



Analysis
of
Other Agencies'
Waterways Condition Survey
2009

in association with



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Executive Summary

Two surveys initiated by the National Association of Boaters (NABO) have concluded that boaters are generally inclined to be positive about the state of inland waterways managed by Agencies other than British Waterways (BW), but feel negative about the canals and rivers run by BW.

This report should be read as being supplementary to the BW Survey Report.

This survey was about non-BW waterways, to create a comparison with the BW one. 88 boaters contributed to this survey, with a total of nearly 2000 years of experience and over 32,000 miles cruising in 2009.

Invitations to contribute to the surveys were distributed widely to members of NABO, RBOA (Residential Boat Owners Association), TBA (The Boating Association), IWA (Inland Waterways Association), DBA (The Barge Association) and SOW (Save Our Waterways), other waterway-related organisations and to other boat owners and hirers through Internet forums and newsgroups.

Although there were only a quarter of the number of respondents to this Other Agencies (OA) Survey compared to the BW Survey, the fact that many of the same respondents' comments were positive demonstrates a useful degree of subjectivity.

The majority of boats used were narrowboats, which precipitated requests for this to be taken into account by the relevant navigation authorities: the Environmental Agency, Broads Authority, Peel Ports, National Trust, Basingstoke Canal Authority, River Avon Trust, Devon County Council, Middle Level Commissioners and the Port of London Authority. Often moorings and lock landings are designed for cruisers, not narrowboats.

While some boaters noticed more broken equipment, temporary fencing and graffiti, they were in the minority. A minority thought other agencies' locks and moveable bridges were harder to operate than they should be. These results were in stark contrast to those in NABO's BW Survey.

A lack of dredging caused problems with cruising and mooring for about a quarter of the boaters in the survey; the number finding it difficult to moor because vegetation was not cut back adequately was more significant. The lack of visitor moorings needs remedying according to two thirds of the boaters asked. In each of these categories, criticism of the BW waterways was much higher.

Nearly half found no difference in the way that the amount of dredging, underwater obstacles and weed affected their cruising this year compared with previous years: fewer than in the BW Survey.

It was when comparisons with 1, 5 and 10 years ago were invited that non-BW agencies came off better most noticeably. These figures are illustrated in the Executive Summary of our BW Survey. Suffice it to say that over a third felt positive while under a third felt negative; the remainder felt there had been no change.

Over the last three years boaters' costs, including fuel and licences, have increased above inflation on all waterways. Cost drew the largest number of contributors' disapproval: 62% said that, compared to previous years, they felt negative to some extent about the cost of boating this year.

All the comments have been sorted by OA waterway. Each has drawn some criticism, much of it constructive. The two reports will be published on the NABO website: <http://nabo.org.uk> under Current Issues. BW and each of the Other Agencies whose waterways feature in the survey results will be made aware of their publication. NABO will be pleased to discuss the results with any navigation authority that invites us to talk.

Report on NABO's Other Agencies' Waterways Condition Survey 2009

Introduction

- 1.1 This survey was run from 29th August until 15th November 2009, in parallel with a similar survey for British Waterways waterways (see separate report). Invitations were initially emailed to those NABO members who have subscribed to the emailing list. The invitation was also published in the October issue of NABO News (see Appendix G). Other boaters' organisations were also invited to send out the invitation to their members, including RBOA (Residential Boat Owners Association), TBA (The Boating Association), IWA (Inland Waterways Association), DBA (Barge Association) and SOW (Save Our Waterways). Hirers as well as Boat Owners were invited to submit.
- 1.2 The survey introduction said,
 “Welcome to the NABO Other Agencies' waterways condition survey.
 Despite the fact that, in order to maintain a steady state, BW should be spending £30 million more than it does, DEFRA has cut its 2010/2011 budget by a further £4.6 million.
 At the beginning of the year, Robin Evans, British Waterways Chief Executive, said "Recent investment by British Waterways means that the network is now in better shape than at any time in decades."
 After a summer's cruising, we want to know if you agree.
 If you cruised on BW waterways this year, we would like you to complete the BW Waterways Condition Survey, as well as this one. This survey is about non-BW waterways, to create a comparison.”
- 1.3 The detailed responses are shown and summarised in Appendices A to L.

About You

2

- 2.1 There were 88 respondents, of whom 54% were NABO members, 39% belonged to RBOA and 61% to IWA. 22% of the replies came from boaters outside the core 5 invitee groups.
- 2.2 Throughout this analysis, percentages quoted refer to those who did respond to a question.
- 2.3 23 of the NABO respondents also belonged to IWA; 5 of the NABO respondents belonged to RBOA too.
- 2.4 The vast majority of boats used (71: 80.7%) were narrowboats. There were 6 Barges, 7 Cruisers and 4 other types.
- 2.5 Of the narrowboats, just over half were between 50 and 60 foot long, 23% longer than 60', and 15% between 40' and 50'. Of the Barges, 2 were 50-60' and 4 longer than 60'. 3 of the Cruisers were 30' long or less, 2 between 30 and 40' and 2 between 40' and 50'.
- 2.6 As would be expected, 57 (80%) narrowboats were 6'10” wide or less; 13 (18%) declared they were between 6'11” and 7'0”, and 1 declared their boat as being wider than 7'0”! All the Barges and 3 of the 7 cruisers were wider than 7'.
- 2.7 Overall, the draught of 45% of boats was declared as less than 2 feet; 38% of the boats have draught 2'1”-2'6”, 11% between 2'7” and 3'0”, 3% between 3'1” and 3'6”, and one 72' Barge has a draught of 4'0”.
- 2.8 The respondents had a significant total of nearly 2000 years of boating experience on the UK's Inland Waterways. For 2 this was their first year, 1 their second, and 4 their third. 22 (25%) had boated for 9 years or less (including 2009), 10-19 years: 19, 20-29: 15, 30-39: 23, 40-49: 6, and 3 had 50 or more years of boating experience.
- 2.9 When they completed their entries, 8 had cruised less than 100 miles, 52 between 100 and 499 miles, 27 between 500 and 999, and just 1 over 1000 miles.
- 2.10 From all these people, with 1941 years of boating experience and 32,637 miles of cruising this year, there is a significant amount of knowledge to be unlocked.

Cruising Area

3

- 3.1 Although this survey was about cruising on non-BW waterways, we also asked which BW waterways had been used. 64 of the 88 respondents used BW waterways. The most popular BW waterways area were, in descending order: the South East (31), Central Shires (30), West Midlands (28), East Midlands (23), North West (22), North Wales and Borders (17), London (17), Peak and Pennine (16), Kennet & Avon (13), Yorkshire (10) and South Wales and Severn (6). No one boated in Scotland.
- 3.2 Of the other agencies' waterways specifically mentioned on the survey, by far the most popular was the River Thames (37), followed in descending order by: the Bridgewater Canal (20), EA Anglian Region (16), Wey Navigations (7), Basingstoke Canal (6), Norfolk Broads (4). In addition, respondents added: River Avon Trust (4), Grand Western Canal (1), River Hamble & Solent (1), River Irwell (1), Manchester Ship Canal (1), River Medway (1), Middle Level Navigations (4), River Swale (1), PLA Thames (1) and canals and rivers in Brittany, France (1). (The Rivers Trent (1) and Witham (1) were erroneously classified as non-BW waters by users).

"In better shape than at any time in decades", or not?

4

- 4.1 Just over two-thirds of boaters had not encountered any notices indicating that the relevant agencies were aware of broken equipment. This may be because they do not have the equivalent of the "BW aware" stickers and tape, but, bearing in mind the other survey answers, is more likely to be an indication of equipment in comparatively good order. "Agency Aware" counts were: 1-3 – 18; 4-7 – 4; 8-12 – 2; Over 12 – 1.
- 4.2 When asked to compare how much temporary fencing or netting had been noted, 18 people (23% - compared to BW's 61%) said they had seen more this year; almost the same number (17) had seen less (21% - cf. BW 11%). Of course, fences and netting do not *necessarily* indicate deteriorating or unrepaired (as yet) towpaths and verges; they may merely indicate a greater sensitivity to Health and Safety considerations.
- 4.3 There seemed to be only a slightly increased level of graffiti this year compared to the past. 18 (22% cf. BW 33%) had seen more, 12 (15%) had seen less, with 31 (39%) noticing no change.

