



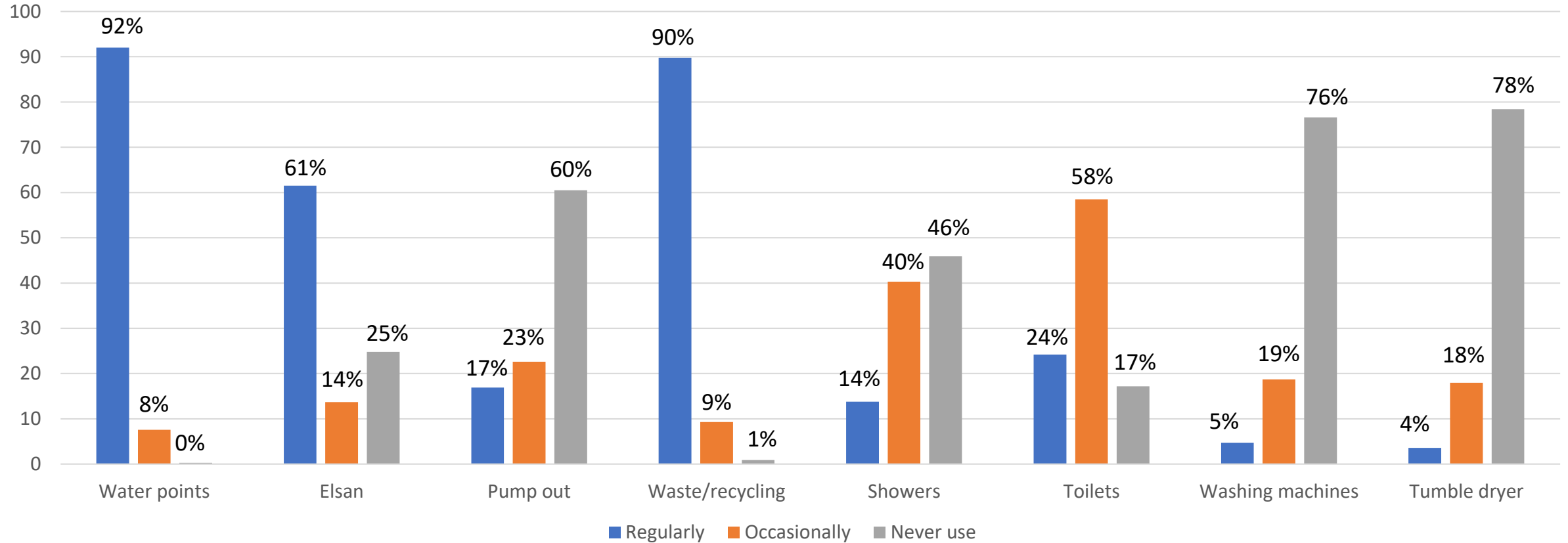
**Canal &
River Trust**

Making life better by water

CSF Minimum Standard Consultation results

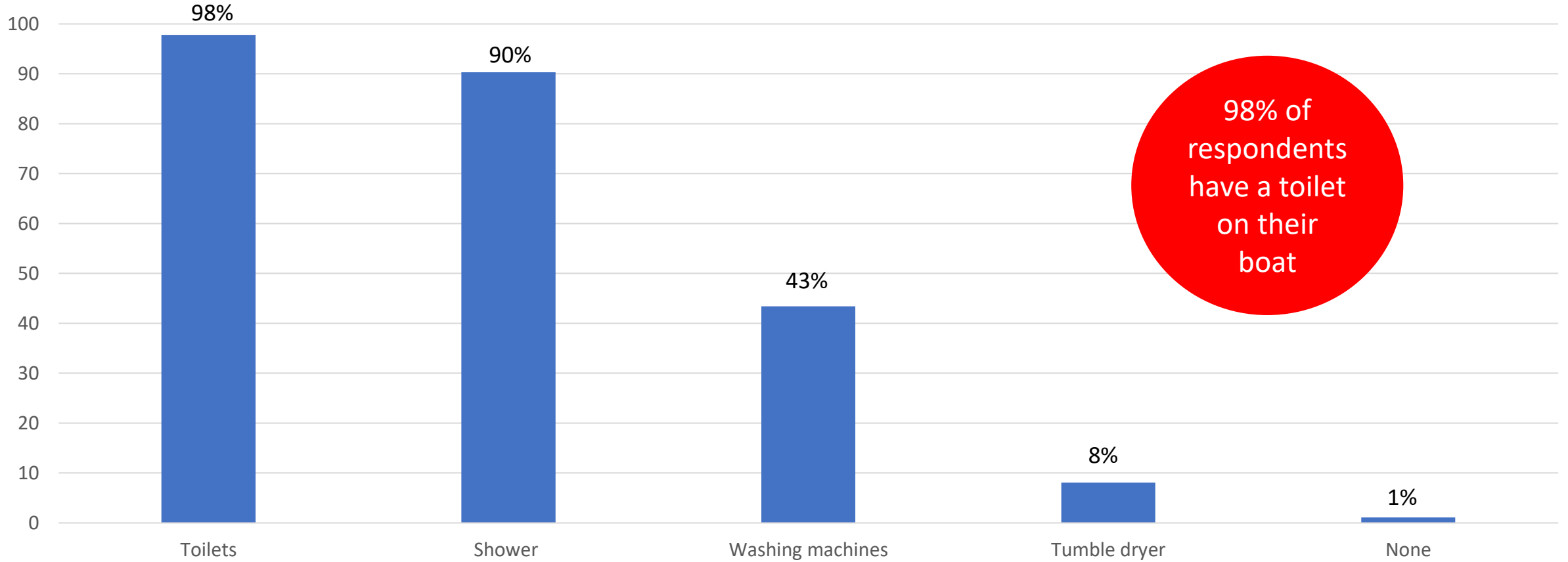
- Online survey ran from 29 September to 21 November 2022
- Total number of responses 904

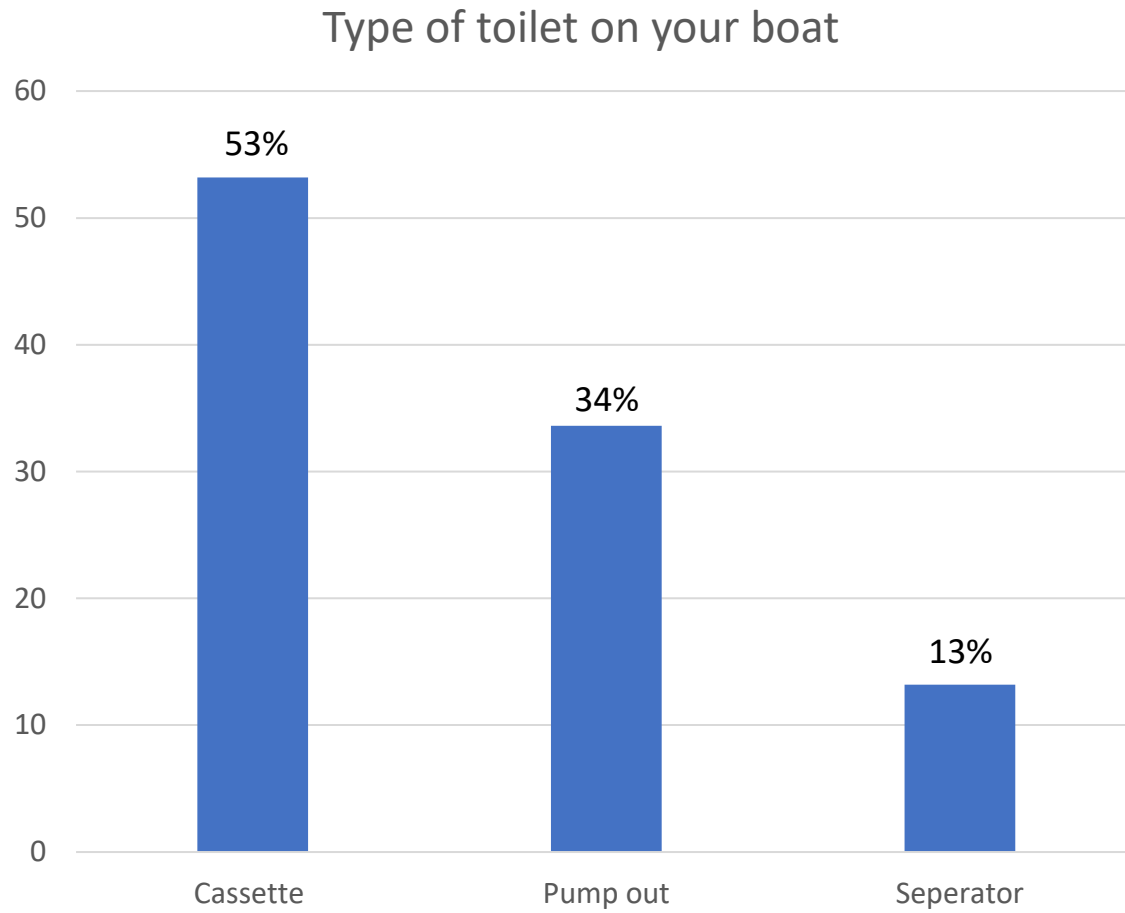
Which Canal & River Trust provided customer service facilities do you use?



