
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 12 March 2013, 13.45 hrs - 16.00 hrs

Present:

Josephine Channer (JC)
Richard Dilks (RD)
Glyn Kyle (GK)
Stephen Locke (SL)
Abdikafi Rage (AR)
John Stewart (JS)
Ruth Thompson (RT)

Chair

Sandra Ambo (SA)	Finance Officer (observer, item 5 & 6)
Tim Bellenger (TB)	Director, Policy and Investigation
Gytha Chinweze (GC)	Executive Assistant (job share)
Janet Cooke (JC)	Chief Executive
Peter Ellis (PE)	Senior Finance Officer (item 5 & 6)
Sharon Malley (SM)	Executive Assistant (job share, items 8 - 10)
Ben Whelan (BW)	Network Rail intern (observer, item 5 & 6)

1 Apologies for absence

There were no apologies for absence.

2 Minutes of the meeting held on 27 November 2012

It was noted that the minutes of the meeting held on 27 November 2012 had been agreed by the outgoing Board at the Transport Services meeting held on 11 December 2012.

3 Matters arising

JC informed members that work on the knowledge management data retention policy had slipped and would be progressed in 2013-14. She added that the

business continuity plan needed to be streamlined further and this would also be included in next year's work plan.

Action: JC

RT confirmed that, having reviewed the risk register, risk management was in very good shape within the organisation. She added that a report would be brought to the Governance Committee on this later in the year.

Action: Executive Assistant

4 Chair's report

The Chair reported that he had made good progress with his induction meetings. He had met with various train operating companies, Transport for London, officials at the Greater London Assembly (GLA) and the Department for Transport, as well as with public interest and consumer groups. He hoped to complete these meetings by mid-April and would use the suggestions he had received to inform him of how we might further improve the organisation. He added that the general tenor of these meetings had been quite positive so far.

SL had attended a meeting in March with Stephen Hammond, the Transport Minister whose responsibilities included London, with JC and TB. The briefing prepared for this meeting had been circulated to members. He said the meeting had gone reasonably well and that he expected these meetings to take place every six months.

SL informed members that the Transport Committee had recently agreed his probation objectives which he would share members after the meeting. He would attend a session with the Transport Committee in May to confirm his appointment. He reminded members that they were also on probation for another five months and that he would review their appointments in June. He would hold informal meetings with each of them as a precursor to this.

Members discussed rail devolution and how London TravelWatch could contribute to the debate by putting forward the London passenger perspective.

Action: SL

5 Finance report/management accounts for January

PE introduced the report and provided some background on how London TravelWatch reports its finances.

PE stated that the cash flow situation continued to be tight because of the low level of the organisation's cash reserves. He stated that the cash flow would continue to be monitored carefully.

Members discussed the reserves level. They noted that the reserves policy was reviewed annually.

Members thanked PE for a helpful and clear presentation.

6 Proposed amendments to finance policies and procedures

JC presented the report which included recommendations to further streamline the finance policies and procedures of the organisation. Members noted the minor changes that had been made to reflect ways of working and that further work to update the procedures for obtaining competitive quotes would be conducted over the next few months and reported to the Governance Committee. They agreed:

- i. To increase the threshold above which a second signatory is needed to authorise expenditure from £1,000 to £3,000 net of VAT.
- ii. That, with immediate effect, the Governance Committee should only review the management accounts every quarter.
- iii. That either the Chair or the Deputy Chair (depending on availability) should review the monthly accounts for January, February, April, May, July, August, October and November with the Chief Executive.

They asked JC to send the GLA details of the amended policies and procedures and invite them to comment on these before the changes were implemented.

Action: JC

7 Chief Executive's report

JC presented her report. It covered general matters including staff issues, preparations for the Investors in People review later in the year, developing organisational capacity and health and safety

Members noted the report. They agreed that they would meet the staff team in pairs over the course of the year. This would provide an opportunity for staff and members to meet informally and to get to know each other.

Action: JC/SL

8 Work and business planning issues:-

- **Performance against 2012-13 work plan**

GC presented a report which updated members on the organisation's performance against the 2012-13 work plan. She explained that in four out of the six key organisational objectives, all or the majority of previously identified milestones had been met or were on course to be met.

An exceptions report had highlighted the few milestones that had slipped and the reasons for these. This report also highlighted plans for the outstanding work to be carried out, where appropriate.

Members noted that the research work to see whether passengers' understanding of using Oyster had improved had also slipped and should have been listed in the exceptions report as it was not yet complete.

Members thanked GC for a clear and helpful report. They said that they were pleased with the substance and weight of work the organisation as a whole had achieved in the year.

- **Work plan to deliver 2013-14 business plan**

JC presented a skeleton work plan which set out how London TravelWatch would deliver the business plan for the year ahead which had been previously agreed with the Transport Committee, as a basis for discussion.

Members discussed the work plan and made suggestions on what could be incorporated in the draft.

Members asked JC to refine the work plan into a final version and to share this informally with the Chair and Deputy Chair, by mid-April, before circulating it to the other members.

Action: JC

9 Proposed 2013 meeting dates for the Board and Committee

The proposed dates were agreed and would be confirmed formally at the March Board meeting.

Action: GC

10 Any other business of which advance notice has been given

There were no other business matters.