



**British
Waterways**

Notes from the East Riding User Group Meeting

Date: 26th April 2005
 Venue: Regent Hotel, Doncaster

ATTENDEES	REPRESENTING	BW ATTENDEES	TITLE
Paul Grange (PG)	A&G Passenger Boats Ltd	Laurence Morgan (LM)	General Manager, Yorkshire
Dave Scott (DS)	ACP	Janet Baverstock (JB)	Service Manager, Yorkshire
Terry Pound (TP)	AWCC	David Crane (DC)	Operations Manager, Yorkshire
Alan Hodgkinson (AH)	AWCC	David Butcher (DB)	Finance Manager, Yorkshire
D Allen (DA)	Bramwith Boaters	Mark Illingworth (MI)	Maintenance Manager, Yorkshire
P Thompson (PT)	Bramwith Boaters	Eric Walker (EW)	Maintenance Supervisor Aire & Calder Upper
S J Matthews (SJT)	Bramwith Boaters	Rob Taylor (RT)	Moorings Officer, Yorkshire
C Matthews (CM)	Bramwith Boaters	Mark Hall (MH)	Patrol Officer, SYN & A&C Lower
Paul Waddington (PW)	Goole Boathouse	Martin Pollard (MP)	Team Leader, SYN
David Lowe (DL)	HNBO Club, Humber Barges Ltd, Commercial Boat Operators Association	Tony Allerton (TA)	M&E Engineer, Yorkshire
Ian Moore (IM)	IWA	Jonathan Harts-Wood (JHW)	Environment & Heritage Manager, Yorkshire
Malcolm Fielding (MF)	IWA	Steven Garcia-Vazquez (SGV)	Project Engineer, Yorkshire
Peter Foster (PF)	NABO	John Cottam (JCo)	Team Leader, A&C (Upper & Lower)
Jennifer Clarke (JCI)	NB Resurgam (Sheffield)		
Peter Haines (PH)	Ramblers Association		
Dave Shaw (DS)	Rotherham & Sheffield Canal Association	Apologies	
Richard Bullock (RB)	South Yorkshire Boat Club	Louise Bone (LB)	Customer Operations Manager, Yorkshire
Glyn Williams (GW)	SPBC, Brighouse & Sowerby Bridge Boat Club	John Clarke (JCI)	NB Resurgam (Sheffield)
Marlene Lugmeier (ML)	Stainforth Council & Regeneration Committee		
Janet Rinkavage (JR)	Tinsley Boat Club		
Brian Rinkavage (BR)	Tinsley Boat Club		

Agenda Item	Raised By	Meeting Note	Action By
1	LM	LM outlined progress on previous meeting note actions (see Progress Note attached).	
2/5	PW/PG	<p>Issue raised: not enough visitor moorings at Goole Action: Reinvestigate costs and timetable for possible development of visitor moorings on land to the west of the concrete works. (This land is soft edged and would need to have 8-metre piles put in. When last investigated, costs for this were in the region of £200,000. BW to look at possibility of sourcing second-hand piles.)</p>	MI
3	IM	<p>Issue raised: update on Clarence Dock visitor moorings Action: Clarence Dock is due for completion in 2007, and the specification for the site will include visitor moorings as part of the package. In the meantime, we are looking to release some visitor moorings at the site during the summer.</p>	
4	PG	<p>Issue raised: large lock safety on main mechanised locks Action: TA to arrange with PG to go through the navigation and experience the problems from the customer's viewpoint. BW to develop a proposal to solve this issue, balancing risk with advice from users.</p>	TA
6	PG	<p>Issue raised: mooring allocation and waiting lists Action: RT outlined the current approach to mooring site waiting lists. At the end of 2004, the waiting list figure was 550; this has now been reduced to 97 following a concentrated effort on filling vacant moorings. We are currently undertaking a full audit of our mooring sites to identify where vacancies still exist. Once this audit is complete (we anticipate this will be by June) we will reopen the waiting list. We are aware that there are over 200 people currently interested in being added to our waiting list.</p> <p>RT to compile site maps which will be displayed in the information board at each site, where these exist. Maps to be distributed by end July 2005.</p>	RT
7	PG	<p>Issue raised: relationship between customer services and operations Action: MI outlined the recent changes to the structure of the maintenance team which has been designed to improve the flow of information between the service and operations teams and customers. (See full organisation chart for Yorkshire Waterways attached.)</p>	
8	PG	<p>Issue raised: issue of stoppage notices Action: The winter 2005/6 stoppage programme will be published on the waterscape website at the end of the summer. Wherever possible, 28 days' notice is given for stoppages falling outside of this programme, unless this is emergency work where the need to minimise/remove risk to customers takes precedence. All stoppages have to be approved by the service team to ensure that customers' needs have been considered and to provide the opportunity for consultation.</p> <p>ML suggested that not all customers are online and that the use of BW publications and notice boards be considered for the communication of stoppages, in addition to the web site.</p>	LB

9	PG	<p>Issue raised: Sheffield & Tinsley water levels and pumps Action: TA outlined the plan of works. Work is due to start on site after the May Day bank holiday and it is anticipated that this will be complete after the Spring Bank Holiday.</p>	TA
10	PG	<p>Issue raised: Tree cutting Action: Tree management plans are currently being worked up and much of the work within these plans will need to be carried out by arborial professionals. Feedback on locations where there are specific problems should be given to JH-W.</p>	JH-W
11	PG	<p>Issue raised: Sheffield Basin Action: The Estates team is currently trying to source an alternative location for the bin store which had been set up in one the Arches units by the previous landlord. In the meantime, arrangements have been made for the unit to be pressure washed. PG suggested that blue lights be installed in the toilets to discourage drug users. Information on the success of using blue lights can be obtained from Bassetlaw District Council. Sanitary station to be steam cleaned.</p>	SC
12	JR	<p>Issue: Leak at Tinsley Marina Action: A replacement sluice is on order. We will endeavour to fit this during the works to the pumps.</p>	MP
13	JR	<p>Issue: Tinsley Marina lock security Action: The numbered key pad has been removed temporarily due to a customer objection. We are looking at alternative security arrangements and will find a solution which better suits all customers.</p>	LB/KF/MP
14	LM	<p>BW Resources See attached organisation chart, showing new structure in maintenance and customer service teams.</p>	
15	LM	<p>BW Business Plan See attached for key headlines on the GWP, major works, stoppages and E&H.</p>	
16		<p>AOB DS – Rotherham & Sheffield Canal Association Issue: No answer to VHF radio at Keadby. Action: Addressed during Keadby meeting of 21/3/05. See attached notes.</p> <p>PG – A&G Passenger Boats Advised that there is a festival taking place at Victoria Quays on 21st May.</p> <p>ML – Stainforth Council & Regeneration Committee Advised that Stainforth Festival takes place 25th June.</p>	

18		Date of Next Meeting Please note that the date of this meeting has been changed to Monday 17th October 2005 . Venue to be determined.	