
Minutes

Agenda item 4b
18 June 2009

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Minutes of a meeting of the London TravelWatch Executive Group held at 6 Middle Street, London EC1 on 18 June 2009

Present

Lorna Reith (LR)	Deputy Chair
Sarah Pond (SP)	
Gail Engert (GE)	
David Leibling (DL)	
Janet Cooke (JC)	Chief Executive
Patti Tobin (PT)	Director, Finance & Personnel
Peter Ellis (PE)	Senior Finance Officer (minute 6)
Amy Waters (AW)	Chief Executive/Chair's PA (temporary) – Note taker

1. Apologies for absence

Apologies for absence were received from Sharon Grant.

2. Minutes of meeting held on 14 May 2009

After discussion the minutes of the last meeting were agreed.

The turnaround of committee meetings minutes was discussed at length. Members reiterated that minutes were of vital importance to them as they acted as an aide memoir and assisted in preparing for meetings, and that the proposed deadline of two weeks was too long. JC agreed but reminded members of the current problems and confirmed that matters would improve in the next cycle and in the meantime she agreed to liaise with Committee Services on sending out notes of actions directly after meetings. **JC**

LR stated that with shorter less prescriptive minutes things should improve in the future and JC advised the Executive that turnaround of minutes would become a performance indicator and therefore monitored on the work plan.

LR, together with JC, had attended a meeting with Councillor Mike Fisher (Chair of the Transport & Environment Committee), Nick Lester (Corporate Director of Services) and Dick Sorabji (Corporate Director of Policy & Public Affairs) of London Councils. LR said the meeting was very positive and they would invite us to a committee meeting in the Autumn.

Amongst the items discussed were accessible bus stops, residents parking and a transport interchange board at TfL, which neither London TravelWatch nor London Councils had been aware of. JC confirmed that she had spoken to Michelle Dix of TfL, who had told her that this was an internal officers meeting but that she would reflect on whether London TravelWatch might play a role in this.

The issue of resources for local borough activity was discussed, and whether it would be helpful for us to have an input. LR would be producing a report to present to the Board regarding this.

LR

3. Matters arising from previous meetings

Roles of Committee Chairs and Lead Officers – JC tabled a paper outlining the proposed roles which had been discussed at a recent officers meeting. She explained that the paper was merely to give guidance and that it didn't include functions of the Executive or informal board meetings. Members suggested some amendments and LR asked the Executive to consider further and to make any comments as soon as possible, the paper could then be distributed to all Board members for information.

Transport Committee Reviews –

- **MOU** – JC, together with PT, had attended a meeting at the GLA. It was agreed to keep the item on the Matters Arising report as discussions would continue over the next few months.
- **Passenger Focus** – It was agreed this item should remain on Matters Arising.

There was some discussion regarding actions and outcomes from the Awayday and it was agreed that an extra item be added to the agenda e.g. "Outcome of Awayday – "how are we doing things differently?" and LR recommended that JC and SG meet to discuss how to take this forward.

SG/JC

4. Meetings update

In the absence of the Chair, JC updated the Executive on recent meetings SG had attended.

Meeting with Chris Bolt, PPP/ORR – Anna Walker would be taking over from Chris Bolt as Chair of ORR and it would now become more consumer focussed. Chris Bolt would remain the Public Private Partnership Arbiter.

Meeting with David Brown, TfL – Very bus related. Bev Hall was also present and had agreed to come in next week to look at our open casework.

Meeting with Jeroen Weimar (TfL) & Ed Thompson (PCO) – SG had attended this meeting to discuss the John Warboys case and consequently TfL had agreed to carry out a review of their procedures regarding taxis.

Transport Committee - SG had met with Valerie Shawcross.

Meeting with Lord Adonis – SG, JC and the Director, Research & Development had met with the Minister for Rail, who had subsequently been promoted to become the Secretary of State for Transport. He had been interested in our work on interchanges and very interested in our Cycling Report. The next step would be to take him out, however, his office had advised us to delay contacting him until the early Autumn when his schedule should be less hectic.

DL enquired when we would be meeting with the Mayor to which JC responded that SG was working with Kevin Davis to progress this. **SG**

London Assembly Budget and Performance Committee - DL reported that he and the Director, Research & Development had given evidence to the committee's investigation into the Mayor's fare decision and suggested the report should be circulated to the Fares & Ticketing Committee when available. **JC**

5. Chief Executive's Report

Staffing - DL asked for timelines regarding recruitment for the Senior Policy Officer vacancy, and PT advised that due to the advertisement going into monthly journals we had a month's turnaround.