Facilities I have on my boat

Do you have access to any of the following on your boat?

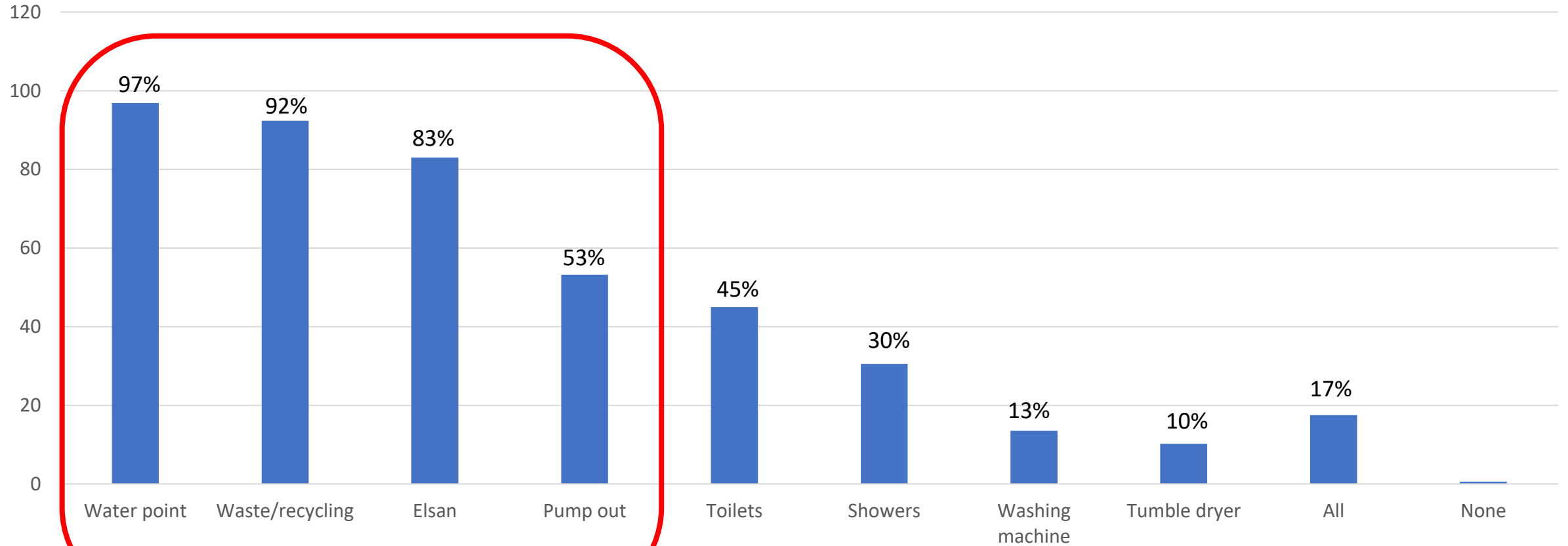




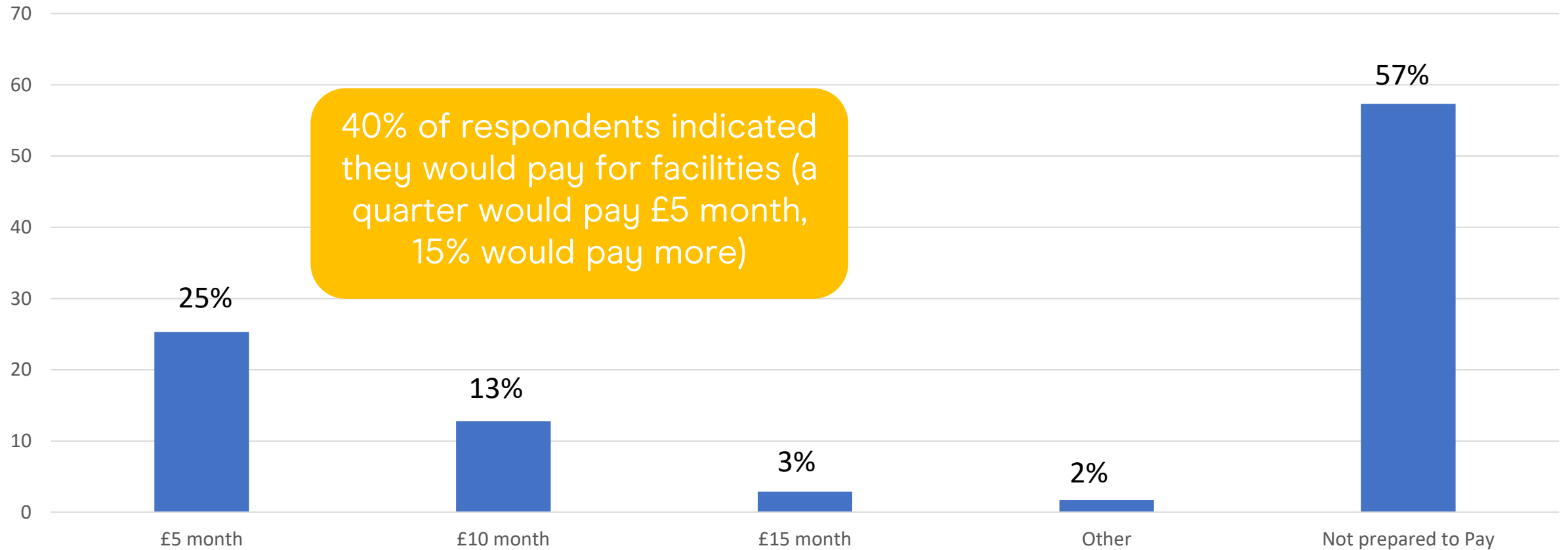
32.9% of respondents said they used pump out machines. Of these 94.7% said pump out should be essential

What facilities are essential

Tell us what facilities you consider as essential

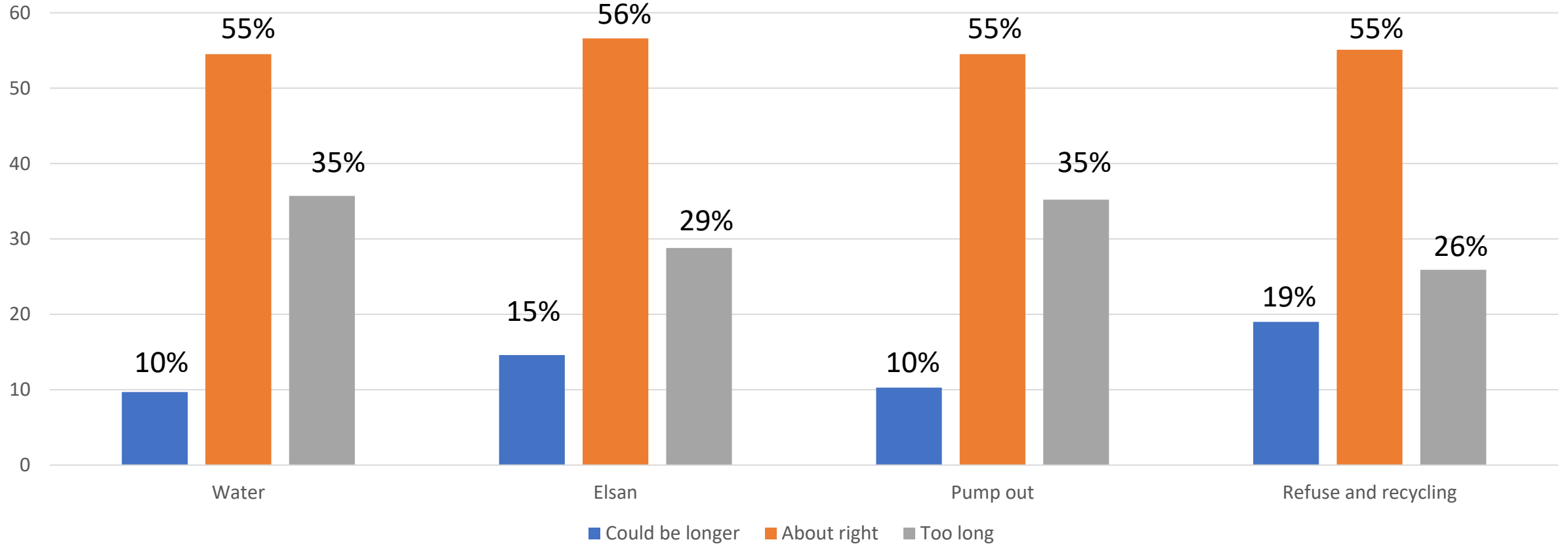


What value you would put on these facilities if you had to pay for them?



