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## Minutes

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Minutes of a meeting of the London TravelWatch Executive Group  
held at 6 Middle Street, London EC1 on 25 November 2010, 14.00 - 16.45 hrs

Present:

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

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

There were no apologies for absence.

### 2. Minutes of meeting held on 21 October 2010

The Chair signed the minutes of the meeting held on 21 October 2010 as a correct record of the meeting.

### 3. Matters arising

DB reported that he had been an active participant in discussions at the recent London Borough of Haringey's Sustainable Transport Commission meeting.

JC would ask the Communications Officer to alert members that members' biographies were now on the website and invite those who required changes to their details to contact her. **JC**

JC would progress the matter of amending the casework questionnaires. **JC**

SG had drafted a letter inviting the Mayor to attend a future Board meeting to discuss the outcome of the Comprehensive Spending Review in terms of how it relates to passengers. **SG**

JC said she proposed to audit and close off all outstanding Executive Group actions from previous meetings. **JC**

### **3 Finance report**

PE presented the Finance report for October 2010, which was noted. There was a discussion on members' costs and the projected savings that would be made after a reduction of the Board to six members. Members agreed that any savings made from this should be held in reserve until the future of London TravelWatch had been clarified.

### **4 Chair's report**

SG referred to a letter she had received from Val Shawcross (Chair of the Transport Committee) referring to correspondence from Bob Neil, Under Secretary of State for Communities and Local Government, about the London Assembly's proposal to abolish London TravelWatch. She had responded to Val Shawcross to thank her and say that she was looking forward to working collaboratively with the London Assembly in the interests of passengers. However she sought first to resolve the issues previously raised with regard to the Memorandum of Understanding. She stated that as London TravelWatch was still an independent statutory body clear boundaries needed to be established.

Members agreed to the proposal that a working party be established with two members from London TravelWatch and two members from the Assembly to discuss how to take forward the recommendations arising from the Assembly's review of London TravelWatch. Members agreed that SG and DL should represent London TravelWatch.

SG asked that a note be placed on file at the Department of Transport to make the case for London TravelWatch so that a record exists in case of staff changes. **JC**

SG informed members that six members would be retiring at the end of the year and that Onjali Rauf had also tendered her resignation. SG had asked Ms Shawcross whether she could extend the appointments of a couple of existing members in the interim transitional period and was awaiting a response.

Members discussed how the organisation would be run from the Board's point of view. They agreed to reduce the number of committees by merging the Consumer Affairs and Fares and Ticketing Committees, and also the Access to Transport and Transport Services Committees. A discussion would take place at a future meeting on the terms of reference for these new committees.

Members considered the Executive Committee structure and discussed various options. They agreed that with a smaller Board it would be appropriate for the Board as a whole to deal with the governance matters that were currently delegated to the Executive Group. It was suggested, however, that these matters should still be dealt with by a separately constituted subsidiary body to distinguish its work from Board meetings.

Members agreed that the Board meetings should remain at six per year and that the reconstituted committees should meet four times a year to coincide with quarterly monitoring cycles. Members suggested six Executive Group meetings could either be held immediately before or after the main Board meetings or be held every other month when the Board was not meeting.

It was suggested that there should be Board champions for key areas of work and that each Board member should have a specialist role.

Members noted that members' remuneration was related to attendance and responsibility and asked PT to think about how the remuneration system might work in future . **PT**

Members asked for the current model to continue until the end of February 2011 or until the standing orders can be changed. In the meanwhile it was agreed that agendas of the Executive meetings would be circulated to all members and those who were not on the Executive Committee would be invited to attend meetings. **JC**

## **5 Chief Executive's report**

JC presented her report for November 2010. It updated members on consultation with staff about the proposed organisation restructure, various staff changes and that the GLA had contracted with new auditors to undertake London TravelWatch's annual audit.

## **6 Internal review**

Further to informal discussion with the Board on 20<sup>th</sup> October 2010 JC had produced a follow up report which provided further options for organisational redesign. It revisited the role of London TravelWatch, its critical success factors and core processes, and suggested draft timescales for implementation.

Members suggested that the core processes flow diagram should start with the transport user experience and include responding to current events.

Members discussed three possible options for the future structure looking at cost effective ways of running the organisation effectively. The preferred structure option was a further revised Option 2 with the function leaders for casework and investigation reporting directly to the Chief Executive. **JC**

## **7 Response to Assembly review of London TravelWatch**

JC had tabled a draft response to the proposals for members to consider after the meeting and asked for feedback to be sent to the Chair by 29 November 2010 to enable a final draft to be produced for consideration at the next informal Board meeting. **All**

## **8 Investors in People report**

Members welcomed the report but expressed their disappointment that Board members had not been consulted by the assessor in compiling his report. JC stated that this was a very positive outcome for London TravelWatch and represented a huge amount of work by both the staff and the Board. A half day awayday will be organised in 2011 to further progress matters discussed at the last one.

## **9 Board matters**

The next Board meeting will take place on 6 December 2010 and will be followed by a joint event for Board members and staff which would be an opportunity to say farewell to Board members who are leaving.

Members agreed that the February meeting will be to approve the structure of the organisation and to revisit the issues around London Bridge.

## **10 Any other business of which advance notice has been given**

There were no further business matters.

**GC/25 11 2010**