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## Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 2 June 2015, 10.30 hrs - 12.50hrs

Present:

### Members

Chris Brown (CB)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

Chair, Governance Committee

### Secretariat

Janet Cooke (JC)

Tim Bellenger (TB)

Gytha Chinweze (GC)

Sharon Malley (SM)

Stuart Coleman (SC)

Sandra Ambo (SA)

Paul Clark

Richard F-Clough (RF-C)

Jaz Deol (JD)

### Chief Executive

Director, Policy and Investigation

Executive Assistant (*job share*)

Executive Assistant (*job share*)

Finance Adviser (item 6)

Finance Officer (item 6)

Partner, Moore Stephens (item 6)

Communications Officer (item 7)

Corporate Support Manager (item 7)

## 1 Apologies for absence

There were no apologies for absence.

## 2 Minutes of the meeting held on 10 February 2015

The minutes were agreed as a correct record subject to inserting the word 'still' under item 13 to read 'another casework report would still be available at a future Policy Committee meeting'.

## 3 Matters arising

Members noted the report. SL and JC confirmed that they would be looking for a slot for Board members and senior staff to meet informally in June. JC clarified that the item on overcrowding was on overcrowding on rail and not on buses and that it related to a point raised in the last Safety Adviser's report. She confirmed

that the issue of overcrowding at railway stations and on trains had been included in the 2015/16 workplan.

#### **4 Chairs' Group meeting notes – 13 January 2015 and 22 April 2015**

These were noted. Members asked for future notes of the Chairs Group meetings to be circulated via email to members within three weeks of the meeting taking place.

**Action: Executive Assistant**

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

JC gave a short update which covered general issues, the workplan, staffing arrangements, premises, business continuity and additional authority for BACS.

Members agreed the recommendation in the report for the Finance Officer to be added as a third signatory to sign off the payroll and authorise BACS payments or recalls, for business continuity purposes in an emergency. The finance procedures would be updated accordingly.

**Action: Executive Assistant**

#### **6 Draft 2014/15 Accounts**

Paul Clark (Partner, Moore Stephens), Stuart Coleman (Finance Adviser) and Sandra Ambo (Finance Officer) were welcomed to the meeting for this item.

Paul Clark from Moore Stephens, the auditors, introduced London TravelWatch's audited financial statements for the year and explained what the audit covered.

He asked the standard question about whether the Board were aware of any fraud or attempted fraud in the organisation. The Board confirmed to Paul Clark that JC had informed them of one incident of attempted fraud (email 'scam') that had been prevented through the procedures in place.

Paul Clark went through the draft accounts with members and a comprehensive discussion took place on the reserves, income, balance sheet, supplies and services, fixed assets and pensions. After this discussion, Paul Clark confirmed to the Board that the organisation was a 'going concern' and had a 'neutral budget'.

He asked JC to include a paragraph in the introduction of the accounts on the organisation's achievements in the year and a note in the reserves section about the figure earmarked for research in 2015/16.

It was agreed that JC would send an amended copy of the accounts to the Chair of the Governance Committee for comment before finalising.

It was agreed that the accounts would be signed off by JC and SL once the agreed changes had been made and would be sent to the auditors with a letter of representation from the Board. Copies would then be sent to the Secretary of State and the Chair of the London Assembly in accordance with statutory requirement.

**Action: JC/SL**

## **7 Other Quarter 4 performance reports for monitoring**

The quarterly reports for the workplan, communications, website statistics, casework and safety were noted.

Members discussed the workplan which JC reminded them was a 'live' document which guided and recorded the organisation's activity against business plan objectives. RT asked them to raise substantive queries in the meeting and send other comments to JC. In response to a query JC said that the interchange report would be finalised by the end of June and would be cleared with SL and CB before being sent to the printers. She also confirmed that the results of an informal audit of how transport operators signpost passengers to us on their websites would be considered in a confidential session of the Policy Committee.

Members congratulated staff on the achievements recorded in the communications impact report and the improvements that had been made to the website. They asked for information on the size of the bus users' online community and its progress to be included in future reports and also in the staff monthly newsletter '*Our News*'.

Members discussed the casework report and asked for clarification on how the casework workload had increased. JC said that though the numbers had not changed, the nature of complaints had changed and that a sizeable and growing percentage of cases involved more than one interaction and were more difficult to resolve. Members asked JC to include a note in the report to the GLA about this with an example of the type of cases we receive.

Members welcomed the update on the platform train interface strategy in the Safety Advisor's report and said they looked forward to hearing more about its implementation. They were pleased that platform train interface issues were now being taken seriously at a strategic level by the industry. They asked to be updated on the ORR's report into freight train performance in so far as this might impact on passenger safety.

**Action: JC**

**8 Annual HR report 2014-15**

Members said that this was a useful report. In response to a query, JC said that she and RT would consider progress against the Equality Action Plan and that an update on this this would go on the forward plan, as appropriate.

**Action: JC/RT**

**9 Draft GLA performance report**

JC informed members that this report would be on the agenda of the Transport Committee on 8 July. Members discussed the draft report and made general suggestions on its content.

**Action: JC**

**10 Meeting dates 2016**

Members noted the dates. They asked for the dates which did not fall on Tuesdays to be checked and changed and the final dates to be confirmed with members.

**Action: Executive Assistant**

**11. Any other business**

There was no other business.