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## Minutes

Agenda item 2

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Date: 21 February 2017

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Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 13 December 2016, 10.30 - 12.30 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

Advance apologies for lateness were received from Chris Brown, Tim Bellenger and Sharon Malley.

## 2 Minutes of the meeting held on 13 September 2016

The minutes were agreed and signed as a correct record.

## 3 Matters arising

Members were disappointed with the outcome of the decision on devolution of rail services in London. It was agreed that when the Chair and Chief Executive met with Lord Ahmad, the Minister with responsibility for London transport issues, they would question the business case for refusal and whether passenger issues had been given sufficient weighting. They would also seek clarification of the nature of the decision, and the extent to which it would bind future franchises as well as those currently in the pipeline.

They briefly discussed the atrocious service Southern Railway's passengers continued to receive.

JC said that an update on driver-only operation of trains would be included in the next Safety Adviser's report.

**Action: JC**

#### **4 Notes from the Chairs' Group held on 14 October 2016**

These were noted.

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

JC presented her report which covered general and staffing issues, premises, budget issues, auditors, meeting start times, the Rail Passenger Ombudsman Scheme and a proposal for a Ruth Thompson memorial lecture.

Members discussed the proposal for the Rail Passenger Ombudsman Scheme. They noted that it should be a positive move for passengers as they would get the benefit of redress which is currently not available. This would be analogous with other industries and should encourage rail companies to handle their complaints better - so long as we get the design right and the system works. Members suggested that it would be most appropriate for the Chair of the Panel to be appointed by the Office of Rail and Road as there was a good fit with the regulator's remit, role and independence. JC said London TravelWatch had offered to provide the secretariat support for the panel, on a contract basis, as we were the most cost effective option. They discussed how the scheme might work and the implications that this will have for London TravelWatch, particularly the casework team. JC explained that our current system would remain as it is and that the next level appeals stage would be dealt with under the Ombudsman scheme, funded by the rail industry. All the work relating to the Ombudsman scheme would be dealt with in a separate part of the organisation. JC, in response to a question, clarified that scheme decisions will be binding on the industry, not the passenger, who could still take their case to court if they wish to do so. The Board agreed to support the proposal in principle, on the basis of what they had seen.

Members discussed a proposal for an annual lecture in the memory of Ruth Thompson, former Deputy Chair, as a way of widening our influence which would be linked with our work for transport users in London. The Board agreed to support this proposal.

In response to a request from a newly appointed Member, it was agreed that future Board and Policy Committee meetings would start at 10:00am rather than 9:30am as they do now. But the meetings would still be constrained to the mornings – afternoons would be used only for informal discussions, seminars or training sessions when needed.

#### **6 Quarter 2 management accounts**

The report was noted.

**7 Other Quarter 2 performance reports for monitoring**

The workplan, communications, webstats, casework and HR reports were considered. It was noted that the statistics for the reports covered the second quarter but that the narrative had been updated, as appropriate.

Members made some suggestions to the workplan which were noted and were asked to send any further detailed comments in writing to the Executive Assistant. They thanked staff for the amount of work that had gone into the report. Members offered their assistance, if required, for the Investors in People re-accreditation process.

**8 Draft GLA performance report (half year)**

Members suggested that most of the report should be set out in the same format as the communications impact report. They made suggestions to the content of the report and agreed to send in any substantive comments.

**Action: GC**

**9 Annual review of risk**

Members reviewed the risk register. They suggested that the Rail Passenger Ombudsman scheme should be added as a new risk as well as the potential risk on premises due to a very high proposed rent increase.

**10 Any other business of which advance notice has been given**

The Chair thanked Abdi Rage and Chris Brown, whose appointments were coming to an end on 31 December, for their work during their time at London TravelWatch.