
Minutes

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Minutes of a meeting of the London TravelWatch Executive Group
held at 6 Middle Street, London EC1 on 20 January 2011, 14.00 - 17.00 hrs

Present:

Sharon Grant (SG)	Chair
David Barry (DB)	
Gail Engert (GE)	
David Leibling (DL)	

Sophia Lambert (SL)

Janet Cooke (JC)	Chief Executive
Patti Tobin (PT)	Director, Finance & Personnel
Peter Ellis (PE)	Senior Finance Officer (minute 4)
Gytha Chinweze (GC)	Executive Assistant

1. Apologies for absence

Apologies for absence had been received from Terry Bennett (TB) who, along with Sophia Lambert, had been invited to attend this meeting of the Executive Group.

2. Minutes of meeting held on 25 November 2010

The Chair signed the minutes of the meeting held on 25 November 2010 as a correct record of the meeting.

3. Matters arising

Members noted that the biographies currently on the web were not the ones that had been agreed. SG asked members to check their biographies and advise whether they were satisfied with it. JC agreed to send members a note to advise them of the link on the web.

AII/JC

SG had sent a letter to the Mayor inviting him to attend a future Board meeting to discuss the outcome of the Comprehensive Spending Review in terms of how it relates to passengers and was awaiting a response from him.

JC reported that the work to audit and close off all outstanding Executive Group actions from previous meetings was ongoing. **JC**

JC confirmed that a note had been sent to the Department of Transport to be placed on file setting out the case for the existence of London TravelWatch as an independent, multi-modal and integrated passenger watchdog.

SG, DL and JC had attended a meeting with the Chair of the Transport Committee on 21 December 2010 to discuss the Assembly's review of London TravelWatch and how to take forward the recommendations arising from the review.

Members noted that the minutes of the additional meeting of the Executive Group held on 16 December 2010 were still outstanding. **JC/DL**

4. Finance report

PE presented the finance report for December 2010 which was noted. Members discussed potential costs arising from London TravelWatch's internal review which had not been included in the budget for 2010-11 and considered how these might be funded.

Officers sought approval to vire £11,000 from staff salaries (Budget code 7065) to Agency temps (Budget code 7051); and also £10,000 from staff salaries (Budget code 7065) to Training (Budget code 7293). These virements were agreed. **PT**

5. Chair's report

SG said that once Passenger Focus had met with the Secretary of State to discuss their future, London TravelWatch will hold a meeting with them to consider how the two organisations might collaborate more closely in the future. **SG**

Along with officers, SG had also met with LOROL recently who had requested that London TravelWatch revisit the complaints audit that had been carried out in 2010 and they had offered to meet the costs of this follow up work. Members commended this initiative.

6. Revised governance arrangements

Members considered a report on revised governance arrangements for the Board and its subsidiary bodies in light of the reduction of the size of the Board as of 1 January 2011.

Members discussed whether the Executive Group should operate as a discrete body or be absorbed into the Board and agreed that it was important that there was a distinction between the activities of this Group and those of the Board even if these meetings were to take place on the same dates in view of the importance of its governance remit.

Members agreed the recommendations set out in the report and also the proposed meeting dates including the recommendation to move the Board briefing scheduled for 26 April to another date. They also noted the important work on accessibility that had been done by the Surface Design Forum chaired by GE and agreed that the terms of reference for the revised Transport Services Committee should include reference to convening this committee, from time to time. JC agreed to bring an amended version of the report to the February Board meeting. **JC**

Members agreed to recommend to the London Assembly that David Leibling be appointed Vice Chair of the Board. They also discussed chairing arrangements for the new committees which will be confirmed at the February Board meeting. **SG**

PT confirmed that the 2011/12 budget had been set to include funding for members working either 3 days or 4 days per month depending on their level of responsibility. After discussion, the Executive Group agreed that all members should be paid on the basis of 3 days per month to reflect the additional responsibility they needed to assume with a reduced Board, and that Chairs of committees should be paid 4 days per month. No additional payment would be attached to the office of Deputy Chair although this would be revisited in the event that significant extra work was required from the post holder.

Members agreed to formally inform the boroughs that they were unable to continue with member level contact because of the reduction in the size of the Board but that liaison would continue to take place at officer level as appropriate **All**

Members noted that they all receive a small annual payment to cover the cost of consumables for instance for paper, printing and telephone costs. In view of the fact that a substantial amount of papers were sent electronically to members DB agreed to investigate the cost of purchasing more powerful printers for members to see if there was a business case for providing these to enable a further reduction in the number of papers that needed to be distributed in paper form. **DB**

7. Response to London Assembly review of London TravelWatch

As previously reported (minute 3.5) a meeting of the London TravelWatch Steering Group had taken place with the Chair of the Transport Committee on 21 December 2010. Minutes from the meeting had been circulated to members.

SG reported that Val Shawcross had been pleased with the progress made on London TravelWatch's internal review and would report this progress to the Transport Committee on 2 February 2011.

Members discussed the Assembly review proposals and asked SG to find out when the advertisement for new Board members would be placed. **SG**

JC informed members that the wording on recent TfL publicity on buses had been amended to read: - "London TravelWatch will only take up cases after London Buses have been given the opportunity to reply". In addition, London TravelWatch was carrying out further monitoring of initial telephone enquiries to analyse the nature of calls received.

8. Chief Executive's report

JC introduced her report which updated members on staffing matters, the progress of consultation on organisational restructure and a recent freedom of information request.

9. GLA performance monitoring report to 30.9.10

JC presented a draft of the GLA performance monitoring report to 30 September 2010 which set out the performance for the first six months of 2010/11 and noted the financial position as at 30 September 2010. The report included a summary of performance against London TravelWatch's suite of performance indicators.

Members suggested some amendments to the report, which were noted. JC agreed to amend the report and send it to the GLA to be considered by the Transport Committee on 2 February 2011.

JC

10. Other Board matters

The next Board meeting will take place on 1 February 2011.

GC