Minimum distance between facilities

5hr water/Elsan/refuse – 10hr pump out



Minimum distance between facilities

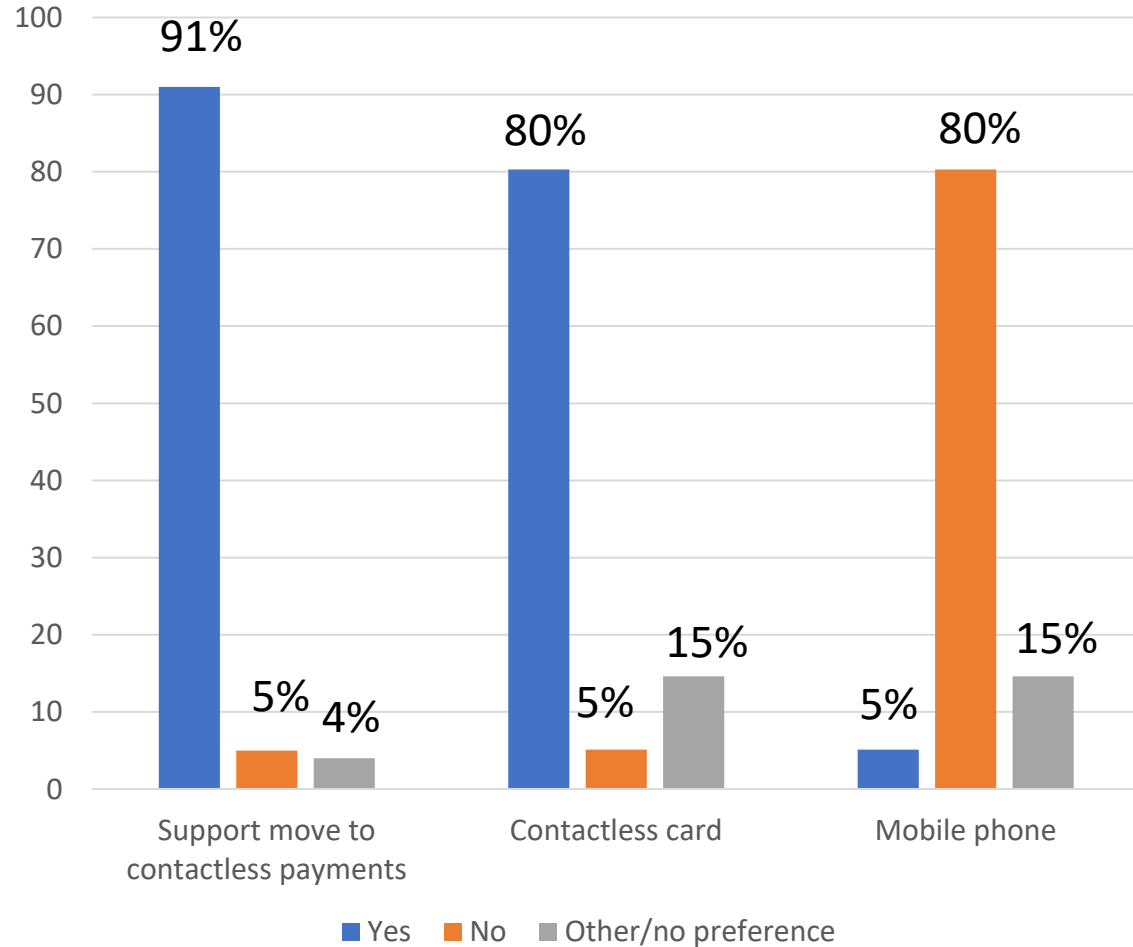
- *'I would have agreed there could be longer if I was confident the water points were working on arrival.'*
- *'Facilities generally need to be sited so as to avoid unnecessary lockage and water use'*
- *'This is a perfect time for cruising between CRT points – remember private operators close after working hours.'*
- *'Water top-up tends to be the thing you need most frequently. It ought to be available at around 2x the frequency of Elsan and bins.'*

- *‘With the proviso that when you get to the water point, the pressure is good, the tap works and doesn’t leak, there is space to moor, and you don’t have to wait for another boat.’*
- *Elsan points DO NOT need to be inside buildings, in fact they are probably more hygienic when well ventilated in a fenced compound’.*
- *‘We need Elsan points that can cope with self pump out’.*
- *‘We are surprised that glass recycling and other recycling isn't provided at all refuse points. This is a high priority.’*

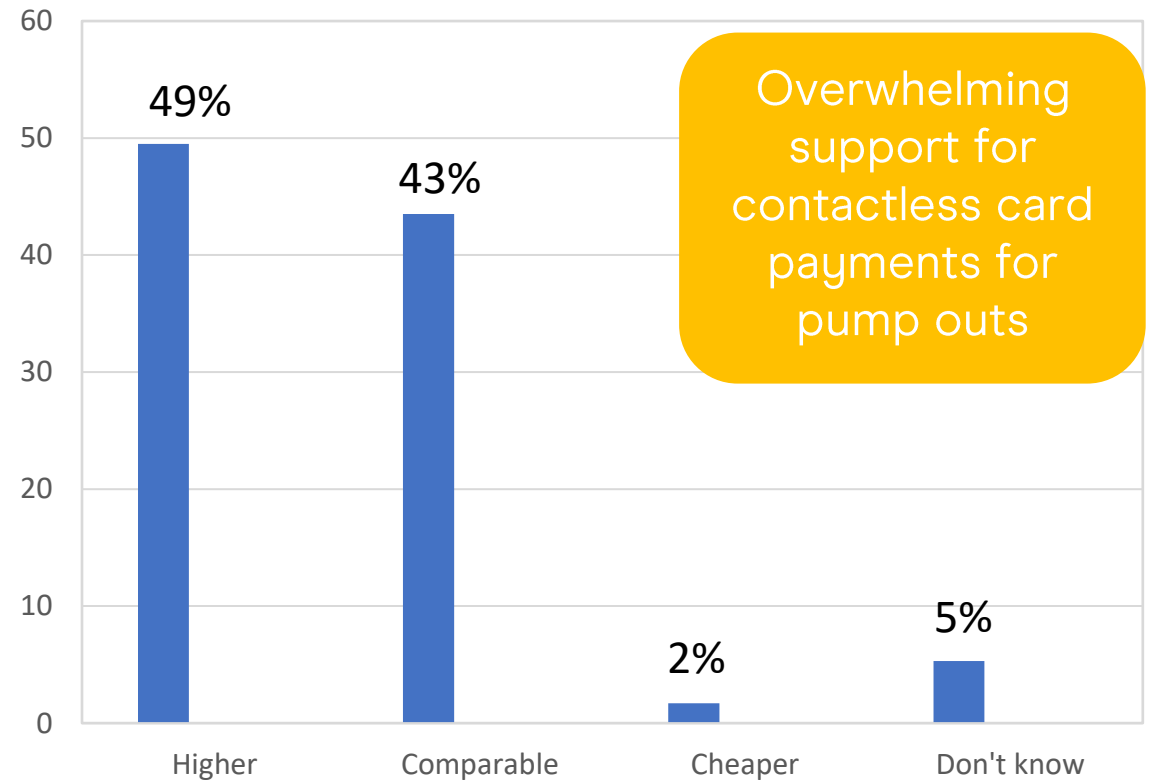
- *'Have a number for boaters and CRT staff/volunteers to call if the bin is nearing full.'*
- *'It should say at rubbish point how long it is to the next one.'*
- *'Ensure that all disposal sites have signposting to places that will accept items not collected as standard (e.g. batteries, oil).'*
- *'Please put them on an app and keep it updated!'*

