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## Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 25 July 2017, 10.30 - 13.00 hrs

Present:

### Members

Alan Benson (AB) - Items 7-11  
Jackie Ballard (JB)  
Richard Dilks (RD)  
Glyn Kyle (GK)  
Stephen Locke (SL)                      Chair  
Abdi Osman (AO)  
John Stewart (JS)

### Secretariat

Janet Cooke (JC)                      Chief Executive  
Tim Bellenger (TB)                    Director, Policy & Investigation  
Gytha Chinweze (GC)                Executive Assistant (*job share*)

## 1        **Apologies for absence**

Advance apologies for lateness were received from Alan Benson. Apologies for absence were received from Sharon Malley.

## 2        **Minutes of the meeting held on 9 May 2017**

The minutes were agreed and signed as a correct record subject to adding Jackie Ballard to the attendance list and noting that Abdi Osman had sent his apologies.

## 3        **Matters arising**

SL & JC confirmed that they would send the letter regarding the proposed rail passenger redress scheme so London TravelWatch's views and concerns were on public record, before the end of the Parliamentary recess. Ideally, this would be a joint letter with Transport Focus.

**Action: SL/JC**

JC confirmed that she had written to the GLA about the impact on our budget of having to meet the unavoidable additional cost associated with maternity cover. The matter had been raised with the Chair and Deputy Chair of the Transport Committee who were sympathetic, although they did not think it would be possible to allocate any additional budget. They agreed to support a rephrasing of the grant payments as necessary to allow an appointment to be made and, whilst London TravelWatch should attempt to balance its budget, a small overspend at the end of the year could be met from underspend elsewhere in the Secretariat budget or reserves.

The briefing note prepared for the previous Board on the reserves still needed to be circulated.

**Action: SM**

An update on the action plan arising from our liP inspection would be included in the papers for the next Governance Committee.

**Action: JC**

The summary of performance against the 2016-17 business plan still needed to be circulated.

**Action: JC**

#### **4 Notes from the Chairs' Group held on 22 June 2017**

These were noted.

#### **5 Chief Executive's report**

JC presented her report which covered general issues, staffing, the Finance Advisor services provided under shared services agreement, the proposed Rail Passenger Ombudsman Scheme and staff changes at the GLA. She confirmed to members that the workplan was an internal management document used to monitor progress in delivering the current business plan.

#### **6 Management accounts Q1**

These were noted. JC pointed out that there had been a lot of staffing changes since the budget was prepared in summer 2016 and the position might change once the forecasts had been thoroughly updated.

## **7 Other Quarter 1 performance reports for monitoring**

Members considered the workplan, communications and webstats, casework, safety and HR reports.

GC was congratulated on the improved quality of the workplan. But the Chair observed that progress on the workplan would be easier to monitor if completion targets were better quantified.

It was noted that RD and the Communications Officer were discussing how they might carry out another refresh of the customer service pages of the website.

Members noted the increase in initial cases for the casework team and that the excellent performance of the casework team had continued despite the sometimes erratic flow of incoming work. They were pleased to note that satisfaction with complaint handling was now being assessed, and asked for feedback from this monitoring to be included in the next casework report.

**Action: JC**

## **8 2018/19 Business plan and budget bid**

JC tabled a paper reminding members of the business planning process and the context within which the work will be done, and made some initial suggestions of what should be included. Members discussed this and JC agreed to circulate the report for written comments following which a first draft of the business plan would be produced.

It was agreed that, as in 2016, there would be an additional meeting of the Chairs' Group to discuss the draft business plan and budget bid, to which other members would be invited to attend.

**Action: JC**

## **9 Draft annual performance report to GLA**

Members noted that this draft was significantly improved and a clearer read. They made some general comments at the meeting and passed on more detailed comments in writing. It was noted that SL and JC would present the report to the Transport Committee on 12 September 2017.

**10 Premises – assessment of business case to move**

Members considered the comprehensive briefing note which the Executive Assistant (SM) had prepared for the meeting. They asked for a further report to come to the next meeting setting out, a clear assessment of the costs and benefits of a variety of options, to facilitate understanding of which represented best value for London TravelWatch in the future.

**Action: SM**

**11 Any other business of which advance notice has been given**

There was no other business.