

Customer Service Facilities: Closure

Management Brief

This Standard sets out the steps that must be taken where non-essential facilities (including public toilets and showers) and essential facilities that are not required to meet the CSF policy are proposed to be closed permanently for public use.

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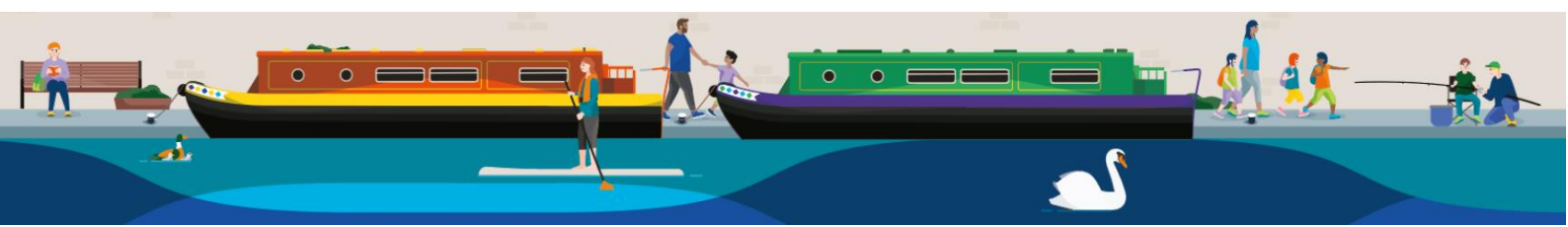
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1. Introduction

- 1.1 The Trust's Customer Service Facilities (CSF) Policy Statement sets out the minimum standard of essential customer service facilities (water points, Elsan, pump out, refuse and recycling) that the Trust endeavours to provide for our boating customers.
- 1.2 This Standard sets out the steps that must be taken where non-essential facilities (including public toilets and showers) and essential facilities that are not required to meet the CSF policy are proposed to be closed permanently for public use.

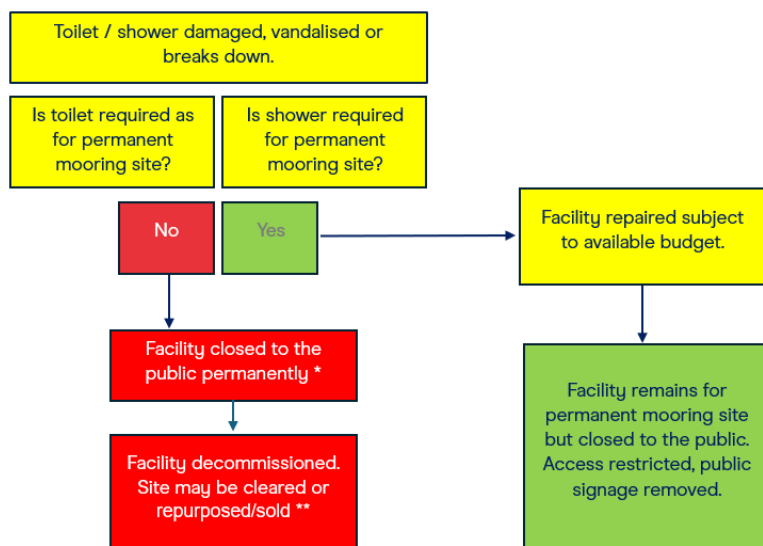
2. Applicability

- 2.1 This Standard applies to all employees and volunteers.



3. Non-essential CSF facilities

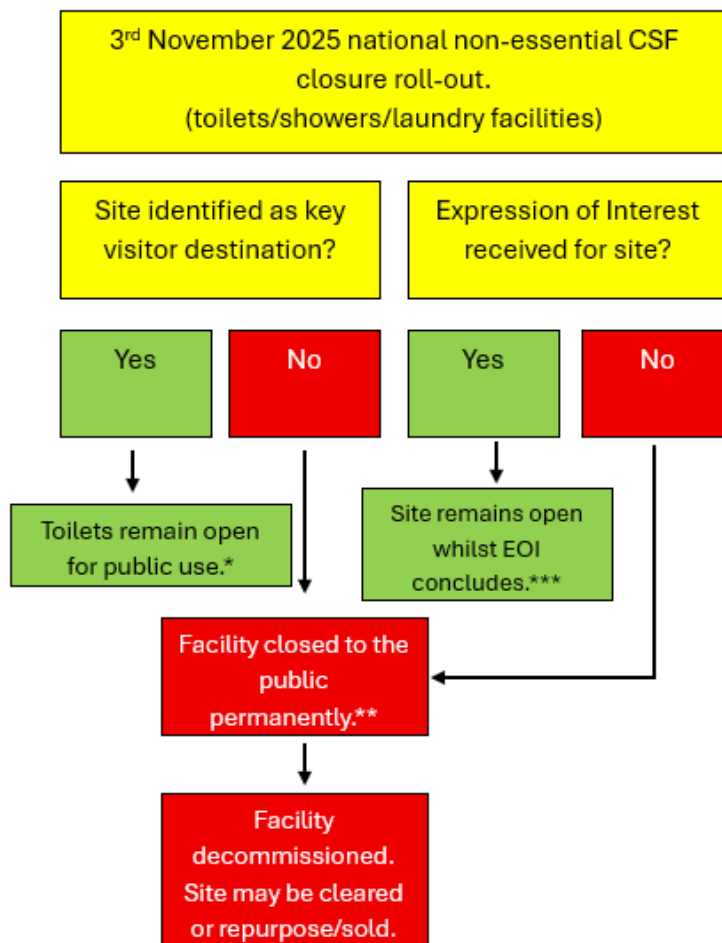
- 3.1 Where a non-essential CSF facility breaks down or is vandalised before the national closure date of 3rd November 2025, it will be considered for closure in accordance with the flowchart below. If the facility is required for a permanent Waterside Mooring site, and can be repaired within budget, the facility may be repaired for permanent mooring customers but would be closed to the general public.