Pump out cost / contactless payment

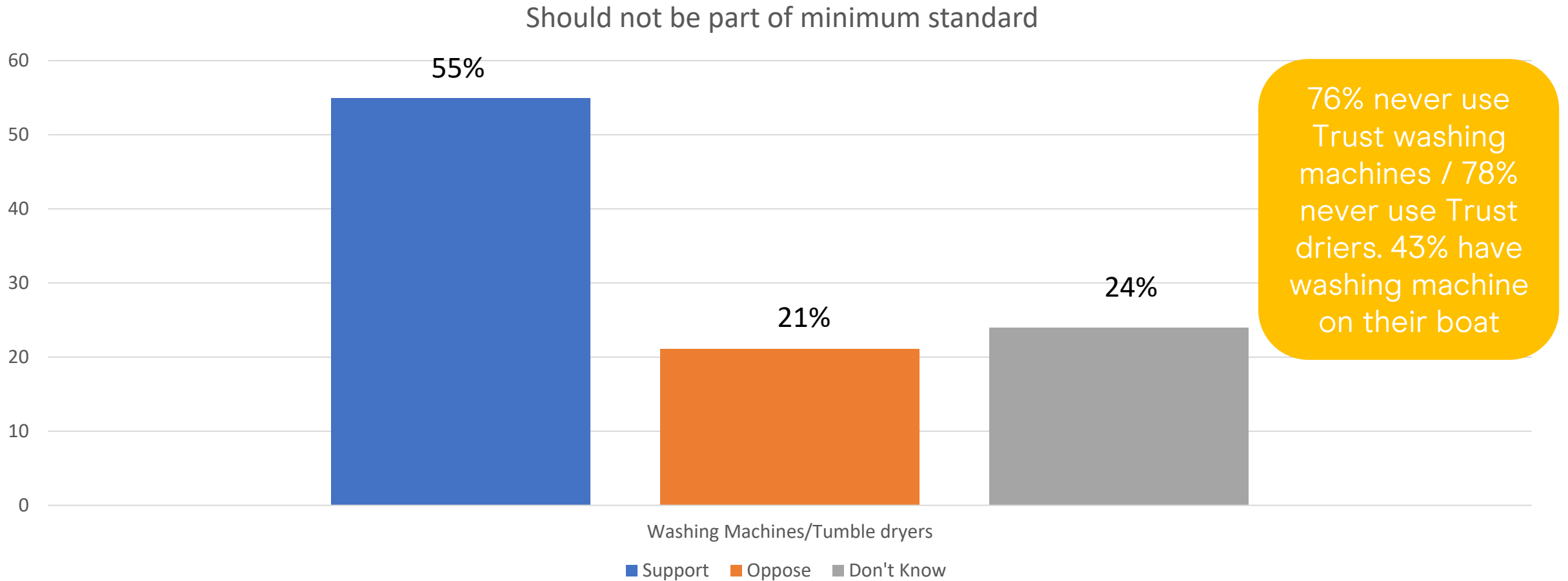
Contactless payment for pump out

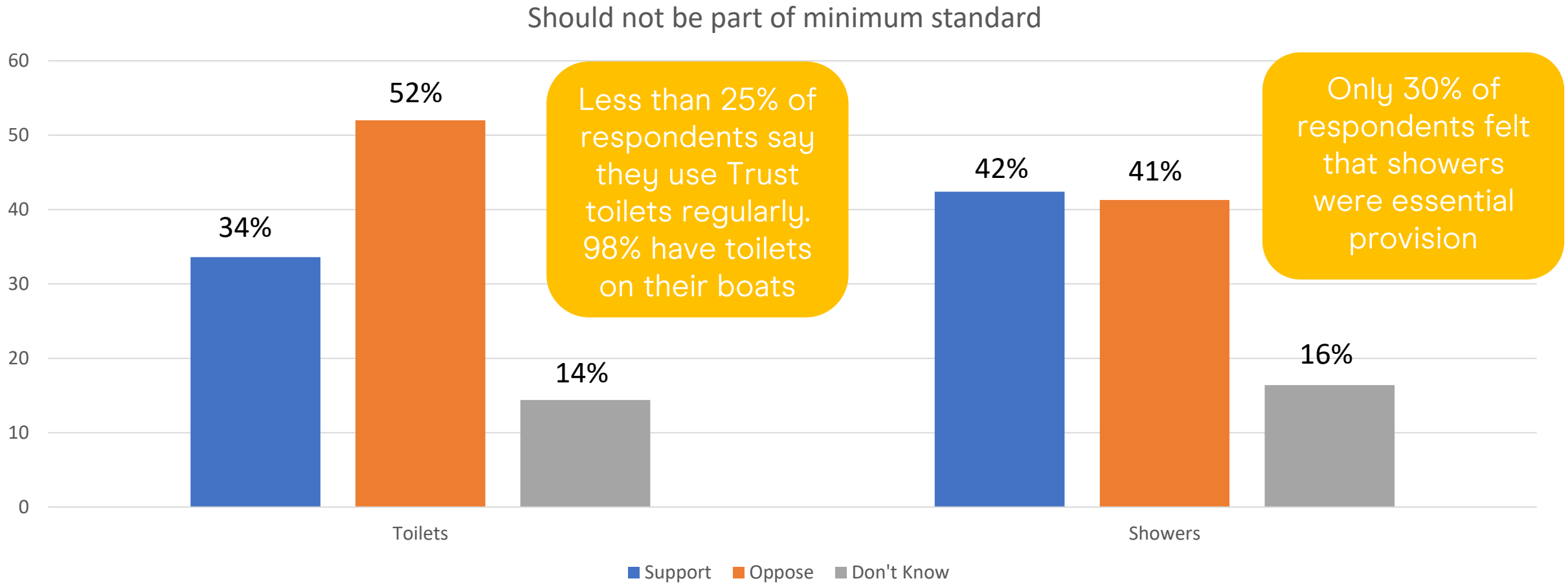


£20 Trust pump out cost vs privately provided pump out facility



Washing machine/drier





Need to consider further and look at site by site options for toilets and showers

