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## Governance committee minutes

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To note the minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on **10 February 2015**, 10.00 hrs - 12.30 hrs

Present:

### Members

Chris Brown (CB)

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)

Vincent Stops (VS)

Chief Executive

Director, Policy and Investigation

Executive Assistant (*job share*)

Executive Assistant (*job share*)

Policy Officer (item 10)

## 1 Apologies for absence

There were no apologies for absence.

## 2 Declarations of interest

RD said he had recently been appointed to a new role as Transport Programme Director at London First and had met JC and Mark Roberts of the GLA secretariat to discuss his appointment. Members congratulated RD on his role and said that they did not foresee a problem with this so long as any potential conflict of interest was declared, as is the practice for all members.

## 3 Minutes of the meeting held on 21 October 2014

The minutes were agreed as a correct record.

## 4 Matters arising

Members noted the report.

**5 Chairs' Group meeting notes - 4 November 2014 and 13 January 2015**

These were noted. SL updated members on progress with our letter to the Competition and Markets Authority about competition issues arising from variations in availability and promotion of surface transport access to London's airports, particularly in the way that premium tickets sales are marketed within airports.

**6 Issues arising from the Chair of the Board's one to ones with colleagues**

SL presented his report. It was agreed that champions would be invited to comment on their areas during meetings, and any meetings they attended would continue to be recorded under the key activities item at Board and Policy Committee meetings. The list of champion topics would be reviewed periodically. Members agreed that it would be a good idea to arrange two or three additional late afternoon slots each year during which Board and senior staff could meet informally for horizon scanning and networking.

**Action: JC/SL**

**7 Chief Executive's report**

JC gave a short update on organisational issues.

**8 Office move**

Members noted JC's report giving an overview of the office move. She said that she would attach the final financial outcome of the office move to her next report to the Governance Committee.

**Action: JC**

**9 Finance report and quarter 3 management accounts**

Members noted the report. They agreed the recommendation to add SM as a second tier signatory for cheques to provide back up should a current signatory be unavailable. This would ensure business continuity and prevent any issues around segregation of duties for the other second tier signatory.

**Action: JC**

**10 TfL's transparency strategy briefing**

Members discussed VS's note on a consultation that TfL was carrying out on their transparency strategy. They broadly welcomed TfL's proposal to increase its transparency and asked for the note to be used as a basis for a response to TfL citing the example of the January fares increase as an area where TfL could improve in its transparency.

**Action: VS**

## 11 Equalities Act

Members welcomed the report. They asked JC to ask the HR Officer to include the fact that London TravelWatch was a Living Wage employer in the report.

**Action: JC**

## 12 Conflict of interest – staff

SM presented the report. It was agreed that the implicit protocols already followed in the organisation should be written down and a robust statement placed on the website about how the organisation handles potential conflicts of interest. Members asked for more information on this to be included in staff induction documents.

**Action: SM**

## 13 Other Quarter 3 performance reports for monitoring

The report highlighting key areas of work that had been achieved from the work plan was discussed. JC informed the meeting that the interchange report was awaiting sign off from her and that CB as the new interchanges champion would now have an involvement. The work on airports had taken precedence over the transport affordability work but JS, as champion, would push this forward in 2015/16.

Members were pleased with the progress detailed in the safety report and asked for overcrowding to be included as an item on the 2015/16 workplan.

**Action: GC**

Members noted the HR, communications, website and electronic media statistics and casework reports. JC reminded the meeting that the casework report was a report on internal performance and that another casework report would be available at a future Policy Committee meeting monitoring the performance of operators in complaints handling.

**Action: SM**

## 14 Influencing strategy

Members noted the report and made various suggestions to the way the stakeholder lists were classified, suggesting the merger of the “professional bodies” and “advocacy groups/charities” categories and that the aim of the relationship should go beyond awareness of London TravelWatch.. They said that that, as appropriate, the influencing strategy should be used as a framework for individual pieces of work and that it should be put into operation right away.

**Action: JC**

**15 Proposed work plan to deliver the 2015-16 business plan**

JC pointed out how the format of the work plan directly reflects the key strategic objectives set out in the business plan. Members discussed the work plan and made some broad suggestions. RT asked them to send any detailed comments on the workplan to GC by the end of the month.

**Action: Members**

**16. Alternative Dispute Resolution**

SL updated members on Alternative Dispute Resolution. He said that the DfT had decided to opt for a minimal change approach to implementing the European regulations for Alternative Dispute Resolution. This would not require any action by LondonTravelWatch although the position might be reviewed at a later date.

**17. Any other business**

There was no other business.