

LONDON TRAVELWATCH

LONDON TRAVELWATCH

The operating name of London Transport Users' Committee

AUDITED FINANCIAL STATEMENTS

◆ *Year ended 31 March 2022* ◆

LONDON TRAVELWATCH

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LONDON TRAVELWATCH

LONDON TRAVEL WATCH INFORMATION

Chair	Arthur Leathley
Chief Executive	Emma Gibson (from 1 April 2022) Anthony Smith (to 31 December 2021)
Deputy Chair	Alan Benson
Board Members	Laura Osborne Karen McArthur Jackie Ballard (to 31 December 2021) Priya Khullar (from 1 January 2022) Susan Stockwell (from 1 January 2022) Tiffany Lam (from 1 January 2022)
Address	Europoint 5-11 Lavington Street London SE1 0NZ
Auditors	Wheawill & Sudworth Limited 35 Westgate Huddersfield HD1 1PA
Bankers	The Royal Bank of Scotland 4 th Floor 1 Hardman Boulevard Manchester M3 3AQ

LONDON TRAVELWATCH

REPORT OF THE BOARD

The Board and Chief Executive present their report and audited financial statements for the year ended 31 March 2022.

Statutory Background

London Transport Users' Committee was established as a body corporate on 3 July 2000 under provisions in the Greater London Authority Act 1999 (Commencement No 4 and Adaption) Order 2000. Under Clause 4 of the London Transport Users' Committee (Transitional Provisions) Order 2000 all property, rights, and liabilities of London Regional Passengers' Committee (LRPC) were transferred to the London Transport Users' Committee (LTUC). Clause 5 of the same Order provided for a continuity of functions between LRPC and LTUC, hence the new Committee inherited the full range of activities of LRPC, together with such additional functions as are set out in the relevant provisions of the Greater London Authority Act 1999, as amended by the Transport Act 2000. On 20 October 2005, the Committee adopted the title London TravelWatch as its operating name. From 1 January 2007 London TravelWatch has operated as a Board and its principal subsidiary bodies, legally Sub-Committees under the Greater London Authority Act 1999, have been established as Committees. London TravelWatch is a public benefit entity.

Principal activity

London TravelWatch's function is to represent the interest of the users of transport services provided by, or on behalf of, Transport for London, together with the users of Heathrow Express, and, within defined geographical boundaries, the National Rail network and Eurostar. It fulfils this responsibility by:

- i. Acting as the appeals body for complaints from, or on behalf of transport users, that have not been dealt with to the complainants' satisfaction by the service provider.
- ii. Responding to consultation exercises by the service providers, by regulatory bodies, by central and local government and by others on matters to do with services within its remit in particular, and transport policy in general.
- iii. Undertaking research into transport needs in its area.
- iv. Advocating for the needs of transport users to transport bodies and decision makers
- v. Meeting regularly with transport decision makes, providers and operators to promote improvements for service users and operators.

Finance

London TravelWatch is financed by grants from the Greater London Authority (GLA) as approved by the London Assembly. The Grant-in-aid is primarily of a revenue nature, but occasionally may contain an element relating to capital expenditure and is credited to the income and expenditure account in the year in which it is received.

Creditors/supplier payments policy

London TravelWatch has a policy of settling all valid bills according to terms agreed with individual suppliers. In practice, this can vary between 14 and 30 days following the invoice date, although every effort is made to ensure earlier payment where this is possible. There were no claims for interest payment – under the terms of the Late Payment of Commercial Debts (Interest) Act 1998 – in this financial year. At least 99% of supplier invoices not in dispute are paid within 30 days of receipt.

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Fixed assets

Details of the movements in the tangible fixed assets are set out in note 11 to the financial statements.

Premises

London TravelWatch occupies office space under a 5-year lease, running until November 2023, within the Europoint building on Lavington Street.

Board and Senior Management

All appointments to the London TravelWatch Board are made by the London Assembly following public advertisement. The current Chair is Arthur Leathley, and his term runs until 30 September 2023. Alan Benson has had his term as Deputy Chair extended until December 2025.