Casework Review – There was some discussion over things that could be actioned whilst waiting for the new software, SP confirmed that the tender presentations would be carried out on the 15 July and that all bidders had been advised that installation was required by October.

It was suggested that a new item be added to the Executive agendas named "Committee Report Backs", to provide members with the opportunity to highlight key items from their respective committees. **JC**

Annual Review – There was some discussion over the annual review and why deadlines had been so tight. JC advised that this was a piece of work John Cartledge used to oversee but that the Communications Officer did this year for the first time. In practice the work had been completed a lot quicker but lessons had been learnt and the process would be started earlier next year.

6. Finance report and accounts for May 2009

Reserves policy – The Executive reviewed this note which summarised the agreed policy and would be added to the financial procedures manual. It was agreed that in the section entitled extraordinary expenditure the amounts should be expressed as percentages and that the two reserves figures should be stated separately on the summary line.

Rent Review meeting – PE and PT advised that there could be a significant monetary value associated with our break clause and SP said that she would feel uncomfortable with losing it.

PE said that the new forecasting system was working very well and that he hoped targets would be closely met at the end of Q1 2009/10.

He also confirmed that with effect from the 1 January 2010 VAT would be back to 17.5% and that budget holders had been prompted to use the interim time as an opportunity to commit to any significant outgoings.

7. Business continuity progress report

JC tabled a paper updating the Executive on the key items the Secretariat had been focussing on in recent months i.e. flu pandemic, IT and emergency contact arrangements. There was some discussion over access to our back-up facility and DL suggested that this item be placed back on Matters Arising.

8. Internal audit and action plan

JC introduced the items on the internal audit report prepared by Deloitte for the GLA and there followed some discussion over audits and the necessity for being conscientious and transparent about expense accounts. To that end, PT agreed to circulate a short note on corporate credit card holders and their limits.

PT

9. Proposed meeting dates for 2010

JC tabled an updated version of the paper for the Executive's sign-off and it was agreed that members would take away to review and feedback any comments in time for the paper to be presented to the Board on 30 June. DL stated his concern that there may be overlaps with his Passenger Focus commitments.

10. Board issues

- a. **Mayor's Transport Strategy** - There was some discussion surrounding the draft response to the Mayor's Transport Strategy as DL was of the opinion that the response to the Statement of Intent paper wasn't sufficiently balanced and he felt it was critical that members were given more time to review the draft and raise any questions. JC agreed to re-circulate this.

JC

- b. **Board Meeting 30.6.09** - It was agreed that the South Central Franchise item would be presented to the Board on 30 June instead of the Transport Services Committee meeting as originally intended.

JC

LR was concerned that non-Executive members might be feeling isolated and suggested further discussion on this point.

JC

- c. **Informal Board meeting 9.6.09** –

- The updated report by Steer Davies Gleave had been distributed and JC advised that she was concerned about buses, social exclusion and perceptions of safety. It was agreed that members would take back and

review and feedback any comments to JC and then she would ask for more information about these areas.

- **Transport for London's Research Presentation** – DL said that although he found the presentation very interesting, he did not feel it was the brief that we had asked for.

LR proposed a piece of research on bendy buses as she was concerned that not enough research had been done on the perspective of passengers and she felt that as a consumer body we look into this. After discussion it was agreed that this matter should be taken to the next informal Board session so all members could comment. **LR**

DL enquired about the next passenger event and JC confirmed that this and next year's business plan would be on the next informal Board meeting agenda.

GE mentioned that she would find it useful to receive agendas for all committee meetings, and it was agreed that in future all members would receive all agendas. **JC**

11. Performance monitoring report to GLA

JC advised the Executive that this report was in preparation and would be needed for the Transport Committee for agenda planning purposes on the 23 June, or it could be held over until September. The Executive wanted the report to go to the July meeting and asked JC to circulate a working draft to them by 4pm on the 22 June before the report went to the GLA at the end of the following day. **JC**

12. Any other business

SP requested that agendas reflect that the duration of Executive meetings is invariably three hours. **SG/JC**

JC (7.7.09)