

BRITISH WATERWAYS

Getting in touch

Waterway map and contact details

We hope you find this map and contact information helpful. We have included names and numbers that we think will cover most operational enquiries and other topics such as moorings, licensing, volunteering and waterway information.

If what you need isn't here, please call our Customer Service Centre on 0845 671 5530.



Robin Evans - Chief executive

We are committed to reducing our running costs by £10m a year to maximise the money we have available to spend on waterway maintenance. In April 2009 we announced changes to the way we organise ourselves that both contribute to these savings and help us achieve our 2020 vision.

Thirteen smaller 'hands on' waterway units (11 in England and Wales, two in Scotland) will focus on waterway maintenance and customer service. Our other activities such as major engineering, licensing, mooring and regeneration will be undertaken by specialist national teams based around the country.

When making changes like these, it is crucial that our customers and stakeholders don't lose touch with us and have all the information they need in respect of waterway boundaries, key people and new contact details.

This leaflet is intended to provide that information and I hope you find it useful. Inevitably details will change, so we have only printed a small number in the first instance. There is an electronic version on our website at www.britishwaterways.co.uk/contact-us and we ask that you use and download that version in future.

The new structure becomes operational on 2 November 2009. It will take a little time to bed down and no doubt there will be teething problems along the way, so I ask for your patience and help during the first few weeks.

I hope you will accept that some short term inconvenience is worth being able to secure a more sustainable future for our waterways.

Our 2020 vision seeks to give the waterways a more secure future and we are pleased with the positive reaction to our proposed move to the third sector. We are continuing to develop this strategy and taking advice from other successful third sector organisations. We will be providing more information on the practicalities and likely consequences of a move to the third sector soon. This will help all our stakeholders have a better understanding of what the benefits of such a move will be.

BW Directors and their areas of responsibility

Robin Evans - Chief executive

Nigel Johnson
Corporate
secretary
services
director

Legal
Company
secretary
function
Audit
HR

Philip Ridal
Finance
director

Financial
control
Forecasting &
planning
Management
information
Tax &
accounting
IT
Shared service
centre
BW Marinas
Ltd.

Simon Salem
Marketing
director

Marketing
Communications
Boating &
mooring
Licence
enforcement
Customer
relations
Volunteering
Education &
interpretation
Angling

Vince Moran
Operations
director

Operations
Workshops
Safety
(including
the Boat
Safety
Scheme)
Workboats

Stuart Mills
Property
director

Property
development
Estates
Utilities
Joint ventures

Mark Bensted
Regeneration
director

Regeneration
Economic
development
Restoration
Freight

Jim Stirling
Technical
director

Engineering
Asset
management
Programme
& project
management
Water &
environment
Heritage

Steve Dunlop
Scotland
director

Operations
Finance
Legal &
corporate
affairs
Property &
regeneration
Marketing &
communications



HIGHLANDS CANALS
Manager: Russell Thomson
 Canal Office
 Seaport Marina
 Muirtown Wharf
 Inverness IV3 5LE
 01463 725500

1A

E enquiries.scotland@britishwaterways.co.uk

Waterways: Caledonian Canal

Useful contacts:

BW moorings	Russell Thomson	01463 725504
Licence enforcement	Russell Thomson	01463 725504
Marketing	Alasdair Burns	0141 354 7531
Communications	Joanna Harrison	0141 354 7567
Volunteering	The Waterways Trust, Scotland	01324 677822



LOWLANDS CANALS
Manager: Phil Martin
 Canal House
 Applecross Street
 Glasgow G4 9SP
 0141 332 6936

1B

E enquiries.scotland@britishwaterways.co.uk

Waterways: Forth & Clyde Canal, Union Canal, Crinan Canal

Visitor attraction: The Falkirk Wheel, New Port Downie, Lime Road, Tamfourhill, Falkirk FK1 4RS T 0870 050 0208
 For opening times visit www.thefalkirkwheel.co.uk

Useful contacts:

BW moorings	Russell Thomson	01463 725504
Licence enforcement	Russell Thomson	01463 725504
Marketing	Alasdair Burns	0141 354 7531
Communications	Joanna Harrison	0141 354 7567
Volunteering	The Waterways Trust, Scotland	01324 677822



NORTH WEST WATERWAYS
Manager: Debbie Lumb
 Waterside House
 Waterside Drive
 Wigan WN3 5AZ
 01942 405700