Partnership working with Transport Focus

In February 2020 London TravelWatch entered a Collaboration Agreement with Transport Focus to work more closely together to ensure that, both jointly and individually, the organisations are making more of a difference for transport users and delivering better value for money for sponsors and funders.

Under the Collaboration Agreement:

Transport Focus provides finance and human resource support services to London TravelWatch. The resources to deliver these services are offset by the resources utilised by London TravelWatch in providing rail passenger appeal complaints management and resolution services on behalf of Transport Focus.

Transport Focus and London TravelWatch share ICT infrastructure and support costs whilst securing their own data, which has reduced costs whilst improving the resilience of the IT services.

The arrangement is subject to an annual review to ensure that it continues to meet the objective that both organisations are making more of a difference for transport users and deliver better value for money for sponsors and funders.

The two organisations remain independent of one another. London TravelWatch is the official watchdog organisation representing the interests of transport users in London and is sponsored and funded by the London Assembly. Transport Focus is the independent watchdog for transport users outside of London and is sponsored by the Department for Transport.

The collaboration Agreement does not create a business group or joint venture for reporting purposes, so the organisations publish separate annual reports and financial statements which are subject to independent audit.

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Pay

London TravelWatch has a traditional public sector pay and grading system which is analogous, but not identical, to that operated by the Greater London Authority. Jobs are allotted to a particular band or grade based on an analytical job evaluation system (Hay). Each of the six hierarchical grades has six incremental steps.

All new employees are appointed on the lowest point of the grade and progress incrementally each year thereafter. Since 2006 the organisation has followed the annual cost of living pay settlement agreed by the GLA for City Hall staff and members. In 2021/22 we implemented a bottom-weighted pay rise of between 2.0% and 2.5%. Details of our staff costs during the year are included in note 5 to the financial statements.

Staffing

As at 31 March 2022 the organisation employed 9 staff, which equated to 9.00 (2021: 11.42) full time equivalents posts (fte).

Transparency

London TravelWatch aims to be fully transparent in its decision-making processes and corporate agreements. To this end London TravelWatch publishes details of expenditure equal to and above £500 and procurement information for contracts equal to and above £5,000 on its website. It also publishes information on its organisational structure, salary bands and the 'pay multiple', as well as details of governance, board and committee reports and decisions, members' declarations of interests and allowances, financial statements, and performance reports. All Board documents, along with key governance reports, are published on the website.

Equity Diversity and Inclusion

In January 2022 London TravelWatch adopted a new EDI strategy which will focus on three areas:

1. Becoming an Anti-racist organisation
2. Improving staff wellbeing – with a particular focus on mental health
3. Bringing in an equity framework for how we make decisions about our work

London TravelWatch is committed to supporting, developing, and promoting equity and diversity in all its practices and activities. We aim to establish an inclusive culture free from discrimination and based upon the values of dignity and respect. We want our workforce to be truly representative of all sections of society, where each colleague feels respected and able to give their best. We also monitor and publish data on our gender and ethnicity pay gaps each year.

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Achievements

Key areas of achievement

2021/22 has been another successful year during which we continued to make a real difference for transport users in and around London. We:

- Set up a Bus Alliance and successfully lobbied TfL to bring in measures which will reduce bus journey times by 10%, via their Bus Action Plan. Our 'A day in the life of a bus' video been viewed over 420,000 times, making it the most watched of our videos ever. Our research into the cost savings that can be made by increasing bus speeds by 1mph has been very influential with decision makers and we also released data on 'Who Uses The Bus'
- Persuaded Chiltern Railways to make toilets at Marylebone Station free, in line with other major London stations
- Persuaded TfL to reduce the minimum amount you can automatically top up your Oyster card online to £10, with the change coming in just before the April 1 2022 cost of living rise
- Released a ground- breaking report into Personal Security when travelling and our video on how bystanders can intervene when they see sexual harassment has been added to the home page of TfL's website. We are continuing to influence the British Transport Police and the Rail Industry to improve the reporting rate of sexual and hate crimes and to issue guidance to bystanders.
- Our analysis of the best travel apps for crowding and busyness data led to TfL adding this information to their TfL Go app.
- In October we launched our new Alliance to Protect London's Public Transport and wrote two letters to the Chancellor, held an event in Parliament and released a 2-minute video with key workers and disabled Londoners talking about their reliance on London's public transport
- Our suggestion to give real time information to rail passengers about when lifts are out of order was included in the Great British Railways White paper
- Our casework team persuaded Trainline to provide better information on their website about digital railcards.
- London TravelWatch has helped 1,241 users of Transport in London and Eurostar with their complaints and enquiries.

