

Index

- Absence 6.26, 6.41-6.43
Accidents 6.75, 6.83
Accounting structure 4.19-4.26, App 4.1
AMA (Storage and Distribution) Ltd, views App 5.3
Anchor Lock refurbishment 10.5, 10.17, 11.53,
App 11.17
Angling
agreements 12.15, 12.34
revenue potential 12.54, 12.68-12.69, 15.44
Annual hours agreements 6.22-6.31, App 6.1
Association of Clerical, Technical and Supervisory
Staff 6.46
Association of Pleasure Craft Operators, views
App 5.3
Audit Committee 4.59-4.60, 5.26
Auditing
external 4.61-4.62
internal 4.56-4.60, 4.74-4.75, 15.10
- Board meetings 5.17-5.20
Board membership 1.17, 1.24, 1.43, 2.13, 5.15, 5.21,
5.61-5.62, 15.15
Boat licensing-*see* Craft licensing
Bonuses 5.34-5.35, 5.53-5.55, 15.12
Borrowing 4.4, 4.35-4.36
Boyfield, Keith, views App 5.3
Bridges 2.22
maintenance 11.26-11.31
Bristol Water App 5.3
British Field Sports Society, views App 5.3
British Marine Industries Federation, views App 5.3
British Transport Commission 2.2
British Waterways Acts 1971 to 1987 2.7
British Waterways Bill 2.21
British Waterways and Development Plans 2.20
Bulholme Lock 10.37-10.38
Bulls Bridge project 1.33, 9.34-9.42, 9.78
Burton, Lord, views App 5.3
- Canals-*see* Waterways
Capital employed 4.16
Centre for Policy Studies 2.19
Chairman's commitments 1.24, 5.16, 5.63-5.64, 15.16
Charges 12.17-12.46
angling 12.34, 12.68-12.69, 15.44
drainage 12.38-12.39
freight 12.23-12.24, 12.70
leisure boats 12.25-12.30, 12.64-12.65, 15.42
mooring 12.31-12.33, 12.66-12.67, 15.43
water 12.35-12.37
wayleaves 12.40-12.43, 12.71-12.72, 15.45
Commercial waterways 1.4-1.5
Committees 5.26
Communication
external 5.38-5.52
internal 5.36-5.37
Complaints 1.12, 5.40-5.52, 5.65, 15.17, App 5.2,
App 5.3
Computer systems
accounting 4.22
costs 7.5-7.10
craft licensing module 7.31-7.35
- Computer systems-*contd*
hardware 7.13-7.15
implementation 7.1-7.4
maintenance module 7.36-7.43
market testing 10.44-10.45
MMC recommendations 1.38, 7.66-7.70, 15.23-15.25
payroll and personnel module 7.19-7.25
property module 7.45-7.58
purchasing module 7.26-7.30, App 7.1
software 7.16
timesheet module 7.44
user access 7.12
- Consultants
BWB expenditure 5.31-5.33
computerization study 7.1-7.5, 7.48-7.51, 7.66
MMC recommendations 1.26, 5.58-5.60, 15.14
strategy review 3.14-3.15
- Contracting out
cost-effectiveness 10.15-10.18
examples of projects App 10.1
extent 1.8, 5.8, 10.19
MMC recommendations 1.18-1.20, 1.43, 10.47-
10.53, 11.59-11.60, 15.32
policy 10.1-10.4
procedure 10.5-10.14, App 10.2, App 10.3
- Core briefs 5.36-5.37
- Corporate Plan
content and purpose 3.25-3.30, 10.5-10.6, 10.20,
10.29, 10.41, 11.5-11.6, App 3.1, App 3.2,
App 10.2
development 2.9-2.10, 3.3, 3.5, App 2.2
financial aspects 4.8-4.10, 4.23-4.26
MMC recommendations 1.27, 1.43, 3.47, 15.2
Corridor studies 13.12-13.13, App 13.2, App 13.3
Cost allocation system 1.15, 1.39, 1.43, 4.40-4.51,
4.70-4.71, 15.8
- Craft licensing 1.6, 12.14
charges 12.25-12.30, 12.64-12.65, 15.42
computerization 7.31-7.35
revenue 12.44-12.45, 12.47, 12.54
- Cruising waterways 1.4-1.5
Customer care 1.12, 5.38-5.52
Customer Charter 1.12, 3.28, 5.48, 5.52, 11.1, 11.32
Cycling 12.16
- Debtors 4.37-4.38, 4.66-4.69, 15.7
Demand elasticity, need for a study of 1.15, 1.17, 1.23,
5.59, 12.21, 12.60-12.61, 15.40
Drainage 1.6, 12.38-12.39, 13.16-13.17
Dredging 1.18, 1.22, 11.32-11.45, 11.57-11.62, 15.35-
15.37, App 11.13, App 11.14, App 11.15
complaints 11.37, 15.35, App 5.3
costs 11.36
- Easements-*see* Wayleaves
English Heritage, views App 5.3
Environment Committee, House of Commons 2.16-
2.17, 4.44, 13.4
Environmental responsibilities 3.9, 3.28, 3.31-3.34, 3.42