2

E enquiries.northwest@britishwaterways.co.uk

Waterways: Lancaster Canal (including Glasson branch), St Helen's Canal, Ribble Link, Leeds & Liverpool Canal (including Leigh and Rufford branches), Liverpool Canal Link and Liverpool Docks

Useful contacts:

Boating trade	Richard Delves	07766 774713
BW moorings	Leanne Pendlebury	07770 610213
Licence enforcement	Mike Fletcher	07766 992939
	Bill Walker	07788 438564
Marketing & communications	Tracey Garrett	0113 281 6850
Volunteering	Cassie Weaver	07717 421467



NORTH EAST WATERWAYS
Manager: Laurence Morgan
 Fearn's Wharf
 Neptune Street
 Leeds LS9 8PB
 0113 281 6800

3

E enquiries.northeast@britishwaterways.co.uk

Waterways: Aire & Calder Navigation (including Wakefield branch), Calder & Hebble Navigation (including Dewsbury Arm and Halifax Branch), Stainforth & Keadby Canal, Sheffield & Tinsley Canal, Huddersfield Broad Canal, New Junction Canal, Pocklington Canal, Ripon Canal, Selby Canal, Sheffield & South Yorkshire Navigation, River Aire, River Ouse, Ure Navigation, Tees Navigation and Barrage

Useful contacts:

Boating trade	Richard Delves	07766 774713
BW moorings	Rob Taylor	07789 278956
Licence enforcement	Keith Richards	07876 035146
	Mark Hall	07766 774702
	Claire Mara	07920 283688
Marketing & communications	Tracey Garrett	0113 281 6850
Volunteering	Cassie Weaver	07717 421467

At a glance

Customer Service Centre: 0845 671 5530
 Monday to Friday 8am to 6pm Saturday 9am to 1pm
 E enquiries.hq@britishwaterways.co.uk

Boat licensing forms should be sent to:
 Boat Licensing Team, PO Box 162, Leeds LS9 1AX

Boat Safety Scheme: 01923 201278
www.boatsafetyscheme.com
 E bss.enquiries@boatsafetyscheme.com

Visit www.britishwaterways.co.uk for consultations, business opportunities, newsroom, making a complaint, working for BW, Annual Reports & Accounts, Twenty Twenty Vision and much more.

Visit BW's leisure website www.waterscape.com for Britain's official guide to canals, rivers and lakes.

To report emergencies on the waterways that need the attention of our maintenance staff telephone our 24hr emergency service: 0800 47 999 47

British Waterways, 64 Clarendon Road, Watford WD17 1DA

Waterway unit	Telephone	Manager
1A. Highlands	01463 725500	Russell Thomson
1B. Lowlands	0141 332 6936	Phil Martin
2. North West	01942 405700	Debbie Lumb
3. North East	0113 281 6800	Laurence Morgan
4. Manchester & Pennine	01782 785703	David Baldacchino
5. North Wales & Borders	01606 723800	Wendy Capelle
6. West Midlands	01827 252000	Dean Davies
7. Central Shires	01827 252000	Darren Green
8. East Midlands	01636 704481	Sean McGinley
9. South Wales & Severn	01452 318000	Nick Worthington
10. South East	01908 302500	Jeff Whyatt
11. Kennet & Avon	01380 722859	Mark Stephens
12. London	020 7985 7200	Simon Bamford



MANCHESTER & PENNINE WATERWAYS

Manager: David Baldacchino

Red Bull Wharf
Congleton Road South
Church Lawton
Stoke-on-Trent ST7 3AP
01782 785703

4

E enquiries.manchesterpennine@britishwaterways.co.uk

Waterways: Trent & Mersey Canal (from south portal of Harecastle Tunnel), Macclesfield Canal, Peak Forest Canal, Manchester Bolton & Bury Canal, Rochdale Canal, Huddersfield Narrow Canal, Ashton Canal

Visitor attraction: Standedge Tunnel & Visitor Centre
Mar - Oct 01484 844298; Nov - Mar 01782 785 703
info@standedge.co.uk Visit www.standedge.co.uk

Useful contacts:

Boating trade	Richard Delves	07766 774713
BW moorings	Leanne Pendlebury	0113 236 6335
	Rob Taylor	07789 278956
Licence enforcement	Helen Waterman	07827 843583
	Bill Walker	07788 438564
Marketing & communications	Tracey Garrett	0113 281 6850
Volunteering	Cassie Weaver	07717 421467