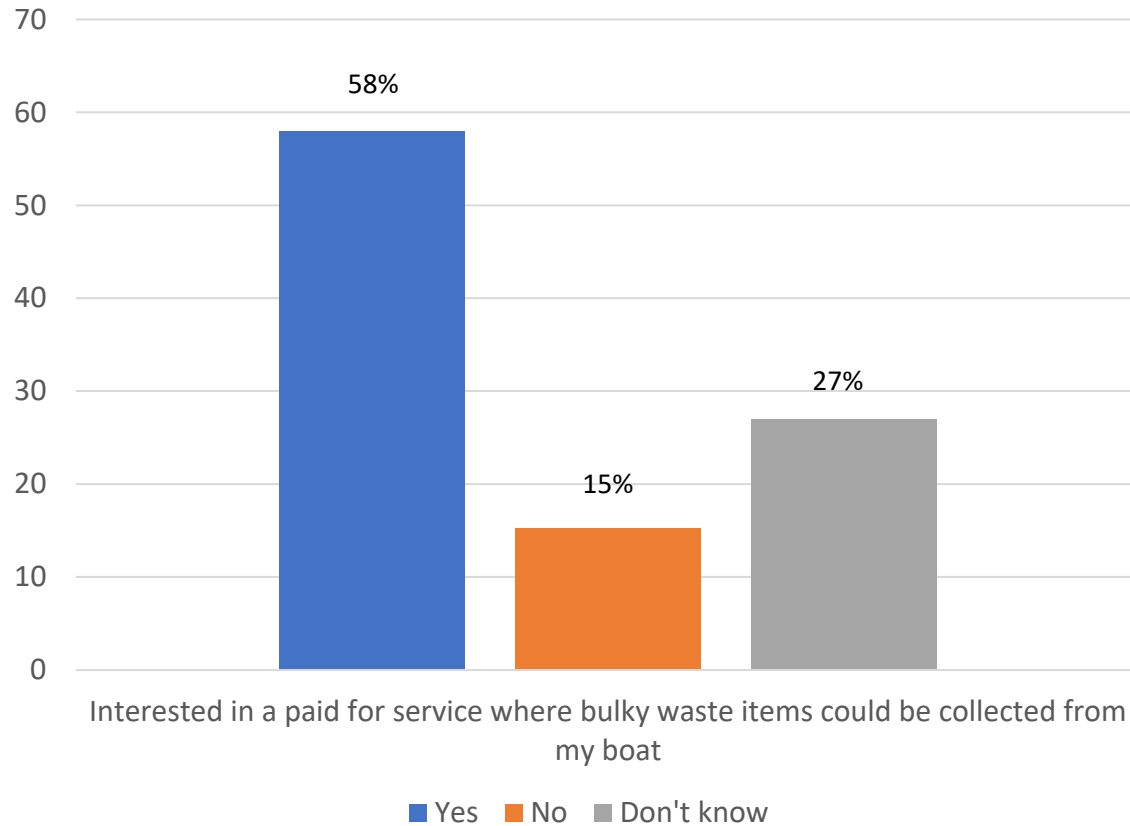
Reducing waste costs/fly tipping

- *‘Lock ALL facilities and only issue a key (specifically for them) to the licence holder of a boat’*
- *‘Only provide bins and recycling at staffed locations and only available when staffed’*
- *‘Would it be feasible to make waste disposal only accessible from the waterside. A sort of drive through type approach’*
- This is what the BW key is supposed to do, but it’s easily exploited and difficult to change without high cost
- Unless staffed 24/7, could still be exploited and potentially increase fly tipping
- Using floating hoppers may be a solution in some cases, but land access still needed for servicing.

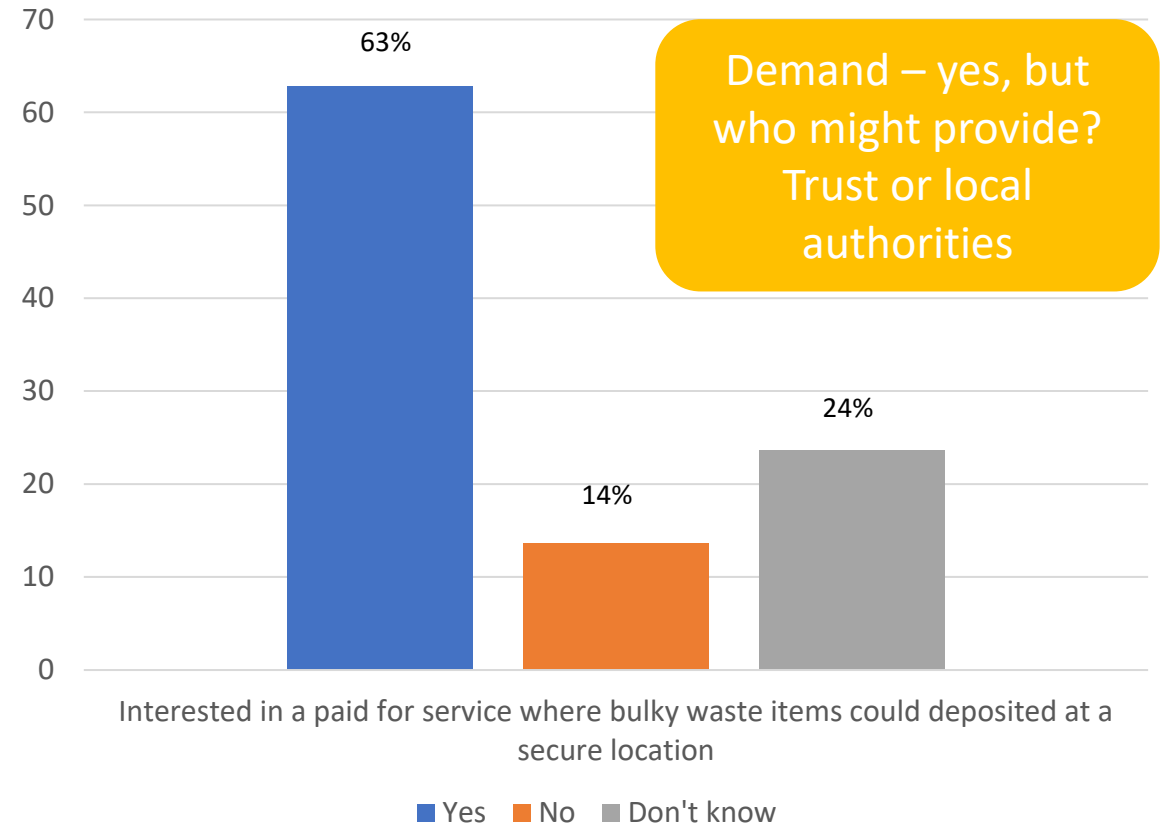
Reducing waste costs/fly tipping

- *‘Arrangements/partnerships with more secure sites - Like some existing CRT waste sites that have been moved into current marina facilities or canal side cafe/pubs’*
- *‘Where possible Relocate vulnerable sites to offside Bank so only accessible to boats’*
- *‘Issue licence holder with swipe cards. CCTV and prosecution’*
- There is overall support for this approach so we will look at further opportunities for this in vulnerable locations
- This option isn't very practical as we still need to have access to facilities to service and maintain them
- In an ideal world where money was no object this would be great, but the cost would rule out this option

Bulky waste collection

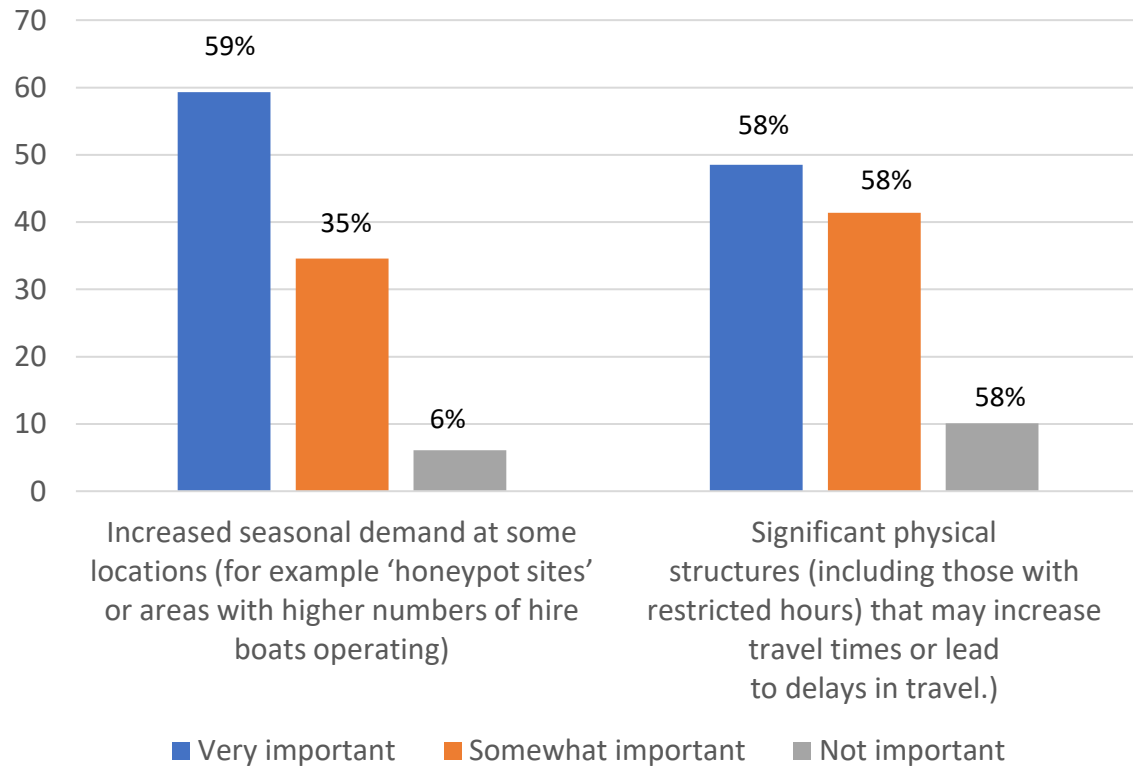


Bulky waste deposit



Minimum standard – exceptions (more)

To what extent do you think the following factors show a need for more customer service facilities (e.g. a shorter maximum cruising time)?

