
Minutes

Agenda item 2

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Date: 13 December 2016

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 13 September 2016, 10.30 - 12.00 hrs

Present:

Members

Chris Brown (CB)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Chair, Governance Committee

Secretariat

Janet Cooke (JC)

Tim Bellenger (TB)

Gytha Chinweze (GC)

Sharon Malley (SM)

Chief Executive

Director, Policy and Investigation

Executive Assistant (*job share*)

Executive Assistant (*job share*)

1 Apologies for absence

There were no apologies for absence.

2 Minutes of the meeting held on 10 May 2016

The minutes were agreed and signed as a correct record, subject to an amendment under section 8, to replace 'and' with 'or' so it reads 'passengers or their belongings'.

3 Matters arising

Members noted the report and actions that had been completed. With respect to cash reserves, it was noted that Transport for London would be reimbursing London TravelWatch for the time spent on the Mayor's review of ticket offices.

4 Notes from the Chairs' Group held on 5 July 2016 & extra Chairs' Group on 19 August 2016

These were noted.

5 Chief Executive's report

JC presented her report which covered general matters, the Mayor's review of the impact of London Underground ticket office closures, staff and resourcing issues, the 2017-18 business plan and budget bid, budget savings, casework and Freedom of Information.

In respect of rail devolution in the London and outer London area, discussed under general matters, members asked JC to gather evidence on the impact that this could have on services just outside of London and to share this with the appropriate ministers.

Members welcomed the changes that had been made to achieve the budget savings.

Action: JC

6 Quarter 1 management accounts

The report was noted.

7 Other Quarter 1 performance reports for monitoring

The workplan performance exception, the communications, casework, safety and HR reports were considered.

It was noted that work which is not time-sensitive has been deferred to take on the extra work associated with the London Underground ticket office review.

The webstats report was not available for the meeting but a six month report would be available for the next meeting.

Members noted from the communications impact report that we have made steady progress on our objectives and that the small scale achievements are part of the bigger picture. It was confirmed that the broad theme of the next interchange seminar would be accessibility.

Members were pleased that we had been visited by Transport Focus who wanted to better understand how we handle casework successfully with a smaller staff team. Resources permitting, in the future we could consider quality monitoring for each other in casework.

Members asked to be kept abreast of whether the RSSB would be re-examining the issue regarding the safety of driver-only operation of trains.

They were pleased to see from the HR report that the absence statistics were back to a normal level in quarter one.

Action: JC

8 2017-18 business plan and budget bid

JC said that the date for submission of this had been put back to October and asked for any further points to tidy, but not substantially change, the report. She said she would add further information about how we have managed to make extra savings for 2017-18 to balance the unavoidable growth in the budget. The budget bid would include a breakdown of the growth and savings figures.

9 Any other business

There was no other business.