
British Waterways Scotland Group

Minutes of Meeting Held on Thursday 24 February 2005 @ 1000 hours

In The Trades House of Glasgow, 85 Glassford Street, Glasgow

Present: Susan Achmatowicz
Campbell Christie (Chairman)
Ian Darling
Professor George Fleming
Guthrie Hutton
Kenneth MacKenzie
Rod Michie
Richard Millham
Sandra Purves
Jim Stirling

In Attendance: Nicola Christie, Legal & Corporate Affairs; John Wallace, Finance Manager & Jonathan Bryant, Head of Customer Service

Patricia Rettie (Minutes)

Minute	Subject	Action
	Due to the unavoidable delay to Campbell Christie, because of flights from London being held up by bad weather, Ian Darling Chaired the meeting until Campbell arrived. Professor George Fleming was also delayed for the same reason. Ian opened the meeting by welcoming all those in attendance.	
SG 129	Apologies Apologies were given for George Greener, he was unable to attend due to flights being cancelled, Eva McCracken who was snowbound and James Simpson, who was on holiday.	
SG 130	Minutes of Previous Meeting It was agreed that the minutes of the meeting of 25 November 2004 were a true record.	
SG 131	Matters Arising Edinburgh Fountainbridge BW's position remains unchanged since last meeting. BW did attend a meeting with Scottish & Newcastle, Grosvenor Properties, GVA Grimley, EDI, Planner from City of Edinburgh Council and Historic	

Scotland. There was no mention or clear indication of inclusion of waterspace. Historic Scotland enquired into breaks in the canal wall and proposed bridge. BW had not previously been consulted on this. Although the Planners assumed that BW supported this proposal.

JS has a meeting arranged with Andrew Holmes, Director of Development with City of Edinburgh Council at which he will restate BW's position.

JS made the point that S&N have already been asked to fund two Community projects. BW will continue to try to talk to the Developers and ensure that there is a true record of BW's stated position.

In answer to ID's question on how BW's position will be articulated. JS stated that BW has already put forward a position paper to City of Edinburgh Council. This paper recognises the public desire to see increased waterspace. BW will liaise with the Community Council to gain a full understanding of the public's wishes and remove any inaccuracies.

Edinburgh Quay/Lochrin Basin Opening Events

A list is to be prepared to reflect properties occupied, properties remaining and list the tenants.

The format of the Lochrin Basin Opening Event will be as follows:

The Minister for Transport, Nicol Stephen MSP will board the Millennium Link Barge, with other guests, at the Leamington Lift Bridge, perform a ribbon cutting ceremony at this point, sail into the Basin followed by a flotilla of Canal Society Boats, then disembark and say a few words on the quayside. Campbell Christie will respond, refreshments will be served.

There will be another event to mark the opening of Edinburgh Quay in April. This will be a community event.

General Update

A towpath Tidy/Spring Clean Up Campaign is planned to take place throughout British Waterways from 18 to 24 March 2005. Scotland will focus on the Lowland Canals and as many people as possible, in BW, will be encouraged to take part. The Waterways Trust Scotland will be leading this campaign.

JS reported that on 20 February the body of a male was found in a dewatered section of the Crinan Canal not far from Oakfield Bridge. The bridge is currently undergoing a refurbishment. The local police took charge and initially commandeered our work site and portacabins. The site was handed back to us fairly quickly and the police requested a visit by HSE. An inspector did visit and talk to two of our employees. Indications are that HSE have no issues re BW and the incident.