Locks

5

- 5.1 Whereas the vast majority of BW users (288 – 82%) had found some locks more difficult to operate than they would have hoped, only 33% (26) did in this survey. Compared to past years, 41% (32) noticed no change, with more thinking they were easier (19) than harder (9) to some degree.
- 5.2 Only 15 boaters (18%) found lock paddles out of use with signs indicating the agency was aware (cf. 292 (82%) BW boaters); 11 of the 15 only saw between 1 and 3 instances.
- 5.3 5 boaters said they had experienced "near misses" in locks due to damaged or faulty locks. The details of these are listed in Appendix B.
- 5.4 Risk to health and boats were caused by a total of 7 noted cases from 5 boaters. In the first, admittedly on BW's Regent's Canal, when a boat was caught on the cill, it was impossible to drop the bottom gate paddles quickly – a more common problem with a lot of modern lock gear. Jamming in locks, presumably because of narrowing locks or damaged brickwork is dangerous not just a nuisance.
- 5.5 On the EA's River Nene, just above Northampton Cruising Club, one boater required help closing the upriver gates. There was no indication why it was a "near miss".
- 5.6 On the Basingstoke Canal, Deepcut Top Lock failed to fill; again with no description of any danger. At Deepcut lock 14, lock paddle shafts failed. Both cases received Ranger assistance.
- 5.7 A broken, slipping ratchet on a lock paddle could have caused a windlass to fly off causing injury.
- 5.8 Handcuff lock security devices flapping because they are broken are potentially dangerous.

Bridges

6

- 6.1 Less than 20% of users had operated swing bridges, compared to 68% of those responding to the BW survey. 8 (16%) found them more difficult to operate than they would have hoped for, while 3 (4%) found theirs easier; 4 (5%) found them as they would hope for. Just 8% (6 cf. BW:57% - 105) of the sample stated that one or more swing bridges were impossible for one person to operate. On balance, Swing Bridges were no harder to operate than in previous years.
- 6.2 Only 14% (11) of users had operated at least one lift bridge. 7 (8% cf. BW:102 - 29%) found them more difficult to operate than they would have hoped for, while 4 (5%) found theirs easier. 5 (7% cf. BW:81 - 23%) stated that at least one lift bridge was impossible for one person to operate.
- 6.3 Lift Bridges were to some degree harder to operate than in previous years, according to 4 of those who used them this year and in the past, 4 thought there was no change, and 1 found them easier.
- 6.4 The number of respondents using moveable bridges on Other Agencies' waterways is too small to be significant.
- 6.5 10 respondents (13% cf. BW: 197 - 57%) encountered more badly damaged bridges than in past years. (The question did not ask them to quantify the amount of damage). As suggested above, the frequency and type of bridges on Other Agencies' waterways suggest that a comparison with BW is probably not reasonable.

Cruising and Mooring

7

- 7.1 This year, lack of dredging was said by 67% of those replying to this survey to have caused them no problems cruising. In contrast, 67% of those taking the BW survey said they did have problems. 28% (21) in this survey had some problems cruising because of lack of dredging.
- 7.2 64% (48 - Cf. BW:16% - 54) stated that lack of dredging had caused no problems mooring. 25% (19 - cf. 63% - 215) had some problems mooring, 11% (8) had continual problems mooring because of lack of dredging.
- 7.3 Nearly half of boaters in the sample had problems mooring because of vegetation not cut back, compared to 80% in the BW survey.
- 7.4 Two thirds of boaters (cf. BW:three quarters) had problems mooring because of a shortage of Visitor Moorings.
- 7.5 When comparing with previous years, although 44% found no difference, a quarter of respondents (cf. BW:half) said that the amount of dredging affected their cruising worse to some degree this year.
- 7.6 Similarly, 44% found no difference in the amount of underwater obstacles (trolleys, sofas, fridges, etc.), compared to past years, and only 13% (cf. BW:38%) considered cruising to have been affected more than in past years.
- 7.7 Compared to previous years, 45% (cf. BW:48%) thought there was no difference with the degree to which weed had affected their cruising, 21% (cf. BW:33%) thought it was to some extent worse.
- 7.8 While 40% thought there was no difference, 36% (cf. BW:64%) considered vegetation control to be worse, to some extent, than in previous years.

Stoppages

8

- 8.1 Whilst 83% (62 cf. BW:68% - 231) of boaters did not need to have recourse to calling waterways agency staff out, 17% (13 cf. BW:33% - 111) of users had to call them out at least once, including 1 who needed them more than 5 times. Of those who needed call-outs, 8 (11% cf. BW:85 - 75%) were held up for 12 hours or less, 1 for 13-24 hours and 2 for more than 3 days.
- 8.2 Only 3 people were held up by planned stoppages, 1 for an hour or less and 2 for more than 3 days.
- 8.3 16% (11 cf. BW:27% - 93) were held up by emergency stoppages: 9 for less than 12 hours and 2 for more than 3 days.

Is it getting better or worse?

9

- 9.1 Compared to last year 36% (27 cf. BW:10% - 33) felt positive to some degree, while 29% (22 cf. BW:73% - 251) felt negative about the state of other agencies' canals and rivers, this year.
- 9.2 Compared to 5 years ago, 44% (33 cf. BW:14% - 48) felt positive to some degree, while 28% (21 cf. BW:66% - 224) felt negative about the state of BW's canals and rivers this year.
- 9.3 While 37% (28 cf. BW:21% - 72) felt positive about the state of BW's canals and rivers this year compared to 10 years ago, 21% (16 cf. BW:50% - 166) felt to some extent negative.
- 9.4 Considering the ease of boating due to the state of the waterways this year compared to previous years, 41% (31 cf. BW:12% - 39) felt positive, while 29% (22 cf. BW:63% - 91) felt negative to some extent .
- 9.5 Considering the pleasure of boating due to the state of the waterways this year, 24% (18 cf. BW: 8.5% - 29) felt positive or very positive and 21% (16 cf. BW: 6% - 21) slightly positive compared to previous years, while 27% (20 cf. BW: 56% - 191) felt negative to some extent .
- 9.6 Considering the cost of using the waterways this year compared to previous years, only 5 people were positive. 23% (17 cf. BW:31% - 105) were slightly negative, 19% (14 cf. BW:31% - 107) were negative and 20% (15 cf. BW:23% - 80) very negative. Of all the comparisons, cost is the issue that was the most vocally expressed in a negative light in both surveys.

Where is attention needed?

10

- 10.1 We then asked respondents to list places needing Urgent, Medium Term and Long Term attention under sub-sections for the Environmental Agency (EA), Broads Authority (BA) and Other authorities.
- 10.2 In order to provide other agencies with a useful list of places considered by the survey's respondents in need of their attention in Appendices C to K, we have consolidated and sorted the lists under the relevant waterways under the three aforementioned sub-sections in Appendix A as follows.
- 10.3 For the list of places that EA should be paying *urgent* attention to see Item 30.
- 10.4 For the list of places that EA should be paying *medium-term* attention to see Item 31.
- 10.5 For the list of places that EA should be paying *long-term* attention to see Item 32.
- 10.6 For the list of places that BA should be paying *urgent* attention to see Item 33.
- 10.7 For the list of places that BA should be paying *medium-term* attention to see Item 34.
- 10.8 For the list of places that BA should be paying *long-term* attention to see Item 35.
- 10.9 For the places that Other Authorities should be paying *urgent* attention to see Item 36.
- 10.10 For the places that Other Authorities should be paying *medium-term* attention to see Item 37.
- 10.11 For the places that Other Authorities should be paying *long-term* attention to see Item 38.
- 10.12 Finally, respondents were given an opportunity to add any other comments relating to the state of the waterways, or what actions NABO should be taken. These included making keeping up with maintenance, not subcontracting, making boating easier, considering narrowboats at lock landings and moorings, pressurising government for funding, licences and BSS too expensive, working with not against navigation authorities, Vegetation, Dredging, the importance of a good workforce. All these issues echo what was said in our BW survey.
- 10.13 The comments about the River Avon, the Bridgewater Canal, the River Thames and the River Wey were mainly positive. The Basingstoke Canal and the Broads received mainly negative criticism. For the full summary of the points raised see Item 39 in Appendix A.

