

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 of achieving a maximum cruising time between these facilities:

2.1.1. Water points – maximum one day cruising¹

2.1.2. Refuse/recycling points – maximum one day cruising

2.1.3. Elsan points – maximum one day cruising

2.1.4. Pump out – maximum two days cruising²

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 such closures will be reviewed in line with the published CSF Closure Standard, which requires the Trust to undertake:

3.2.1. an equality impact assessment;

¹ 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.

² Two days cruising would be between 10-14 hours cruising.



3.2.2. an environmental impact assessment; and

3.2.3. consultation with relevant stakeholders

before any decision is made regarding the closure of CSF.

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 to the Board of Trustees



Richard Parry

Chief Executive

15 May 2025