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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 26 June 2012, 10.00 hrs - 11.30 hrs

Present:

David Barry (DB)  
Terry Bennett (TB)  
Gail Engert (GE)  
Sharon Grant (SG)  
David Leibling (DL)

Chair

Tim Bellenger (TiB)                      Director, Policy and Investigation  
Gytha Chinweze (GC)                    Executive Assistant  
Janet Cooke (JC)                        Chief Executive  
Peter Ellis (PE)                          Senior Finance Officer (item 5)

### 1        **Apologies for absence**

Apologies had been received from Sophia Lambert.

### 2        **Minutes of the meeting held on 29 May 2012**

The minutes of the meeting held on 29 May 2012 were agreed as a correct record of the meeting.

### 3        **Matters Arising**

Members noted that TiB had amended and finalised his response to the Department of Transport's consultation on reforming rail fares and ticketing, incorporating members' comments.

#### **4 Chair's Report**

SG updated members on her recent correspondence with Caroline Pidgeon, Chair of the London Assembly's Transport Committee, about Board membership and appointments. She also reported that she was seeking to meet with the Chair of the Assembly and also with the Deputy Mayor of London for Transport to further develop their relationship with London TravelWatch.

#### **5 Annual Accounts of 2011/12**

PE presented the Annual Accounts of 2011/12. Members formally approved the annual accounts for signature by the Chief Executive as Accounting Officer. They thanked JC and PE for the work they had done to get the accounts produced. JC will now send the Annual accounts to the Secretary of State and Chair of the London Assembly, along with the Annual Review.

**Action: JC**

#### **6 Finance Report**

PE presented the Finance Report for May 2012. He reminded members that the grant income had fallen by 25% this year and informed them that the predicted surplus for the end of the year was £30,000 and that the cash flow continued to be tight.

Members discussed the budget for 2012/13 which had been updated to reflect the changes that had occurred since August 2011 when this had been submitted. JC and PE will revise this for the next meeting.

**Action: JC/ PE**

#### **7 Chief Executive's Report and update on Office Move**

JC presented her report on general matters covering workloads, complaints, freedom of information requests, and Olympics preparation, and also an update on accommodation.

JC confirmed that Norman Baker MP's office had been in touch to arrange a meeting. It was agreed that JC would attend this with SG and DL

**Action: JC/SG/DL**

## 8 **Business Plan 2013/14**

JC informed members that she would be drafting the initial Business Plan and Budget bid forecast for 2013/14 shortly and asked for their input.

Members agreed that the overall format should remain the same as for 2012/13 and that the plan should remain outcome-based and also link with the work of the London Assembly, so far as possible.

It was agreed that the following topics should be included:-

- The impact of operator cutbacks
- Challenging penalty fares
- Further scrutiny of London Underground
- Environmental quality including litter and vehicle cleanliness
- Major infrastructure works
- Olympic legacy for transport users
- Transport surgeries
- Developing partnerships

It was also agreed that London TravelWatch should do further mystery shopping exercises as this had proved a very cost effective way of gathering evidence about operator performance in different areas.

A draft Business Plan would be produced for the next Governance Committee.

**Action: GC/JC**

## 9 **Draft Board and Committee meeting dates for 2013**

Members amended and agreed the Board and Committee dates for 2013, subject to slight amendments to the March and July Board meetings which would be brought forward one week to avoid other diary clashes.

**Action: GC**

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

There were no other business matters.