- Chapter 13
 MMC recommendations 1.42, 1.46, 13.18-13.20, 15.47-15.48
 Equal opportunities 6.90-6.93
 Estate management-*see* Property
 Executive Group 5.27
 External Financing Limit 4.5, 4.8-4.10
- Financial planning 4.23-4.26
 Financial results 4.14-4.18
 Financial structure 4.19-4.26, App 4.1
 Fishing-*see* Angling
 Forth River Purification Board, views App 5.3
 Fraenkel Report 2.8-2.9, 11.19
 Freight
 BWB withdrawal from handling 2.14, 12.5
 charges 12.23-12.24, 12.70
 revenue 12.44, 12.46, 12.49
 volume carried on waterways 12.2, 12.8-12.12
 Funding
 from DoE 1.6, 4.8-4.13
 other sources 1.27, 1.29, 1.43, 4.52-4.55, 4.72-4.73, 15.9
- Grants-*see* Funding
- Harbours App 2.4
 Heritage 1.6, 1.42, 1.46, 13.1-13.20, 15.47-15.48, App 13.1, App 13.3
 Holgate Bros (Barging), views App 5.3
 House of Commons, Environment Committee 2.16-2.17, 4.44, 13.4
 Houseboats 12.14, 12.27
 Human resources-*see* Staff
- Income 1.15, 4.14-4.15, 12.44-12.46
 potential from existing services 12.47-12.55
 potential from new activities 12.56-12.58
 Information system-*see* Computer systems
 Inland Waterways Amenity Advisory Council 2.6
 views App 5.3
 Inland Waterways Association, views App 5.3
 Inspection procedures 11.8-11.10, App 11.5, App 11.6, App 11.7, App 11.8
 Institute of Leisure and Amenity Management, views App 5.3
 Integrated Business Strategy
 content and purpose 1.9-1.10, 3.9-3.11, 9.2, App 2.3
 effects 3.11-3.13, 3.31-3.37, 4.27, 12.6
 history 2.15, 3.6-3.8
 MMC recommendations 3.41-3.43, 15.1, 15.3
 Investments 4.27-4.34, 9.9-9.14
- Kennet & Avon Canal Trust, views App 5.3
- Leeds Canal Basin project 1.36-1.37, 9.64-9.69, 9.84, App 9.2
 Leisure markets, potential 1.15, 1.23, 1.43, 12.13-12.16, 12.57-12.59, 15.39
 Leisure rents 12.55
 Lengthsmen 5.9-5.11
 Limehouse Basin project 1.36-1.37, 9.57-9.63, 9.69, 9.84, App 9.1
 Listed structures 1.6, 2.22, 11.1, 13.2
- Local authorities
 need for consultation 1.41, 1.43, 9.72-9.73, 15.9, 15.28
 views App 5.3
 Lock gates, maintenance 11.50-11.52, 11.63-11.64, 15.38
 Locks 2.22
 maintenance 11.46-11.53, App 11.17
- Macdonald Marine, views App 5.3
 Maida Hill tunnel repairs 11.9, App 11.7
 Maintenance 1.18, 1.21, 4.46
 bridges 11.26-11.31
 computerized system 7.36-7.43
 costs 11.14-11.18, App 11.10
 critical arrears 1.21, 11.19-11.21, 11.55-11.56, 15.34
 inspection procedures 11.8-11.10, App 11.5, App 11.6, App 11.7, App 11.8
 lock gates 11.50-11.52, 11.63-11.64, 15.38
 locks 11.46-11.53, App 11.17
 organization of work 11.10-11.13, App 11.9 (*see also* Dredging)
- Management structure 5.1-5.12
 Manpower-*see* Staff
 Market testing
 list of activities App 10.4
 MMC recommendations 1.18-1.20, 10.50-10.53, 15.33
 policy and procedures 10.4, 10.28-10.46
 Membership scheme 12.58, 12.62-12.63, 15.41
 Minutes, lack of clarity 1.24, 1.43, 5.22-5.25, 5.56-5.57, 15.13
 Monopolies and Mergers Commission
 1987 report on British Waterways Board 1.3, 2.11-2.12, 4.43, 5.9, 5.12, 6.35, 6.96, 10.4, 10.44, 11.19, 12.2
 implementation of recommendations 1.8, 1.17, 1.21, 1.38, 1.44, 14.1-14.4
 public interest finding 1.45
 terms of reference 1.1, 1.7, 1.15, 2.25, App 1.1
- Mooring
 charges 12.31-12.33, 12.66-12.67, 15.43
 computerized issue of permits 7.31-7.35
 number of permits issued 12.14
 revenue 12.52-12.53
 Museum shop 4.39
- National Association of Boat Owners, views App 5.3
 National Rivers Authority 2.18
 views App 5.3
 National Union of Rail, Maritime and Transport Workers 6.46
 Ness District Fishery Board, views App 5.3
 NPV analysis 3.8, 3.31, 3.35, 3.42, 15.1
- Objectives 2.10, 3.2-3.3, 9.2, App 2.2
 Ombudsman 1.12, 5.49-5.51
 Overtime 6.32-6.33, App 6.2
- Pay structure 6.7-6.13, 6.51-6.60
 Pensions Committee 5.26
 Performance indicators 4.63, 4.76-4.77, 15.11
 Performance targets 3.27, 4.63, App 3.2
 Personnel-*see* Staff