**Where a toilet and shower are located together, and one is vandalised or broken (but not the other) consideration will be given to closing both non-essential facilities at the same time due to the potential additional savings in building maintenance.*

***Where decommissioned toilets/showers are in buildings that also house other essential CSF (e.g. Elsan/refuse/waterpoints) buildings may be retained, but access to non-essential CSF will be closed.*

- 3.2 From 3rd November 2025, all non-essential customer services facilities will be considered for closure in accordance with the flowchart below. Any sites that receive an Expression of Interest (EOI) will remain open whilst process progresses to 3rd party lease agreement. If process does not lead to lease agreement, the site will close in accordance with the flowchart below.



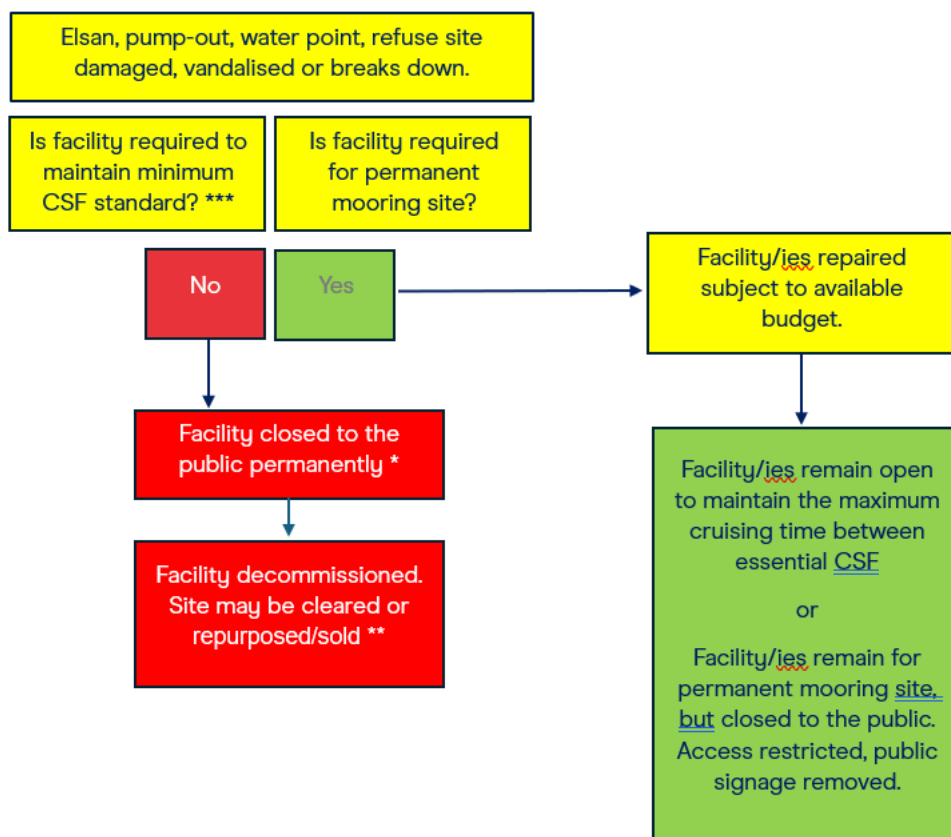
**If there are other non-essential facilities in the same building (showers/laundry facilities) these will be decommissioned and closed.*

***Where decommissioned toilets/showers are in buildings that also house other essential CSF (e.g. Elsan/refuse/waterpoints) buildings may be retained, but access to non-essential CSF will be closed.*

****If no agreement is reached upon conclusion of the EOI discussions, non-essential facilities will close. If an agreement is reached for a third party to take over CSF, access to non-essential CSF facilities will be decided by the third party.*

4. Essential facilities

- 4.1 If there are essential facilities over and above the minimum essential CSF standard that the Trust endeavours to provide for boaters, and these are damaged, vandalised or broken, they may be considered for closure in accordance with the flowchart below.



***The CSF policy includes the maximum cruising time between essential CSF, but factors such as very high demand/usage of CSF are also a consideration.*

**Where multiple essential CSF are located together, and one is vandalised or broken (but not the other/s) consideration will be given to closing all facilities at the same time if the CSF standard can still be met. This is due to the potential additional savings in building maintenance.*

5. Approval & version control

Standard Owner: Head of Boating & Customer Service
Executive Lead: Chief Operating Officer
Approver: Chief Operating Officer
Version number: 2.0
Date approved: 07/03/2025
Version implementation date: 03/11/2025
Can document be published externally? YES

Is an equality impact assessment required? YES

If so, has an equality impact assessment been completed? YES

Change History

Version	Date	Description of change
1.0	07/03/2025	Initial version
2.0	03/11/2025	Updated version

6. Consultation & circulation

6.1 Consultees:

INSERT TEXT HERE

6.2 To be informed of new Standard:

Recipient	Method of communication
[Insert text here]	[Insert text here]
[Insert text here]	[Insert text here]
[Insert text here]	[Insert text here]
[Insert text here]	[Insert text here]