



WATERWAYS OMBUDSMAN COMMITTEE
Minutes of the meeting held at
Canal & River Trust, The Toll House, Delamere Terrace, Little Venice
London, W2 6ND
on Tuesday 9 February 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.

Declarations 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 25 November 2015

2.1 The minutes of the meeting held on 25 November 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. The outstanding matters are:

Commercially confidential material removed.

Meetings with two stakeholder groups (Minute 4.1): SH gave members

details of discussions at the meetings held with the National Barge Travellers Association (NBTA) and the National Association of Boat Owners (NABO). SH added that the meetings were useful.

Commercially confidential material removed.

4. Report of the Waterways Ombudsman to the Committee

- 4.1 AW introduced his report and gave highlights. AW stated that it was agreed at the meeting held with NABO that he would provide an occasional article for NABO News.

He explained that his workload was manageable and that:

- two investigations were completed from November 2015 to date;
- there are six open cases
- rather than wait until the next annual report to publish case summaries this would be published on the website shortly after the cases are closed

The rest of the report was noted.

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

- 5.1 There was only one response to the survey and it was positive. In discussion members agreed that AW should revise the questions such that not all questions must be answered.

AW

6. ODR Platform

- 6.1 This is due to go live on 9 February 2016. AW had opened an account and he is ready to receive complaints via the platform.

7. Financial Update

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

8. Any Other Business

- 8.1 Commercially confidential material removed.

9. Date of Next meeting:

- 9..1 The next meeting is scheduled for 3 May 2016.

It was noted that YS will circulate proposed dates for the last two meetings in 2016.

YS

10. Close Of Meeting

- 10.1 There being no further business, the Chair closed the meeting at 11.21a.m.

Chairman