
Agenda

Time: 10.00 am

Contact: 0203 176 2999

The meeting will be held in public via a live stream on YouTube and will take place over video conference call on Zoom.

Members: Alan Benson, Jackie Ballard, Safia Iman, Arthur Leathley (Chair), Karen McArthur, Laura Osborne, Abdi Osman

1. 10.00 **Confidential pre-meeting discussion**
Members are invited to a confidential discussion of the agenda. The meeting will move into public session at the conclusion of this discussion.
2. 10.15 **Apologies for absence and declarations of interest**
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the internet at: http://www.londontravelwatch.org.uk/home/declarations_of_interest. If any item on this agenda requires a specific declaration to be made, members are requested to do so.
3. **Chair's activities and Transport Focus update**
4. 10.25 **Minutes**
To approve the minutes of the Board meeting of 16 June 2020.
5. 10.30 **Matters arising (LTW627)**
To note a report on the matters arising from previous meetings.
6. 10.35. **Director's report (LTW628)**
To consider a report by the Director.
7. 11.00 **Bill Quinn & Judith Turner**
To receive an update on the current state of the Rail Ombudsman by Billy Quinn, Managing Director and Judith Turner, Deputy Chief Ombudsman.
8. 12.00 Break
9. 12.10 **Casework report (LTW629)**
To consider a report by the Head of Casework.
10. 12.20 **Impact of our influencing activity report (LTW630)**
To consider a report by the Operations and Communications Manager.
11. 12.30 **Finance report (LTW631)**
To consider a report by the Finance Manager.

- 12. 12.40 Resolution to move into confidential session**
To resolve, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it is desirable in the public interest that the public should be excluded for the remainder of the meeting.
- 13. 12.40 Confidential minutes**
To approve the confidential minutes of the Board meeting of 16 June 2020.
- 14. 12.45 Business plan and budget bid for 2021/22**
To receive a verbal update on the business plan and budget bid for 2021/22.
- 15. 13.10 Risk register (LTW632)**
To consider a report presented by the Director on the proposed risk register.
- 16. 13.30 Any other business**
To consider any other relevant business of which due notice has been given.

The Chair will not accept late items unless they are genuinely of an emergency nature.

Notes on the Agenda

- i The Chair will make every effort to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- ii Contact for queries regarding this meeting: Operations and Communications team by email at luke.muskett@londontravelwatch.org.uk.