
Minutes

Agenda item 2

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Date: 9 May 2017

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 21 February 2017, 10.30 - 12.45 hrs

Present:

Members

Alan Benson (AB)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdi Osman (AO)

John Stewart (JS)

Chair, Governance Committee

Secretariat

Janet Cooke (JC)

Gytha Chinweze (GC)

Sharon Malley (SM)

Chief Executive

Executive Assistant (*job share*)

Executive Assistant (*job share*)

1 Apologies for absence

Apologies for absence were received from Jackie Ballard and the Director of Policy and Investigation.

2 Minutes of the meeting held on 13 December 2016

The minutes were agreed and signed as a correct record.

3 Matters arising

These were noted.

4 Notes from the Chairs' Group held on 26 January 2017

These were noted.

5 Chief Executive's report

JC presented her report which covered general and staffing issues, premises, budget issues and auditors.

The report included informal proposals for a small restructure to ~~bring in new changes to~~ accommodate work from the Rail Passenger Redress Scheme within the current financial budget.

Members were supportive of the proposals and asked that further thought be given so that the policy implications from casework were properly captured.

Members also gave their strong support for staying on at the Union Street premises, if feasible, because the location was very convenient for the majority of meetings London TravelWatch attends or hosts.

6 Quarter 3 management accounts

The report was noted.

7 Other Quarter 3 performance reports for monitoring

The workplan exceptions, communications, webstats, casework and safety reports were considered. JC gave a verbal update for HR which included Investors in People, the GLA cost of living increase and staff restructure.

Members offered to help with visits to gyrotories to carry out case studies to progress this piece of work on the workplan and asked JC to inform Officers of this.

Members suggested that JC should ask the Communications Officer to pick a theme to focus on, every three months, and to highlight this on London TravelWatch's website achievements page, such as our work on '15 minute delay repay'.

Action: JC

RD said he had some suggestions on the webstats and would discuss these with the Communications Officer.

Action: RD

JC confirmed, in response to a query from the Chair, that the casework team had been referring to the Consumer Rights Act 2016 in seeking to achieve better outcomes for passengers.

8 2017-18 business plan to work plan

Members discussed the report and made suggestions about the target dates and some of the content of the report.

9 Rail Passenger Redress Scheme

SM presented the report. Members gave an in-principle approval to the establishment of the Rail Passenger Redress Scheme as outlined in the report. They noted the matter would be discussed at the Transport Committee, at its meeting the following week.

10 Role of Champions

Members noted the report. They were asked to reflect on their roles pending a further discussion after the April Board meeting. It was agreed that a list of topics would be circulated after the next Chairs' Group for members to consider, before the Board meeting.

Action: GC

11 Any other business of which advance notice has been given

There was no other business.