

Agenda Item	Raised By		Action By
1.	LM	<p><u>Welcome by Laurence Morgan</u></p> <ul style="list-style-type: none"> BW staff introduced 	
2.	LM	<p><u>Previous Minutes, 24/11/03</u></p> <ul style="list-style-type: none"> Sending minutes by e-mail was discussed. As the feedback so far had been minimal KE asked that if any one would like to receive the minutes by e-mail please could they contact Enquiries.Yorkshire@britishwaterways.co.uk with their address. It will be quicker, easier and cheaper than sending paper copies out by post. RH requested a follow up on his point at the last meeting regarding the angle of water coming out from the Naburn treatment works. <i>Ken Fowler, one of the Yorkshire Asset Engineers, has visited the site and looked at three outlets concerned. Unfortunately, at the time there was no water coming out of them. It was pointed out that these outlets had been in for some years but that Ken Fowler would be monitoring the situation. An update will be given at the next UGM.</i> There are concerns about licences not being issued by lock keepers at Naburn. <i>MW confirmed that the lock keepers at Naburn issue both short and long-term licences.</i> CS asked if Transit Licences are still available? <i>These licences are no longer in circulation and have been abolished.</i> <i>KE continued by saying that there is a particular issue at the moment with licence evasion as we currently have no Patrol Staff, but this situation is in the process of being resolved</i> <i>LM suggested that if customers come across boats that are not displaying the relevant documents they should make a note of the index number and or boat name and then pass them on to the Customer Services Team at Castleford. The Customer Service Team will then do their best to resolve the matter.</i> RH asked if river levels were going to be raised to pre-mining levels in York <i>MW stated that when the weather calms down the water levels will be checked and will be raised if necessary.</i> Are mooring rings going to be fitted in the Foss Basin as agreed by BW? <i>It was confirmed that BW would look in to this and any developments would be discussed at the next UGM.</i> What is happening with the Linton Lock Hydropower issue? <i>They are still awaiting approval for the listed building consent, to improve the weir crest. When this has been received an update will be given at the next UGM.</i> 	
3.	CS	<p><u>Items from Carole Sampson, NABO</u></p> <ul style="list-style-type: none"> Why is more time given to a stoppage than is needed? E.g. Country Highways, 2/3 days of work, but a closure for 3 weeks <i>These works are planned months in advance. The time required has to be approximated and must also include a tolerance level for unforeseen eventualities. The principle will be raised with the Asset Engineers and a full response will be given at the next UGM</i> 	

		<ul style="list-style-type: none"> Are there any planned maintenance works for the North Riding area for 2004/5? <i>MW stated that some works will take place on the lock gates at Milby to improve the lock operation.</i> <i>LM commented that North Yorkshire had now caught up with the back log of maintenance work.</i> LM stated that Yorkshire Waterways are assessing the impact of budget allocation for the coming year. LM has been asked by Executive to review plans for the next year including a reduction in projects to be undertaken. Unfortunately there will be job losses in Yorkshire and nationally. DEFRA have reduced the grant by £3.7 million in real terms for this financial year. 	LM
4.	LM	<p><u>Customer Service Team</u></p> <ul style="list-style-type: none"> Yorkshire Customer Services Team are now based at Castleford and can be contacted on 01977 554351 or by e-mail at Enquiries.Yorkshire@britishwaterways.co.uk There are key posts currently unfilled within the Customer Service team. These include Patrol and Moorings officers as well as lock keepers and front of house staff. Although this currently has implications for the effectiveness of the team, the matter is in hand and should be resolved shortly. It was noted that the situation is also being affected by the potential redundancy situation. Rebecca O’Keeffe is standing in as the Moorings officer until recruitment takes place for permanent post holders. KE detailed the staff currently in the Customer Service Team <p>Leon Shouksmith – Customer Operations Manager Richard Buckton – Customer Service Supervisor Steve Dunne – Customer Operations Supervisor Kevin Fisher – Customer Operations Supervisor Penny Taylor - Customer Service Assistant Martene Wilson – Customer Service Assistant Melanie Kerr – Customer Service Assistant (starting late May) Rebecca O’Keeffe – Leisure Development Officer (currently covering the Mooring Officer position) David Carey – Patrol Officer</p>	
5.		<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> Regeneration schemes were raised. LM explained that BW had 89 ideas about regeneration schemes across the country. These include the River Derwent, Bradford Canal and Haddlesey Lock. BW is liaising with Bradford Council and regeneration groups to bring this particular scheme together, as this project was particularly interesting IB expressed concern about the underwater gas main running across the River Ouse near Skeldergate Bridge in York. This is located next to power cables. There is no signage warning boaters of this. Will anything be done about this? <i>MW will speak to Jonathan Tinsley from the Estates team to asses what if any action is required. MW will report back at the next meeting on the results of that conversation.</i> KE gave an overview of the new arrangements regarding British Waterways Marinas Ltd (BWML). He explained that they are a wholly owned subsidiary of BW and are responsible for the larger Marinas across the country, these include Hull and Ripon marinas from the Yorkshire region. BWML is Managed by Derek Newton. 	MW

• LM thanked everyone for attending and closed the meeting by asking if the new format using the Ridings structure worked. Feedback from the users was requested.

• The next North Riding UGM is **7pm, Tuesday 12th October** at the same venue, Riverside public house, Skelton. It is also intended that in the future, meeting dates and minutes will be posted on Waterscape. Attendees will be informed when that starts to happen.

The other Yorkshire region UGMs will take place on the following dates:

Angling Club UGM – 7pm, Wednesday 6th October. Holiday Inn, Wakefield

West Riding UGM – 7pm, Monday 18th October. Venue to be confirmed.

East Riding UGM – 7pm, Tuesday 26th October. Venue to be confirmed

PLEASE CONTACT THE CUSTOMER SERVICE TEAM IF YOU WOULD LIKE TO ADD ANYTHING TO THE AGENDA FOR THE NEXT MEETING. IN ORDER TO INCLUDE IT, PLEASE ENSURE THAT IT IS WITH US AT LEAST A WEEK IN ADVANCE OF THE MEETING.