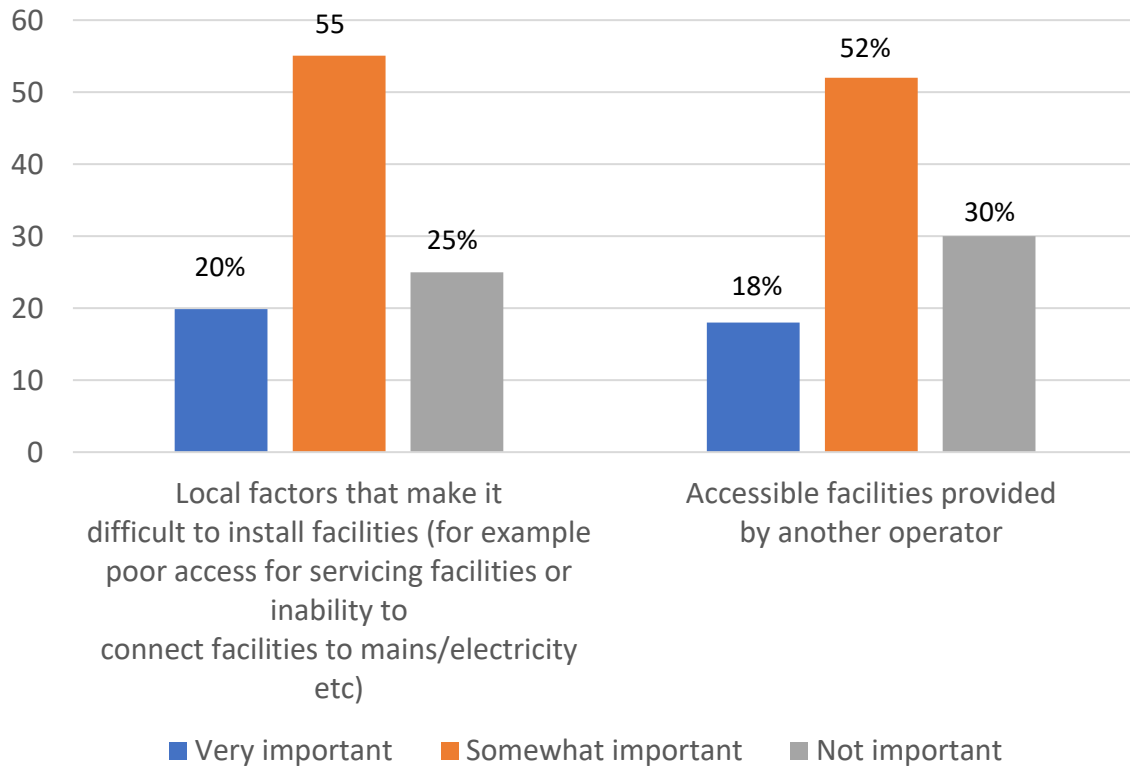


Please now rank each of these factors in order of priority

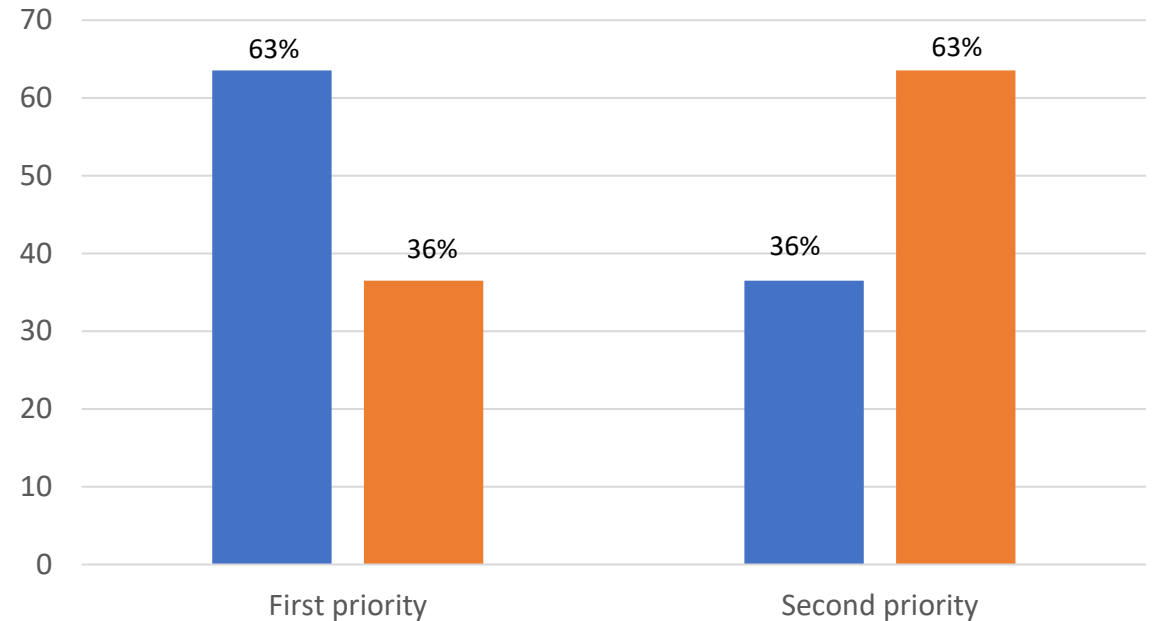


Minimum standard – exceptions (fewer)

To what extent do you think the following factors show a need for fewer customer service facilities (e.g. a longer maximum cruising time)?



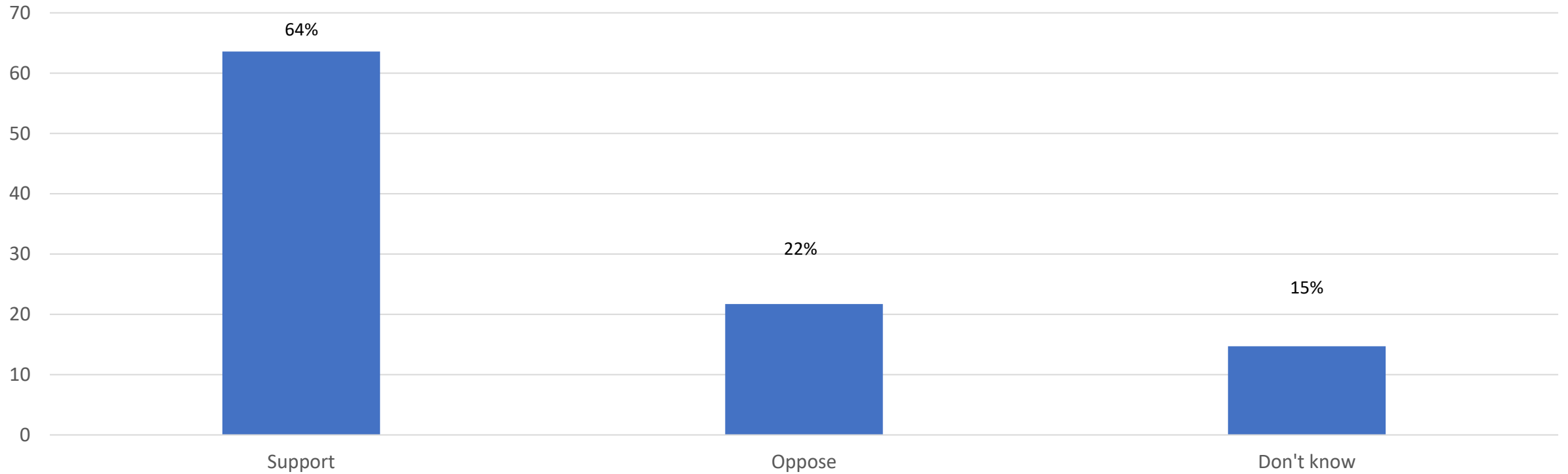
Please now rank each of these factors in order of priority



- Local factors that make it difficult to install facilities (for example poor access for servicing facilities or inability to connect facilities to mains/ electricity etc)
- Accessible facilities provided by another operator

