
Minutes

Agenda item 2

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Date: 13 September 2016

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 10 May 2016, 10.00 - 13.15 hrs

Present:

Members

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

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*)

Paul Clark (PC)

Sandra Ambo (SO)

Susan James (SJ)

Vincent Stops (VS)

Partner, Moore Stephens LLP (item 6)

Finance Officer (item 6)

Casework Manager (item 8)

Policy Officer (item 12)

1 Apologies for absence

Apologies for absence were received from Chris Brown and Stuart Coleman (Finance Adviser).

2 Minutes of the meeting held on 9 February 2016

The minutes were agreed and signed as a correct record.

3 Matters arising

Members noted the report.

4 **Notes from the Chairs' Group held on 12 April 2016**

These were noted. Referring to their recent visit to the Canary Wharf Crossrail station, members asked for the slides to be published on the website.

Action: SM

5 **Chief Executive's report**

JC presented her report which covered general matters, corporate development, IT, the 2016-17 budget and GLA performance report 2015-16. She said that though this had been a challenging year, we had achieved a lot of very successful outcomes for passengers.

Members discussed how to increase resilience in the organisation given its size and the volume of work it was taking on. It was noted that JC was looking at the workplan for 2016-17 to identify items that could be deferred should the need to take on important and unplanned work arise. They also asked JC to consider whether other sources of income might be available (such as recovery of staff time on key projects) and to pursue these as appropriate.

Action: JC

6 **Draft audited annual accounts**

Paul Clark, a partner from Moore Stephens, our auditors, and Sandra Ambo, Finance Officer, were welcomed to the meeting for this item.

Stuart Coleman, the Finance Adviser, had sent his apologies for the meeting. JC read out a short note from him that pointed out that the presentation of the accounts had changed slightly due to a change in the accounting regulations although this did not affect the figures. He confirmed that, whilst the unbudgeted overspend of £21k had reduced the cash reserves, these were still at a reasonable level. The annual audit had proceeded very smoothly thanks to the hard work of our Finance Officer and the audit team we had had on site.

PC introduced the audited financial statements for the year ended 31 March 2016 and explained what the audit covered. In response to his standard annual question on fraud, the Board confirmed that they were not aware of any fraud or attempted fraud in the organisation.

PC went through the draft accounts with members and a detailed discussion took place on each section.

PC made these suggestions to the Board:

- Expand the statement on achievements and on the organisation being a going concern.
- Confirm with the landlord that they expect London TravelWatch's licence to continue for the duration of the head lease so that assets could be depreciated across the whole head lease period rather than the shorter licence term.

- Add an explanation on the income statement about increased payroll costs and the unforeseen and unforeseeable cost of extra work for the ticket office and other consultations.

Other drafting suggestions were made and it was agreed that JC would send JC would send an amended copy of the accounts to the Chair of the Governance Committee, copied to all Board members. The accounts would then be signed off by JC and SL and sent to the GLA Finance Directorate by 20 May 2016 to meet their new internal deadline.

Action: JC

7 Annual review of reserves policy

JC suggested that the organisation should aim to maintain its cash reserves in the region of £50k and would do its best to rebuild the reserves to achieve this. It was agreed that the Board would continue with this policy.

Action: JC

8 Other quarter 4 performance reports for monitoring

Members discussed progress against the business plan 2015-16 and the accompanying year end performance report. They said that this was helpful as a different way of presenting the report and as an internal document.

Members were pleased with the Communications impact report and with the impact that we had achieved. They noted the Webstats, HR and Safety reports.

Regarding safety, they asked JC to ask the Safety Advisor to keep an eye on 'trap and drag' incidents involving passengers and their belongings getting trapped in the doors of a moving train and for the Board to revisit the issue of escalator and stair safety on London Underground in due course.

Action: JC

The Casework Manager presented her report which showed that there had been a substantial increase in the work of the casework team through incoming contacts. Members discussed this and suggested ways in which this could be addressed.

JC said that the unprecedented response from consultations had also increased the work of the team and that these would be handled differently in the future. Members thanked the team for their stoicism in spite of their workload.

9 2016-17 workplan

This report would be circulated to members after the meeting.

10 Meeting dates 2017

These were discussed and accepted with the exception of one date which would be changed. Members agreed to keep the afternoons of Board meetings free for informal discussions, site visits and other events, and those of Policy Committee meetings, if possible, as reserve dates.

11 Transparency – GLA scrutiny

Members discussed the report which the GLA Oversight Committee had published as an update on its previous rapporteurship into the transparency of the GLA Group and Family. It was noted that London TravelWatch had generally fared well in this report but some minor changes had now been made to our procedures in response to recommendations made.

12 2016 Mayoral and London Assembly elections

Members received an informal update on the 2016 Mayoral and Assembly elections. They discussed a draft briefing for the new Transport Committee and a draft early action for transport users' suggestions for the new Mayor.

Members discussed topics for JC to provide to Richard Berry, Scrutiny Manager of the Transport Committee in response to an informal consultation exercise he was conducting on behalf of the London Assembly to determine its scrutiny priorities. Topics suggested included rail devolution, public transport access to airports and the performance of and possible changes to the bus network.

13 Any other business

The Chair of the Board said that all staff were to be congratulated on the enormous amount of work they had done this year.