Conclusion and Salient Points

11

- 11.1 Although this survey was run in parallel with the BW Waterways Condition Survey 2009, it is clear that the BW canals are unique. There are, for example, probably many more bridges, particularly moveable and narrow bridges, on BW canals than on other agencies rivers. There can therefore not be a like-for-like comparison between the two surveys.
- 11.2 However, there are parts of the surveys that can be used beneficially for comparison. The two reports are designed to be read together in order to obtain maximum insight into boaters views.
- 11.3 It was pleasing to note that respondents belonged not just to NABO but to a range of boating organisations and none, thus reinforcing the willingness of boaters to work together in a common interest. The spark that precipitated the surveys was Mr. Robin Evans' assertion that the BW waterways are in the the best condition for decades. It seems that boaters disagree, and are willing to speak up to ensure the deteriorating trend is reversed.
- 11.4 Narrowboaters were the largest body of respondents in both surveys.
- 11.5 In this survey, there was a wide range of experience, from a novice to two with over 55 years experience of boating. There was also a range of miles cruised – from 2 to 1100 this year.
- 11.6 There were nine UK navigation authorities' waterways cruised, as well as BW's. At the head of these were those of the Environment Agency. The other agencies were: Broads Authority, Peel Ports, National Trust, Basingstoke Canal Authority, River Avon Trust, Devon County Council, Middle Level Commissioners and the Port of London Authority.
- 11.7 Although OA recorded lower percentages of broken equipment, temporary fencing or netting and graffiti was observed than for BW, there were still several boaters who had encountered these.
- 11.8 Overall there was an improvement in the ease of operating locks on OA waters. Few cases of apparently genuine near misses on non-BW waters were reported.
- 11.9 It is impossible to quantify why those who considered moveable bridges were hard to operate said so. Suffice it to say that there were not sufficient Other Agencies' moveable bridges encountered to criticise or praise their condition, compared top past years.
- 11.10 The lack of badly damaged bridges encountered compared to those on BW waters' was significant. However, see our comments at 11.1.
- 11.11 A lack of dredging was not as significant in this survey's results as in the BW one. Some were affected by it when mooring. Agencies should consider dredging to enable narrowboats, with their flat rather than V-bottoms, to moor and land at locks.
- 11.12 Lack of vegetation control was an issue for half of boaters when mooring, and a third thought it worse this year.
- 11.13 Two thirds of respondents reported a shortage of visitor moorings as an issue.
- 11.14 More felt positive to some degree about the state of OA's waterways this year compared to each of the periods mentioned – 1, 5 and 10 years ago. Compared to previous years, more felt positive than negative about the ease and pleasure of boating this year. This reflects well on these agencies.
- 11.15 It is clear that the feelings about BW's waterways are far more negative than those about Other Agencies' waterways. The fact that there was a large overlap of respondents to the two surveys, shows that boaters are not always negative. In fact feelings towards the EA, particularly the River Thames, are quite positive on balance.
- 11.16 It is not the goal of this report to suggest the underlying reasons for this disparity: merely to report boaters opinions.
- 11.17 Cost was once again the major issue that drew negative feelings from 62% of boaters; in our BW survey the figure was 85% who felt negative this year compared to previous years.
- 11.18 It would be wrong to conclude from any of the individual waterway sections that all is well with the OA waterways. Each has drawn some criticism, much of it constructive.
- 11.19 The two reports will be published on the NABO website. BW and each of the Other Agencies whose waterways feature in the survey results will be made aware of their publication. NABO will be pleased to discuss the results with any navigation authority that invites us to talk. We wish to be helpful so that all navigation authorities know what boaters' priorities are when planning their expenditure.

Appendix A – Summary of Results

1 Please enter your First and Last Names:

There were 88 responses. Where a comparison with the results of our BW Waterways Condition Survey might be useful, our BW results are printed to the right of this survey's results.

2 So we can say how representative this survey is, please indicate if you are a member of any of these organisations:

	OA		BW	
NABO	53.6%	(37)	48.6%	(139)
RBOA	39.1%	(27)	34.3%	(98)
IWA	60.9%	(42)	58.0%	(166)
TBA	0.0%	(0)	1.4%	(4)
SOW	11.6%	(8)	9.8%	(28)
None of the above	21.6%	(19)	22.7%	(84)

3 Please enter your email address

All respondents complied with this request.

4 What sort of boat do you use? (If you have more than one, choose the one you use most.)

	OA		BW	
Barge	6.8%	(6)	3.5%	13
Canoe	0.0%	(0)	0.3%	1
Cruiser	8.0%	(7)	3.8%	14
Narrowboat	80.7%	(71)	90.8%	336
Sail	0.0%	(0)	0.3%	1
Other	4.5%	(4)	1.4%	5

5 Please specify the Length, Width and Draught of your boat (Enter zero inches where appropriate).

Length	Barge	Canoe	Cruiser	Narrowboat	Sail	Other	TOTAL
0-30'	0	0	3	1	0	1	5
30'1"-40'	0	0	2	4	0	0	6
40'1"-50'	0	0	2	11	0	0	13
50'1"-60'	2	0	0	39	0	2	43
>60'	4	0	0	16	0	1	21

Width	Barge	Canoe	Cruiser	Narrowboat	Sail	Other	TOTAL
<=6'10"	0	0	3	57	0	0	60
6'11"-7'0"	0	0	1	13	0	2	16
>7'0"	6	0	3	1	0	2	12

Draught	Barge	Canoe	Cruiser	Narrowboat	Sail	Other	TOTAL
<=1'6"	0	0	1	5	0	0	6
1'7"-2'	0	0	3	28	0	2	33
2'1"-2'6"	3	0	1	28	0	1	33
2'7"-3'	1	0	0	9	0	0	10
3'1"-3'6"	0	0	2	1	0	0	3
>3'6"	2	0	0	0	0	1	3

6 Including this year, how many years have you boated on the UK's Inland Waterways?

OA		BW	
Years Experience	No.	Years Experience	No.
1-9	22	1-9	118
10-19	19	10-19	81
20-29	15	20-29	66
30-39	23	30-39	64
40-49	6	40-49	33
50+	3	50+	8

7 Approximate number of miles cruised so far in 2009

OA		BW	
Miles Cruised	No.	Miles Cruised	No.
0-99	8	0-99	37
100-199	12	100-199	67
200-299	14	200-299	76
300-399	15	300-399	53
400-499	11	400-499	40
500-599	10	500-599	35
600-699	6	600-699	15
700-799	7	700-799	16
800-899	4	800-899	11
900-999	0	900-999	4
1000+	1	1000+	16

8 BW Waterways cruised this year. To open a new window with a map of the new BW areas, click on [this link](#). Please select all that apply.

Percentages relate to the 64 who cruised BW waterways out of the total sample of 88

North West	34.4%	(22)
Yorkshire	15.6%	(10)
Peak & Pennine	25.0%	(16)
North Wales & Borders	26.6%	(17)
Central Shires	46.9%	(30)
East Midlands	35.9%	(23)
South Wales & Severn	9.4%	(6)
West Midlands	40.6%	(28)
South East	48.4%	(31)
Kennet & Avon	20.3%	(13)
London	26.6%	(17)
Scotland	0.0%	(0)

9 Other Agencies' waterways cruised this year. Please select any that apply

82 answered this question:

EA Thames	45.1%	(37)
EA Anglian Region	19.5%	(16)
MSC Bridgewater Canal	24.4%	(20)
BA Norfolk Broads	4.9%	(4)
NT Wey Navigations	8.5%	(7)
IWA Chelmer and Blackwater Navigation	0.0%	(0)
Basingstoke Canal	4.9%	(4)
Other (please specify)	28.0%	(23)

Other:

River Avon Trust	(4)
Grand Western Canal	(1)
River Hamble & Solent	(1)
River Irwell	(1)
PP Manchester Ship Canal	(1)
EA River Medway	(1)
Middle Level Navigations	(3)
River Swale	(1)
PLA Thames	(1)
River Trent	(1)
River Witham	(1)
Brittany, France	(1)

10 Approximately how many "Agency Aware" notices on broken equipment have you encountered?

		OA		BW	
0	68.8%	(55)		15.4%	(55)
1-3	22.5%	(18)		22.3%	(80)
4-7	5.0%	(4)		26.0%	(93)
8-12	2.5%	(2)		16.8%	(60)
more than 12	1.3%	(1)		19.6%	(70)

11 Compared to past years:

11.1 How much temporary fencing or netting have you seen this year?

		OA		BW	
A Lot Less	5.0%	4		0.8%	(3)
Less	11.3%	9		3.4%	(12)
Slightly Less	5.0%	4		6.7%	(24)
No Change	31.3%	25		21.5%	(77)
Slightly More	11.3%	9		19.6%	(70)
More	7.5%	6		20.4%	(73)
A Lot More	3.8%	3		21.2%	(76)
None encountered	11.3%	9		1.7%	(6)
No Comparison Possible	13.8%	11		4.7%	(17)

11.2 How much graffiti have you seen this year?

		OA		BW	
A Lot Less	3.8%	(3)		1.4%	(5)
Less	5.0%	(4)		2.8%	(10)
Slightly Less	6.3%	(5)		8.9%	(32)
No Change	38.8%	(31)		48.0%	(172)
Slightly More	13.8%	(11)		14.8%	(53)
More	5.0%	(4)		8.4%	(30)
A Lot More	3.8%	(3)		9.8%	(35)
None encountered	11.3%	(9)		2.0%	(7)
No Comparison Possible	12.5%	(10)		3.9%	(14)

