
Minutes

Agenda item 2

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Date: 6 November 2018

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 10 July 2018, 10:30 – 12.30 hrs

Present:

Members

Richard Dilks (RD)

Glyn Kyle (GK)

Arthur Leathley (AL)

Abdi Osman (AO)

John Stewart (JS)

Chair, London TravelWatch

Secretariat

Tim Bellenger (TB)

Gytha Chinweze (GC)

Janet Cooke (JC)

Director of Policy & Investigation

Governance Officer

Chief Executive

1 Apologies for absence

Apologies for absence had been received from Jackie Ballard and Alan Benson.

2 Minutes of the meeting held on 15 May 2018

The minutes were agreed and signed as a correct record subject to the following: to change 'completely' to 'completed' under item 8; and to delete 'the' before AL under item 11.

3 Matters arising

It was noted that the figures for the reserves had been finalised with auditors and the final version of the accounts was with the auditor for sign off.

JC said members would receive a report on progress with our compliance to the General Data Protection Regulation at the next meeting. She informed members that reserves would be actively managed when the half year accounts are reviewed by the Board, in the autumn. She said members would get an opportunity to revise the budget mid-year, if necessary.

4 Notes from the Chairs' Group held on 5 June 2018

These were noted, subject to amending under item 2, third bullet point, the words 'Draft circulated' to 'Draft would be circulated'.

5 Chief Executive's report

JC updated members on general and staffing matters, the Rail Passenger Ombudsman Scheme and premises.

She had attached to her report a record of the verbal report she had given at the meeting on 15 May which covered budget challenges, finance support, the staffing establishment, organisation restructure, premises and the Rail Passenger Ombudsman Scheme.

The Board agreed to review the impact of the Rail Passenger Ombudsman Scheme on our work as an organisation at a future Governance Committee and the policy implications of it in public session at a Policy Committee in quarter 4 or quarter 1, depending on the progress of the scheme. JC confirmed that the potential impact on the organisation was being monitored in the risk register and members will be able to review this risk as part of their annual review of the risk register.

Members were pleased with the progress that JC had made on arrangements for premises.

Action: JC

6 Finance report Q1

It was noted that this report was not yet available and would be circulated to members at a later date.

Action: JC

7 Other quarter 1 performance reports for monitoring

Members considered the quarterly reports for communications impact, casework, safety and HR.

Following a discussion on the communications report, it was agreed that RD, as the Board's Champion, and the Operations and Communications Manager would discuss the downward trend in the figures for website visitor numbers at their next catch-up. Members asked for more examples of our successes to be highlighted in future publicity, where we can demonstrate the influence we have had.

Action: RD

The Chair asked whether the Rail Passenger Ombudsman Scheme would have similar targets to London TravelWatch. JC responded that she would look at this. A benchmark of targets would be included as part of a comprehensive review of casework early next year.

It was noted that this was the last report of John Cartledge, the acting Safety Policy Adviser. It was agreed that the Chair would send him a note to thank him for his work. JC confirmed that TB would be taking forward the work of the Safety Adviser for both London TravelWatch and Transport Focus, including following up on matters such as the incident of the stranded train at Helpston.

Action: AL

Members were pleased with the improvement in staff attendance noted in the HR report.

8 Draft 2019/20 Business plan/budget bid

Members discussed the draft business plan for 2019/20 and made suggestions about its content and format. JC said that an update would be discussed at the next Chairs' Group, in the format of the current key business plan activity report, using a topic-based style with themes adapted from our 10 'Transport users' priorities for the 2016-20 mayoral term'. She said that this would also include some time targets.

Action: JC

9 Date of next meeting

GC pointed out the difficulties involved in preparing monitoring reports for a meeting so early in the quarter as this one. It was agreed that some meetings of the Governance Committee would be re-scheduled to allow more time to prepare papers at the end of the quarter:

- The Governance Committee meeting on 9 October 2018 was moved to 6 November 2018.
- The meetings for 2019 were amended as follows: the Board meeting would be held on 9 July 2019; and the Governance Committee meetings on 23 July 2019 and 5 November 2019.
- It was noted that that the meetings of the Chairs' Group would also be re-scheduled. An updated meetings calendar would be sent to the next meeting of the Board in July.

Action: GC

10 Any other business of which advance notice has been given

There was no other business.