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Statement of London TravelWatch's and the Chief Executive's responsibilities

Under section 251 of the Greater London Authority Act 1999, London TravelWatch is required to prepare a statement of accounts for the financial year on the basis directed by the London Assembly. The accounts are prepared on an accrual's basis and, in accordance with FRS 102 and our status as a public benefit entity. They must show a true and fair view of London TravelWatch's state of affairs at the year-end and of its income and expenditure and cash flows for the financial year.

In preparing the accounts London TravelWatch is required to:

- Observe the accounts direction issued by the Assembly, including the relevant accounting and disclosure requirements, and apply suitable policies on a consistent basis. The accounts direction is shown as an appendix to the accounts
- Make judgements and estimates on a reasonable basis; and
- State whether applicable UK accounting standards have been followed and are in accordance with the Companies Act 2006, which replaced Schedule 4, Parts I to III of the Companies Act 1985, and explain any material departures in the financial statements.

London TravelWatch has designated its Chief Executive as the Accounting Officer. Their relevant responsibilities as the Account Officer, including their responsibility for the propriety and regularity of public finances and for the keeping of proper records, are set out in the London Transport Users' Committee (Transitional Provisions) Order 2000.

Corporate governance: statement of the Accounting Officer on the system of internal financial control

As Accounting Officer, I acknowledge my responsibility for ensuring that an effective system of internal financial control is maintained and operated by London TravelWatch.

The system of internal financial control can provide only reasonable not absolute reassurance that the assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected within a timely period.

The system of financial control is based on administrative procedures including the segregation of duties. In particular this includes:

- Comprehensive budgeting systems with an annual budget which is reviewed and agreed by the London Assembly.
- Procedures to review and agree budgets; and
- The preparation of regular financial reports, which includes actual expenditure against forecast.

In addition, internal financial control is exercised by a requirement for all payments to or over £3,000 to be signed by two authorised signatories, with all expenditure covered by invoice, signed certificate and/or receipt, direct debit mandate or standing order instruction.

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I consider these measures, in addition to simple arithmetic checks of invoices, adequate for the size of the organisation. The effectiveness of the system of internal financial control is confirmed by our own management checks, and comments made by the external auditors in their management letters and other reports.

Reserves

Our reserves at 31 March 2022 were £103,383, represented by total assets of £205,436 less total liabilities of £102,053.

Risk Statement

The Board of London TravelWatch has a robust system for assessing and managing risk and ensuring business continuity. Both have been the subject of internal audit and given a 'substantial assurance' rating.

Memorandum of Understanding

In 2020 London TravelWatch agreed a new Memorandum of Understanding with the London Assembly's Transport Committee which sets out a clear and transparent basis upon which the two organisations will interact with each other. The revised protocol of accounts and financial procedures which is part of this memorandum is shown on page 15.

Going Concern

London TravelWatch funding is provided by means of a grant from the Greater London Assembly (GLA), which is renewed on an annual basis. The GLA has a statutory duty to fund London TravelWatch.

On the basis of London TravelWatch's budget and business plan for the next financial year, prepared in accordance with the directions from the Greater London Assembly, I have reasonable expectation that London TravelWatch will continue in operational existence in the foreseeable future and accordingly consider that it is appropriate to adopt the going concern basis in preparing accounts.