12 How easy were locks to operate?

		OA		BW	
All Easy	18.2%	(14)		0.6%	(2)
Most Easy	14.3%	(11)		7.7%	(27)
Some Easy	2.6%	(2)		1.7%	(6)
As I would hope for	10.4%	(8)		8.0%	(28)
Some Difficult	24.7%	(19)		73.3%	(258)
Most Difficult	7.8%	(6)		8.2%	(29)
All difficult	1.3%	(1)		0.3%	(1)
None encountered	20.8%	(16)		0.3%	(1)

13 Compared to past years, how easy were locks to operate?

		OA		BW	
Much Easier	5.2%	(4)	0.0%	(0)	
Easier	9.1%	(7)	1.1%	(4)	
Slightly Easier	7.8%	(6)	2.3%	(8)	
No difference	41.6%	(32)	39.2%	(138)	
Slightly Harder	7.8%	(6)	34.1%	(120)	
Harder	3.9%	(3)	17.6%	(62)	
Much Harder	0.0%	(0)	2.6%	(9)	
None encountered	13.0%	(10)	0.0%	(0)	
No Comparison Possible	11.7%	(9)	3.1%	(11)	

14 Approximately how many lock paddles were out of use "Agency aware"?

		OA		BW	
0	49.4%	(38)	12.8%	(45)	
1-3	14.3%	(11)	30.7%	(108)	
4-7	2.6%	(2)	28.4%	(100)	
8-12	1.3%	(1)	10.8%	(38)	
more than 12	1.3%	(1)	13.1%	(46)	
None encountered	31.2%	(24)	4.3%	(15)	

15 Did you experience any "near misses" in locks due to damaged or faulty locks?

		OA		BW	
Yes	6.5%	(5)	13.4%	(47)	
No	93.5%	(72)	86.6%	(305)	

16 In the last section you said that you witnessed a "Near Miss" in a Lock due to damaged or faulty lock gear. Please give a brief description.

See Appendix B for detail.

A classification of these follows, in decreasing order of reported incidence:

- 16.1 slipping lock ratchets / windlass danger (2)
- 16.2 narrowing lock walls / damaged brickwork (1)
- 16.3 faulty or sticking paddles (1)
- 16.4 gates not closing (1)
- 16.5 broken lock handcuff security device (1)
- 16.6 lock not filling (1)

17 How easy were swing bridges to operate?

		OA		BW	
All Easy	2.6%	(2)	5.2%	(18)	
Most Easy	1.3%	(1)	9.2%	(32)	
Some Easy	0.0%	(0)	1.1%	(4)	
As I would hope for	5.3%	(4)	19.0%	(66)	
Some Difficult	7.9%	(6)	27.0%	(94)	
Most Difficult	2.6%	(2)	5.2%	(18)	
All Difficult	0.0%	(0)	0.9%	(3)	
None encountered	80.3%	(61)	32.5%	(113)	

18 How many swing bridges were impossible for one person to operate?

	OA		BW	
0	14.5%	(11)	33.6%	(117)
1	5.3%	(4)	12.9%	(45)
2	0.0%	(0)	8.0%	(28)
3	0.0%	(0)	2.9%	(10)
more than 3	2.6%	(2)	6.3%	(22)
None encountered	77.6%	(59)	36.2%	(126)

19 Compared to past years, how easy were swing bridges to operate?

	OA		BW	
Much Easier	0.0%	(0)	0.0%	(0)
Easier	1.3%	(1)	1.4%	(5)
Slightly Easier	0.0%	(0)	4.6%	(16)
No difference	7.9%	(6)	42.8%	(149)
Slightly Harder	2.6%	(2)	9.5%	(10)
Much Harder	0.0%	(0)	0.9%	(3)
None encountered	40.8%	(31)	15.2%	(53)
No Comparison Possible	44.7%	(34)	22.7%	(79)

20 How easy were lift bridges to operate?

	OA		BW	
All Easy	3.9%	(3)	4.6%	(16)
Most Easy	1.3%	(1)	9.8%	(34)
Some Easy	0.0%	(0)	2.0%	(7)
As I would hope for	1.3%	(1)	17.2%	(60)
Some Difficult	5.3%	(4)	25.3%	(88)
Most Difficult	1.3%	(1)	2.9%	(10)
All difficult	1.3%	(1)	1.1%	(4)
None encountered	85.5%	(65)	37.1%	(129)

21 How many lift bridges were impossible for one person to operate?

	OA		BW	
0	7.9%	(6)	37.1%	(129)
1	2.6%	(2)	11.8%	(41)
2	1.3%	(1)	5.7%	(20)
3	0.0%	(0)	0.9%	(3)
more than 3	2.6%	(2)	4.9%	(17)
None encountered	85.5%	(65)	39.7%	(138)

22 Compared to past years, how easy were lift bridges to operate?

	OA		BW	
Much Easier	0.0%	(0)	0.0%	(0)
Easier	1.3%	(1)	2.6%	(9)
Slightly Easier	0.0%	(0)	2.6%	(9)
No difference	5.3%	(4)	43.4%	(151)
Slightly Harder	1.3%	(1)	6.9%	(24)
Harder	2.6%	(2)	3.4%	(12)
Much Harder	1.3%	(1)	1.1%	(4)
None encountered	43.4%	(33)	18.4%	(64)
No Comparison Possible	44.7%	(34)	21.6%	(75)

23 Compared to past years, how many badly damaged bridges have you encountered?

	OA		BW	
A Lot Less	1.3%	(1)	0.6%	(2)
Less	0.0%	(0)	0.6%	(2)
Slightly Less	0.0%	(0)	1.7%	(6)
No Change	25.0%	(0)	23.3%	(81)
Slightly More	7.9%	(6)	22.1%	(77)
More	1.3%	(1)	19.8%	(67)
A Lot More	3.9%	(3)	15.2%	(53)
None encountered	44.7%	(34)	12.4%	(43)
No Comparison Possible	15.8%	(12)	4.3%	(15)

24 Did you have problems:

	No Problems	Some Problems	Continual Problems
..cruising because of lack of dredging	OA: 66.7% (50) BW: 32.6% (112)	28.0% (21) 56.4% (194)	5.3% (4) 11.0% (38)
..mooring because of lack of dredging?	OA: 64.0% (48) BW: 15.7% (54)	25.3% (19) 62.5% (215)	10.7% (8) 21.8% (75)
..mooring because of vegetation not cut back?	OA: 53.3% (40) BW: 19.8% (68)	34.7% (26) 49.1% (169)	12.0% (9) 31.1% (107)
..mooring because of a lack of Visitor Moorings?	OA: 36.0% (27) BW: 25.9% (89)	40.0% (30) 54.1% (186)	24.0% (18) 20.1% (69)

25 Compared to past years,

	Much Better	Better	Slightly Better	No diff'n	Slightly Worse	Worse	Much Worse	None encountered	No Comparison Possible
how did the amount of dredging affect your cruising?	OA:0.0% (0)	0.0% (0)	2.7% (2)	44.0% (33)	12.0% (9)	8.0% (6)	4.0% (3)	18.7% (14)	10.7% (8)
	BW:0.6% (2)	1.2% (4)	2.9% (10)	38.7% (133)	25.9% (89)	16.0% (55)	8.1% (28)	3.2% (11)	3.5% (12)
how did underwater obstacles (trolleys, sofas, fridges etc) affect your cruising?	OA:0.0% (0)	2.7% (2)	0.0% (0)	44.0% (33)	9.3% (7)	1.3% (1)	2.7% (2)	29.3% (22)	10.7% (8)
	BW:0.9% (3)	1.7% (6)	5.2% (18)	39.8% (137)	19.2% (66)	13.7% (47)	5.5% (19)	9.9% (34)	4.1% (14)
how did weed affect your cruising?	OA:0.0% (0)	1.3% (1)	2.7% (2)	45.3% (34)	6.7% (5)	5.3% (4)	8.0% (6)	24.0% (18)	6.7% (5)
	BW:1.2% (4)	3.5% (12)	6.1% (21)	48.3% (166)	16.0% (55)	9.9% (34)	7.3% (25)	5.2% (18)	2.6% (9)
overall how was vegetation control?	OA:1.3% (1)	0.0% (0)	6.7% (5)	40.0% (30)	17.3% (13)	9.3% (7)	9.3% (7)	5.3% (4)	10.7% (8)
	BW: 2.3% (8)	4.9% (17)	10.2% (35)	15.4% (53)	20.3% (70)	23.5% (81)	20.1% (69)	0.6% (2)	2.6% (9)

26 How many times did you have to call out waterways agency staff to sort out problems?

	OA		BW	
0	82.7%	(62)	67.5%	(231)
1	12.0%	(9)	18.7%	(64)
2	4.0%	(3)	9.1%	(31)
3	0.0%	(0)	2.0%	(7)
4	0.0%	(0)	0.9%	(3)
5	0.0%	(0)	0.3%	(1)
more than 5	1.3%	(1)	1.5%	(5)

