

**ROBIN EVANS CUSTOMER MEETING
Rudyard Visitor Centre, Staffs, 24 July 2008**

POINTS RAISED BY CUSTOMERS AT THE MEETING - 19 Customers

- **Funding** - Should British Waterways become a national park. National Parks are more adequately funded than British Waterways
- Each year Government Grant is reduced – why can't government give BW adequate funding to maintain the canal system
- BW need more money BW need to deliver more to fill the gap
- **Maintenance** - Stoke – no maintenance on the canal itself: only towpath improvements.
- *Local Issue* - Hazelhurst Lock paddle is out of order
- Cill signs – not needed – cited in the wrong position
Notes could be sent out with licences warning people of potential hazards
- *Local Issue* – Mooring Bollards at Ivyhouse Bridge, Stoke, too close to bridge
- Proliferation of signs on the waterways – need to maintain canals' historic heritage
- Hydraulic Paddle gear – very heavy and hard to use
- **Training** – suggestion that new Boat owners to given compulsory training by boat builder
- **Boat Licences**- renewal – delays with issue and processing (BW acknowledged problems)
- Boat Licences – not being delivered when these have been paid for
- Licence Evasion – boats seen without upto date licences - long line of boats with no licences on the Caldon Canal
- **Management** – New Safety Standards are seen as Tick Box Management – Bridge Numbers, Cill Markers, Bollards - Tail seems to be wagging the dog – Timetables for introduction are artificial
- **Communication** - Importance of consultation with customers/voluntary groups
- Need to share information on SAP on BW priorities with volunteer groups/customers
- **Moorings** – stress of finding a visitor mooring, need to clear some sites of vegetation to make use of existing moorings.
- Signs need to be taken down when number of permanent moorings are reduced
- **Congestion** – new marinas could result in congestion at hot spots, what is BW's position on congestion?
- **Water resources** – Marina approved on the Caldon Canal – low water resource – so how can this be?
- Water resources – Stanley reservoir closed and Rudyard low
- **Dredging** - Rudyard Lake silt build up : suggestion by club to put in silt traps