Emma Gibson
Chief Executive
London TravelWatch

27 September 2022

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INDEPENDENT AUDITOR'S REPORT TO THE LONDON ASSEMBLY

Opinion

We have audited the financial statements of London TravelWatch for the year ended 31 March 2022 which comprise statement of comprehensive income, statement of financial positions, statement of changes in equity, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of London TravelWatch's affairs as at 31 March 2022 and of its deficit for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Accounts Direction issued by the London Assembly.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of London TravelWatch in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in which the ISAs (UK) require us to report to you where:

- London TravelWatch's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate, or
- London TravelWatch has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

London TravelWatch and the Chief Executive are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of London TravelWatch and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Board.

We have nothing to report in respect of the following matters where the Accounts Direction issued by the London Assembly requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of board members' remuneration and transactions with London TravelWatch specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of London TravelWatch

As explained-more fully in the Statement of London TravelWatch's and the Chief Executive's Responsibilities set out on page 6, London TravelWatch is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as London TravelWatch determine is necessary, to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, London TravelWatch is responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We focused on laws and regulations that could give rise to a material misstatement in the financial statements. Our tests included, but were not limited to:

- Agreement of the financial statement disclosures to underlying supporting documentation;
- Enquiries of management regarding known or suspected instances of non-compliance with laws and regulations;
- Obtaining an understanding of the control environment in place to prevent and detect irregularities.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting in error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by London TravelWatch.

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- Conclude on the appropriateness of managements' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the London Assembly, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or the opinions we have formed.

David Butterworth

Mr David Butterworth (Senior Statutory Auditor)

For and on behalf of Wheawill & Sudworth Limited
Chartered Accountants & statutory auditor
35 Westgate
Huddersfield
HD1 1PA

Date:

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STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2022

		2022	2021
	Notes	£	£
GLA core Grant Income	2	1,088,640	1,134,000
Transport Focus Income	2	-	7,870
		1,088,640	1,141,870
Expenditure			
Chair's costs	3	19,960	19,924
Board's representative on Transport Focus	4	8,004	8,004
Employee costs – pay	5	591,447	893,454
Employee costs – non pay	6	39,246	13,253
Board members' costs	7	25,341	31,303
Accommodation costs and move costs	8	104,751	105,140
Supplies and services	9	186,396	105,130
Depreciation of tangible fixed assets	11	12,682	11,751
Cost of services		987,827	1,187,959
Surplus/(deficit) on provision of services		100,813	(46,089)
Interest received	10	62	103
Surplus/(deficit) for the year		100,875	(45,986)

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 MARCH 2022

		2022	2021
		£	£
Opening balance		2,508	48,494
Surplus/(deficit) for the year		100,875	(45,986)
Closing balance		103,383	2,508

London TravelWatch had no recognised gains or losses in the year ended 31 March 2022 other than those noted above, and all operations are continuing.

The accounting policies and notes on pages 15 to 21 form part of these financial statements.

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STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022	2021
		£	£
Fixed assets			
Tangible assets	11	24,528	37,210
Debtor due after more than one year	12	39,473	39,473
Current assets			
Debtors	13	46,034	23,675
Cash at bank and in hand		95,401	89,905
		141,435	113,580
Creditors: amounts falling due within one year	14	(102,053)	(187,755)
Net current assets / (liabilities)		39,382	(74,175)
Total assets less current assets / liabilities		103,383	2,508
Financed by:			
General reserve		103,383	2,508
		103,383	2,508

The accounting policies and notes on pages 15 to 21 form part of these financial statements.

The financial statements were approved by the Chief Executive on 27 September 2022 and signed on London TravelWatch's behalf by:



Emma Gibson
Chief Executive
London TravelWatch

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STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022	2021
		£	£
Net operating surplus/(deficit)		100,813	(46,089)
Adjustments to net operating surplus/(deficit) for non-cash items		(95,379)	135,713
Net cash flows from operating activities		5,434	89,624
Interest received		62	103
Investing activities – acquisition of tangible fixed assets	11	-	(12,410)
Net cash flows from investing activities		62	(12,307)
Net increase or decrease in cash and cash equivalents		5,496	77,317
Cash and cash equivalents at the beginning of the reporting period		89,905	12,589
Cash and cash equivalent at the end of the reporting period		95,401	89,905
Adjustments for non-cash items			
		2022	2021
		£	£
Depreciation		12,682	11,751
(Increase)/decrease in debtors		(22,359)	(11,998)
Increase/(decrease) in creditors		(85,702)	135,960
		(95,379)	135,713

