



WATERWAYS OMBUDSMAN COMMITTEE
Minutes of the meeting held at
Canal & River Trust, The Toll House, Delamere Terrace, Little Venice
London, W2 6ND
on Thursday 8 December 2016 at 1000a.m.

Present:

Steve Harriott (SH)	Chair (Independent)
Jenny Murley (JM)	Independent Member
Janet Hogben (JH)	Independent Member
Gill Eastwood (GE)	CRT Representative

Apologies

Kevin Fitzgerald (KF)	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 in particular new members of the Committee, Janet Hogben and Gill Eastwood to their first Committee meeting. The new members introduced themselves.

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

Declarations of interest

Gill Eastwood declared her interest as the Trust's Head of Governance Audit & Risk.

Janet Hogben declared her interest as a CRT Trustee 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. Induction of New Members

- 2.1 SH gave GE and JH a summary of the Committee's role noting in particular the Ombudsman's independence adding that the Committee does not in any way influence the Ombudsman's decisions. The Committee's key role is to ensure that the Ombudsman carries out his work properly and that the

quality of decisions is satisfactory. The Committee also ensures that the Trust is effective in assisting the Ombudsman to carry out his role.

- 2.2 AW gave a summary of his background and role. AW further explained the role of the Ombudsman Association (OA) and the ADR approval process.

3. Minutes of the Meeting held on 3rd October 2016

- 3.1 Members present noted and adopted the minutes of the meeting as an accurate record of that meeting.

4. Matters Arising

- 4.1 **Redacted.**

(Minute 3.1): GE will progress a tracking system to track the implementation of Ombudsman decisions in individual cases.

GE

Redacted

Redacted.

5. Report of the Waterways Ombudsman to the Committee

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

In discussion the Committee felt that:

- the Trust should review the information it provides on depths of canals and should put a caveat that it cannot know whether things have been thrown in to the canal.
- resolution of Regent's canal cases resides within the Trust's policy. The installation of electricity bollards should be carried as soon as possible
- there is a need for the Trust to review its user guides in order to remove any ambiguity.

- 5.2 In response to a query AW explained that some complex cases may take longer than 90 days to resolve due to parties taking long to provide required information. It was agreed that in order for the Committee to track such cases, AW should provide update on these cases and the reasons for the delay at every Committee meeting.

AW

The rest of the report was noted.

6. OA Revalidation

- 6.1 **Redacted**

		Action
6.2	AW had started compiling documents to support the Trust's application. GE will locate a copy of the 1999 Defra Framework Agreement which refers to a requirement for the Trust to have an Ombudsman Scheme.	GE
	AW will circulate a first draft of the application documentation to all members for their comments before submission.	AW
7.	Update on tracking customer satisfaction with the scheme by way of customer survey	
7.1	It was noted that one response was received out of the three surveys issued since October.	
8.	Financial Update	
8.1	The Committee noted the financial update.	
9.	Any Other Business	
9.1	None.	
10.	2017 meeting dates:	
10.1	It was agreed that YS will find another date for the March 2017 meeting.	YS
	YS will also circulate the report on the review of cases held in February 2016.	YS
11.	Close of Meeting	
11.1	There being no further business, the Chair closed the meeting at 11. 30a.m	

Chairman