

WATERWAYS OMBUDSMAN COMMITTEE
Held by Zoom
On Monday 06 December at 09:15 a.m.

Present:

Karen McArthur (KM)	Independent Member (Chair)
Jane Brothwood (JB)	Independent Member
Alan Collins (AC)	Independent Member
Claire Stokes (CS)	Independent Member

Apologies

Lisa Smallwood (LS)	Independent Member
Tom Deards (TD)	Canal & River Trust Executive Representative

In attendance

Navigation Authority Observers

Janet Hogben (JH)	Canal & River Trust Board Representative
David Greer (DG)	Avon Navigation Trust Representative

In attendance:

Sarah Daniel (SD)	Ombudsman
Samantha Scholes (SS)	Corporate Governance Manager (minutes)

User Representative

Dave Mendes da Costa (DMdC)	Canal & River Trust Council Member
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Action

1. Welcome & Apologies

KM opened the meeting and welcomed SS to her first Committee meeting.

Apologies were noted as above.

SS introduced herself as Corporate Governance Manager and outlined her role in the Trust.

2. Register & Declarations of interest

The Register of Interests was noted, and no other interests related to the Committee's work were declared.

SD advised the cessation of her interest with the Business Banking Resolution Service.

SS

3. Governance

3.1 Minutes of the Meeting held on 13 September 2021

Minutes of the meeting held on 13 September 2021 were approved as an accurate record of the meeting.

3.2 Matters Arising

An update was provided on the open actions in the Action Log

13 September 2021

- **Minute 5** - SD would review the website in early 2022. SD
- **Minute 6** - DG had requested the representative raised the issue with the AINA Chair and TD was awaiting feedback. DG & TD
- **Minute 6** - JB would explore a route to connect with Cam Conservators. JB
- **Minute 6** - SD would create a press release with JB including how people could approach the Ombudsman to be assisted. DG would pass this on to centre. SD
- **Minute 6** - established potential NI members already had access to a complaints process. Closed.
- **Minute 6** - TD agreed to consider further ways of publicising the Scheme within Trust governance stakeholder groups and awaited feedback. TD
- **Minute 7** - clarification was awaited on mooring arrears TD

4. Risk Register Review

SD and CS had completed the full review of the Risk Register and split the original Register in to two sections a) Ombudsman related operational risks and b) Committee related risks. During the review, the scores had been assessed with some reductions seen due to activity undertaken. Risks with the highest scores would be considered in order for deep dives including and Ombudsman reaccreditation. Lone Working has been completed.

R002 (1) The Committee discussed a central location for crucial evidence, including the Risk Register and policies, which would support revalidation in 2023 and agreed this would be located in the Resources section of Diligent. CS agreed to review what evidence would need to be added and liaise with SS.

CS/SS

R003 (1) KM and SD agreed to review the 'How to do the job' pack, including 'Kevin's information' in the first half of 2022 with the final documents located in the Resources section of Diligent.

KM/SD

The Chair thanked SD and CS for their work on this matter.

5. Ombudsman's Report

SD went through the Ombudsman's report, noting the following:

- Attendance at Ombudsman's association annual conference
- CTSI approval
- Casework had reduced in October and November
- It was agreed the Annual Report should celebrate the successes of the scheme.
- Open investigations
- Closed investigations
- A service complaint
- The Customer Satisfaction survey could be sent out before the initial report and afterwards, with a review in December 2022 or earlier if it was perceived as antagonistic.
- SD had shared 'The Line' which detailed lone worker protocols and the buddy system

6. Continuous Cruising Requirements & the Equality Act

This was deferred to March 2022.

TD

7. Costs

The report was noted.

8. Any Other Business

The schedule and location of meetings in 2022 was considered.

KM/SD

10. Close of Meeting

There being no further business, the Chair closed the meeting at 10.35am.

11. Date of Next Meeting

14 March 2022, venue tbc.

Chair