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

Basis of accounting

These financial statements have been produced in accordance with the account's direction given by the London Assembly (Section 251 of the Greater London Act 1999) which is reproduced as an appendix to these accounts and without limiting the information given and meet the disclosure requirements of the Companies Act 2006. The principal accounting policies are set out below. They have been applied consistently in dealing with items considered material in relation to the accounts.

These financial statements have been prepared in accordance with FRS 102, as issued by the Financial Reporting Council. The financial statements are presented in pounds sterling, which is the financial currency and rounded to the nearest pound.

The accounts have been prepared under the historical cost convention.

GLA grants receivable

During the period covered by the accounts, London TravelWatch was funded primarily by grant-in-aid from Greater London Authority under the provisions of the Greater London Authority Act 1999, as noted on page 2. This was accounted for on a receivable basis and credited to the income and expenditure account.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Fixed assets

Expenditure on tangible fixed assets is capitalised for each item, the cost of which exceed £5,000 or, in case of minor computer hardware, group of assets. Items falling below this value are charged as an expense to the income and expenditure account.

Depreciation

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its useful life, as follows:

- Short-term leasehold – improvements to the cessation of the current licence
- Computer equipment and software – 5 years

Value Added Tax

London TravelWatch is not VAT registered and is not required to be.

Corporation Tax

London TravelWatch was exempt from Corporation Tax for the year ended 31 March 2022.

Pensions

Retirement benefits/pension costs have been accounted for under FRS 102. Certain additional disclosures are given as required by FRS 102 (Note 15).

Critical accounting judgements and estimates

In the application of accounting policies, management are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from estimates. There were no judgements, estimates and assumptions that may cause amounts recognised or disclosed to change in the following reporting period.

2. Income

	2022	2021
	£	£
Core Grants received from the Greater London Authority	1,088,640	1,134,000
Additional Grant received from Greater London Authority	-	-
Transport Focus	-	7,870
	1,088,640	1,141,870

Income received from Transport Focus in 2021 was cost recovery in respect of 50% of the cost of employing a one day per week (0.2fte) safety advisor who carries out work for both organisations. This service was not provided in 2022.

3. Chair Costs

	2022	2021
	£	£
Chair's Salary, National Insurance & Pension Contributions	19,875	19,884
Chair's Travel & Subsistence costs	85	40
	19,960	19,924

The Chair received no benefits in kind and no annual bonus. No incentive schemes were in operation. The Chair is an office holder appointed by the London Assembly.

4. Pay of London representative on Transport Focus

	2022	2021
	£	£
Pay of London representative on Transport Focus	8,004	8,004

The Railway Act 2005 requires London TravelWatch to pay the salary of the Board Member of London TravelWatch appointed by the London Assembly to serve on the Board of Transport Focus to represent the interests of London's passengers. The Chair fulfilled this role in 2021-22. National Insurance contributions in respect of this role are included in the Chair's costs shown in Note 3.

5. Employee Costs – pay

	2022	2021
	£	£
Staff salaries (includes agency staff)	429,754	700,250
National Insurance Contributions	48,028	52,773
ASLC (Accruing Superannuation Liability Charge)	113,665	140,431
	591,447	893,454

Senior management pay

Anthony Smith was CEO for the 9 months to 31 December 2021. His salary costs, based on 18 days per annum, were paid to Transport Focus. The position remained vacant until 31 March 2022 and Emma Gibson fulfilled the duties of this role in her role as Director. As of 1 April 2022, Emma Gibson has formally taken on the role of CEO.

