

# Customer Service Facilities Policy Statement

## 1. Standard for Customer Service Facilities (CSF)

1.1 The availability of a range of accessible easy-to-use customer service facilities is an essential for boaters to be able to navigate the Canal & River Trust waterway network. After consulting with boating customers, the Trust has set out the essential facilities which will be provided and the maximum time boaters should expect to cruise between facilities.

## 2. The Canal & River Trust will provide:

2.1 The Canal & River Trust will provide the following CSF with the aim achieving a maximum cruising time between these facilities.

2.2 Water points – maximum one day cruising<sup>1</sup>

2.3 Refuse/recycling points – maximum one day cruising

2.4 Elsan points – maximum one day cruising

2.5 Pump out – maximum two days cruising<sup>2</sup>

## 3. Non essential CSF

3.1 The essential provision of CSF will not include showers, washing machines, tumble driers and public toilets (although these will be provided for volunteers/staff use and at some key destinations).

3.2 All facilities that do not form part of the essential provision may be considered for closure. Any closures will be reviewed in line with the published CSF closure process standard.

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<sup>1</sup> How long a day's cruise would take will vary depending on the speed of travel and could be affected by weather or other factors. Rather than be specific, we're proposing that this would normally be between 5-7 hours cruising.

<sup>2</sup> Two days cruising would be between 10-14 hours cruising.



3.3 The closure process standard will include an equality impact assessment and consultation with stakeholders before any decision on closing CSF is made.

#### 4. CSF buildings

4.1 The Trust intends to move away from providing CSF within buildings so the installation of any new CSF will be in robust standalone external units.

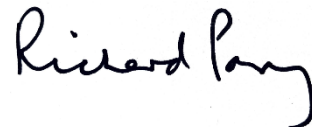
#### 5. Contactless payments

5.1 Subject to a successful pilot, the Trust will replace paper pump out payment cards and readers with contactless payments on pump out machines.



**David Orr CBE**

Chair of Board of Trustees



**Richard Parry**

Chief Executive

May 2023