
Minutes

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Minutes of a meeting of the London TravelWatch Executive Group
held at 6 Middle Street, London EC1 on 21 October 2010, 14.00 - 17.00 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 5)
Gytha Chinweze (GC)	Executive Assistant

1. Apologies for absence

There were no apologies for absence.

2. Minutes of meeting held on 30 September 2010

The Chair signed the minutes of the meeting held on 30 September 2010 as a correct record of the meeting noting one amendment under matters arising that 'London Borough of Barnett' be amended to 'London Borough of Barnet'.

3. Matters arising

DB reported that London Borough of Haringey's Sustainable Transport Commission had met and he had attended the meeting.

JC reported that there was no technical problem on the website. The website was being reconstructed and the updated version will include members' biographies. Members requested that the full version of the biographies previously sent to the Communication Officer should go on to the website with the exception of DB's entry which requires updating.

JC

4. Chair's updates

SG reported that at the London Assembly's meeting held on 20 October 2010, the recommendations of the BMAC review were accepted. She noted that Val Shawcross (Chair of the Transport Committee) had said that she was committed to consultation as part of the implementation process. The possibility of closer working with Passenger Focus and the issue of the difference between London and the rest of the country had been raised.

Members queried whether the spirit of the Memorandum of Understanding between London TravelWatch and the Transport Committee had been adhered to during the recent review. Members agreed that discussion on the implementation plan with the GLA needed to cover the status of the Memorandum of Understanding; the size of the London TravelWatch Board; accommodation and back office services, and whether the GLA would meet any severance costs incurred to restructure the organisation.

SG reported that she had been to see the Chair of London Council's Transport and Environment Committee who had been sympathetic to the position of London TravelWatch.

The Chair noted that there were three possible scenarios for the future: - London TravelWatch to remain as a separate entity; be absorbed into the London Assembly or to work in greater association with Passenger Focus.

5. Management accounts and finance report for September 2010

PE presented the Management Accounts for September 2010, which was noted. Members thanked him for the clarity of his report.

6. Chief Executive's report

JC presented a brief Chief Executive's update for September 2010. It updated members on staff issues, finance matters and IT issues.

On the matter of the annual accounts, members requested that the London TravelWatch accounting policies and procedures be changed so that in future years, the accounts come to the Board before being signed off. This should be included in the work plan.

JC

7. HR report

PT presented the HR report which updated members on appointments, leavers, staffing matters, Investors in People, training and development, amendments to the Civil Service Compensation Scheme, an update on the Pension Information Transformation Project and the staff attendance analysis for 2009/2010.

8. Work Plan as at 30 September 2010

Members discussed progress against the work plan as at 30 September 2010 and made suggestions and comments for improvement. GC will revise the work plan taking into account members' comments and an amended version will be brought to the next Board meeting. Members asked JC to remind managers to use the work plan as a management tool and a working document.

GC/JC

9. London TravelWatch's response to the London Assembly Review

This item was discussed under the Chair's update.

10. Collaborative models for passenger representation in London

Members had considered future collaborative models for passenger representation in London at the informal meeting of the Board held on 18 October 2010. In addition to comments that had been made at that meeting, the Executive asked JC to have regard to issues with a clear consumer or passenger perspective where London TravelWatch could offer a distinctive contribution in future work programmes. Members suggested amending the casework questionnaires as a means of inviting people to join our database to give feedback on issues of interest to passengers.

JC

11. Internal review of London TravelWatch

JC introduced the revised draft of her report which had been discussed by the Board at their recent informal meeting. She asked that members provide a steer for her to take this work forward, with estimated timescales and a rough envelope of savings at a level which would ensure that the organisation was working as efficiently as possible and with the optimum number of staff.

Members confirmed that savings of 25% were still what they were aiming to achieve. They recognised that this would require radically re-structuring and re-shaping the organisation and agreed that timescales for achieving this should be within the next eighteen months to two years. After further discussion JC was asked to redraft her proposals for the future structure of the organisation and provide further options for consideration.

JC

Members were reminded of London TravelWatch's Employment Protection Policy which is a commitment from the organisation towards employees, to have a fair and considered process for staff which outlines the steps and measures the organisation will take in the event of a redundancy.

The Executive Group agreed that London TravelWatch's process for formal consultations on likely redundancies should be started as soon as possible in order to comply with necessary timescales.

PT

11 Board issues and key issues arising from committee meetings

Members agreed to discuss a formal response to the Assembly's review at the November Board meeting. **ALL**

Members suggested that the Mayor be invited to attend a future Board meeting to discuss the outcome of the Comprehensive Spending Review in terms of how it relates to passengers. **SG**

Members agreed to hold a private pre-meeting at 9.45am on 9 November 2010 prior to the Board meeting at 11am and also agreed to a short meeting after the Board meeting to discuss the internal review. **ALL**

12 Any other business of which advance notice has been given

There were no further business matters.

GC