

BRITISH WATERWAYS 2008 / 09 Customer Service Standards

Standards at a glance

- 1 Annual review & consultation to increase scope and raise standards
- 2 BW people preparing to work to these standards from April 2008
- 3 Measurement against standards in place from April 2008

Colour key

- People Standard - target achievement 100% by March 2009
- Safety Standard - target achievement 100% by April 2008 (see note)
- Performance Standard - target achievement 100% by March 2009

STANDARD		Note
BW People		
1	Are friendly, helpful and conscientious	
2	Make every effort to understand the needs of customers and to exceed their expectations wherever possible	
3	Take ownership of customer enquiries and endeavour to resolve them immediately	
4	Politely acknowledge customers at every opportunity	
5	Are smartly dressed for work (business / work wear) and wear a name badge	
6	Have an overall understanding of the waterway network and destinations around it	
7	Promote the organisation positively to all customers	
8	Try to build and maintain strong relationships with all waterside businesses and partners	
9	Answer all telephones with a welcome message - Good Morning (or equivalent) / Name / British Waterways / How can I help you?	
10	All telephones have a voice mail greeting which is kept up to date. This includes Name / British Waterways / Thank you for calling / Sorry I can't take your call / Please leave a message and I'll get back to you as soon as I can	
Bridges		
11	Bridges are clearly signed on both sides with an identifying number	
12	Hand operated lift bridges can be secured to prevent accidental lowering	
13	Mechanically operated lift bridges have fail safe devices to control their descent	
14	Clear and simple instructions for use are displayed at customer operated bridges	
Channel & winding holes		
15	Approaches to structures, landings/moorings, winding holes & sharp bends are kept clear of vegetation for at least 65m. Advance warning signs advise boaters if fixed structures obscure the 65m clear sight line	
16	Vegetation at winding hole pivot points is kept trimmed	
17	Water depth is adequate for boats to pivot	*
Landings & moorings		
18	Operating structures, including a lock or flight of locks, have customer landings both upstream and downstream	*
19	Landings at operating structures, have a minimum of three bollards (or other mooring device) over a 21.5m length	
20	Leisure and commercial craft have separate landings on multi-use waterways. Commercial landings are suitable for maximum length craft	*
21	Waiting points are provided in the approaches to locks and opening bridges on rivers. They are suitable for at least one craft	*
22	Waiting points on multi-use waterways segregate leisure and commercial craft. Refuge piles are acceptable waiting points	*
23	Landings and moorings have even surfaces and defined edges	
24	Vegetation is kept trimmed at landings and moorings	
25	Water depth at landings and moorings is maintained within published dimensions over a minimum length of 21.5m (for leisure craft) and the maximum craft length (for commercial craft)	*
Locks		
26	Locks are fitted with ladders. Two in wide locks - ideally at opposite third points. One in narrow locks - ideally at the centre point. The ladders have top hoops and are kept clean	**
27	Narrow locks have three mooring points on the same side as the ladder. Wide locks have three mooring points on either side	***
28	Lock chambers and gates are free of protrusions / indentations that could snag boats. Gates are fendered	
29	Cill positions are clearly marked on lock top and sides	
30	Staircase, guillotine and customer operated power locks display clear, simple instructions for use	
31	Locks are clearly signed with an identifying number. Also with a traditional name where appropriate	
32	Balance beams have handles and these are securely fitted	
33	Lock walkways, and balance beams used as walkways, have non slip surfaces	
34	Lock walkways, and balance beams used as walkways, have securely fitted handrails	
35	Lock paddle spindles are one of two BW standard sizes. Spindles are not worn or rounded	
36	Lock paddle gear includes a device to prevent reverse rotation of a windlass when raising a paddle	
37	Lock paddles & sluices are risk assessed regarding potential flooding of boats. Fitted deflectors are the default requirement	

	Lighting	
38	Lighting, provided by BW on safety grounds, is maintained in full working order	
	Signage & navigation aids	
39	Safety signs and safety aids are visible, clear and legible	
40	Safety signs are replaced within one day of a problem being logged	
41	Customers are warned about overhead power lines with clear, visible warning signage	
42	Navigational aids, signs, lights and buoys are installed in appropriate circumstances and maintained in full working order	
43	Customers are warned about navigational hazards, such as weirs, in advance of the hazard. The correct navigation channel is signed	
44	Where they are required, river level indicators are clearly visible and legible	
45	Where strong streams or water levels can be hazardous, water level indicators and warning signs are in place. Both are clearly visible and legible	
	Towpath / fishing / access points	
46	All vegetation is cut 'hedge to water's edge' at least once a year. Customer safety risks are eliminated within one month	
47	Fishing pegs are not permitted within 30m of overhead power lines	
48	Steps and sloping pathways have no loose treads or risers. Treads and risers have clearly defined leading edges	*
49	Where steps and sloping pathways have handrails, these are securely fixed	*
50	Where the distance between step risers is less than 1000mm, the tread / going is horizontal	*
	Tunnels	
51	Tunnels have fixed safety and gauge reduction signage that is visible, clean and legible	
52	Tunnels are clearly signed to indicate one or two way working	
53	The direction of the nearest tunnel exit is clearly signed with arrows	
54	Lengthy tunnels have distance markers every 100m	
55	Tunnels with towpaths have secure handrails. Tunnels without towpaths have fendering and grab chains installed	
56	Tunnel air vents are covered with a fixed grill or mesh	
	Performance	
57	Customers receive their boat licences within fifteen days of BW receiving the application	
58	Signage is clear accurate and up to date. Redundant signage is removed when new signage is installed	
59	Notice boards are kept up to date and are easy to understand	
60	Destinations have welcome signage relevant to their location	
61	Waterscape.com and BW's web site are accessible 24 / 7	
62	Water points, sanitary stations and other facilities are clearly identified	
63	Correspondence is personalised with the customer's name, whenever available. A named BW contact (first / last name) will be provided	
64	Standard information is dispatched within a day of a customer's request	
65	BW can communicate with customers in Wales, in the Welsh language	
66	Postal enquiries are replied to within five working days	
67	E-mails are replied to within five working days	
68	First level complaints are acknowledged within five working days and responded to within fifteen days of acknowledgment	
69	Second level complaints are acknowledged within five working days and responded to within fifteen days of referral to a director	
70	BW offices provide a 24 / 7 voice mail messages service	
71	Telephone enquiries that cannot be answered immediately will responded to within five working days	
72	Work patterns reflect the volume and type of customer demand	
73	Pre-booked assisted lock / bridge passages are attended to punctually	
74	Emergency calls to 0800 4799947 are responded to within 45 minutes and bone fide emergencies attended on site within a further 60 minutes	
75	Electricity supply bollards and water points at visitor moorings function correctly	
76	Toilet & pump outs, chemical toilet & refuse disposal, showers & washing facilities are kept clean & serviceable. Any unsafe situations are responded to within 24 hours of notification	
77	BW tries to maintain waterway vegetation at fit for purpose levels that reflect customer usage	
78	Every effort is made to keep canals & towpaths free of litter	
79	Busy dog walking towpaths have dog bins that are regularly emptied	
	Note	
	March 2009	*
	March 2009 for Leeds/Liverpool & Rochdale canals	**
	March 2009 for narrow canals	***

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