	<p>The Scottish Executive have announced that a further £90,000 additional grant is available to BW, on top of the £3.6 million recently announced. This will enable BW to carry out additional dredging works.</p> <p>Funding secured from Scottish Enterprise Dunbartonshire and the European Regional Development Fund, for Bowling. This will enable us to reinstate works within the project previously put on hold.</p> <p>JS reported that despite the extreme weather conditions in January, when the Crinan Canal was severely affected, personnel coped extremely well. Similarly on the Caledonian Canal staff did a good job and conditions returned to normal within the shortest possible time.</p> <p>The Group expressed their thanks to the Bank Staff for their action in the circumstances.</p> <p>ID asked if any safety issues had arisen from which lessons could be learned. JS responded that he was not aware of any new issues, but that the important thing is water control and staff had taken appropriate action to protect customers, boats and property.</p> <p>Following a complaint from a Commercial Operator, JS explained that BW has had to review its policy of not allowing independent Operators to work from the core area at The Falkirk Wheel. It has been decided to review protocol and set standards to enable Operators who comply to take advantage of the crowds in this area of the site.</p> <p>BW is seeking advice and assistance in this matter from an outside consultant and Visit Scotland.</p> <p>ID advised that the Fair Trading Group acts to ensure that the relationships BW has with its Operators demonstrates fair play and that protocols are laid down. JS undertook to ensure that what is done in Scotland complies with Fair Trading Group policies. JS will also seek guidance from Nigel Johnson, BW's Legal Director.</p>	
	<p>Campbell Christie arrived and took over as Chairman at this point.</p>	
<p>SG 132</p>	<p>Presentation on The Falkirk Wheel Masterplan by Jonathan Bryant</p> <p>Jonathan outlined in his presentation the potential for future development around The Falkirk Wheel as this is the principal node on Scotland's Lowland Canals.</p> <p>Jonathan explained to the Group that BW is considering a framework for future activity and development, but that this requires detailed consultations, which must go through internal and external approval processes.</p> <p>The Falkirk Wheel is a functional boating link, an icon of British</p>	

	<p>Waterways, and for Falkirk. It is a novel attraction that opens a fresh public eye on the leisure and business potential for Scotland's Canals.</p> <p>It is also the seventh top free admission attraction in Scotland and the twelfth top on the paid list. The Falkirk Wheel has the potential to become a must see Scottish or UK destination. Therefore, BW must make the most of site and location opportunities, encouraging third parties to invest in and promote and manage other parts of the site. At the same time the development of the site must encompass the BW values by being safe and sustainable, accessible and inclusive. entrepreneurial and innovative, providing active enjoyment, always being open and honest, focused on quality, and making the most of the unique combinations of land, water and structures.</p> <p>Immediate/short-term actions would be to intensify the experience, create activity through seasonal attractions. Integrate staff and focus sales, make small improvements to the visitor centre, refurbish and enhance the free play area and get best advantage from the WP5 partnership opportunities.</p> <p>The next steps would be to take observations on board, move principals up through BWSG, Commercial Investment Group, leisure and the BW Executive Directors and the BW Board. BW will also require to commission more detailed market & technical appraisals. Engage in early discussions with Falkirk Council, Planners, Development Agencies and the Scottish Executive, and create new partnerships.</p>	
SG 133	<p>Business Plan Discussion – Jim Stirling</p> <p>A discussion paper had been distributed to the members prior to the meeting and JS handed round copies of the organisation chart showing the new Management Team Structure for Scotland.</p> <p>JS referred to the members presentations, which were delivered to the BWSG meeting in November 2004, and said that he would like to feature these as a more substantive item at a future BWSG meeting.</p> <p>A common concern arising from the views put forward in the members' presentations was that progress on the canals was good, but fragile and it must not be allowed to slip back into decline. The new Management structure is designed to demonstrate how BWS will focus on preventing this by embracing BW's ambition that by 2012 we will have created an expanded, vibrant, largely self sufficient waterway network used by twice as many people as in 2002.</p> <p>The waterways will be managed in a sustainable way to provide maximum benefit and enjoyment to all sections of society. This is consistent with the aspirations set out in the Scottish Executive's Policy document.</p> <p>JS acknowledged the strong relationship that BWS has with TWTS and how their agenda merges with that of BWS. He acknowledged</p>	

the work they do in fund raising to enable projects to be undertaken and gave as an example the £100,000 raised towards the Port Dundas Re-connection Project.

JS outlined the overall aims and objectives of BW as being:

- Fulfil statutory navigation & safety functions
- Maintain and develop our inland waterways in a sustainable manner so that they fulfil their economic, social & environmental potential
- Conserve the waterways' heritage & environment for the future
- Promote & accommodate conservation & regeneration
- Maintain & enhance leisure, recreation, tourism & education opportunities for the general public
- Facilitate waterway transport & freight

BW has in place a set of strategic priorities and a strategic delivery plan for achieving these based around an integrated, structured planning and delivery process, which the new Management structure has been put in place to take forward.