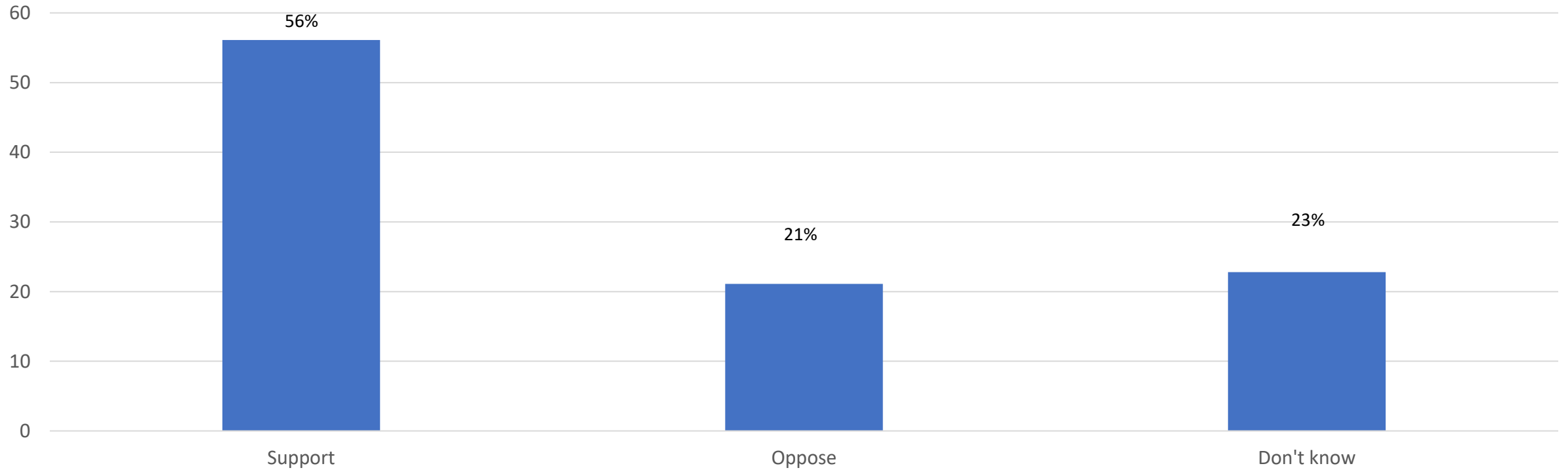
Dealing with vandalism and misuse

Where there are repeated problems with vandalism or misuse, we will seek to work with partners and other providers (for example marinas, boat yards, hire boat operators and local authorities) to find alternative, more secure provision to replace those pro

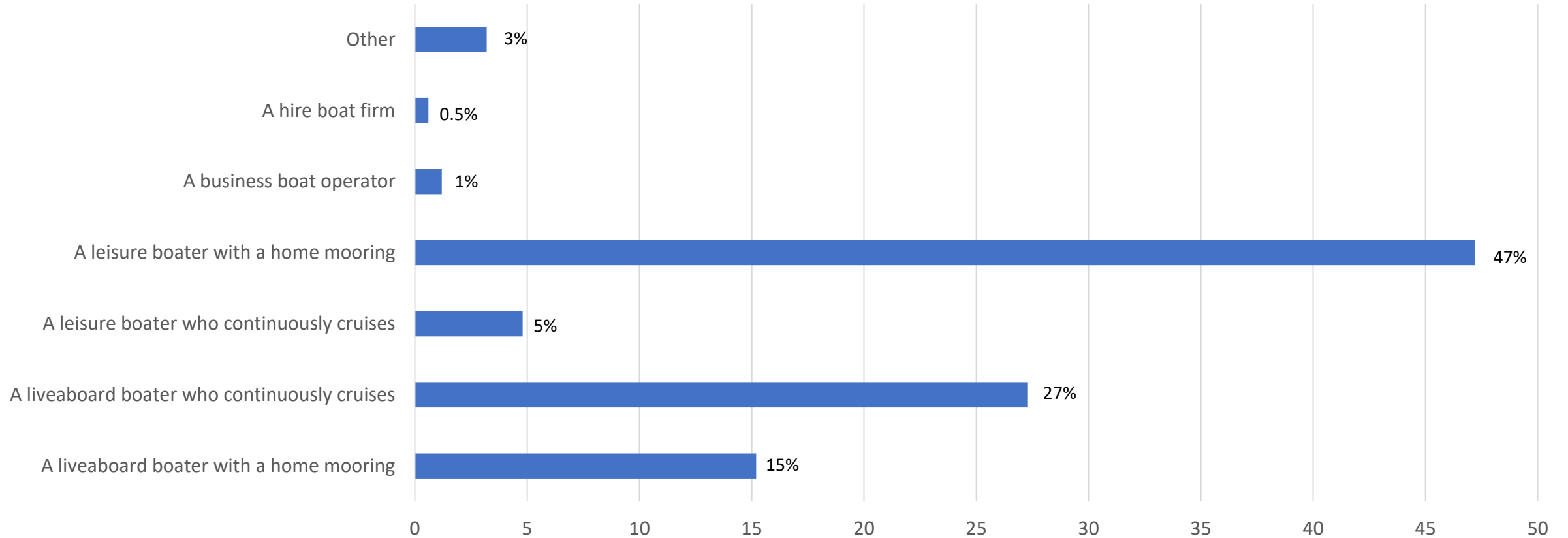


Customer Service Facilities buildings

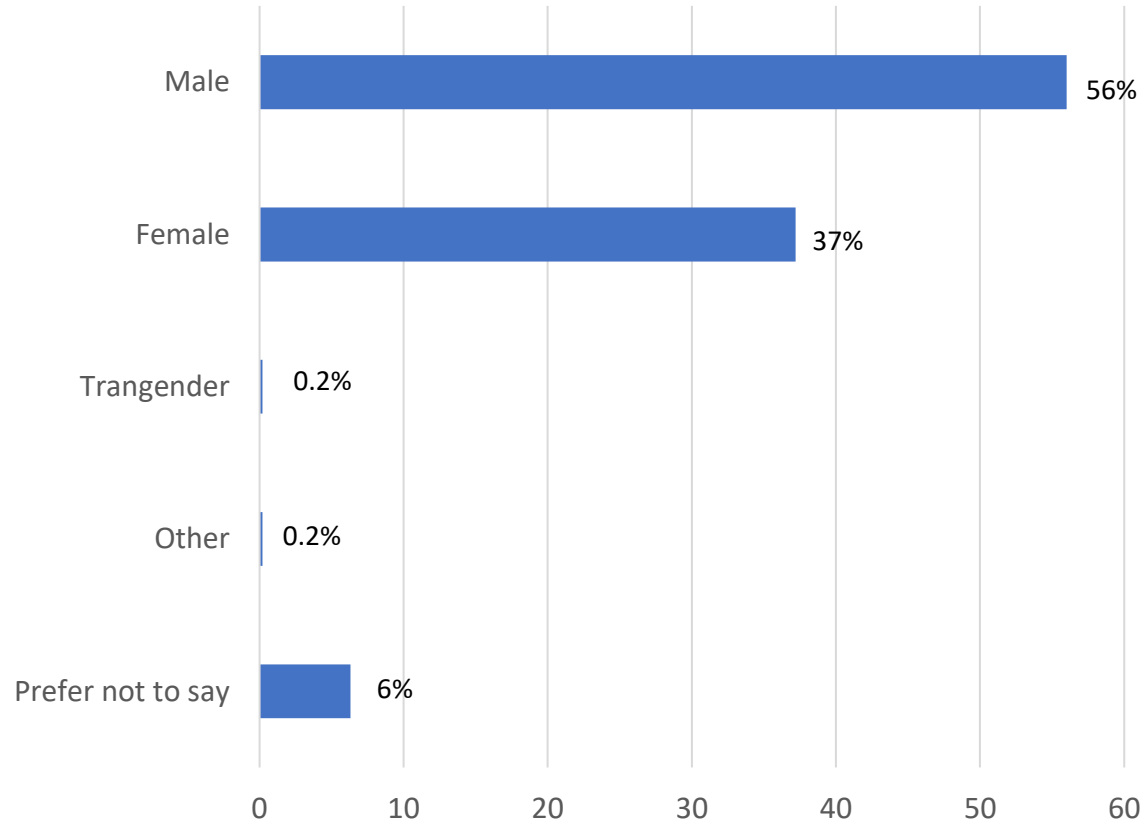
How you feel about the option for the Trust to move away from providing facilities in customer service block buildings that are more costly to maintain towards stand-alone boater facilities and/or facilities in outdoor pods that would be more resilient