- Planning
 - financial 4.8-4.10, 4.23-4.26
 - general 3.1-3.49
 - manpower 6.14-6.20
- Pollution 11.5, 12.38, 12.50
- Private sector involvement 1.26
- Privatization 1.11, 3.15
- Project control 1.17, 3.21
- Property
 - computer system 7.45-7.58, 8.14
 - contracting out 10.19
 - development 1.29, 1.31-1.37, 9.1-9.84
 - disposal of low value sites 1.30, 8.19-8.24, 8.26-8.27
 - management 1.28, 8.1-8.13, 8.25
 - sale of 4.27-4.34, 8.16-8.24
- Purchasing, computerized system 7.26-7.30, App 7.1

- Radio communication 6.85-6.86, 6.103-6.104, 15.22
- Regional meetings 5.28-5.29
- Regional plans 3.19-3.24
- Regional structure 5.3-5.7
- Remainder waterways 1.4-1.5
- Remuneration Committee 5.26, 5.34-5.35, 6.59
- Repairs-*see* Maintenance
- Reservoirs 11.9
- Revenue-*see* Income

- Safety 6.75-6.89, 6.102-6.104
 - of the public 6.88-6.89
 - of users 6.82-6.87, 12.48
 - of workers 6.78-6.81
- Sediment classification system 11.43, App 11.14, App 11.15
- Sites of Special Scientific Interest 1.6, 11.1, 13.2
- Staff 1.8, 1.25, 1.43
 - appraisal 6.36-6.40, 6.98-6.99, 15.20
 - costs 1.43, 6.5, 6.13, 6.94-6.95, 15.18
 - equal opportunities 6.90-6.93
 - hours worked 6.21-6.34, App 6.2
 - numbers employed 6.1-6.4, 6.18, 6.94
 - pay 6.6-6.13, 6.51-6.60
 - planning 6.14-6.20
 - reasons for leaving 6.44-6.45
 - training 6.65-6.74, 6.100-6.101, 15.21
- Standards
 - boating services 12.22

- Standards-*contd*
 - Building 11.7
 - Environmental 11.4, App 11.3, App 11.4
 - Navigation 11.3, App 11.1, App 11.2, App 11.3, App 11.4
 - Structural and Mechanical Engineering Maintenance 11.7
 - Waterway 1.17, 1.21, 11.2-11.6, 11.32-11.33, 11.54, App 11.1, App 11.2, App 11.3, App 11.4
 - Stanley Ferry project 1.32, 9.16-9.33, 9.77
 - Statutory duties 2.24, 4.2-4.7, App 2.6

 - Trade unions 6.36, 6.46-6.50, 6.63
 - Transport Act 1962 1.4, 2.2-2.3, 4.2, 5.14
 - Transport Act 1968 1.4, 2.4-2.6, 4.2-4.3, App 2.1
 - Transport and General Workers Union 6.46, 6.79-6.80
 - Transport Salaried Staffs Association 6.46
 - Travelling time 6.34, App 6.2
 - Tunnels 2.22, 6.84, 11.9, App 11.7

 - UNISON 6.36, 6.46, 6.50, 6.57, 6.65-6.66, 10.2

 - Waddington (Ernest V) Ltd, views App 5.3
 - Wage drift 1.25, 6.6, 6.95, 15.18
 - Walking 12.16
 - Waste disposal 11.41-11.45, 11.61-11.62
 - Water Companies Association, views App 5.3
 - Water sales 1.6, 12.35-12.37, 12.46, 12.51
 - Water Services Association, views App 5.3
 - Waterway plans 3.19-3.24
 - Waterways
 - categories 1.4-1.5, 2.4-2.6, App 2.1
 - history 2.1-2.21
 - network 1.5, 2.22, App 1.2, App 2.4, App 2.5
 - ownership 1.5, App 1.2
 - Wayleaves 7.46, 12.40-12.43, 12.71-12.72, 15.45
 - Willow Grange project 1.34-1.35, 1.37, 9.43-9.56, 9.79-9.83, 15.31
 - Work measurement 1.25, 6.35, 6.96-6.97, 15.19
 - Working groups 5.30, 7.69, 15.25
 - Workshops 11.22-11.25