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## Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at 6 Middle Street, London EC1 on 18 October, 14.00 - 16.45 hrs

Present:

David Barry (DB)	
Terry Bennett (TB)	
Gail Engert (GE)	
Sharon Grant (SG)	Chair
David Leibling (DL)	Deputy Chair
Tim Bellenger (TB)	Director, Policy & Investigation (item 7-10)
Gytha Chinweze (GC)	Executive Assistant
Janet Cooke (JC)	Chief Executive
Peter Ellis (PE)	Senior Finance Officer (item 4)
Vincent Stops (VS)	Policy Officer (item 9-10)
Patti Tobin (PT)	Director, Finance & Personnel

### 1. Apologies for absence

Apologies for absence had been received from Sophia Lambert.

### 2. Minutes of the meetings held on 20 September 2011 and 27 September 2011

The minutes of the informal meeting held on 20 September 2011 were outstanding and would be available at the next meeting.

**Action: GC**

The minutes of the meeting held on 27 September 2011 were approved as a correct record of the meeting subject to the following amendments: – (a) to note that Sharon Grant and Janet Cooke were present at the meeting, (b) under item 5.1, to note that the office had closed on 1 August 2011 for one day for re-organisation and (c) the final sentence should read 'London TravelWatch members' instead of 'members'.

### 3. Matters arising and outstanding actions

JC confirmed that further to an email circulated previously to members, she had

consulted with and received enthusiastic support from staff on the proposal to close the office between the Christmas and New Year holidays. Staff would be granted an additional day's leave on 28 December 2011 and would use their annual leave to cover the other two days.

#### **4. Finance report**

PE presented the finance report for September 2011 and the forecast financial outturn for the 2011/12 year. He stated that the closing reserves would be quite small compared to what they had been in the past. He added that the forecasts were subject to material uncertainty but showed that the organisation would see a cash surplus at the end of 2012/13 provided that the budget was adhered to during the year.

Members requested further information on the legal and professional fees and training budget and asked that the costs be grouped to distinguish the costs of re-organisation.

**Action: JC/PE**

#### **5. HR report for quarters one and two 2011-12**

PT presented the HR report for quarters one and two 2011-12, covering the following areas: - staff posts, recruitment, training and development, Civil Service pension reform, the Civil Service Pension Scheme Forum, the payroll service review meeting, the health and safety annual review meeting and the staff attendance analysis for the period.

Members noted the report.

#### **6. Chief Executive's report**

JC presented a report which highlighted progress made on the following matters arising from the internal review: - redundancies, reallocation of work/new posts, future arrangements for finance and HR, accommodation and financial implications.

Members noted the report and requested they be provided with a new organisational chart setting out the changed structure. Members thanked JC for her helpful report and requested that work should continue to be done in-house wherever possible so as to minimise any extra costs.

**Action: JC**

#### **7. London TravelWatch work plan 2011-12 – six month update**

Members noted the six month update of the London TravelWatch work plan 2011-12.

Members suggested that further developing the CRM for knowledge management should be shown as a separate item in the workplan. Members also asked for a programme to be in place for staff appraisals to commence in the first quarter of 2012 by the time of the next workplan update.

**Action: JC**

## **8. Policy and Investigation update**

TB presented the Policy and Investigation update which advised members of the current workload and capacity of the Policy and Investigation team and detailed research activity.

Members noted the report and outline of the work plan and research activity.

Members requested that a further meeting be set up with Bob Crowther at TfL, to discuss how London TravelWatch could provide input into London Underground research into passenger priorities.

**Action: TB**

While acknowledging the constraints on finance and staff time, members agreed that on occasion some capacity should be made available within the Policy and Investigation team, to allow for work on small priority projects that the Board would like the team to undertake. They acknowledged that this might mean certain activities currently in the workplan would have to be stopped or delayed in implementation.

**Action: TB**

## **9. Transport users priorities for the 2012-16 Mayoral term.**

VS presented a report suggesting the priority measures London TravelWatch might want to propose for the new mayoral term. Members thanked him for his report and made suggestions on the content and style of the proposed leaflet.

Some sample designs were shown for comment and there was unanimous agreement that a rosette style 'envelope' should be used to wrap the leaflet for distribution.

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

There was no other business.