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## Minutes

Agenda item 2

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Date: 12 February 2019

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Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 6 November 2018, 10:30 – 12.30 hrs

Present:

### Members

Jackie Ballard (JB)  
Alan Benson (AB)  
Glyn Kyle (GK)  
Arthur Leathley (AL)                      Chair, London TravelWatch  
Abdi Osman (AO)  
John Stewart (JS)

### Secretariat

Sandra Ambo (SA)                      Finance Officer (item 6)  
Tim Bellenger (TB)                      Director of Policy & Investigation  
Sharon Carter (SC)                      Finance Adviser (item 6)  
Gytha Chinweze (GC)                      Governance Officer  
Janet Cooke (JC)                      Chief Executive  
Susan James (SJ)                      Casework Manager (item 7)

## 1        **Apologies for absence**

Apologies for absence had been received from Richard Dilks.

## 2        **Minutes of the meeting held on 10 July 2018**

The minutes were agreed and signed as a correct record.

## 3        **Matters arising**

The Chair congratulated staff on two recent events, one to look at the impact of TfL's proposed bus service cuts on passengers which was held on 23 October and the Ruth Thompson Lecture on roads charging held the previous day .

JC said that events such as these demonstrated how the way London TravelWatch engages and influences has moved to a different level. Feedback had been very positive. She said that the notes from the lecture and the bus event would go on the website with an indication of what we will do next.

In response to a question, JC said that targets and casework performance would be considered as part of the casework review which will be carried out in quarter one next year. She added that recommendations from the review would be implemented by quarter three.

#### **4 Notes from the Chairs' Group held on 28 September 2018**

These were noted.

#### **5 Chief Executive's report**

JC updated members on general matters, the Rail Passenger Ombudsman scheme and GDPR.

Members asked which cases would go to the Ombudsman and which would come to London TravelWatch. JC said that there were clear criteria about this which would be communicated to passengers when the scheme came into place. She added that London TravelWatch and Transport Focus would work closely with the Ombudsman in the first few weeks to ensure that passengers received a seamless service.

In answer to a question, JC said there could be external monitoring of compliance with GDPR although this was an extremely low risk. She confirmed that London TravelWatch had arrangements in place to be fully compliant and that an update would be given at the next meeting.

**Action: JC**

#### **6 Finance report – half year accounts and reserves**

JC introduced the report and apologised that the half year accounts were not yet available because there had been some incomplete information about forecasts as a result of the office move.

SC was welcomed to the meeting. She gave members a broad overview of the financial situation. She said that she would be re-visiting the forecasts in detail and a report on the finances and reserves would be sent out to members. JC said members could have a private session after the next Board meeting to discuss the accounts if required.

JC informed members that the Transport Committee would be sent the half year financial information in the format that the GLA requires, with a supplementary table to explain staffing costs.

**Action: JC**

## **7 Other quarter 2 performance reports for monitoring**

Members considered the quarterly reports for communications impact, casework, safety and HR.

They were impressed by the number of items that had been completed on the workplan. JC confirmed that forthcoming bus passenger engagement activity would be in central London because this is where bus service cuts would start. Engagement work with bus users in outer London was planned for next year.

Members were pleased with the communications impact report with its focus on outcomes. They said that it was a very clear and well-presented report which showed that London TravelWatch compared well with other organisations. They asked for the next report to explain how the data on visitors to the website is measured and reported.

**Action: JC**

Members asked why there had been a drop in email enquiries to casework, from 66 enquiries in the previous quarter, to 28 in this quarter. SJ responded that these included general travel enquiries from the public which do not relate to London TravelWatch which had now been reduced.

Members noted that the figures for casework satisfaction were reassuringly consistent and reflected well on the casework team. They noted also that there were a number of comments from passengers who were disappointed because London TravelWatch could not force operators to give them the outcomes they sought.

TB introduced the safety report. He said that the industry was working together to share learnings and come up with common sense solutions to address the problems it faces. JC said that dealing with disruption was a topic proposed for next year's business plan. JC reminded members that we spent approximately one day a week on safety work. TB led on this and spent approximately half a day a week on this, other policy staff did an average of half a day on safety issues.

## **8 Draft GLA performance report (half year)**

Members discussed the report and how it could be presented differently in the future. It was agreed that the report should be re-purposed to make it more outcome-focused and also to present it within any new guidelines set by the Transport Committee.

**Action: JC**

## **9 Annual review of risk**

Members discussed the report. In response to a query, TB clarified that the risk relating to TfL was that we now had less opportunity to comment before decisions were made which made it more difficult for us to do our work properly and challenge TfL.

It was noted that our relationship with the GLA was an ever-present risk and remained at a high level as our business plan had been agreed to go to the last Transport Committee. It was hoped that the risk would be reduced after our revised business plan has been submitted. Members suggested that, going forward, regular meetings should be re-established between members and officers at TravelWatch and the Transport Committee to improve the relationship.

**Action: JC**

**10 Conflicts of interest**

It was agreed that the discussion on conflicts of interest would be deferred to the next meeting.

**Action: JC**

**11 Office move update**

Members discussed the report. JC said that a final report would be brought to the next meeting. This would include final costs and confirm how much London TravelWatch will save as a result of the move.

**Action: JC**

**12 Any other business of which advance notice has been given**

There was no other business.