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## Minutes

Agenda item 3

Author: Gytha Chinweze

Date: 5 November 2019

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Minutes of a meeting of the London TravelWatch Governance Committee held at 2-6 Salisbury Square, London EC4Y 8JX on 23 July 2019, 11:00 – 13.00 hrs

Present:

Members

Arthur Leathley (AL)	Chair, London TravelWatch
Jackie Ballard (JB)	
Alan Benson (AB)	
Safia Iman (SI)	
Karen Mcarthur (KM)	
Laura Osborne (LO)	

Secretariat

John Burgess (JB)	HR Adviser (item 2)
Gytha Chinweze (GC)	Governance Officer
Richard F-Clough (RF-C)	Operations & Communications Manager (item 3)
Susan James (SJ)	Casework Manager (item 3)
Joanna Simons (JS)	Interim Chief Executive

### 1 Apologies for absence and declarations of interest

Apologies for absence had been received from Abdi Osman and Tim Bellenger. There were no declarations of interests.

### 2 Confidential session

A confidential session was held to discuss the Interim Chief Executive's report which covered general matters, relationship with the Transport Committee and Assembly, strategic partnership with Transport Focus, staffing and finance and other activity. Members agreed the recommendations in her report.

### **3 Governance Committee (Part 2)**

#### **3.1. Minutes of the meeting held on 14 May 2019**

The minutes were agreed and signed as a correct record.

#### **3.2. Matters arising**

These were noted.

#### **3.3. Notes from the Chairs' Group held on 4 June 2019**

These were noted. AL and JS gave advance apologies for the Policy Committee in September.

#### **3.4. Joint statement London TravelWatch and Transport Focus**

Members had discussed the joint statement with Transport Focus Board members at a meeting held earlier in the day. It was agreed that a revised version would be circulated in due course.

**Action: JS**

#### **3.5. Impact of our influencing activity**

RF-C presented the report on the impact of our influencing activity. Members were pleased with the report and the figures for views of the website which showed that London TravelWatch compares favourably with other organisations of its size. It was noted that over 60% of people visit the website on their smartphones. RF-C said that he would continue to make those changes to the website to improve it which can be done at minimal cost.

#### **3.6. Casework performance**

SJ presented the casework report. It was noted that London TravelWatch, in partnership with Transport Focus, is continuing its efforts to bring consistency to the signposting process for appeals and is investigating why there has been a large reduction in appeals in general.

Members were informed that TfL Rail and Overground and Heathrow Express complaints were not transferred to the Rail Ombudsman as expected on 1 July 2019 and it was not clear when these companies would come into the system.

AL agreed to raise this with the Rail Delivery Group.

**Action: AL**

SJ's report had pointed out that The Railways (Penalty Fare) Regulations 2018 implemented in April 2018 has a condition that is potentially being incorrectly applied by the rail operators, penalty fare appeal bodies and the independent (penalty fare) appeal panel. It was agreed that this will need to be raised at a high level with DfT.

**Action: JS**

Members asked SJ to send them more information on congestion charge and the Ultra Low Emission Zone (ULEZ), and also to improve London TravelWatch's webform and ask TfL to improve theirs too.

**Action: SJ**

### **3.7. Any other business of which advance notice has been given**

JS encouraged members to attend London TravelWatch's *Interchange Matters* event on accessibility to be held in London's Living Room at City Hall on 24 July 2019.