

**ROBIN EVANS CUSTOMER MEETING  
Dunkfield Town Hall, Tameside, Morning Session, 5 June 2008  
The Orwell, Lancashire, Evening Session, 5 June 2008**

Robin gave the following information:

- This year British Waterways have been given £20m less than previous years and there is currently no prospect of further funding for the next 3 years
- Administration regarding the moorings has been centralised in the Leeds Office in order to make the process more efficient
- BW want to develop partnerships with local authorities and source funding from them in order to help pay for the standard of canals that the local communities would like to have
- Campaign due in autumn 2008 to target local authorities to secure funding contributions. This is being drafted through Parliament – Community Infrastructure Levy – to be charged to new developments to help pay for roads, schools, hospitals etc. BW are hoping to be registered as an interested party in order to take advantage of the levy
- Sustrans won a £50m lottery grant of which £20m was distributed to BW nationally and £1m to NW to make towpath improvements to the cycle network
- Funding from new marinas – BW receives a connection charge from the new marinas which is the equivalent to 9% of the gross marina charge. Section 106 monies are used to improve the canal infrastructure in the marina area
- Dredging – National Policy states that dredging is done on a priority basis and is also based on canal usage. Lots of environmental constraints with dredging. The Bowback River which is currently being dredged in preparation for the Olympics have to have the silt transported to Hartlepool which is the only site in the UK that it can be removed to. NW gives list of priorities to the national team who then prioritise it within the whole country. BW trying to get local authorities interested in contributing to spot dredging of areas in order to bring in revenue to local communities. Huge costs are incurred when mobilising spot dredging teams to cover a small area rather than a large area
- Lock leakage – being prioritised in the NW, currently very reactionary
- European Waterway Directive – this is to ensure that all waterways and rivers in the UK reach a certain standard
- Mooring tenders trial – still in consultation stage. Currently half way through trial. More efficient way of selling moorings. There are a number of moorings available for smaller boats
- Moorings prices have increased on average by 15% although some customers are paying less through the trial tendering process.
- If trial not successful BW will not revert back to the old process which generated many complaints. It will be decided at the end of the consultation what will be the best way to move forward. All waiting lists have been frozen until the end of the consultation period. Only vacant sites are to be tendered
- Mooring site does not currently show what has been bid “e Bay” style but is an option under consideration. Customers participating by post would encounter problems
- Boat replacements – BW have some very old boats which are always being “tinkered” with to keep them afloat. Decision was taken to purchase more reliable boats. Some new boats have found not been “fit for purpose” – burned out even though supposedly fire resistant
- H & S – customers think the process for events is over administrated e.g. huge risk assessment form needed to be completed for a Santa boat trip event. Currently under review by General Managers
- Most boaters stated that they get most of their information from other boaters and the canal press rather than User Groups

- Liverpool remainder section – currently no statute for remainder lengths to be changed to cruising navigation. Re classification needs government approval for remainder lengths to be navigable and managed in same way as rest of network
- Late licence fee to be increased to £150
- More feedback requested from customers to help BW improve the waterways
- Kendal is starting point for Northern Reaches because regeneration is driven by funding availability
- Volunteers – target is to double number of volunteers in 2008/09. Plans in place to make volunteer groups certified so that they can train people to carry out work. Planning to make process easier for both contractors and volunteers but still complying with H & S legislation
- Volunteer groups would enable communities to benefit from funding and input sourced from local authorities
- Any tracts of land that are less than ½ an acre and are not being developed should be notified to local BW office for further investigation
- Leaks – if causing structural damage it will be repaired as soon as possible but if anything smaller will be prioritised within works plans
- Save our Waterways campaign – need “talking up” not down. Boaters to lobby local authorities to build interest in waterway as it ultimately benefits their communities
- Continuous Cruisers – if not following correct procedure should be reported to local BW office for further investigation
- Flood Grant – BW bill was approx £8m. £100m given to UK from Europe 70% given to local government remaining 30% given to local authorities with worst damage. BW were given nothing and were not consulted
- Old warehouse in Burscough is now in hands of property development team with plans being put in place to market the site