
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 29 October 2013, 10.00 hrs - 13.15 hrs

Present:

Members

Chris Brown (CB)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

Ruth Thompson (RT)

Chair, Governance Committee

Secretariat

Janet Cooke (JC)

Tim Bellenger (TB)

Gytha Chinweze (GC)

Peter Ellis (PE)

Richard Freeston-Clough (RF-C)

Sharon Malley (SM)

Chief Executive

Director, Policy and Investigation

Executive Assistant (jobshare)

Senior Finance Officer (item 9)

Communications Officer (item 7)

Executive Assistant (jobshare - item 10)

1 Apologies for absence

There were apologies for absence from John Stewart and John Burgess (HR Adviser for item 10). Chris Brown was welcomed to his first meeting.

2 Minutes of the meeting held on 23 July 2013

The minutes of the meeting held on 23 July 2013 were agreed as a correct record.

3 Matters arising

Members noted the progress of matters arising from the previous meeting as set out in a short table.

4 Notes from Chairs' Group held on 25 September 2013

Members received the notes which had been circulated for information.

A Member briefing on the franchising process would be held on 10 December 2013 in the afternoon following the Policy Committee meeting.

Members noted that Dave Ward from Network Rail would be attending the November Board meeting to talk about what was being done to mitigate the impact of the large gaps between trains and the platform edge on many London stations. They requested that he also be asked to talk about way-finding and what was being done at major London terminals whilst rebuilding works were being carried out.

Action: GC/SM

RT asked for the Scheme of Delegation which covered most policy perspectives adopted by London TravelWatch to be circulated to members. JC said that she would distribute the current version but warned that it was not up to date.

Action: JC

5 Notes from meeting with the London Assembly

The notes from the meeting with the London Assembly had been circulated for information. SL said that the Chair of the Transport Committee had suggested that London TravelWatch should do a similar presentation to London Assembly members next year before the business plan went formally to the Transport Committee. Members said that the principle was a good one and offered to contact those Assembly members they knew to encourage them to attend the next presentation. They asked for buses to be put on the list of future items to be considered at a Board meeting.

Action: GC/SM

6 Chief Executive's report

JC presented her report which gave an informal overview of internal organisation issues, primarily for information. The report covered staffing issues, premises, computer services, the Memorandum of Understanding, TfL's research and equalities action. It was noted that a detailed report on future office accommodation would be brought to the next meeting.

Action: JC

RD volunteered to assist JC in judging the organisation's annual Paul Kasozi Award for service excellence.

Members agreed a small PR event to mark the retirement of the Safety and Policy Adviser after more than thirty years service which would provide a useful opportunity for networking with representatives from across the industry.

Action: JC

7 Draft communications strategy

RF-C introduced the item by outlining the approach taken in producing a communications strategy for the next three years, highlighting the key elements within it. Members discussed the draft strategy in detail. The Chair asked members to send any further detailed comments to RF-C and JC by 8 November 2013, following which they would meet with CB to amend the draft. The strategy would be approved formally by the Board at its January meeting.

Action: RF-C/JC/CB

RT asked that RF-C be thanked for his report and the progress that had been made on this strategy.

8 Review of risk and update of business continuity plan

The London TravelWatch risk management policy and risk register were discussed. The risk register had last been formally considered by the Board in November 2012 although it was reviewed regularly by senior staff in accordance with the policy.

Members confirmed that the process for assessing risk was fundamentally sound and broadly agreed with the changes made to the risk register by senior staff. They suggested that the risk score relating to representing transport users should be reduced and suggested that items BO1 and BO2 relating to casework activity should now be consolidated into one as this was now such a low risk area.

Members agreed that Board members should give more guidance on their appetite to undertake different risks. They asked for a list to be compiled outlining London TravelWatch's appetite to risk in key areas as part of the next review which should be carried out by early autumn.

Action: GC/SM

Members agreed that the business continuity plan should be updated by the end of 2013 as suggested and brought back to the Governance Committee.

Action: SM

9 Management accounts for quarter ending September 2013

PE presented the accounts and the financial results to date as well as the forecast outturn for the 2013/14 year. These were noted.

10 Quarter 2 performance reports

Members discussed the workplan and provided suggestions on general points. They said that they found the success indicators very helpful and were pleased with the progress that had been made against the workplan. JC explained that

the success indicators were closely linked to staff objectives. Members said they could be a major component of a future impact report.

JC presented the Communication Officer's report which updated staff and members on communications issues such as press releases, queries and coverage, social media and events. It also provided an overview of key media issues which relate to the organisation and looked ahead to forthcoming communication plans. Members were pleased with the significant progress that had been made this quarter. CB asked for the list of stakeholders in the database to be compiled to facilitate a stakeholder mapping exercise, as part of further work on the communications strategy.

Action: RF-C

JC presented the HR Advisor's report which updated members on staffing matters during the last quarter. The report also noted the recent pay award agreed by the GLA and proposed following the terms of this settlement for London TravelWatch staff given that terms and conditions of the two bodies are broadly analogous. Members noted the staffing matters and after discussion agreed to apply the GLA settlement. They asked JC to request that the GLA informs us when it is proposing any cost of living updates for staff and members and for this to be written into the Memorandum of Understanding.

Action: JC

11 Attendance of Transport Commissioner at Board meeting

Members discussed the attendance of the Transport Commissioner at the November Board meeting.

12 Performance report to GLA's Transport Committee

JC presented her report. Members made some suggestions to the content at the meeting and agreed to send her any further comments, as soon as possible. The report would be considered by the Transport Committee at its meeting on 13 November 2013.

Action: Members/JC

13 Any other business of which advance notice has been given

JC had accepted an invitation to attend the annual Remembrance Service at City Hall on 8 November 2013 with SL but found that she could no longer attend. CB volunteered to attend the service in her place.

Action: CB