	2022	2021
	£	£
CEO Salary (to 31 December 2021)	15,711	23,786
	15,711	23,786

The highest paid senior management role was paid the following benefits

	2022	2021
	£	£
Salary	70,000	70,000
Pension Contributions	19,530	19,530
	89,530	89,530

The average number of persons employed by London TravelWatch during period 2021/22 not including Board Members or Chief Executive was 9.00 (9.00 fte) working in the following teams:

	2022		2021	
	No.	(fte)	No.	(fte)
Senior management	1.00	(1.00)	2.00	(2.00)
Research, policy, development, and consultation responses	1.00	(1.00)	3.00	(3.00)
Casework	4.00	(4.00)	4.00	(3.60)
Operations & Communications	3.00	(3.00)	2.00	(2.00)
Financial control and human resources	-	-	1.92	(0.83)
	9.00	(9.00)	12.92	(11.43)
At 31 March the full-time equivalents staffing establishment was		(9.00)		(11.20)

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The number of employees who received remuneration (fte) in the following bands were:

	2022	2021
£50,001 to 60,000	-	-
£60,001 to 70,000	1	2
£70,001 to 80,000	-	-
£80,001 to 90,000	-	-

6. Employee costs – non pay

	2022	2021
	£	£
Staff transport costs	355	39
Staff subsistence costs	528	6
Recruitment costs	14,280	1,500
Training and development	20,611	8,633
Payroll charges (including members payroll)	2,572	2,315
Investors in People	-	760
HR Consultancy	900	-
Occupational Health	-	-
	39,246	13,253

7. Board members' costs

	2022	2021
	£	£
Members' salaries & National Insurance contributions	25,341	31,303
Travel and subsistence	-	-
	25,341	31,303

No board member received remuneration above £40,000 either in the 12 months to 31 March 2022 or in the previous year. The remuneration for members is set by the London Assembly and updated by the same mechanism applied to salaries of the London Assembly members.

8. Accommodation costs

	2022	2021
	£	£
Rent and service charges	82,231	84,175
Furniture	467	-
Electricity charges	453	556
Non-Domestic Rates	19,960	19,960
Cleaning charges	1,640	449
	104,751	105,140

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9. Supplies and Services

	2022	2021
	£	£
Legal and professional	60	2,598
IT Software and licences	17,341	39,596
Research & inquiry/publication costs	116,741	(2,500)
External audit fees	11,700	11,100
Communications, publications/information, internet, and electronic publication	11,336	36,207
Postage and telecommunications	3,488	5,480
Insurance	4,167	8,260
Conference and Seminar costs	14,400	-
Photocopier hire and document reproduction	1,308	1,328
Books, periodicals, stationery, and office supplies	5,451	4,506
Meeting costs	-	278
Bank charges	404	544
Prior year write downs	-	(2,267)
TOTAL	186,396	105,130

Prior year write downs relate primarily to the net value of historic aged creditor and debtor balances written down in the year.

10. Interest received

	2022	2021
	£	£
Received during the year	62	103

11. Fixed Assets

	Short-term Lease Improvement	Computer Equipment	Total
	£	£	£
Cost			
At 1 April 2021	73,533	12,410	85,943
Additions	-	-	-
At 31 March 2022	73,533	12,410	85,943
Depreciation			
At 1 April 2021	47,182	1,551	48,733
Charge during the year	10,200	2,482	12,682
At 31 March 2022	57,382	4,033	61,415
Net book value			
At 31 March 2022	16,151	8,377	24,528
At 31 March 2021	26,351	10,859	37,210

12. Debtors – amounts falling due after one year

	2022	2021
	£	£
Rent deposit	39,473	39,473
	39,473	39,473

13. Debtors – amounts falling due within one year

	2022	2021
	£	£
Prepayments and accrued income	46,034	23,675
	46,034	23,675

14. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other creditors (includes unpaid salaries and employer NI and pension contributions at the year-end)	71,407	33,014
Accruals and deferred income	30,646	36,687
Provision for redundancies	-	118,054
	102,053	187,755

The provision at 31 March 2021 of £118,054 which was made for two redundant posts was utilised in full in April 2021.

