



WATERWAYS OMBUDSMAN COMMITTEE
Minutes of the meeting held at
Canal & River Trust, The Toll House, Delamere Terrace, Little Venice
London, W2 6ND
on Monday 26 March 2018 at 10.00a.m.

Present:

Kevin Fitzgerald (KF)	Chair (Independent)
Steve Harriott (SH)	Independent Member
Jenny Murley (JM)	Independent Member
Janet Hogben (JH)	Canal & River Trust Representative
Gill Eastwood (GE)	Canal & River Trust Representative

In attendance:

Andrew Walker (AW)	Ombudsman
Yetunde Salami (YS)	Canal & River Trust, Assistant Company Secretary (minutes)

1. Welcome & Apologies

Action

Apologies noted as above.

It was noted that notice of the meeting had been given to all members entitled to receive it.

Election Results of New Chair

YS reported that following SH's stepping down as the Chair of the Committee, an election was held between the independent members and KF emerged as the new Chair. KF thanked SH for his service as Chair noting that SH would continue as a member of the Committee. It was agreed that AW would publish the appointment of the new Chair on the Ombudsman's website.

AW

Declarations of interest

Gill Eastwood's interest as the Trust's Head of Governance, Audit & Risk was noted.

Janet Hogben's interest was noted as a Canal & River Trust Representative and as a resident of a flat in a block of flats by Regent's Canal at Kings Cross.

No other interests were declared.

2. Minutes of the Meeting held on 30 October 2017

- 2.1 Members present noted the minutes. Members adopted the minutes of the meeting as an accurate record.

3. Matters Arising

- 3.1 All matters arising were in hand or on the agenda.
- 3.2 GE reported that issues around the length of time the Trust had taken to respond to a complaint about the Boat Safety Scheme was due to long term sickness of a staff member. Going forward AW should forward his requests to Sarah Knight, the Trust's Customer Services Manager. It was suggested that AW should scope the cases with the complaints team as this might facilitate earlier response to issues raised.

Business continuity planning – It was agreed that SH would delete the encrypted and password-protected Word document which lists the information needed to access AW's devices, documents and accounts. AW would send the document to KF.

SH

AW

4. Rotation of the Ombudsman, Independent Committee members and the Chair

- 4.1 It was noted that AW would like to bring the end of his contract forward three months earlier to 31 July 2019. GE would factor this in to the recruitment plan for a new Ombudsman. Adverts would be placed in LinkedIn, a national newspaper and in the Ombudsman Association newsletter.

GE

5. Redacted

6 Report of the Waterways Ombudsman to the Committee

- 6.1 AW gave highlights of his report and talked through his caseload since the last Committee meeting on 30 October 2017. As at date nine investigations had been closed, there are two open investigations and there are no open enquiries.

- 6.2 In discussion it was noted that
- the Trust has a Safeguarding Officer. GE would send information in relation to this to AW
 - In relation to GDPR, AW assured members that all the customer data are secured and that he is working on changes that need to be made to comply with GDPR by 25 May 2018
 - due to the increase in the number of complex cases, the resolution of cases is taking longer. There is a need for clarity around the definition of 'complex' case. This is one of the issues that would be looked at in the peer review.

GE

- 6.3 The rest of the report was noted.

7. Redacted

8. Redacted

9. Update on Restructure in the Trust

- 9.1 GE stated that the report is for information to update the Committee on the structural changes at the Trust. it was noted that this was GE's last meeting and the Trust's Board would appoint a replacement in May 2018. Committee members thanked GE for her contribution to the Committee.

The report was noted.

10. Update on Customer Service Tracking

- 10.1 The report was noted. The Committee noted that the statistics demonstrated a high level of customer satisfaction, which was impressive.

11. Financial Update

- 11.1 The Committee noted the financial update.

12. Any Other Business

- 12.1 YS to change the next meeting date from 9 July 2018 to 18 June 2018. **YS**
12.2 GE to invite an elected Boating council member to the attend the peer review at the next meeting. **GE**
12.3 Independent Members would meet immediately after this Committee meeting for their annual case review.

13. Close of Meeting

- 13.1 There being no further business, the Chair closed the meeting at 11.24 a.m

14. Date of Next Meeting

- 14.1 18 June 2018

Chairman