NORTH WALES & BORDERS WATERWAYS

Manager: Wendy Capelle

Navigation House
Navigation Road
Northwich CW8 1BH
01606 723800

5

E enquiries.northwalesborders@britishwaterways.co.uk

Waterways: Llangollen Canal (including Prees Branch), Montgomery Canal and Guilsfield Arm, Shropshire Union Canal to Atherly Junction, Shropshire Union Canal Middlewich Branch, Shrewsbury & Newport Canal, River Weaver

Visitor attraction: Anderton Boat Lift & Visitor Centre
01606 786777 Visit www.andertonboatlift.co.uk

Useful contacts:

Boating trade	Richard Delves	07766 774713
BW moorings	Rob Prigg	07766 774704
Licence enforcement	Jim Smith	07803 885578
	Angela Barnett	07879 694870
Marketing & communications	Michelle Kozomara	01606 723854
Volunteering	Lucy Bowles	01452 318088



WEST MIDLANDS WATERWAYS

Manager: Dean Davies

Peel's Wharf
Lichfield Street
Fazeley, Tamworth B78 3QZ
01827 252000

6

E enquiries.westmidlands@britishwaterways.co.uk

Waterways: Staffordshire & Worcester Canal, Stratford-upon-Avon Canal, Stourbridge Canal, Wyrley & Essington Canal, Grand Union Canal to Radford Lock, Birmingham & Fazeley Canal, Tame Valley Canal, Birmingham Canal Navigations. **BW Fisheries:** Earlswood and Blythe.

Useful contacts:

Boating trade	Peter Moore	07885 108306
BW moorings	Rob Prigg	07766 774704
Licence enforcement	Paul Weston	07710 175128
	Steve Willis	07799 341919
Marketing	Nicky Lister	01827 252059
Communications	Stephen Hardy	01636 675703
Volunteering	Steve Bicknell	07736 330288



CENTRAL SHIRES WATERWAYS

Manager: Darren Green

Peel's Wharf
Lichfield Street
Fazeley, Tamworth B78 3QZ
01827 252000

7

E enquiries.centralshires@britishwaterways.co.uk

Waterways: Trent & Mersey Canal (from south portal of Harecastle Tunnel to Derwent Mouth Lock No 1), Coventry Canal, Ashby Canal, Caldon Canal (and Leek Branch), Grand Union Canal (Leicester Line to Bridge 82, Turnover Bridge), River Soar.

Useful contacts:

Boating trade	Peter Moore	07885 108306
BW moorings	Sandie Dunstan	07747 897784
Licence enforcement	Jon Telford	07710 175174
	Andy Hewitt	07810 152978
Marketing	Nicky Lister	01827 252059
Communications	Stephen Hardy	01636 675703
Volunteering	Steve Bicknell	07736 330288



EAST MIDLANDS WATERWAYS

Manager: Sean McGinley

The Kiln
Mather Road
Newark NG24 1FB
01636 704481

8

E enquiries.eastmidlands@britishwaterways.co.uk

Waterways: Chesterfield Canal, Erewash Canal, Cromford Canal, Fosdyke Canal, Grantham Canal, Nottingham & Beeston Canal, River Trent & Upper Trent, River Witham

Useful contacts:

Boating trade	Peter Moore	07885 108306
BW moorings	Sandie Dunstan	07747 897784
Licence enforcement	Allan Linley	07710 175411
	Steve Cropper	07710 175412
Marketing	Nicky Lister	01827 252059
Communications	Stephen Hardy	01636 675703
Volunteering	Steve Bicknell	07736 330288



SOUTH WALES & SEVERN WATERWAYS

Manager: Nick Worthington

The Dock Office
Commercial Road
Gloucester GL1 2EB
01452 318000

9

E enquiries.southwalessevern@britishwaterways.co.uk

Waterways: River Severn Navigation, Gloucester & Sharpness Canal, Stroudwater Canal, Worcester & Birmingham Canal (from Kings Norton to Diglis), Droitwich Barge Canal, Droitwich Junction Canal, Monmouthshire & Brecon Canal, Swansea Canal

Useful contacts:

Boating trade	Susie Mercer	01452 318012
	Peter Moore	07885 108306
BW moorings	Maria Nash	07917 585011
Licence enforcement	Liz Sollars	07710 175242
	Gary Baynham	07879 426287
Marketing & communications	Michelle Kozomara	01606 723854
Volunteering	Lucy Bowles	01452 318088



SOUTH EAST WATERWAYS

Manager: Jeff Whyatt

510 – 524 Elder House
Elder Gate
Central Milton Keynes MK9 1BW
01908 302500

10

E enquiries.southeast@britishwaterways.co.uk

Waterways: Grand Union Canal (Leicester Line) from Bridge 82, Turnover Bridge, including Welford Arm, Grand Union Canal from Radford Lock to Bridge 175, Stockers Farm Bridge, Grand Union Canal Aylesbury, Buckingham, Northampton and Market Harborough Arms, Oxford Canal. **BW Fisheries:** Stockton, Drayton, Boddington, Clattercote, Naseby and Tring.