Whilst the development of the Lowland Canals is high priority at present, the Highland canals are not being ignored. The aspiration is to see all Scotland's canals fulfil their potential to add value for the people of Scotland.

Objectives over the planning period are well established, with the Caledonian Locks programme due to complete next year, development of the Lowland Canals via the masterplan and nodal strategy, thus complimenting views put forward by the Group from a business point of view.

JS went on to point out that BWS is constrained by both the condition of its engineering structure and the lack of customer infrastructure. However, considerable progress has been made on improving customer infrastructure on the Lowland Canals through the increased number of pontoons and new boater facilities. The recent announcement of an additional £90,000 from the Scottish Executive will allow further improvements this year.

The greatest scope for income growth are the Lowland Canals. The market is for economic, low cost boats and land based activity with waterspace as a backdrop. There is a strong demand for moorings on the Lowland Canals. BW will respond by increasing supply and raising prices where demand is greatest.

The key constraint is heavy reliance on government grant funding. Income generation growth is slow and this is likely to remain the case for the foreseeable future. Therefore, BWS must plan to achieve best value.

The most significant opportunity to drive value is to improve the asset maintenance programme. Now that the Safety Backlog has been

	<p>cleared and our Team strengthened, the aim is to drive a Scottish Wide approach with Customer Service Managers for the Highlands, Lowlands and The Falkirk Wheel, with the asset management coming under George Ballinger, Chief Engineer, Scotland. This should bring the asset maintenance under control and free up resources to put into customer service. Scotland has a large customer service team interfacing with customers. This can be upwards of 100 employees in the high season. All this contributes to an integrated plan with local teams delivering local services with one person in charge of leisure for Scotland.</p> <p>CC thanked JS for this outline of the Scotland Business Planning Process and asked the Group for comments on the strategy and structure for delivery in Scotland.</p> <p>SA asked how people felt about their new roles and JS responded that they are keen to get on with the job.</p> <p>KMcK made the point that funding from Government to encourage development of the potential of the canal corridor would allow BW to concentrate on earned income. This plan strengthens the rationale.</p> <p>SP asked how far the restructure went in BW. JS responded that this only shows the Senior Management level and that the levels below are still being worked up with the intention of further announcements at the end of February and in early March. SP then asked about contact for the general public and customers. JS responded that this would make it clearer from the public/customer perspective as there are now key contact points, with a Customer Service Manager for the Lowland Canals, one for The Falkirk Wheel and one for the Highland Canals.</p>	
<p>SG 134</p>	<p>The Waterways Trust Scotland Presentation by Karen Moore & Amanda Durlik</p> <p>Karen Moore, Head of Development for The Waterways Trust Scotland (TWTS) gave an overview of the aims of TWTS. These cover Activity on and around Scotland's canals, Creativity through the use of art, lighting and sculpture on the Lowland Canals, Conservation & Environment by conserving and enhancing the heritage of Scotland's canals in a sustainable way and Education teaching children how the canals can be used safely for healthy activities and learning opportunities.</p> <p>Amanda followed this with a presentation on the Access for All Project. Amanda explained that this has been a two year community consultation project, covering seven Local Authority areas. A variety of methods of gathering information were used including visiting groups and talking to people using the canal corridor.</p> <p>The TWTS embarked on this project to look at access needs for users, barriers, seating and signage, families, disabled access, cyclists, etc. They have ensured that partners such as the Canal Societies, Local Authorities and a number of organisations were</p>	

	<p>included in the consultation. Some of the access activities TWTS have been involved in throughout the past two years are; Lambhill disabled access improvements, Ruchill Car Park, Tintock Tunnel, Broxburn signage, Firhill Basin and a Cycling event to which 200 people came. The age range was from 6 to 78 years, and it raised £7,000.</p> <p>The completed study has resulted in a comprehensive, useable report showing access priorities and a work plan for the future.</p> <p>A summary of the report is available, on CD or as a photo copy, by contacting Amanda Durlik on 0141 354 7528.</p>	
SG 135	<p>Issues Ahead of the Public Meeting</p> <p>A short discussion took place around issues that the Group thought may arise at the Public Meeting.</p>	
SG 136	<p>Date of Next Meeting – Thursday 19 May 2005 in the Crinan Hotel, Crinan by Lochgilphead, Argyll</p>	