15. Pensions

Principal Civil Service Pension Scheme

Past and present employees are covered by the provisions of the Principal Civil Service Pension Scheme (PCSPS). This is an unfunded multi-employer defined benefit scheme and it is not practicable for London TravelWatch to identify its share of the underlying assets and liabilities. The scheme actuary most recently valued the scheme as at 31 March 2016. Details of the scheme are available on the Civil Service Pensions Scheme website (www.civilservice-pensions.gov.uk).

For 2021-22, employers' contributions of £116,254 were payable to the PCSPS (2020-21: £142,252) at one of four rates in the range 26.6 to 30.3 per cent of pensionable pay, based on salary bands. The Scheme Actuary reviews employer contributions every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during 2021-22 to be paid when the member retires and not the benefits paid during this period to existing pensioners.

Partnership Pension Account

Employees can opt to open a partnership pension account, which is a stakeholder pension with an employer contribution. No employers' contributions (2020-21: £1,858) were paid to Legal & General, the appointed stakeholders' pension provider. Employer contributions are age-related and range from 8% to 14.75% of pensionable pay with

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rates set by the PCSPS. Employers also match employee contributions up to 3% of pensionable pay.

London TravelWatch has complied with the requirements for pension Auto-Enrolment.

16. Financial Risk Management

London TravelWatch has exposure to the following risks arising from its operating activities and its use of financial instruments:

- Liquidity risk; and
- Credit risk

The Board has overall responsibility for the establishment and oversight of the London TravelWatch's risk management framework and is responsible for developing and monitoring London TravelWatch's risk management strategy and policies. There have been no changes to the London TravelWatch's exposures to risk or the methods used to measure and manage these risks during the year.

Liquidity Risk

In the management of liquidity risk, London TravelWatch monitors and maintains a level of cash and cash equivalents deemed adequate by the management to finance London TravelWatch's operations and mitigate the effects of fluctuations in cash flows.

Credit Risk

Potential material areas of credit risk consist of trade debtors. Trade debtors consist mainly of a widespread customer base, such that London TravelWatch has no significant concentration of credit risk. Where considered appropriate, an allowance would be made for specific bad debts.

17. Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	79,900	79,851
Later than 1 year and not later than 5 years	29,475	127,489
	109,375	207,340

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ACCOUNTS DIRECTION GIVEN BY THE ASSEMBLY

The London Assembly, in exercise of their powers under Section 251 of the Greater London Authority Act 1999, hereby make the following Directions (agreed February 2020):

Accounts

- 1 London TravelWatch will conduct monthly monitoring and review of its finances, to include forecasts against the full-year revenue and capital budgets, explanations for variances and any proposed corrective action. The Chief Executive of London TravelWatch will report this quarterly to the GLA's Executive Director of Resources via the Executive Director Secretariat and six monthly to Transport Committee in the format required.
- 2 The Chief Executive of London TravelWatch (as Accounting Officer) must ensure that a statement of accounts is prepared for each financial year that gives a true and fair view of London TravelWatch's financial status at the end of that year, and its expenditure for that year¹.
- 3 The Chief Executive of London TravelWatch must submit, in line with the agreed timetable, financial information required by the GLA's Executive Director of Resources for the preparation of the GLA Statement of Accounts.
- 4 Transport Committee may issue guidance as to the preparation of a statement of accounts and, if it does so, London TravelWatch must prepare the statement in compliance with the direction².
- 5 The Statement of Accounts must be audited by an auditor appointed by Transport Committee.³ The cost of the audit will be met by London TravelWatch.

Financial Procedures

6. Where London TravelWatch proposes to make any significant changes or amendments to any of its financial systems and procedures, its proposals must be agreed to by the London TravelWatch Board (or to anybody within London TravelWatch to which such functions of the London TravelWatch Board have been properly delegated) and the London TravelWatch Chief Executive and must be submitted in writing to the Executive Director Secretariat, who will determine how to take the matter forward.
7. Any such proposals can only be approved by Transport Committee, in conjunction with the GLA's Executive Director of Resources.

¹ The GLA Act 1999 Schedule 18 paragraph 8(2)

² The GLA Act 1999 Schedule 18 paragraph 8(3)

³ The GLA Act 1999 Schedule 18 paragraph 8(4)