

# PRESS RELEASE

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## CANAL & RIVER TRUST CUSTOMER SERVICE FACILITIES UPDATE

The Canal & River Trust is looking to fill gaps in its provision of boater facilities to bring them in line with the charity's published Customer Service Facilities Policy, which is designed to ensure a consistent level of service. This work emphasises the Trust's commitment to meeting a good standard of facilities for boaters, with the charity spending £2 million every year on boater services.

Over the past year, the Trust has been rolling out fully contactless payment options on pump out machines, modernising the facilities, making them more robust, and improving convenience for boaters. Across the network, over 70 of the Trust's pump out machines have been upgraded to contactless payment.

However, there are several areas across the canal network where the Trust wants to increase services, with 19 spots requiring Elsan provision and 12 needing refuse facilities. The charity will work with partners to find ways to fill these gaps, which may include making agreements with the providers of existing private facilities to open them to all boaters.

To help fund improvements at existing facilities or to provide these additional facilities in areas that currently have under provision, the Trust must look at the viability of services in areas with overprovision. In these locations, service points that are repeatedly affected by ongoing problems such as fly tipping and vandalism and non-essential services such as toilets and showers, may also close if damage or vandalism makes the cost of repair prohibitive.

Finally, in compliance with new Welsh Assembly waste legislation, the Trust is required to provide separated waste and recycling facilities in Wales. To accommodate this within existing budgets, waste sites on the Monmouthshire & Brecon Canal will be consolidated, and the Trust proposes introducing a new facility at Goytre Wharf. There will be no changes on the Llangollen Canal.

Canal & River Trust, National Waterways Museum Ellesmere Port, South Pier Road, Ellesmere Port, Cheshire

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Canal & River Trust is a charitable company limited by guarantee, registered in England and Wales with company number 7807276 and registered charity number 1146792, registered office address: National Waterways Museum Ellesmere Port, South Pier Road, Ellesmere Port, Cheshire, CH65 4FW

Matthew Symonds, head of customer service at Canal & River Trust, said: “We are committed to providing the best possible boater facilities that we can afford. While the vast majority of our investment is to keep the network flowing and available for navigation, this year we will continue to spend around £2 million on boater facilities, with all but pump-outs free at the point of use.

“With finances so tight and the fight to Keep Canals Alive at the fore, it’s important to make the best possible use of our resources, making facilities more reliable, cutting back a few services where there are alternatives in nearby cruising range, and redoubling efforts to fill any gaps against our policy.”

For more information on the Customer Service Facilities Policy please visit: [Customer services facilities policy | Canal & River Trust \(canalrivertrust.org.uk\)](https://www.canalrivertrust.org.uk/customer-services-facilities-policy).

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## Notes to Editors

The Trust is looking to work with partners, including existing providers, to increase Elsan services between:

Start point	End Point
Todmorden (Rochdale Canal)	Grove Road (Huddersfield Narrow Canal)
Grove Road (Huddersfield Narrow Canal)	Whaley Bridge (Peak Forest Canal)
Wool Road (Huddersfield Narrow Canal)	Slaithwaite (Huddersfield Narrow Canal)
Kilby Bridge Yard (Grand Union Canal)	Loughborough Basin (River Soar)
Bridge 36A, Lapworth Link (South Stratford Canal)	Culvert 24 (South Stratford Canal)
Hanbury Road (Worcester & Birmingham Canal)	Tardebigge Wharf (Worcester & Birmingham Canal)
Minworth (Birmingham & Fazeley Canal)	Fradley (Trent & Mersey Canal)
Fradley (Trent & Mersey Canal)	Stone (Trent & Mersey Canal)
Penkridge (Staffordshire & Worcestershire Canal)	Stone (Trent & Mersey)
Greensforge (Staffordshire & Worcestershire Canal)	Wheaton Aston (Shropshire Union Canal)
Calveley Dept (Shropshire Union Canal)	Tower Wharf (Shropshire Union Canal)
Napton (Oxford Canal)	Cropredy Wharf (Oxford Canal)
Banbury Lock 29 (Oxford Canal)	Thrupp Yard (Oxford Canal)
Fosse Way (Grand Union Canal)	Napton Bottom Lock (Oxford Canal)
Foxton Bottom Car Park (Grand Union Leicester Line)	Kilby Bridge Yard (Grand Union Leicester Line)

Llanthony Bridge (Gloucester & Sharpness)	Diglis, HMS Fearless (River Severn)
Lock 78, Kintbury Lock (Kennet & Avon Canal)	Aldermaston (Kennet & Avon)
Seend Barge Inn (Kennet & Avon Canal)	Caen Hill (Kennet & Avon)
Broad Street (Old Main Line)	Gailey Wharf (Staffordshire & Worcestershire Canal)

The Trust is looking to work with partners, including existing providers, to increase rubbish disposal services between:

Start point	End point
Todmorden (Rochdale Canal)	Bridge 15b (Peak Forest Canal)
Milby Canal House (Ure Navigation)	Rubbish Disposal (Aire & Calder Navigation)
Barrow Mill (River Soar)	Kilby Bridge Yard (Grand Union Leicester Line)
Higherland Lock (Leeds & Liverpool Canal)	Woodlesford Culvert (Aire & Calder Navigation)
Bridge 14a Burgess Arm (Macclesfield Canal)	Red Bull (Trent & Mersey Canal)
Red Bull (Trent & Mersey Canal)	Bridge 154 Wharf Bridge (Trent & Mersey Canal)
Cadley (Lancaster Canal)	Bridge 45 (Leeds & Liverpool Canal)
Bridge 35 (Leeds & Liverpool Canal)	Wigan Top Lock (Leeds & Liverpool Canal)
Lock 58 Top Lock (Leeds & Liverpool Canal)	Rose Grove (Leeds & Liverpool Canal)
Stoke Prior (Worcester & Birmingham Canal)	Tardebigge Yard (Worcester & Birmingham Canal)
Foxton Bottom Car Park (Grand Union Leicester Line)	Kilby Bridge Yard (Grand Union Leicester Line)
Kinver (Staffordshire & Worcestershire)	Merry Hill (Dudley No 1 Canal)

Facilities closed until further notice as at April 2024:

Salterhebble (Calder & Hebble Navigation)	Retaining refuse and water point
Marple (Peak Forest Canal)	Facility block being rebuilt, retaining all facilities
Lancaster (Lancaster Canal)	Full closure
Red Bull (Trent & Mersey Canal)	Retaining Elsan and refuse
Camp Hill (Grand Union Canal)	Retaining Elsan and refuse
Tyrley (Shropshire Union Canal)	Full closure
Govilon (Monmouthshire & Brecon Canal)	Refuse moving to Goytre Wharf