
Minutes

Agenda item 2

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Date: 25 July 2017

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 9 May 2017, 10.30 - 12.30 hrs

Present:

Members

Alan Benson (AB)	
Richard Dilks (RD)	
Glyn Kyle (GK)	
Stephen Locke (SL)	Chair
Abdi Osman (AO)	
John Stewart (JS)	

Secretariat

Janet Cooke (JC)	Chief Executive
Gytha Chinweze (GC)	Executive Assistant (<i>job share</i>)
Sharon Malley (SM)	Executive Assistant (<i>job share</i>)
Paul Clark (PC)	Moore Stephens LLP (item 5)
Sandra Ambo (SA)	Finance Officer (item 5)

1 Apologies for absence

Advance apologies for lateness were received from Alan Benson.

2 Minutes of the meeting held on 21 February 2017

The minutes were agreed and signed as a correct record subject to amending under item 7, 'Consumer Rights Act 2016' to 'Consumer Rights Act 2015'.

3 Matters arising

These were noted.

4 Notes from the Chairs' Group held on 28 March 2017

These were noted. The Chair explained that the whole of the Board meeting in May would be held in private because of the general election pre-election rules

and due to the nature of the items on the agenda. The papers of the meeting would be published on the website after the election.

It was noted that interviews had taken place for the role of Chair of the Board. No announcement had been made as yet as this was subject to confirmation by the Secretary of State.

JC updated members on London TravelWatch's involvement in the proposed rail ombudsman scheme which should be significantly less now that we were no longer a direct participant in the project. Members agreed that a letter should be sent so London TravelWatch's views and concerns for the scheme are on public record.

Action: JC/SL

5 Draft Audited Accounts

The Chair welcomed Paul Clark from Moore Stephens LLP, the auditors, and Sandra Ambo (Finance Officer), to the meeting and introduced the new members.

Paul Clark said that the auditors had adopted a materiality level of £11k for these accounts. He asked the standard question whether board members were aware of any fraud. They responded by saying that they were not aware of any fraud. He then went through the accounts in more detail.

With respect to fixed assets, PC said that JC had clarified the current position on London TravelWatch's premises; that the new licence was ready to be signed to November 2018, with a 3 month break clause, to enable London TravelWatch to move quickly if desired. He explained that the reserves comprised of fixed assets of around £43k so the effective free reserves were around £44k, £17k of which was being earmarked for research already underway at the year end.

JC said that she would include more explanation about the reserves in the annual accounts. She confirmed to members that they were not a reserve against closure or relocation but were a working capital requirement.

JC said that she would freeze non-essential expenditure to ensure the organisation remains a going concern. She had spoken informally to the GLA regarding the unavoidable additional cost associated with maternity cover and would bring an update to members at the next Governance Committee.

It was noted that the other income was a recovery of costs incurred in exploring the set up of the previously proposed new rail passenger redress scheme and also for costs incurred during the review of the closure of London TravelWatch ticket offices.

PC said that the critical accounting judgement made related to the premises licence period and associated depreciation. Previously the capital costs associated with the current premises had been depreciated over the period of

the head lease of our landlord, but these would now be depreciated over the period of the new licence.

He noted that the senior management pay had decreased because the Chief Executive had reduced her hours.

On pensions, PC said he would send a note asking the HR Adviser to check that, at the next actuarial valuation, any changes would not be retrospective and that London TravelWatch did not have to accrue for any liability.

JC said that the accounts should be ready to be signed by 20 May, which was earlier than usual.

Action: JC

6 Annual review of reserves policy

It was agreed that JC would circulate the note that was sent to the previous Board on this.

Action: JC

7 Chief Executive's report

JC presented her report which covered general issues, staffing, the proposed rail passenger redress scheme, finance, premises and Investors in People.

It was noted that the Safety Advisor had been granted a one year sabbatical and arrangements had been put in place to cover his roles as part time role Policy Officer as well as part-time joint Safety Adviser for London TravelWatch and Transport Focus.

JC said she was looking at what premises were available and at the total costs that would be involved in moving premises.

8 Annual HR report

JC presented the report. The Board congratulated the Chief Executive and colleagues on retaining the Investors in People (IiP) accreditation at Silver status. They asked for an update on the action plan for IiP to be brought to the next Governance Committee.

Action: JC

9 Other Quarter 4 performance reports for monitoring

The communications & webstats, casework and safety reports were considered. It was noted that a more succinct version of the report summarising performance against the workplan would be circulated at a later date.

Action: GC

Members said that they found the format of the communications and webstats report very helpful.

It was noted from the casework report that London TravelWatch was featuring too high in the prominence on TfL's homepage and TfL should be asked to rectify this. JC would ask the Casework Manager to recommence monitoring satisfaction with London TravelWatch's work.

10 Meeting dates 2018

The dates for the meeting programme for 2017 were approved.

11 Champions – allocation of roles

It was agreed that a list of roles would be circulated to members by SL and JC.

Action: SL/JC

12 Committee terms of reference

SM presented the report. Members agreed the proposed revisions to the governance arrangements.

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13 Any other business of which advance notice has been given

There was no other business.