Useful contacts:

Boating trade	Susie Mercer	01452 318012
BW moorings	Roz Rothwell	07917 581215
	Belinda Phillips	07717 581215
Licence enforcement	Lisa Jarvis	07766 512 683
	George Dickinson	07747 460 693
	Phil Brogan	07879 662193
	Janet Ling	07711 796395
	Suresh Basra	07710 175315
Marketing & communications	Gill Owen	0207 985 7227
Volunteering	Karen Fishwick	07917 424590



KENNET & AVON WATERWAYS

Manager: Mark Stephens

The Locks
Bath Road
Devizes SN10 1QR
01380 722859

11

E enquiries.kennetavon@britishwaterways.co.uk

Waterways: Kennet & Avon Canal, Bridgwater & Taunton Canal

Useful contacts:

Boating trade	Susie Mercer	01452 318012
BW moorings	Maria Nash	07917 585011
Licence enforcement	Martin Skinner	07717 681000
Marketing & communications	Gill Owen	0207 985 7227
Volunteering	Karen Fishwick	07917 424590



LONDON WATERWAYS

Manager: Simon Bamford

1 Sheldon Square
Paddington Central
London W21 6TT
020 7985 7200

12

E enquiries.london@britishwaterways.co.uk

Waterways: Grand Union Canal from Bridge 175, Stockers Farm Bridge, Grand Union Canal Slough and Paddington Arms, Regent's Canal, Hertford Union Canal, Limehouse Cut, River Stort, River Lee, Bow Back Rivers (including Old River Lea, Waterworks River, Three Mills Wall River, Abbey Creek, City Mill River, Bow Back River, Prescott Channel and Bow Creek), West India and Millwall Docks

Useful contacts:

Boating trade	Susie Mercer	01452 318012
BW moorings	Belinda Phillips	07717 581215
	Stuart Ruff	07876 476411
Licence enforcement	Andy Beal	07711 796364
	Debbi Figueiredo	07825 832822
Marketing & communications	Gill Owen	0207 985 7227
Volunteering	Karen Fishwick	07917 424590

If you have a complaint: British Waterways (BW) is committed to providing excellent service. We are constantly striving to meet the expectations of our customers and visitors and we welcome feedback on where services and facilities can be improved. However, we appreciate that sometimes we don't reasonably meet your expectations. When that happens concerns can usually be resolved by talking them through with one of our staff, either face-to-face or by telephone.

If you're still unhappy and would like more information about our complaints procedure, please visit our website www.britishwaterways.co.uk/listening_to_you or phone 0845 6715530 or email enquiries.hq@britishwaterways.co.uk.

License it or lose it! Always display your boat's licence to show that you are contributing to the costs of maintaining the waterways. You can check if a boat is licensed at www.britishwaterways.co.uk/boatcheck and, if it isn't, logging a sighting will help our enforcement staff.

Want to volunteer? www.waterscape.com/volunteer
Get involved and help us safeguard the future of the country's treasured waterways.

Always have your finger on the pulse

www.waterscape.com/register to receive the Boaters' Update, a monthly email with the latest news for boaters from BW.

Getting in touch with British Waterways

Use this guide to identify the quickest way to find what you need. The most popular information is online, but if you don't have internet access, call our **Customer Service Centre** on 0845 671 5530 or email enquiries.hq@britishwaterways.co.uk. They respond to emails quickly but in busy times you should allow five working days.

Thinking of a canal holiday? www.waterscape.com/canalholidays
For all you need to know about holidays afloat and links to holiday boat operators.

Boaters' guides www.waterscape.com/guides
Our downloadable Boaters' Guides are computer-generated, assembled fresh from our database - so you always get the latest information. Corrections and updates via the website are always welcomed.

Thinking about buying a boat? www.waterscape.com/buying
Read more about the different types of boat, the ins and outs of buying new or second-hand, and what you'll need before you take the plunge. And www.waterscape.com/boatershandbook gives you important boating safety information.