27 Hold ups this year:

	N/A	1	2	3	4-6	6-12	13-24	25-48	49-72	>72
In the worst case, how many hours did you wait before waterways agency solved the problem?	OA:85.3%	4.0%	4.0%	1.3%	1.3%	0.0%	1.3%	0.0%	0.0%	2.7%
	(64)	(3)	(3)	(1)	(1)	(0)	(1)	0	(0)	(2)
	BW:66.7%	10.5%	5.8%	2.9%	4.1%	1.5%	2.9%	1.2%	0.3%	4.1%
	(228)	(36)	(20)	(10)	(14)	(5)	(10)	(4)	(1)	(14)
How many hours were you held up by planned stoppages?	OA:96.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
	(72)	(1)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(2)
	BW:93.0%	1.8%	0.9%	0.9%	0.9%	0.9%	0.9%	0.9%	0.9%	2.0%
	(318)	(6)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(7)
How many hours were you held up by emergency stoppages?	OA:84.0%	2.7%	8.0%	1.3%	0.0%	0.0%	0.0%	0.0%	1.3%	2.7%
	(63)	(2)	(6)	(1)	(0)	(0)	(0)	(0)	(0)	(2)
	BW:72.8%	4.1%	4.7%	1.8%	3.5%	1.8%	1.8%	2.6%	1.8%	5.3%
	(249)	(14)	(16)	(6)	(12)	(6)	(6)	(9)	(6)	(18)

28 Is it getting better or worse?

	Very Positive	Positive	Slightly Positive	No Change	Slightly Negative	Negative	Very Negative	No Comp'n Possible
Compared to last year, how do you feel about the state of these canals and rivers?	OA:1.3%	10.7%	24.0%	24.0%	16.0%	9.3%	4.0%	10.7%
	(1)	(8)	(18)	(18)	(12)	(7)	(3)	(8)
	BW:0.3%	4.1%	5.3%	14.3%	38.9%	26.0%	8.5%	2.6%
	(1)	(14)	(18)	(49)	(133)	(89)	(29)	(9)
Compared to 5 years ago, how do you feel about the state of these canals and rivers?	OA:4.0%	16.0%	24.0%	14.7%	16.0%	6.7%	5.3%	13.3%
	(3)	(12)	(18)	(11)	(12)	(5)	(4)	(10)
	BW:1.2%	5.3%	7.6%	8.5%	16.7%	28.1%	20.8%	12.0%
	(4)	(18)	(26)	(29)	(57)	(96)	(71)	(41)
Compared to 10 years ago, how do you feel about the state of these canals and rivers?	OA:6.7%	20.0%	10.7%	12.0%	12.0%	2.7%	6.7%	29.3%
	(5)	(15)	(8)	(9)	(9)	(2)	(5)	(22)
	BW:2.9%	6.1%	12.0%	5.0%	13.5%	15.5%	20.5%	24.6%
	(10)	(21)	(41)	(17)	(46)	(53)	(70)	(84)

29 Compared to previous years,..

	Very Positive	Positive	Slightly Positive	No Change	Slightly Negative	Negative	Very Negative	No Comp'n Possible
how did you feel about the ease of boating due to the state of the waterways this year?	OA:2.7%	13.3%	25.3%	25.3%	18.7%	6.7%	4.0%	4.0%
	(2)	(10)	(19)	(19)	(14)	(5)	(3)	(3)
	BW:1.5%	4.7%	5.3%	24.0%	38.0%	18.4%	6.4%	1.8%
	(5)	(16)	(18)	(82)	(130)	(63)	(22)	(6)
how did you feel about the pleasure of boating due to the state of the waterways this year?	OA:4.0%	20.0%	21.3%	24.0%	17.3%	6.7%	2.7%	4.0%
	(3)	(15)	(16)	(18)	(13)	(5)	(2)	(3)
	BW:1.5%	7.0%	6.1%	27.8%	34.5%	15.5%	5.8%	1.8%
	(5)	(24)	(21)	(95)	(118)	(53)	(20)	(6)
how did you feel about the cost of using the waterways this year?	OA:4.0%	2.7%	0.0%	26.7%	22.7%	18.7%	20.0%	5.3%
	(3)	(2)	(0)	(20)	(17)	(14)	(15)	(4)
	BW:0.3%	1.2%	1.2%	10.5%	30.7%	31.3%	23.4%	1.5%
	(1)	(4)	(4)	(36)	(105)	(107)	(80)	(5)

30 Please list any places that you consider EA should be paying urgent attention to.

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix C for detail.

(Note: in the following analyses, any references to BW waters and French waterways have been ignored as being outside the scope of this survey).

30.1 Sorted by waterway**30.1.1.1 River Cam**

30.1.1.1.1 Burwell Lode

30.1.1.2 River Great Ouse

30.1.1.2.1 Brownhill Lock to Popes Corner – dredging & weed control.

30.1.1.2.2 Hemingford Meadow - shoals

30.1.1.2.3 Kempston

30.1.1.3 River Nene

30.1.1.3.1 Weed Cutting (2)

30.1.1.3.2 South Bridge, Northampton (Morrisons) - mooring bollards/rings at moorings need to be closer together as they are suited to longer narrow boats not cruisers.

30.1.1.3.3 Upper Ringstead Lock 18 - guillotine wheel does not lock.

30.1.1.4 River Thames**30.1.1.4.1 General**

30.1.1.4.1.1 Locks – general

30.1.1.4.1.2 Visitor Mooring – general (2)

30.1.1.4.1.3 Mooring regulation enforcement

30.1.1.4.1.4 General maintenance

30.1.1.4.1.5 Channel signs often hidden

30.1.1.4.1.6 Fallen Trees narrowing channel

30.1.1.4.1.7 Locks – out of hours power

30.1.1.4.1.8 Some younger lock keepers courteous but not attentive

30.1.1.4.1.9 Several Lock keepers unhappy about the way river is run

30.1.1.4.2 Upper Thames - dredging

30.1.1.4.3 Lechlade Visitor Moorings

30.1.1.4.4 Lechlade to Dukes Cut – visitor moorings needed

30.1.1.4.5 Dukes Cut – vegetation problems

30.1.1.4.6 Dukes Lock – appalling condition

30.1.1.4.7 Oxford to Reading – more visitor moorings needed

30.1.1.4.8 Days Lock – field moorings above lock could be improved.

30.1.1.4.9 Reading Moorings (2)

30.1.1.4.9.1 liveboards hogging mooring spaces at Tesco

30.1.1.4.9.2 24 hour moorings occupied by liveboards.

30.1.1.4.10 Old Windsor Lock – lower cut dredging

30.1.1.4.11 Laleham - dredging

30.1.1.4.12 Chertsey Reach - dredging

30.1.1.5 River Witham

30.1.1.5.1 More moorings needed

30.1.1.5.2 Speed of cruisers needs control, signs and enforcement

30.2 All Areas

30.2.1.1 Moorings

30.2.1.2 Sanitary Stations

30.2.1.3 Overhanging branches and trees obstructing the river

31 Please list any places that you consider EA should be paying *medium-term* attention to.

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix D for detail.

31.1 Sorted by waterway area.**31.1.1 River Avon**

31.1.1.1 Pershore Bridges – river level often too high because of narrowing of river.

31.1.2 River Great Ouse

31.1.2.1 Old West River – Twenty Pence Bridge - shallows & shoals – depth of water

31.1.2.2 Popes Corner to Bedford - dredging

31.1.3 River Nene

- 31.1.3.1 General
 - 31.1.3.1.1 Lock maintenance
 - 31.1.3.1.2 Attention to banks
 - 31.1.3.1.3 Electric Gates
 - 31.1.3.1.4 Extra mooring
- 31.1.3.2 Gates – replace last six manual ones
- 31.1.3.3 Ashton – attention to moorings to prevent bank collapse.
- 31.1.3.4 Irthlingborough Diamonds moorings facilities

31.1.4 River Thames

- 31.1.4.1 General
 - 31.1.4.1.1 Moorings (2)
 - 31.1.4.1.1.1 More 24 hr moorings needed
 - 31.1.4.1.1.2 More visitor moorings
 - 31.1.4.1.2 lower beams needed to prevent narrowboats going under lock landings & 24 hr moorings
 - 31.1.4.1.3 Vegetation/tree management
- 31.1.4.2 Upper and Middle Thames - Dredging
- 31.1.4.3 Upper Thames Locks electrification
- 31.1.4.4 Sheepwash Channel
- 31.1.4.5 Dukes Cut – overhanging branches
- 31.1.4.6 Henley Moorings - dredging
- 31.1.4.7 Staines Mooring – impossible to get in

31.2 All Areas

- 31.2.1 Low level buffers/fenders 1 foot above water at landing stages and moorings needed for narrowboats as opposed to big cruisers.
- 31.2.2 General maintenance
- 31.2.3 signage
- 31.2.4 Repair crumbling bridges.
- 31.2.5 More visitor moorings (2)

32 Please list any places that you consider EA should be paying *long-term* attention to.

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix E for detail.