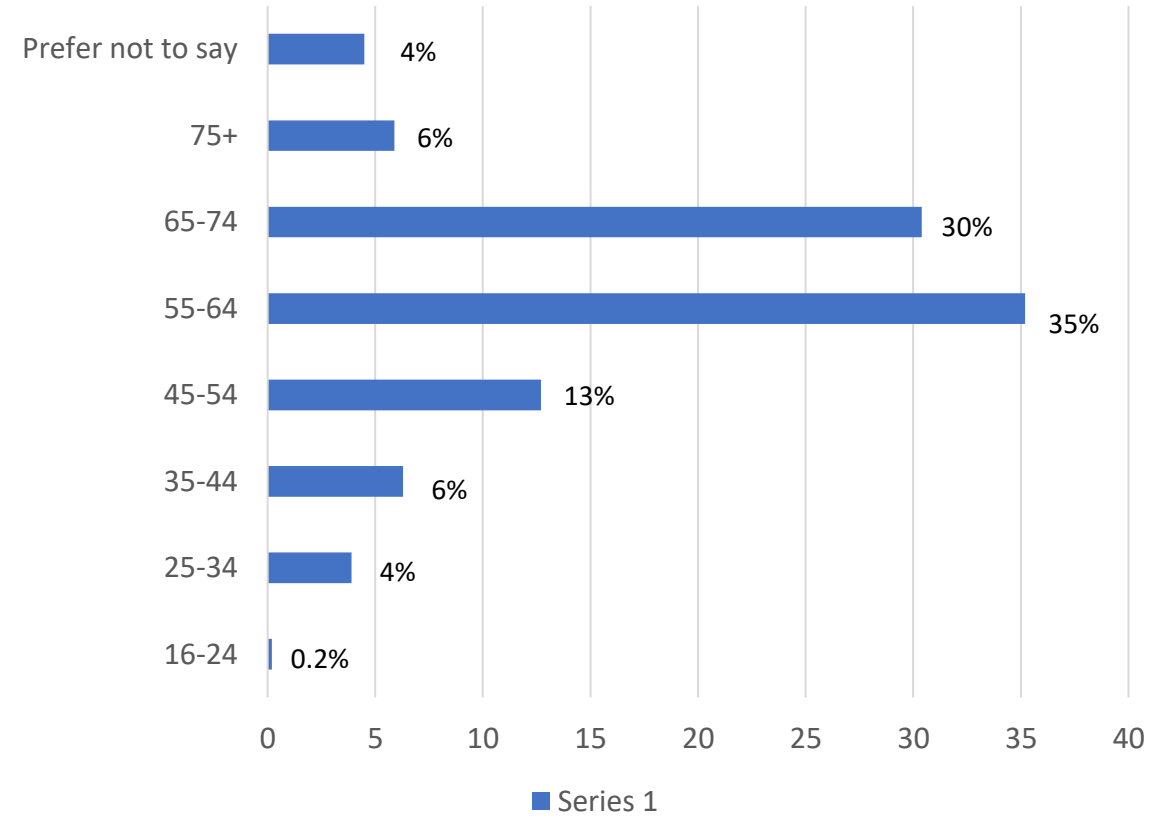
Please tell us which best describes you



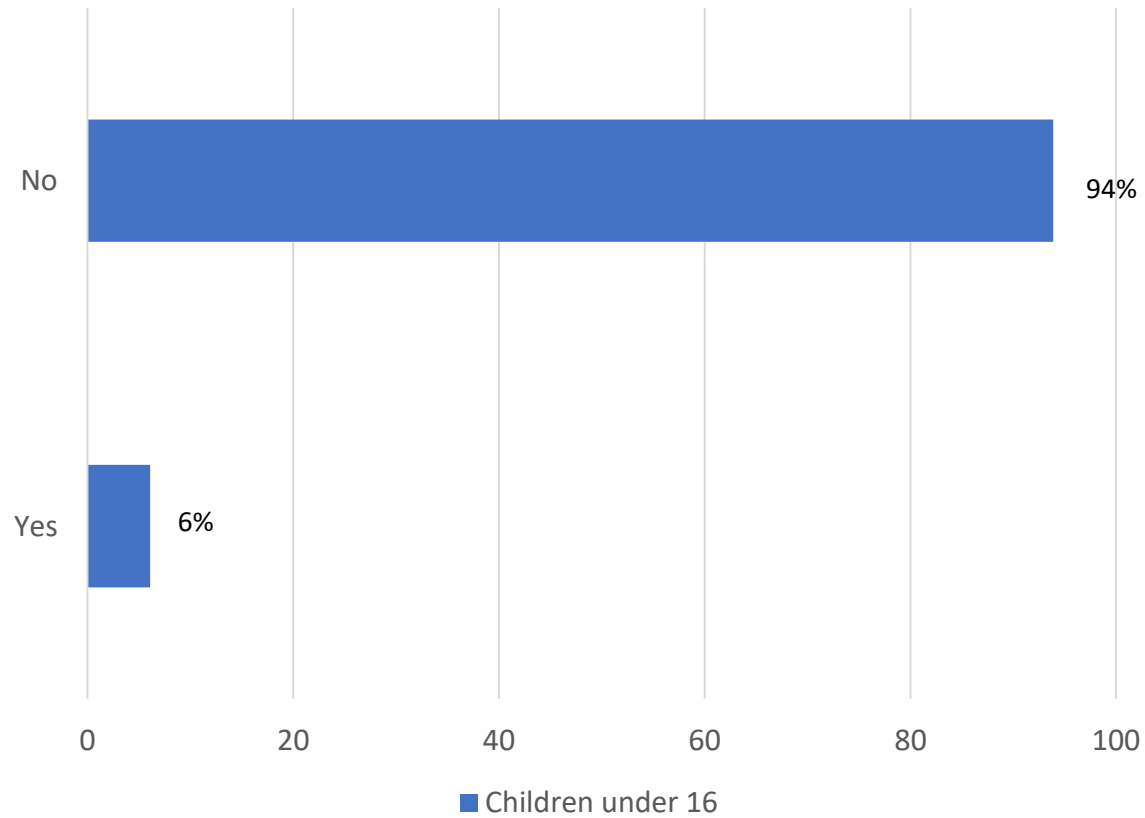
Gender



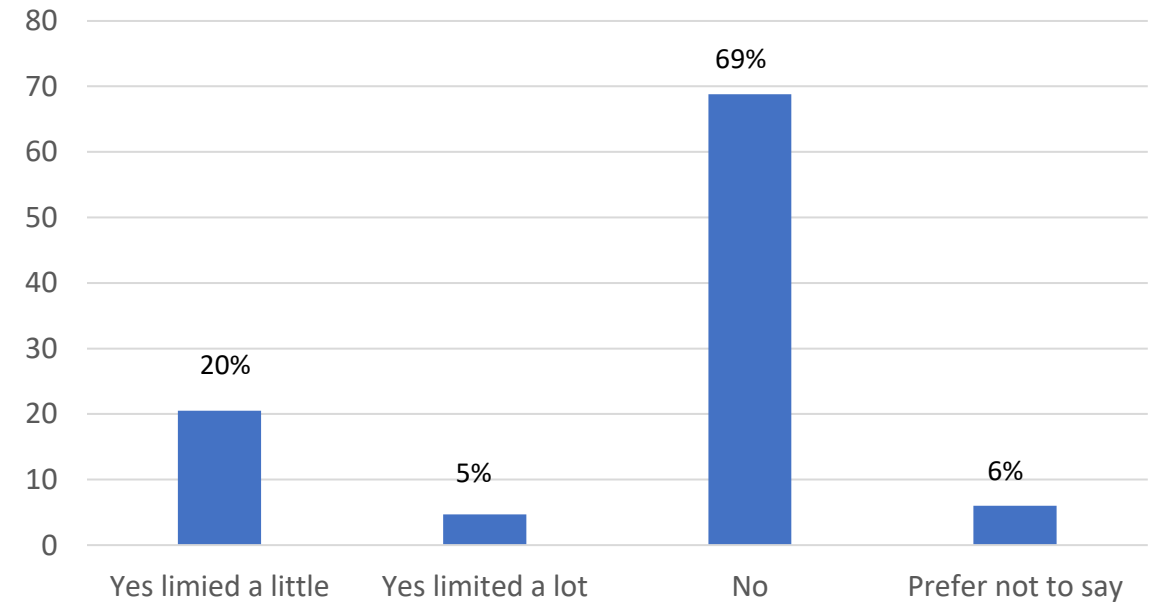
Age



Children under 16



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



Summary – Proposed standard

- The purpose of this review is to define a standard for provision of essential facilities to assist the Trust in delivering its service to customers to ensure that the money we spend on facilities is used in the most effective way to provide the facilities that are needed..

Majority support for the minimum standard principles

- CSF survey confirmed the principles of what are essential services (IWA survey)
- Essential services confirmed by over 80% respondents:
 - Water, Waste (refuse and recycling) and Elsan
- Essential for those who use them:
 - Pump out (important to the 33% of the respondents who use them)