
Minutes

Agenda item 4 b)
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**Minutes of a meeting of the London TravelWatch Executive Group
held at 6 Middle Street, London EC1 on 12 February 2009**

Present

Sharon Grant (SG)	Chair
Lorna Reith (LR)	Deputy Chair
Gail Engert (GE)	
David Leibling (DL)	
Sarah Pond (SP)	
Janet Cooke (JaC)	Chief Executive
Patti Tobin (PT)	Director, Finance & Personnel
Peter Ellis (PE)	Senior Finance Officer (minute 6)
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 22 January 2009

After discussion the minutes of the last meeting were agreed.

JaC advised that the Riding the Rails transport familiarisation day, which had to be cancelled because of heavy snow on the 2 February 2009, would be rearranged as soon as possible.

LR advised that her report on Stakeholder Relations would be ready at the end of March to bring to the April Executive Group meeting.

There was some discussion concerning the station champions. It was noted that we are being approached more frequently with signage and other issues at stations and whilst this is a positive thing, SG expressed concern about London TravelWatch's capacity to cope with this, particularly for complex requests which require both a member and a member of staff to answer the more technical questions.

3 Matters arising

JaC ran through the outstanding matters arising. DL offered his assistance with updating the Risk Register and also the survey of passenger views. JaC acknowledged this offer but said that a separate discussion with SG was needed before a decision was made on the latter.

4 Chair's update

SG started by noting the difficulties within the Secretariat caused by the high level of staff absences, however, despite this, the Board meeting had been very good and the deadlines for the First Capital Connect Ticket Closures questionnaires had been met.

SG reported that her meeting with Valerie Shawcross had been the first since being appointed as Chair of London TravelWatch. Discussion had included the relationship between the two organisations and it had been agreed that the Memorandum of Understanding should be reviewed to make reporting less onerous. She was also keen to review potential areas of overlap between the work of London TravelWatch and Passenger Focus.

SG said that it was clear from the meeting, that casework is one of the key areas which we are being judged by. Discussion followed on the inadequate monitoring resources the casework team have at their disposal. LR enquired whether we had a timeline for the acquisition of new IT software such as training/data conversion etc. JaC agreed to investigate and report back at the next Executive Group. JaC also observed that we were exceeding our targets in other areas, such as customer satisfaction with casework handling. Members noted that it was difficult to judge performance accurately when staff were working with such inadequate IT systems.

JaC

5 Chief Executive's report

5.1. Bad Weather Event

This had caused considerable disruption, particularly because the office had to be closed on 2nd February and many staff were still unable to get in on 3rd February. However it had provided an opportunity to test our business continuity arrangements which had worked well although some lessons had been learnt

5.2. FCC Ticket Office Closures

JaC said that, although we had had to deal with more than 800 responses in respect of this consultation, we had managed the process extremely well. Prompt acknowledgements had been sent to everyone and SG had been sending out individual letters to MPs, Assembly Members, etc. SG also confirmed that a letter had been sent to Valerie Shawcross outlining the FCC statistics.

5.3. Absence

In response to an enquiry, PT advised that the HR monitoring report would be brought to the Executive at the end of the year, probably in May. Members asked to be given a snapshot of absence figures in the meantime.

6 Finance report – January 2008

Members discussed the report in detail.

7 Board issues

7.1. Review of Board meeting and informal session on 10 February

It was felt that the meeting had gone well and GE stated that she had received very positive feedback from our new Board members.

7.2. Board structure with effect from 1 April 2009

LR requested that a meeting be organised with GE and relevant officers to discuss arrangements for a smooth transition as GE took over as Chair of the Transport Accessibility Committee.

JaC

8 Memorandum of Understanding

There was vigorous discussion over the MoU. It was noted that a meeting was to be arranged with officers to start the process of reviewing this document to make it less prescriptive.

9 Any other business

DL asked whether the arrangements for updating members on press releases from key partners could be reviewed to ensure they received key information in a timely fashion.

JaC

In answer to a query, JaC advised that she and SG would be meeting with Peter Hendy and Vernon Everitt of TfL in March, and that a meeting was also to be arranged to look at TfL research.