32.1 Sorted by waterway area.**32.1.1 River Great Ouse**

- 32.1.1.1 More Moorings please
- 32.1.1.2 Bedford to Milton Keynes Link

32.1.2 River Thames

- 32.1.2.1 Lock Keepers
 - 32.1.2.1.1 can't distinguish who is lock keeper and who is assistant
 - 32.1.2.1.2 lack of continuity because they move from one lock to another
 - 32.1.2.1.3 Public relations gone by the board
- 32.1.2.2 Lechlade – lack of visitor moorings

32.2 All Areas

- 32.2.1 Visitor moorings occupied by by long stay boats.
- 32.2.2 More, better visitor moorings (2)
- 32.2.3 Marinas – make owners provide better facilities

- 33 **Please list any places that you consider the Broads Authority should be paying urgent attention to.**
Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix F for detail.

33.1 Sorted by waterway

33.1.1 North Walsham and Dilham Canal

33.1.1.1 Honing Lock - Enforcing the right of navigation up to this lock

33.2 All Areas

33.2.1 Everywhere

- 34 **Please list any places that you consider the Broads Authority should be paying *medium-term* attention to.**

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix G for detail.

34.1 Sorted by waterway area.

34.1.1 River Ant

34.1.1.1 Above Wayford Bridge - bank repairs for mooring

34.2 All Areas

34.2.1 none reported.

- 35 **Please list any places that you consider the Broads Authority should be paying *long-term* attention to.**

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix H for detail.

35.1 Sorted by waterway area.

35.1.1 North Walsham and Dilham Canal

35.1.1.1 Honing Lock - Enforcing the right of navigation up to this lock (same respondent as in Q.33)

35.2 All Areas

35.2.1 None reported.

- 36 **Please list any places that you consider any other authority should be paying urgent attention to.**
Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix I for detail.

36.1 Sorted by waterway

36.1.1 Basingstoke Canal

36.1.1.1 Hampshire Pound

36.1.1.1.1 water levels

36.1.1.1.2 dredging

36.1.1.2 Funding for maintenance and back pump operations

36.1.1.3 Swing Bridge above Fleet very heavy

36.1.1.4 Deepcut locks need improvement

36.1.2 Bridgewater Canal

36.1.2.1 Facilities ; better quality Elsan, rubbish, water & showers washing.

36.1.3 Ellesmere port

36.1.3.1 Lower basin - Neston Borough Council

36.1.3.1.1 swing bridges/locks.

36.1.4 River Irwell

36.1.4.1 Salford Quays to Pomona Lock – Silting: becoming increasingly shallow

36.1.5 Middle Level Navigations

36.1.5.1 Marmont Priory Sluice to Outwell – dredging

36.1.5.2 Well Creek – dredging

36.1.5.3 Salters Lode Lock reliability poor

36.1.6 River Wey

- 36.1.6.1 More Visitor Moorings needed, considering cost of short term licences

36.2 All Areas

- 36.2.1 Rubbish Disposal facility provision

37 Please list any places that you consider any other authority should be paying *medium-term* attention to.

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix J for detail.

37.1 Sorted by waterway area.**37.1.1 River Avon**

- 37.1.1.1 Pershore Bridges – river level (responsibility of EA) often too high because of narrowing of river.

37.1.2 Bridgewater Canal

- 37.1.2.1 Better boating facilities for visitors (2) incl sanitary stations
- 37.1.2.2 More dedicated visitor moorings (2)
- 37.1.2.3 Offside vegetation control
- 37.1.2.4 Lymm visitor moorings
- 37.1.2.5 Monton to Worsley - dredging
- 37.1.2.6 Worsley visitor moorings

37.1.3 Middle Level Navigations

- 37.1.3.1 Height of Bridges

37.1.3.2 Sixteen Foot River

- 37.1.3.2.1 weed levels
- 37.1.3.2.2 provision of moorings on River
- 37.1.3.2.3 provision of moorings at Three Holes

37.1.3.3 Forty Foot River

- 37.1.3.3.1 weed levels

37.1.3.4 Ramsey High Lode

- 37.1.3.4.1 weed levels

37.1.3.5 Well Creek

- 37.1.3.5.1 Nordelph Bridge height

37.1.3.6 Old River Nene

- 37.1.3.6.1 depth of water through Upwell and Outwell

37.1.4 Wey Navigation

- 37.1.4.1 Weybridge to Pyrford – dredging needed

37.2 All Areas

- 37.2.1 More lock landings for single-handers
- 37.2.2 cutting back trees
- 37.2.3 Reduction in linear moorings

38 Please list any places that you consider any other authority should be paying *long-term* attention to.

Below is a summary of the responses, sorted by Waterways, with repeats counted in brackets. See Appendix K for detail.

38.1 Sorted by waterway area.**38.1.1 Arundel Canal**

- 38.1.1.1 reopening

38.1.2 River Avon

- 38.1.2.1 continual high water

38.1.3 Bridgewater Canal

- 38.1.3.1 Hampshire Pound dredging
- 38.1.3.2 Hulme Lock needs repair to allow easier access between the Bridgewater Canal and the River Irwell.

38.1.4 Wey Navigations

38.1.4.1 Godalming – visitor moorings needed

38.2 All Areas

38.2.1 None reported

39 Any other comments relating to the state of the waterways, or what actions NABO should be taking?

See Appendix L for detail.

The following points were raised:

39.1 All

39.1.1 Keep up pressure to make boating easier – good for tourism.

39.1.2 Encourage all groups to pressurise government to improve funding (2), cut bureaucracy and high salaries and bonuses (IWA ineffectual)

39.1.3 Gold Licence price too high.

39.1.4 Maintenance must be kept up or the waterways will deteriorate (3)

39.1.5 Maintenance should not be sub-contracted to inadequately trained contractors

39.1.6 Veg Pledge important.

39.1.7 NABO should be helping waterway authorities to manage available budgets.

39.1.8 Keep employing nice staff and treating them well.

39.1.9 More Dredging

39.1.10 Increase length and access to lock landings for narrowboats on rivers.

39.1.11 Cost of BSS excessive.

39.2 River Avon

39.2.1 An example of good practice.

39.3 Basingstoke Canal

39.3.1 Improving

39.3.2 Environmentalists in charge, to detriment of boaters

39.3.3 Weed needs to be controlled.

39.3.4 Dereliction is a waste of volunteer effort

39.3.5 Lengths up to Deepcut bottom no longer nature reserve through lack of maintenance

39.4 Bridgewater Canal

39.4.1 A pleasure to cruise

39.5 Broads

39.5.1 Authority not looking after liveaboards – particularly less well-off.

39.5.2 Trade persecuting liveaboards

39.5.3 Fewer rangers evident around the Broads and rivers.

39.6 River Thames

39.6.1 Lock Keepers should wear uniform

39.6.2 Locks should be scrubbed clean

39.6.3 Praise for Thames – improved (4)

39.6.4 EA Website flow conditions excellent

39.6.5 Thanks for “User Operation” signs

39.6.6 Licence fee too high.

39.6.7 Visitor moorings:

39.6.7.1 24 hours not long enough

39.6.7.2 Not enough

39.6.7.3 Local authorities should be encouraged to make them free of charge, or add more facilities e.g. Elsan, water, power

39.6.8 BW should emulate NT sooner rather than later.

39.7 River Wey

39.7.1 Better that the K&A - Praise for more staff on the bank (than BW)

39.7.2 Free longer windlass helps with the heavy lock paddles.

39.7.3 Dredging needed to cope with longer narrowboats

Appendix B – Detail: Q16: Details of a Near Miss in a Lock

In the last section you said that you witnessed a "Near Miss" in a Lock due to damaged or faulty lock gear. Please give a brief description.

- 1 we cilled a boat going down at City Road - it was impossible to quickly to drop the bottom gate paddle - it had to be wound down
- 2 jamming in locks
- 3 River Nene just above Northampton Cruising Club - closing the upriver gates to operate the electric down river gates proved impossible single handed - required two contractors working on flood defence electrics to assist to close gate.
- 4
 - 4.1 Basingstoke Deepcut top lock failed to fill - Ranger assistance required.
 - 4.2 Basingstoke lock 14 Deepcut flight paddles shafts failed - Ranger assistance required
- 5
 - 5.1 Ratchet broken and slipping, danger of windlass flying off
 - 5.2 Handcuff paddle locks broken and flapping

Appendix C – Detail: Q30: Places needing Urgent Attention (EA)

Please list any places that you consider EA should be paying urgent attention to.

