
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 21 May 2013, 10.45 hrs - 13.15 hrs

Present:

Members

Josephine Channer (JoC)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Chair, London TravelWatch (items 7-12)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

Chair, Governance Committee (items 7-12)

Secretariat

Janet Cooke (JaC)

Chief Executive

Tim Bellenger (TB)

Director, Policy and Investigation

Gytha Chinweze (GC)

Executive Assistant

Sandra Ambo (SA)

Finance Officer (observer - item 7)

John Burgess (JB)

HR Officer (item 8)

Jaz Deol (JD)

Corporate Support Officer (item 10)

Peter Ellis (PE)

Senior Finance Officer (item 7)

Richard F-Clough (RFC)

Communications Officer (item 6)

Guests

Paul Clark (PC)

Partner, Moore Stephens LLP (item 7)

1 Apologies for absence

There were no apologies for absence. Apologies for lateness had been received from Stephen Locke and Ruth Thompson. John Stewart chaired the meeting until 11.15 hrs. Ruth Thompson chaired the remainder of the meeting.

2 Minutes of the meeting held on 12 March 2013

The minutes of the meeting held on 12 March 2013 were agreed as a correct record subject to more clearly distinguishing between Josephine Channer (JoC) and Janet Cooke (JaC).

3 Matters arising

Members were updated as follows:

- The updated workplan would go to the Governance committee meeting in July 2013.
- Risk and business continuity would be considered at the Governance Committee in October 2013.
- Following agreement at the last meeting that the management accounts for the first three quarters would be reviewed quarterly by the Governance Committee, RT had agreed that there was no need for the Governance Committee to review the accounts for the fourth quarter as the full year draft management accounts effectively superseded these.
- JaC was in discussion with GLA officers regarding the draft Memorandum of Understanding (MoU) between the London Assembly and London TravelWatch. The draft would be considered at the next Governance Committee.
- SL and RT would be attending the next staff meeting.

4 Notes of the Chair's Group meeting held on 16 April 2013

The notes of the Chair's Group meeting had been circulated for information.

JaC informed members that Peter Hendy would be attending the Board meeting in November 2013 and not in October 2013. This meeting would be held in City Hall.

5 Chief Executive's report

JaC introduced her report which covered risk and business continuity, the finance procedures, the MoU and staffing issues.

Members noted the report and agreed the following recommendations within the report:

- To change the procedure so that the Formal Senior Management Team meeting at which senior staff considered risk should take place quarterly rather than monthly. They also agreed that the two Executive Assistants (job share) who lead on risk would jointly review the risk register monthly and raise any areas of concerns with JaC, as appropriate.
- To delegate the responsibility for signing off the updated finance procedures to the Chair's Group.

There was a brief discussion on rail devolution and the implications of this for passengers. JaC informed members that a further paper would be provided at a future Policy Committee meeting.

Action: TB

6 Communications report for quarter four 2012-13

RF-C presented his report which covered issues such as press releases, queries and coverage, social media and events. It also provided an overview of key media issues which relate to the organisation and looked ahead to forthcoming communications issues.

Members noted the report. They asked for the Website Working Group to report back to the Governance Committee on their proposals to upgrade the website.

Action: RD/RF-C

Members noted that there would be a complete review of the communications strategy in the autumn and that this would be brought to the Governance Committee in October 2013.

Action: RF-C

7 Draft annual accounts for year to 31 March 2013

JaC introduced Paul Clark from our auditor to members. He had been invited to the meeting to meet the new Board members and answer their questions as this was the first time these members were reviewing the annual accounts.

Members considered the draft accounts and made suggestions for various presentational amendments to the report.

Members agreed the accounts subject to the amendments discussed.

Members asked JaC to write them a short note as the designated Accounting Officer to confirm to them that she was satisfied that there had been no incidents of fraud or non compliance during the year.

Action: JaC

It was noted that JaC would sign the final accounts on behalf of the Board together with a letter of recommendation to the auditors which they asked should be signed by both her and the Chair of the Board.

Action: JaC/SL

8 HR report

JB presented the annual HR report which included information on the staff profile, recruitment, learning and development, staff attendance and pensions.

Members discussed this and thanked JB for an excellent report.

9 Prioritisation criteria

TB presented a report on London Travelwatch's work programme prioritisation

criteria. The report set out how London TravelWatch would keep its work priorities under review by means of a simple set of criteria. After discussion Members agreed to adopt the criteria recommended.

Members asked TB to publish the prioritisation criteria on the website to explain which issues are of relevance to London Travelwatch and how the impact on transport users would be defined.

Members asked for future reports to the Board to make reference to the priority of the issue under consideration and for the prioritisation criteria to be applied to all new areas of work.

Action: TB

10 Future IT server requirements

JD presented her report which set out the various options that were available to upgrade the current IT servers. Members considered the options proposed and agreed, after a brief discussion, the option to move to a full cloud IT service.

JD said that this would take four to six weeks to implement with work mainly taking place behind the scenes.

Action: JD

11 Draft annual performance report for the GLA Transport Committee

JaC presented the draft annual performance report for the GLA Transport Committee. Members discussed the report and provided suggestions on the order of presentation of information.

JaC agreed to finalise this report and circulate it for final comments before it went on the Transport Committee agenda for 2 July 2013.

Action: JaC

12 Any other business of which advance notice has been given

The Chair of the Board, SL, had tabled a note for information to members summarising issues he had covered in his meetings with them. He said that he would also share this with staff.

The Chair of the Governance Committee, RT, thanked JS for chairing the earlier part of the meeting.