
Minutes

Agenda item : 4 b)
Drafted : 7 May 2009

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**Minutes of a meeting of the London TravelWatch Executive Group
held at 6 Middle Street, London EC1 on 23 April 2009 – 3.30pm - 6.30pm**

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Present

Sharon Grant (SG)	Chair
Lorna Reith (LR)	Deputy Chair
Gail Engert (GE)	
David Leibling (DL)	From Minute 4
Sarah Pond (SP)	
Janet Cooke (JC)	Chief Executive
Patti Tobin (PT)	Director, Finance & Personnel
Peter Ellis (PE)	Senior Finance Officer (minute 5)
Tim Bellenger (TB)	Director, Research & Development (minute 7)
Amy Cadney (AC)	Chief Executive/Chair's PA (temporary) – Note taker

1. Apologies for absence

There were no apologies.

2. Draft minutes of meeting held on 12 March 2009

After discussion the minutes of the last meeting were agreed.

LR requested a complaint be formally minuted regarding the delay in receiving the Executive Group papers in advance of the meeting. JC said she could not understand this as she had personally dispatched or overseen the despatch of all the papers. However, she acknowledged that there had been a series of problems with late despatch of papers in recent months. With staff returning to work and more administrative support in place she was confident matters would improve going forward.

SG updated the Executive Group on the position regarding the proposal to reduce First Capital Connect's ticket office opening hours and thanked members for their input.

3. Matters arising

3.1 Business Plan Delivery

JC said that an outline work plan would be shared with the Executive Group at the next meeting. The quarterly monitoring report would be based on this, and the first such report would be brought to the July meeting.

JC

3.2 Meetings with TfL

SG said she had received a very positive letter from Peter Hendy following up the meeting reported to the Executive Group last time.

SG updated the Executive on the Transport Committee Review.

4. Chair's update

4.1 Assembly Matters

SG confirmed that she had her appraisal and had passed her probation. She distributed an extract from a letter received from Valerie Shawcross outlining recommendations for future work for London TravelWatch.

4.2 Agenda Planning

SG apologised that there had been some glitches in co-ordinating arrangements for work and agenda planning across the new committees. However this was the start of a process that would make planning much easier in the future.

4.3 TfL Research

SG said that she, together with JC and TB, had met with Bob Crowther, Head of Group Customer Research and Nigel Marson, Director of Group Marketing. The meeting had been very useful and they had offered to come and brief the Board on aspects of their research programme. A draft protocol on sharing research had been discussed and various amendments suggested.

SG reminded members that TfL had agreed in principle to produce regular performance information for us if we could identify the key data that we needed. This would not be a long report and committees should consider what data they felt was of most importance to us as a consumer body.

4.4 Chief Executive

SG and LR confirmed that they had carried out the Chief Executive's annual appraisal.

5. Finance report – March 2009

5.1 Virements

JC reported that there had been two more virements during 2008/09:

1. £7,400 had been vired from the Rates budget to the Health & Safety/Repairs budget;
2. £3,310 had been vired from the Members Travel/Support budget to the Conference/Training budget

After discussion members agreed the March management accounts.

PE advised that auditors, Grant Thornton were coming to London TravelWatch next week to conduct their audit.

6. Chief Executive's report

6.1 General

The Executive were updated that the Rail and Underground Policy Officer would be leaving in the Summer, however he had agreed to stay until a successor was appointed.

6.2 Passenger Focus

There was some discussion about the paper prepared by the Safety and Policy Adviser, setting out how the organisations work together at present. SG agreed to liaise further with Colin Foxall at Passenger Focus about this.

SG

JC offered to summarise the results of the informal audit of cases relating to long distance train operators.

JC

7. Withdrawal of Arriva Cross Country train services in West and South London

The Executive Group discussed TB's paper and agreed that legal advice should be sought in respect of this issue.

TB

8. Website upgrade

JC summarised recommendations made by the Communications Officer and the Director, Public Liaison to upgrade the website. Members agreed that most of this work was essential and that Premier should be commissioned to do this in June which was the earliest date available. They agreed in principle that the discussion forum should be amended and a survey builder facility should be added to the works but requested further consultation on the detail of this before this part of the order was finalised. JC agreed to circulate the full report for information.

JC

9. Board issues

9.1 Matters arising from Awayday 25.2.09

There was a brief discussion on matters arising from the Awayday.

9.2 Board meeting 19.5.09

Members were advised that the key focus of this meeting would be buses, and that Michelle Dix from TfL would attend the informal afternoon session to discuss the evolving draft of the Mayor's Transport Strategy on which London TravelWatch would be formally consulted in due course.

9.3 Role of committee chairs and lead officers

There was some discussion of the benefit of confirming these roles and JC agreed to produce a short note on this.

JC

9.4 Committee administration

It was confirmed that a Committee Services email account had been created to avoid confusion on who members should contact in the administration team and JC updated the Executive on proposals to make minor amendments to the style of committee papers and minute numbering.

10. Any other business

It was agreed that in future the Executive Group meetings will be brought forward to 2pm to allow for overrunning.