- 1 Moorings in Reading (on Thames)
- 2 Visitor moorings at Lechlade.
- 3
 - 3.1 Burwell Lode
 - 3.2 Kempston
- 4 Moorings
- 5 weed cutting on river Nene
- 6
 - 6.1 Upper Ringstead lock on the Nene, guillotine wheel does not lock.
 - 6.2 mooring bollards/rings at moorings by South Bridge in Northampton (Morrisons) need to be closer together as they are suited to longer narrow boats not cruisers.
- 7
 - 7.1 Channel signs on Thames are hidden. When we commented to the lock keeper at Kings lock that we could see all his signs and commended him for it, he was appreciative. We said most other locks were not as good.
 - 7.2 Liveaboards hogging all the mooring spaces outside Reading Tesco. Have spoken to shop manager about situation but was told it was down to the EA to enforce 24 hour mooring. We monitored it closely as we went up and down several times this summer and the same boats were always there despite having been told to move on. Lock keepers told us they move off then move back. Something needs to be done urgently so shoppers can use the facility properly to get their shopping. Same boats also on 24hour mooring at Reading. 2 boats took up whole mooring. We are continuous cruisers but we stick to the rules and do not bridge hop or stay longer than is stated. We are a retired couple who just want to relax and enjoy the waterways but it is getting considerably harder to do so with too many tatty liveaboards who think regulations do not apply to them.
- 8 Shoals on Gt. Ouse above Hemingford Meadow
- 9
 - 9.1 Visitor moorings needed on the Thames in between locks and at locks. (section between dukes cut and Lechlade)
 - 9.2 Dukes lock is in appalling condition even though it works.
 - 9.3 huge vegetation problem on dukes cut.
- 10 Providing more visitor moorings on the Thames for craft cruising through from the canal system from Oxford to Reading
- 11 Fallen trees up and down the Thames. The narrowing of channels, silt collecting around fallen trees and forcing boats into shallows is getting worse.
- 12 Weed control on Nene

- 13
 - 13.1 More moorings so you can visit lovely places on Witham for longer.
 - 13.2 Speed of cruisers was horrendous esp as it destroys the banks of river which hold back floods; notices may help and enforcement.
- 14
 - 14.1 In general the river Thames is in good condition.
 - 14.2 Out of hours power at locks would be useful but I think this is being rolled out to all locks this winter.
 - 14.3 Field moorings above Days lock could be improved
- 15 The Thames Locks in general and general maintenance
- 16
 - 16.1 Chertsey reach dredging
 - 16.2 Old Windsor lower lock-cut dredging
 - 16.3 Laleham dredging
- 17 Dredging and weed control especially from Brownhill Lock to Popes Corner.
- 18
 - 18.1 Visitor mooring on the Thames
 - 18.2 Mooring regulation enforcement on the Thames
- 19 Visitor moorings on R Thames
- 20 Sanitary Stations
- 21 Dredging Upper Thames
- 22 Overhanging branches and trees obstructing the river
- 23 The old time lock keepers were very helpful and efficient but a few of the younger staff were much less attentive, for example one was on his mobile phone most of the time. All were courteous but several were obviously unhappy about the way the Thames is being run.

Appendix D– Detail Q31: Places needing Medium Term Attention (EA)

Please list any places that you consider EA should be paying *medium-term* attention to.

- 1 River Level at Pershore Bridges. Insufficient attention is paid to the narrowing of the river there, so that the water is often too high while it is held normal elsewhere, after rain somewhere upstream. A summer season blip should be fed downstream more slowly. (Mad floods excluded of course!)
- 2 vegetation in Sheepwash channel (Oxford)
- 3 electric gates on Nene
 - 3.1 general lock maintenance and attention to banks.
 - 3.2 what about the facilities at Irthlingborough Diamonds moorings.
 - 3.3 generally attention to moorings such as Ashton to prevent bank collapse.
- 4 Electrifying the upper Thames locks
- 5 These points are all to do with the River Thames:
 - 5.1 Overhanging branches. There seems to be less ground maintenance these days than previously. Dukes Cut now feels like a backwater. Branches now touch BOTH sides of the boat as you travel down the cut.
 - 5.2 More 24 hour moorings needed.
 - 5.3 Staines mooring need attention as impossible to get in.
 - 5.4 Lower beams needed on lock waiting areas and 24 hr moorings to prevent narrowboat hulls from going underneath. Cruisers are catered for but narrowboaters are neglected.
- 6 Depth of water in the Old West river especially shallows and shoals around Twenty Pence Bridge
- 7 Provision of more visitor moorings on the Thames
- 8 Please consider narrowboats as well as big cruisers when designing landing stages and moorings. Narrowboats need buffers/fendering at low levels (approx 1 foot above water level). Ledges sticking out at higher levels (suitable for big cruisers to rest against) cause nasty scrapes on paintwork on narrowboat cabin sides. Please design landing staging so that fendering goes from water level upwards, so as to suit everyone.
- 9
 - 9.1 General maintenance
 - 9.2 signage
- 10 Dredging from Popes Corner to Bedford.
- 11 Repairing crumbling bridges

- 12
 - 12.1 Extra mooring on Nene
 - 12.2 replace the last six manual gates on the Nene
- 13 The provision of visitor moorings
- 14 Vegetation/tree management on R Thames
- 15 Visitor Moorings
- 16 Henley dredging moorings
- 17 Dredging Upper and Middle Thames

Appendix E – Detail Q32: Places needing Long Term Attention (EA)

Please list any places that you consider EA should be paying *long-term* attention to.

- 1 Link between Bedford and Milton Keynes.
- 2 Visitor moorings occupied by long stay boats.
- 3 Hard to distinguish who is the lock keeper and who is the assistant lock keeper. Preferred the old uniforms. Also lock keepers keep moving from lock to lock to cover each other. Gone are the days when you knew who you were going to see when you got to a lock. Public relations seem to have gone by the board.
- 4 More and better visitor moorings.
- 5 Moorings
- 6 River Great Ouse lack of moorings.
- 7 Make marina owners provide better facilities
- 8 Lack of visitor moorings at Lechlade.

Appendix F – Detail: Q33: Places needing Urgent Attention (BA)

Please list any places that you consider the Broads Authority should be paying urgent attention to.

- 1 Everywhere
- 2 enforcing the right of navigation on the North Walsham & Dilham Canal up to Honing Lock

Appendix G– Detail Q34: Places needing Medium Term Attention (BA)

Please list any places that you consider the Broads Authority should be paying *medium-term* attention to.

- 1 bank repairs for mooring above Wayford Bridge

Appendix H – Detail Q35: Places needing Long Term Attention (BA)

Please list any places that you consider the Broads Authority should be paying *long-term* attention to.

- 1 enforcing the right of navigation on the North Walsham & Dilham Canal up to Honing Lock

Appendix I – Detail: Q36: Places needing Urgent Attention (Other)

Please list any places that you consider any other authorities should be paying urgent attention to.

- 1 Neston BC - swing bridges/locks at Ellesmere port
- 2 R. Irwell between Pomona Lock and Salford Quays. This is slowly becoming more and more shallow due to silt.
- 3 Provide rubbish disposal facility.
- 4 River Wey (N T) needs more visitor moorings - considering the cost of short term licence.
- 5 Water levels on the Basingstoke Canal, especially on the Hampshire Pound. Also dredging of the Hampshire Pound
- 6 Middle Level Commissioners - dredging from Marmont Priory to Outwell
- 7 Peel Holdings should provide better quality facilities for boaters, elsan, rubbish, water and showers washing.
- 8 Middle level
 - 8.1 Dredge Well Creek
 - 8.2 Improve Salters Lode lock reliability
- 9 Basingstoke canal funding for maintenance and back pump operations

- 10 Basingstoke Canal
 - 10.1 swing bridge above Fleet very heavy.
 - 10.2 Deepcut locks have room for improvement.
- 11 France: Most of the VNF freycinet network
- 12
 - 12.1 Vegetation
 - 12.2 Dredging

Appendix J – Detail Q37: Places needing Medium Term Attention (Other)

Please list any places that you consider any other authorities should be paying *medium-term* attention to.

