
Minutes

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Agenda item 2b

Drafted 16 October 2009

Minutes of a meeting of the London TravelWatch Executive Group held at 6 Middle Street, London EC1 on 17 September 2009

Present

Sharon Grant (SG)
Lorna Reith (LR)
Sarah Pond (SP)
Gail Engert (GE)
David Leibling (DL)

Chair
Deputy Chair

Janet Cooke (JC)
Patti Tobin (PT)
Amy Waters (AW)

Chief Executive
Director, Finance & Personnel
Chief Executive/Chair's PA (temporary) – Note taker
(absent for part of minute 7)

1 Apologies for absence

Apologies for absence were received from the Senior Finance Officer.

2 Minutes of meeting held on 16 July 2009

It was noted that the last meeting's minutes contained a date error and the superfluous use of "the" before the word research in the final sentence of minute 2.

The minutes of the last meeting were agreed on the basis of these amendments.

3 Matters arising

GE said that since the last meeting she had arranged a meeting with the British Transport Police in relation to the issue of the apparent under reporting of attacks on public transport by female victims from black and minority ethnic communities.

JC reported that the Passenger Focus joint event scheduled for the 13 October 2009 would be deferred to next year due to their heavy work schedules.

Risk Register - JC advised that item 11 on the agenda (Ratification of Risk Management Policy – amended to reflect recommendations made in the internal audit report) would be deferred to the next Executive meeting as the necessity to prioritise work to implement the new casework management system meant that the paper was not yet ready.

Meetings –

- **Lord Adonis** – JC said that Lord Adonis' office had advised that due to a very hectic workload and heavier pressures as Secretary of State, it would be better if we liaised with Chris Mole, who has taken on a lot of rail work, to arrange a visit.
- **The Mayor** – SG said that she had not received any response from the Mayor's office, despite chasing Kulveer Ranger. DL and SP both agreed to follow up leads they had encountered to see if they could assist.

Withdrawal of Arriva Cross Country trains – the update provided by the Director, Research & Development was discussed. It was agreed to liaise further with the Director, Research & Development.

DL queried whether we had any passenger complaints about the Barbican - Moorgate closure and JC responded that we had not received many complaints about the Thameslink project generally, however, she would check this particular point.

JC

4 Chair's update

SG opened by listing the major pieces of work which had occurred since the last Executive meeting in July.

South London Line Research – SG explained that this piece of work demonstrated the effects of the South London Line to be quite drastic and that she felt the response received from Ian Brown at TfL was underplaying the seriousness of the matter. Members expressed concern at the way TfL had handled the issue generally.

Piccadilly Line Upgrades – SG confirmed that a paper on this, prepared by the Senior Policy Officer, would be on the agenda at the next Board meeting and that it was currently on our website. DL and LR stated that they were unaware of this paper and had not received a link. JC agreed to follow up.

JC

Performance Appraisal – SG confirmed that she and LR had conducted JC's mid year appraisal and that it proved very useful.

NHS North East London – SG had been approached by the Chair of the NE London Strategic Review Group about a consultation exercise in line with their major strategic review on healthcare facilities in North East London. They had agreed to reimburse London TravelWatch for costs incurred, and SG believed this to be a worthwhile opportunity and useful model for the future to increase the reach of London TravelWatch and services available to it. JC confirmed that she had agreed that the Streets & Surface Policy Officer would attend the initial meeting and that she would report back.

JC

SG advised that we were still waiting for The Mayor's announcement on fares.

5 Finance report and accounts – August 2009

In the Senior Finance Officer's absence, PT summarised the key points raised in the finance report for August. In particular it was noted that the unbudgeted capital expenditure of £70,000 to procure the new casework management system would mean that our cash surplus would decrease, although the organisation would still remain in surplus.

DL said that the Variance-to-date figure for Chair, Members & Staff Costs at £7,668 seemed too low. PT agreed to investigate this figure and report back.

He also suggested that a line be added to the end of the monthly finance report confirming the bank balance, now that was more of an issue for us.

PT/PE

6 Chief Executive's report

JC confirmed that Rufus Impey, our new Senior Policy Officer, would be joining London TravelWatch the following Monday and that there would be a two week overlap with Jerry Gold.

Investors in People – There was discussion over the recent liP assessment conducted and PT advised the Executive Group although we did not achieve the full 21 credits required for successful reaccreditation, we did retain recognition status. Once the report is received we would then produce an action plan to address our weaker areas. The liP Assessor, Vincent Dolan, had offered to present to the Executive and it was agreed that this should be arranged.

PT

LR congratulated those involved in achieving the recognition status in view of what had been a very challenging year.

7 HR report

PT ran through her quarterly report to the Executive and the following items were highlighted:

- Staff attendance figures only ran up to the 15 September 2009, and PT advised that she would therefore update these with any changes that may occur at the end of the quarter;
- Diversity & Equalities workshop being rolled out to new Board members and members of staff in November;
- Civil Service Compensation Scheme (CSCS) – and our responsibility as an employer to respond to the consultation exercise, which had been circulated to staff.

There was a confidential discussion about several staffing matters during which AW left the meeting.

SG thanked PT for her diligence, hard work and subsequent recommendation over confidential personnel issues discussed.

8 Local authority liaison/relations

LR introduced her paper and members discussed the proposals within it. It was noted that whilst liaison with boroughs is extremely useful, the extent to which this has been done at member level is not consistent. We have been very involved in some boroughs but there is a danger of raising expectations that we cannot meet. A review had been necessary to ensure that we make best use of member time and to try and take a more strategic approach to this work.

The proposals were broadly agreed, however it was felt that each Board member should still be allocated boroughs in which they would be expected to take a particular interest including attending annual meetings involving the Transport Lead was necessary. The role would be less active than had been previously expected. The Communications Team were creating a database of local issues and would ensure that members received minutes of local meetings and other relevant material to help them develop a better awareness of issues for passengers in “their” boroughs.

9 Communications

- February 2010 event – The Executive decided that the cost of travel should not be the theme for this event;
- Draft revised communications strategy – JC apologised that this was not yet complete.

10 Transport Committee reports

- i. Draft Business Plan 2010-11 – SG invited the members to send her any comments over the following few days with a view to getting to the Board at the meeting on the 29 September 2009. JC asked members to copy her into any communications as she would be working on the business plan, a further version of which would go to the Board on the 29 September.
ALL
- ii. Memorandum of Understanding – The draft document was discussed and the Executive Group were pleased that it was more streamlined and less prescriptive. Members agreed that complaints about members of the Board should be dealt with by the Chair rather than being referred to the Transport Committee. It was noted that the GLA proposed to add a clause relating to activity London TravelWatch might undertake for which we would charge or seek reimbursement of costs.
- iii. Review of relationship with Passenger Focus – JC advised that this paper would not be progressed by the Transport Committee at least until after the general election. Members expressed disappointment that the paper could not have been more prescriptive.

11 Board issues

- a. Committee Report Backs of key issues arising from meetings** – GE said she was pleased about increased participation from the new members. SG reminded members to keep their agendas in line with our key priorities and to have regard to the staffing implications before generating any additional work in committees;
- b. Future Board meetings** – The draft agenda for the Board meeting was discussed.

12 Any other business

The recently amended tube map was discussed, which removed the River Thames and fares zones. SG said she had spoken to TfL's London office and requested that they interface with us in future over design issues.

JC (16.10.09)

DRAFT