
Minutes

Agenda item 4

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Date: 10 July 2018

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 15 May 2018, 13:30 - 15.50 hrs

Present:

Members

Jackie Ballard (JB)

Alan Benson (AB)

Richard Dilks (RD)

Glyn Kyle (GK)

Arthur Leathley (AL)

Chair

Abdi Osman (AO)

John Stewart (JS)

Secretariat

Tim Bellenger (TB)

Director of Policy & Investigation

Sharon Carter (SC)

Finance Adviser (item 6)

Gytha Chinweze (GC)

Governance Officer

Janet Cooke (JC)

Chief Executive

1 Apologies for absence

Apologies for absence had been received from Paul Clark, audit partner from Moore Stephens.

2 Minutes of the meeting held on 13 February 2018

The minutes were agreed and signed as a correct record.

3 Matters arising

Members asked for their attendance record to be made available publicly.

Action: JC

4 Notes from the Chairs' Group held on 6 March 2018

These were noted.

5 Chief Executive's report

JC gave a verbal update to members on finance, staff restructure, premises and the rail passenger ombudsman scheme. She said she would circulate her note to members after the meeting.

Action: JC

6 Annual accounts 2017-18

The Chair welcomed Sharon Carter from the London Fire Brigade who had been appointed as London TravelWatch's Finance Adviser in November 2017, under a shared service agreement.

JC reconfirmed that Paul Clarke, audit partner from Moore Stephens had sent his apologies for the meeting. She reported that she had held a telephone conference with him and the Finance Adviser about the accounts, earlier on in the day.

JC said that because of the tight timescales for the figures, the full picture had not been completely available at the time the draft accounts were distributed.

The Chief Executive asked members the standard question on the annual accounts on behalf of the auditor, namely whether they were aware of any incidents of fraud or attempted fraud. Members responded that there had been no such incidents in the year.

The Chief Executive explained that auditors had adopted a materiality level of £10k for these accounts.

Sharon Carter presented the accounts to members.

She informed members that three adjustments had been made which affect the reserves giving a result of a surplus of £3k free reserves. She said that a provision of £5k had been made for dilapidation works associated with the office move; £7k of IT fixed assets had to be written off before the office move and £18k had been held in for a budgeted rent increase which had not yet been charged for. This gave a total of about £30k of adjustments to the reserves.

Following a discussion on the accounts, it was agreed that JC would seek professional advice from the auditor regarding the reserves level and the proposed adjustments to be made this year.

Action: JC

7 Reserves policy

Members agreed to schedule the annual review of the reserves for the autumn meetings of the Governance Committee. This is so that it coincides with the Board's annual review of the risk register and the half year accounts and also because the likely level of budget for the following year should be known then.

8 Other Quarter 4 performance reports for monitoring

Members considered the quarterly reports for communications impact, casework, and safety. They also considered the annual report for HR and the year end report against the workplan.

Members were pleased to note that the feedback from the satisfaction questionnaires about London TravelWatch's case handling over the last six months was very high. 94% of people who completed the survey agreed or strongly agreed that their caseworker was polite and professional. 77% of people were satisfied with the appeal outcomes. Members asked for this success to be reported in the annual review and on London TravelWatch's website.

Action: JC

9 General Data Protection Regulation (GDPR)

This was noted. It was agreed that a progress report would be brought back to the next meeting on London TravelWatch's compliance with the GDPR.

Action: JC

10 Proposed meeting dates 2019

These were noted. JC said that this will be formally agreed at the Board meeting in July and will include a date for an extra Chairs' Group meeting in August.

11 Draft annual performance report to the GLA

Members considered the report. They were informed that the AL and JC would present this report at the London Assembly Transport Committee meeting in July. They agreed to send in any further comments before then.

Action: AL/JC

12 Any other business of which advance notice has been given

JC informed members that an informal meeting would be planned for board members and London Assembly Transport Committee members in July.