- 1 Dredging on the Wey Navigation will become an increasing issue between Weybridge and Pyrford
- 2 MLC
 - 2.1 weed levels at:
 - 2.1.1 Ramsey
 - 2.1.2 end of Sixteen Foot
 - 2.1.3 on the Forty Foot
 - 2.2 Provision of moorings at
 - 2.2.1 Three Holes
 - 2.2.2 on Sixteen Foot
 - 2.3 Height of bridges throughout - e.g. Nordelph
- 3 Bridgewater Canal provide better boating facilities for visitors and provide more dedicated visitor moorings
- 4 Middle Level Navigations - depth of water in Well Creek through Upwell and Outwell
- 5 Provision of liveaboard moorings on the South Coast
- 6 Absence of lock landings mean a crew is essential.
- 7 (France) Most of the VNF freycinet network
- 8 Visitor moorings at
 - 8.1 Lymm
 - 8.2 Worsley
- 9 cutting back trees
- 10 See Q31.1 LANT are powerless as the river levels are the responsibility of EA, to whom I have written but got no helpful answer.
- 11 Reduction in linear moorings
- 12 MSC Bridgewater Department
 - 12.1 general dredging especially Worsley–Monton
 - 12.2 offside vegetation control
- 13 Bridgewater Canal
 - 13.1 more sanitary stations
 - 13.2 more visitor moorings

Appendix K – Detail Q38: Places needing Long Term Attention (Other)

Please list any places that you consider any other authorities should be paying *long-term* attention to.

- 1 Dredging of the Hampshire Pound on the Basingstoke Canal
- 2 Re opening the Arundel canal
- 3 (France) Most of the VNF freycinet network
- 4 NT at Godalming end of the navigation, would have been nice to see some designated visitor mooring. We were able to moor on private mooring as they were away on a cruise and had left permission with another resident boater.
- 5 The repair of the Hulme Lock near Castlefield in order to allow easier access between the Bridgewater Canal and the River Irwell.
- 6 Continual high water on the Avon

Appendix L – Detail Q39: Other Comments or Actions

Any other comments relating to the state of the waterways, or what actions NABO should be taking?

- 1 Very disappointed that Thames locks are no longer scrubbed clean, also that lock-keepers no longer wear uniform. In an emergency this could cause confusion & loss of authority
- 2 Keep up the pressure on all bodies to make boating easier as it is a great tourist attraction.
- 3 In cruising this year I found the River Thames greatly improved over previous years. A pleasure to travel up and down on if expensive for visitors to use.
- 4 Difficult to make comparisons as we normally go onto the canals but this year, due to the increase in price of the Gold Licence, we stayed on the rivers.
- 5 generally OK but needs attention to maintain or the conditions can rapidly deteriorate, particularly in view of the increasing use of the Nene, Middle Levels and Ouse networks.
- 6 Please see comments in Urgent section of this survey. We hope that improvements can be made so we can all enjoy the waterways as they were intended to be used.
- 7 EA Thames is marginally improved over past years
- 8 Proper maintenance of the system is very important as is the general veg pledge. NABO should really be trying to help the navigation Authorities try to manage these based on their available budgets.
- 9 With two months on the Thames this summer it has been total pleasure with absolutely no incidents or broken equipment. But then again the Thames is a highly controlled environment without most of the problems associated with maintaining the canal system. It is lovely but it is not a canal, so this survey is really somewhat irrelevant when comparing my response about BW waters.
- 10 Keep employing kind nice staff and treating them well because it all makes a difference on us boaters they tell us about the way they get treat!
- 11 The Broads Authority are not representing their liveaboard clients properly and are only concerned with lining their own pockets and having the most plush vehicles and offices. In the past there used to be a lot more rangers on the broads, now they are hardly seen and rarely able to act in the interests of the rivers. Like modern day Police forces they mostly reside in their offices and do not interact with their paying clients, the Broads authority represents only the richest of Broads users as it is unregulated and acts somewhat like an old boys network, the annual meetings are a joke and from personal experience I can say they have little regard for liveaboards. It has been my ambition since childhood to live on the broads and having achieved this and now living an environmentally friendly life which is perfectly legal, I find myself constantly harassed directly and indirectly by their policy of informing boatyards that having liveaboards is not legal and by the new policies they are trying to put into place to restrict us further. If there were more Marinas that allowed us on the Broads, like there are on other waterways then the industries here would not be suffering so much from the declining tourist industry but the yards are afraid to have us because the authority hassles them. Less feisty boaters are moving off their boats because they don't know where they stand and cant get a mooring and more and more people are moving onto boats as the price of housing and renting housing increases. Less and less work seems to be being done to the network and the broadsheet newspaper is full of spin. Something needs to be done about this authority!
- 12 The Bridgewater is always a pleasure to cruise - BW take note!
- 13 getting all user groups to apply pressure on the government to improve funding whilst finding ways to cut bureaucracy and fat-cat payouts.
- 14
 - 14.1 EA Thames website and email updates for flow conditions is fantastic. They should have won some prize/other public acknowledgement for that I think.
 - 14.2 Thanks to EA Thames for the new "User operation" signs this year. Simple and really helpful.
 - 14.3 In general, much better customer services on the ground, better maintenance and vegetation management than BW.
- 15 Breach on Shropshire Union still closed is unacceptable. Stop regenerating canals that will hardly ever be used
- 16 It took 3 attempts to cruise the Basingstoke over last 4 years - successful at last so matters have improved.

- 17 Very difficult as the agencies appear to be selling off the 'family silver'.
 - 17.1 Maintenance should be done 'in house' and not farmed out to inadequately trained contractors who are poorly supervised and still paid.
 - 17.2 Licence fees are ridiculous on the Thames and this is borne out by the number of boats that stay 'moored up' We saw more Hire Boats than private boats. Unless things change, there will be little boating soon on the inland waterways of the UK. We are off back to Holland.
 - 17.3 The IWA is now ineffectual and full of do-gooding old gas bags - it should be disbanded before it disappears up the EA and BW's bum!
- 18 The River Wey is very similar in some respects to the K&A, our home waterway, but better in all respects. The lock paddles are heavy but the longer windlass provided free solved that problem and we saw and spoke to more staff on the bank than we have seen in three years on the K&A. If BW wish to emulate the NT then sooner rather than later although I'm not holding my breath.
- 19
 - 19.1 Better attention needs to be made to dredging throughout.
 - 19.2 With the increase in narrowboats on rivers attention should be paid to increasing the length and access to lock landings.
- 20 Avon should be held up as an example of good practice
- 21
 - 21.1 Basingstoke in the grip of the environmentalists, boats not welcome.
 - 21.2 Wey shallow and dredged with boats of less than 70 feet in mind
- 22 There are few visitor moorings along the Thames and twenty four hours is not long enough. Local authorities should be encouraged to make moorings free of charge or if they make a charge they should provide facilities such as Elsan disposal, water and power hook up within the charge. In Belgium all this is free including mooring.
- 23 To pay £140 every 4 years for a BSS, telling me that my boat installations are still safe is a rip off.
- 24 Basingstoke Canal is unuseably weeded and becoming derelict what a waste of all the volunteer effort of 30 or more years. At the same time the lengths up to the bottom of Deepcut, if not further, have ceased to be a useful nature reserve through lack of maintenance.
- 25 Government must invest more not less on the waterways, because of all the positive effects on the nation's health and economy

Appendix M – The Invitation to take part in NABO Waterways Condition Surveys 2009

Despite the fact that, in order to maintain a steady state, BW should be spending £30 million more than it does, DEFRA has cut its 2010/2011 budget by a further £4.6 million.

At the beginning of the year, Robin Evans, British Waterways Chief Executive, said "Recent investment by British Waterways means that the network is now in better shape than at any time in decades."

After a summer's cruising, **we want to know if you agree**, so if you have boated on BW waters this year, as a boat owner or hirer, we invite you to complete the NABO British Waterways waterways condition survey. It should take about 10-15 minutes to complete.

Click on this link:

<http://www.surveymk.com/NABObw09>

or paste it into your Web Browser.

You will be asked to enter a password, which is:

Navigation09

(without a space before zero nine).

If you have boated on non-BW waters, we would be grateful if you would complete the NABO Other Agencies Waterways Condition survey, to create a comparison. Click on this link:

<http://www.surveymk.com/NABOOa09>

or paste it into your Web Browser.

You will be asked to enter the password, which is:

Navigation09

(without a space before zero nine).

In a spirit of concerned cooperation, this invitation has gone out to members of NABO (National Association of Boat Owners), RBOA (Residential Boat Owners Association), IWA (Inland Waterways Association), DBA (Barge Association) and SOW (Save Our Waterways). It has also appeared on various websites and on-line forums.

Please complete *both* surveys if you have boated on both BW and other agencies' waterways in 2009. If, for any reason, you cannot complete a survey in one sitting, you can return to complete it later, as long as it is before the deadline.

An analysis of the results of the Survey will be posted on our website and published in NABO News. After analysing the survey, NABO will report our findings to BW and other waterways agencies and in the national press.

Thank you for your help in recording your experiences and expressing your opinions.