

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 16 March 2022 15:07  
**To:** \_WEB\_Canals Strategy  
**Subject:** consultation documents

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I have to say I find the consultation documents quite baffling and incredibly un- accessible.

The documents are incredibly large and complex.

Without a large scale printer and several years experience in urban planning I don't know how anyone could meaningfully understand them. I work in this field and would consider myself fairly literate to this sort of thing usually. But I just gave up after having to skip around from page to page or zoom and scroll constantly. On my phone it is impossible yet 60% on people in the UK use their phones as their primary device to access the internet.

What steps did you take to ensure that they were accessible?

To be clear; I am a supporter and positive advocate of this project but I fear these poor standards of communicating and consulting will lose rather than gain public support.

[REDACTED]