Looking for a mooring? www.waterscape.com/moorings
Start here or use the search box at the top right of any waterscape.com page to find mooring sites on a particular waterway or within easy reach of your home. Vacancies at BW managed sites are advertised for auction at www.bwmooingvacancies.co.uk. In Scotland, please enquire through the local waterway office. **Mooring operators:** if your site is not listed, simply email the details to feedback@waterscape.com.

Boat licence information and sales
www.britishwaterways.co.uk/licensing
Our Customer Service Centre 0845 671 5530 is open Monday to Friday 8am to 6pm, Saturday 9am to 1pm.
E enquiries.hq@britishwaterways.co.uk

Have your boat safety and insurance certificates, a credit or debit card to hand and your BW customer number if you have it. If you have a small trailable boat or one moored on a non-BW navigation and would like to explore our waterways for just a few days, go to www.britishwaterways.co.uk/short-term

Prefer to pay BW bills by cash (boat licence, mooring, property rents etc)? Register for a free BW payment card, accepted at post offices and AllPay outlets nationwide. Email your card request to enquiries.hq@britishwaterways.co.uk or call 0845 671 5530 with your BW customer number.

Stoppages or cruising restrictions

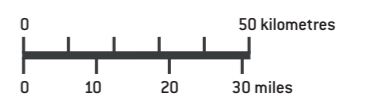
All BW's engineering works (known as stoppages) can be found at www.waterscape.com/stoppages. You can also subscribe to our free stoppage alert service and we'll update you by email whenever stoppages are announced.

Waterway map

Key

- 1a. Highlands Canals
- 1b. Lowlands Canals
2. North West Waterways
3. North East Waterways
4. Manchester & Pennine Waterways
5. North Wales & Borders Waterways
6. West Midlands Waterways
7. Central Shires Waterways
8. East Midlands Waterways
9. South Wales & Severn Waterways
10. South East Waterways
11. Kennet & Avon Waterways
12. London Waterways

SCALE



- OFFICE British Waterways' Offices
- A Waterways Boundary Reference (See below left)
- Managed by British Waterways
- AINA managed waterways
- Waterway boundaries

This map includes waterways managed by members of the Association of Inland Navigation Authorities (AINA). There are other inland waterways that have not been included, but can be found on more detailed maps (contact BW Customer Service Centre on **0845 671 5530** for more information). © British Waterways 2009

© Crown copyright and database right, 2009. All rights reserved. Ordnance Survey Licence number 100019843.

Waterway unit boundaries

Key	Location	Waterways
A	Lock 1, River lock Junction of Leeds & Liverpool Canal with the Aire & Calder Navigation main line	North West and North East
B	Junction of Rochdale Canal with the Calder & Hebble Navigation at Kirkham Turn (nr. Sowerby Basin)	Manchester & Pennine and North East
C	Lock 1E, Stanley Dawson Lock	Manchester & Pennine and North East
D	Anderton Boat Lift	North Wales & Borders and Manchester & Pennine
E	Junction of the Middlewich Branch (Shropshire Union Canal) with the Trent & Mersey Canal	North Wales & Borders and Manchester & Pennine
F	Bridge 129c, Tunstall Bypass Bridge	Manchester & Pennine and Central Shires
G	Bridge 1, Autherley Junction Bridge Junction of Shropshire Union Canal with the Staffordshire & Worcestershire Canal	North Wales & Borders and West Midlands
H	Bridge 109, Haywood Bridge Junction of Staffordshire & Worcestershire Canal with the Trent & Mersey Canal	West Midlands and Central Shires
I	Watling Street Bridge Junction of Birmingham & Fazeley Canal with the Coventry Canal	West Midlands and Central Shires
J	Bridge 34, Butt Lane	West Midlands and South East
K	Bridge 6, Gilgal Bridge	South Wales & Severn and West Midlands
L	Bridge 72, Junction Bridge Junction of Worcester & Birmingham Canal with the North Stratford Canal	South Wales & Severn and West Midlands
M	Junction of Trent & Mersey Canal with Upper Trent	Central Shires and East Midlands
N	Junction of River Soar with the Upper Trent	Central Shires and East Midlands
O	Bridge 88, Kilby Lock Bridge	Central Shires and South East
P	Junction Bridge Junction of Coventry Canal with the Oxford Canal - Hawkesbury Junction	Central Shires and South East
Q	Lock 83, Springwell Lock	London and South East

