
Minutes

Governance Committee
13 February 2018

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Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 14 November 2017, 10.00 - 12.30 hrs

Present:

Members

Glyn Kyle (GK)	
Arthur Leathley (AL)	Chair
Abdi Osman (AO)	
John Stewart (JS)	

Secretariat

Janet Cooke (JC)	Chief Executive
Tim Bellenger (TB)	Director, Policy & Investigation
Gytha Chinweze (GC)	Executive Assistant (<i>job share</i>) - (<i>Not item 12</i>)
Sharon Malley (SM)	Executive Assistant (<i>job share</i>) - (<i>Not item 12</i>)

1 Apologies for absence

Apologies for absence were received from Jackie Ballard, Alan Benson and Richard Dilks.

2 Minutes of the meeting held on 25 July 2017

The minutes were agreed and signed as a correct record.

3 Matters arising

These were noted.

4 Notes from the Chairs' Group held on 21 September 2017

These were noted. Members agreed that there should be two events scheduled in early 2018 to follow up on London TravelWatch's season ticket research.

It was noted that future reporting to the Transport Committee would be more about engagement and aligning our work than just updating them on the status of our work.

5 Chief Executive's report

JC presented her report which covered general issues, the change of Chair, staffing, the shared service finance support arrangements and the Rail Passenger Ombudsman Scheme.

JC said that the change of financial support arrangements would provide a good opportunity to review our financial procedures as well as our procedures for risks and reserves later on in the year.

6 Finance report and management accounts Q2

JC presented the report. It was noted that the management accounts showed expenditure against budget as at the half year. It included a forecast income in respect of the Rail Passenger Ombudsman project, reflecting cost recovery.

7 Annual review of reserves policy

SM presented the report. She reminded members that they had considered the level of reserves when they had reviewed the annual accounts with the auditor in May and that the reserves were intended as a working capital. It was noted that London TravelWatch had been robust in managing its reserves and the current level was considered to be a sensible level by the Board.

Members were content with the level of reserves but confirmed that this should continue to be reviewed annually. They noted that the policy might be revised, following the review of finance procedures mentioned previously.

8 Other Quarter 2 performance reports for monitoring

Members considered the workplan, communications impact and website statistics, casework, safety and HR reports.

Members commented that the workplan was detailed and clear. They were reminded that the workplan was an internal management document and that a lot of work that is carried out is beyond the scope of one individual year and outcomes often appear in the long term. They agreed that it was a useful mechanism for capturing success. Members asked officers to consider how to make better use of the information externally. There were lots of opportunities to claim more credit for the work that we do and highlight current and previous successes.

Action: JC

Members said that the combined communications impact and webstats report report works very well as an internal document. They asked for the next report to demonstrate more clearly how the social media reports add to London TravelWatch's influence.

Action: JC

Members discussed the casework report. They noted the fall in initial cases. They were informed that this was due to the fact that operators who had had London TravelWatch as a first point of call had been informed and that had now changed. Members asked for changes in trends to continue to be investigated and reported back.

Members said that they found the casework satisfaction questionnaire returns report very helpful. JC said that these will come to the Governance Committee six-monthly.

Members noted the safety report. They discussed how London TravelWatch might respond to the report into the derailment of a tram on the Tramlink network at Sandilands which is expected to be published towards the end of this year.

They asked for copies of a presentation from a recent meeting that the Safety Adviser had attended on research into the effectiveness of various methods of encouraging behavioural change. They also asked for this topic to be considered more fully at a future Board meeting.

Action: GC

Members noted the improving trend in sickness absence in the HR report. JC apologised that an incorrect early draft of the Investors in People report had been sent and the correct version would be circulated in due course.

Action: JC

9 Annual review of risk

Members discussed the report. They said that the post-mitigated risks on the relationship with the GLA and the Rail Passenger Scheme should be reduced to reflect the work that had been done in these areas and the progress that had been made.

10 Premises

SM presented the report. Members asked for a viable plan to be put in place, before the current lease ends in November 2018, for premises that represent best value for money and are operationally suitable but do not prejudice our ability to do our work.

Action: JC

It was agreed that the Chair would report back to the London Assembly Transport Leads on the Board's decision on this in the New Year.

Action: AL

11 Any other business of which advance notice has been given

There was no other business.

12 Proposed restructure

This was a private session with members, TB & JC.