

WATERWAYS OMBUDSMAN COMMITTEE
Minutes of the meeting held at
Canal & River Trust, The Toll House, Delamere Terrace, Little Venice
London, W2 6ND
on Wednesday 25 November 2015 at 10:00 a.m.

Present:

Steve Harriott (SH)	Chair (Independent)
Tom Franklin (TF)	CRT Trustee
Jackie Lewis (JL)	CRT General Counsel
Kevin Fitzgerald (KF)	Independent Member
Jenny Murley (JM)	Independent Member

In attendance:

Andrew Walker (AW)	Ombudsman
Yetunde Salami (YS)	CRT Assistant Company Secretary (minutes)

Action

1. Welcome & Apologies

The Chair welcomed all present to the meeting.

It was noted that notice of the meeting had been given to all members entitled to receive it and that a quorum was present. The meeting then proceeded to business.

Declaration of interest

Tom Franklin declared his interest as a Trustee of the Trust and Jackie Lewis declared her interest as the Trust's General Counsel and Company Secretary.

The register was noted and no other interests were declared.

2. Minutes of the Meeting held on 10 September 2015

2.1 The minutes of the meeting held on 10 September 2015 were adopted.

3. Matters Arising

3.1 It was noted that some of the matters arising from previous meetings held would be considered during the course of this meeting and most of the outstanding matters were either on-going or completed.

4. Report of the Waterways Ombudsman to the Committee

4.1 AW introduced his report and gave highlights. He explained that his workload was manageable and that:

- six investigations were completed from September to date;

Action

- the presentation made at the Trust's Council meeting in September went well and positive feedback was received. It was noted that AW and SH will meet with two stakeholder groups – National Bargees Travellers Association and the National Association of Boat Owners in January 2016;
- A number of complaints were exacerbated by the failure of the London Waterways Team to respond to queries made by customers. AW explained that he was also struggling to get responses from the team. It was agreed that JL will discuss the issues raised with the Trust's Head of Customer Service;
- One of the longest running complaints related to alleged noise and air pollution on the Regents Canal. This complaint raised some very difficult issues and there is a need for the Trust to confirm its position. AW will contact JL to feedback his conclusions and then JL will take this further within the Trust.

JL

JL

The rest of the report was noted.

5. Financial Update

- 5.1 JL presented the report and gave the Committee assurance that the budget for the Scheme was adequate to meet current needs.

6. Update on tracking customer satisfaction with the scheme by way of customer survey

- 6.1 Members discussed the proposed survey and recommended some amendments to it. It was agreed that AW should upgrade the Survey Monkey service in order to access more options for the survey.

AW

7. commercially confidential material removed

8. commercially confidential material removed

9. Any Other Business

- 9.1 There were no matters arising.

10. Date of Next meeting:

- 10.1 9 February 2016 at 10.00 a.m.

11. Close Of Meeting

There being no further business, the Chair closed the meeting at 11.11a.m.

Chairman