agency in addition.

9. Privacy Notice

How we use your personal data

The Environment Agency is the controller for the personal data we process under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 (DPA 2018). Our contact details are available on [GOV.UK](https://www.gov.uk).

Our [personal information charter](#) explains:

- how to contact our Data Protection Officer
- what we do with your personal information (personal data) in general
- your rights and how to complain to the Information Commissioner's Office

The personal data we need

The personal data we collect about you includes:-

- full name
- contact details including telephone number(s) and email address(es)
- the organisation you represent (NWF)
- your relevant skills, expertise and experience (NWAG/NWTG)

We are allowed to process your personal data because you consent to us doing so. You have the right to withdraw consent at any time. The lawful basis for processing your personal data is consent. See how we use your personal data below.

If you don't give us this personal data we will not be able to communicate with you regarding your membership of a Waterways Stakeholder Engagement Group(s).

What we do with your personal data

We use your personal data for the:-

- general management of Waterways Stakeholder Engagement Group meetings.
- purposes of promoting your membership of a Waterways Stakeholder Engagement Group(s), for example in documents, social media and websites.
- We do not use your personal data to make an automated decision or for automated profiling.
- We will not share or disclose your personal data to any party outside the Environment Agency without your explicit consent unless we are lawfully able to do so.

How long we keep your personal data

Your contact details for the purposes of the Waterways Stakeholder Engagement Groups will be deleted within one month of you leaving a group(s). Past emails and other correspondence will be held according to the Agency's retention schedule. Certain items, for example meeting minutes, will be retained indefinitely.

Where your personal data is processed and stored

We process and store your personal data on our servers in the UK.

Personal data entered onto our website will be saved on servers outside the European Economic Area.

Contact details

Our Data Protection Officer (DPO) is responsible for independent advice and monitoring of the Environment Agency's use of personal information.

If you have any concerns or queries about how we process personal data, or if you would like to make a complaint or request relating to data protection, please contact our DPO using the following details:

Address: Data Protection Officer
Environment Agency
Horizon House
Deanery Road
Bristol
BS1 5AH

Email: dataprotection@environment-agency.gov.uk

You can find out about your personal data rights from the Information Commissioner's Office (ICO) at www.ico.org.uk. The ICO regulate the data protection legislation. You have the right to lodge a complaint with them at any time.

Changes to this notice

We may change this privacy notice. In that case, the 'last updated' date at the bottom of this page will also change. Any changes to this privacy notice will apply to you and your data immediately.

If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

This notice was last updated July 2022.

10.Environment Agency contacts

National Navigation Team: Navconsultation@environment-agency.gov.uk

Environment Agency Customer Contact Centre: 03708 506 506

