

Annex 2 - Navigation service on the Anglian Waterways

The Anglian Waterways includes navigations between the River Ancholme in the north and the River Stour in the south. It incorporates the Black Sluice and the Glen, Welland, Nene and Great Ouse rivers - 353 miles (568km) of river with associated locks and other facilities.

The service we provide to boaters and boating businesses is delivered through a team of 29 highly trained, well equipped, hugely experienced, passionate full-time navigation specialists, all dedicated to providing the best possible standards of service that the funding available to us will allow.

That service comprises the following activities as set out in our Anglian Waterways Customer Charter. The degree to which each of these activities is carried out varies according to operational priorities and the funding available to us.

Liaison with customer representatives

We will meet with customer representatives from across our waterways to discuss issues and the service we provide. The Anglian Waterways Group (AWG) meets quarterly and covers all Anglian waterways. In addition, we meet regularly with local user groups across our waterways.

Maintaining our locks, moorings, other assets and river channels

We provide and maintain safe access to our lock sites and facilities. Throughout the year we maintain our locks, landing stages, moorings, canoe portage points, slipways and other assets according to our maintenance plans. These plans identify assets that are 'closed' and waiting funding. We review the waterway maintenance plan with the local users each year on our larger navigations.

We provide safe access on navigation channels by maintaining river weed according to the maintenance plans. Again, these plans are reviewed with local users. We will remove (or arrange for others to remove) obstructions from navigation channels as soon as reasonably practicable. Any obstructions we are aware of, but are unable to remove, we mark with hazard warning buoys.

Closures and restrictions

We issue navigation closure notices at least one month before any major planned works. We will inform customers of any emergency and restriction notices as soon as we can. Closure, restriction and emergency notices are displayed on appropriate notice boards on the river, emailed to clubs, marinas and individuals (who have requested the information), tweeted and placed on 'Teamup' calendars at <http://www.northamptonmarina.co.uk/navigation-works-calendar>

customer service line
03708 506 506

incident hotline
0800 80 70 60

floodline
03459 88 11 88

Boating facilities

We maintain our pump-outs, toilets and shower facilities in a clean, safe and usable condition throughout the year. When we receive reports of facility breakdowns we arrange repairs as soon as we can. We will review maintenance at our facilities with principal local users each year.

Service at our locks

Our lock keepers help boats pass safely through South Ferriby Lock, Black Sluice Lock, Fulney Lock, Dog-in-a-Doublet Lock, Denver Lock and Hermitage Lock. These locks are closed on Christmas Day, Boxing Day and New Year's Day.

River information for boating

Higher river flows can be hazardous for boating. We provide free River Advice for Boaters (RAB) messages to our boating customers on the Rivers Ancholme, Nene and Great Ouse.

We keep Floodline information updated so users can call at any time to find out river conditions. We provide information by displaying RAB signs and flags along our waterways.

We provide information on river conditions on the Teamup Calendar at:

<https://teamup.com/ks95856e13ff0fd3b1>

<https://www.northamptonmarina.co.uk/navigation-works-calendar>

Anglian Waterways bridge heights and lock details are in local guides and at www.gov.uk/government/collections/anglian-waterways-information-to-help-boaters

Enforcement activity

We support a safe and enjoyable environment for our customers. We protect our river and income by undertaking regular enforcement activity throughout the year. We place warning notices on vessels that are not registered and undertake enforcement action which may lead to prosecution and/or removal of unregistered vessels. We will provide updates on our enforcement activity to the Anglian Waterway Group on a quarterly basis.

We carry out other enforcement activity, according to priority and funding.

Responding to incidents

We support the emergency services in dealing with emergency river incidents.

For non-emergency river-related incidents, including pollution incidents, we will respond as soon as we can or advise you on the best course of action.

BoatWatch is a partnership scheme dedicated to tackling crime and anti-social behaviour associated with our waterways. We will continue to work in partnership with the Association of Nene River Clubs, the Great Ouse Boating Association and the police to promote BoatWatch and make boating safe and enjoyable.

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Social media

We will use Twitter to deliver messages and images in a timely and co-ordinated fashion to be informative and helpful to river users. This will include all closure and restriction notices and newsworthy items. Follow Paul Separovic on Twitter at @PaulSeparovicEA.

We will use our Northampton Marina website (www.northamptonmarina.co.uk/) as a 'hub' providing links to other relevant and useful web-based information including the Teamup calendars which provide up to date information for boaters including closures, restrictions and events.

Volunteering on Anglian waterways

We will work in partnership with CambsAcre to develop our volunteering programme to complement the work of our team. The Northampton Marina website (www.northamptonmarina.co.uk/) provides a link to the Volunteer Scheme website with more details about the scheme and how to apply.

Capital investment

We will provide a quarterly update on our capital investment programme to the Anglian Waterways Group.