



**WATERWAYS OMBUDSMAN COMMITTEE**  
**Minutes of the meeting held at**  
**Canal & River Trust, The Toll House, Delamere Terrace, Little Venice**  
**London, W2 6ND**  
**on Monday 3 October 2016 at 10:00a.m.**

**Present:**

Steve Harriott (SH)	Chair (Independent)
Jackie Lewis (JL)	CRT General Counsel
Kevin Fitzgerald (KF)	Independent Member

**Apologies**

Jenny Murley (JM)	Independent Member
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**In attendance:**

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

**Action**

**1. Welcome & Apologies**

Apologies noted as above. 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 however there was no quorum.

It was agreed that the meeting should proceed to business and any decisions made would be ratified at the next meeting when a full complement of members is expected.

Members noted that Richard Parry (RP) the Chief Executive of the Trust had confirmed that a new trustee would be appointed at the Trust's Board meeting in November 2016 to replace Tom Franklin. It was also noted that Gill Eastwood (GE) Head of Audit Risk & Governance will replace JL on the Committee.

**Declarations of interest**

Jackie Lewis declared her interest as the Trust's General Counsel.

The register was noted and no other interests were declared.

**2. Minutes of the Meeting held on 25 May 2016**

2.1 Members present noted the minutes of the meeting as an accurate record of that meeting. However due to lack of quorum it was agreed that YS should circulate the minutes by email for ratification by all members.

**YS**

**POST MEETING NOTES: Members ratified the minutes by email.**

### 3. Matters Arising

- 3.1 It was noted that some of the matters arising from the last meeting would be considered during the course of this meeting and most of the outstanding matters were either ongoing or completed.

*(Minute 6.1): Report of the Waterways Ombudsman*

JL will inform GE of the need to progress the action for the Trust to put a process in place to track the implementation of Ombudsman decisions in individual cases.

### 4. Report of the Waterways Ombudsman to the Committee

- 4.1 AW gave highlights of his report and talked through his caseload from May 2016 to date.

Stakeholders' meetings update: The Ombudsman Association members' revalidation cycle would start towards the end of the year and it is expected that our Scheme would be revalidated. AW would arrange a meeting between SH and the Chair of the OA. It was noted that a £2,000 CTSI approval fixed charge would be paid this year.

AW/SH

A positive meeting was held with the Trust's Director of Customer Experience.

AW explained that his workload was manageable and to date there are no open enquiries, and five investigations are open.

In discussion it was noted that:

- the Trust is working with the Council to provide electricity bollards in order to reduce the noise and pollution nuisance from boats on Regent's Canal

The rest of the report was noted.

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

- 5.1 Members noted that AW issued four surveys and received two replies both of which were positive. It was agreed that the deadline for the submission of the response to the survey should be increased to two weeks in order to give complainants enough time to respond.

AW

### 6. Financial Update

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

### 7. Any Other Business

- 7.1 It was noted that Jackie Lewis was leaving the Trust and members thanked her for the work done as a member of the Committee. Going

forward AW will liaise with Tom Deards Head of Legal for legal related matters.

**Action**

**8. Date of Next meeting:**

8.1 The next meeting would be held on 8 December 2016.

**2017 Meeting dates:** It was agreed that the Committee would hold three meetings next year and that Mondays are preferred for the meetings. YS will circulate proposed dates for 2017 meetings.

**YS**

**11. Close of Meeting**

11.1 There being no further business, the Chair closed the meeting at 11.10a.m

**Chairman**