

Memorandum of Understanding between The Greater London Authority and London TravelWatch¹

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¹ London TravelWatch is the operating name of the London Transport Users Committee

APPENDICES

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1. Introduction

- 1.1 This Memorandum has been agreed between the London Assembly's Transport Committee (to which Committee the London Assembly has delegated its responsibilities in respect of London TravelWatch) and London TravelWatch, and may be amended from time to time in accordance with paragraph 8.1 below.
- 1.2 Under the Greater London Authority Act 1999 (as amended), the London Assembly is, amongst other things, responsible for funding London TravelWatch, appointing its members and, if appropriate, issuing guidance and directions as to how London TravelWatch should exercise its functions but always taking into account the statutory functions London TravelWatch has to fulfil.
- 1.4 The aim of this Memorandum of Understanding is to establish a clear and transparent basis upon which Transport Committee, the Greater London Authority and London TravelWatch will work and interact with each other.
- 1.5 To this end, this Memorandum builds on the legal provisions that govern the relationship between Transport Committee and London TravelWatch and puts more detailed procedures in place. This is to ensure that, as public bodies, the dealings between the bodies are consistent, lawful and can be subject to proper auditing, if necessary. The procedures are also designed to promote and maintain a good, harmonious and successful working relationship between Transport Committee and London TravelWatch.
- 1.6 Indeed, both the London Assembly's Transport Committee and London TravelWatch declare their commitment to:
 - Maintaining an open and constructive working relationship which recognises and respects the respective roles that each fulfils;
 - Adopting a "no surprises" policy based on telling each other well in advance, where possible, of significant announcements and developments that have a bearing on their common interest.
- 1.7 Nothing in this Memorandum of Understanding should be taken to override any of the requirements of the GLA Act, or any other legislation that applies to London TravelWatch and the London Assembly's Transport Committee.

Abbreviations

- 1.8 The following abbreviations are used in this document:
 - London TravelWatch (the operating name of the London Transport Users' Committee) – means its members and officers
 - "London TravelWatch's Board" means London TravelWatch, its subsidiary bodies and its members including the Chair
 - "Transport Committee" means the London Assembly's Transport Committee

2. Support and assistance from the GLA

- 2.1 Where it is established there is no conflict of interest, after consideration by the GLA Liaison Officer, who may take legal advice, the following departments of the GLA will, on request, provide assistance to London TravelWatch:
- Secretariat
 - Legal
 - Finance
 - HR
- 2.2 Where London TravelWatch requires assistance from a GLA department not listed above, the normal course will be for the Chief Executive to contact the GLA Liaison Officer who will determine how the matter should be taken forward, and will consider any potential conflict of interest and may take legal advice.

3. Liaison

- 3.1 The normal protocol shall be that the Chairs (or their designated representatives) of the two bodies shall communicate with each other, and that officers of the two bodies will communicate with each other, and nothing shall be regarded as the formal position of either body unless it is ratified as necessary and confirmed in writing.
- 3.2 In searching for the maximum benefit, -
- 3.3 Officers will consult annually in February / March on the provisional work programmes for the following year in order to identify –
- opportunities for joint working
 - inputs to a project being undertaken by one of the other bodies, and
 - information sharing or other measures to eliminate duplication.
- 3.4 Officers will jointly review progress and developments on a quarterly basis
- 3.5 At the level of individual projects – whether included in the original work programmes or emerging as additional possible items between reviews, such as responding to major incidents – officers will consult, as appropriate, on the scope for collaboration and identify in any necessary project approval report the opportunity for such collaboration.
- 3.6 Each organisation's business plan or work programme will include its commitment to this process.
- 3.7 A copy of the London TravelWatch work programmes must be sent to the GLA Liaison Officer and the Chair of Transport Committee within 10 working days of their approval. London TravelWatch will produce updates on its work programmes as part of its 6-monthly reports to the Transport Committee.

Urgency

- 3.8 Where anything in this Memorandum of Understanding requires the consideration, agreement or approval of Transport Committee, or involves an urgent response to a major incident, but the matter is of such urgency that it cannot wait for a meeting of that committee, the Chair of London TravelWatch Board will refer the matter to the Chair of the Transport Committee in writing, copied to the Chief Executive of London TravelWatch and the GLA's Liaison Officer, giving a short explanation of the decision required and why it is urgent.

4. London TravelWatch Board appointments

The establishment of London TravelWatch Board

- 4.1 Transport Committee will determine how many members (not more than 25) will comprise the London TravelWatch Board².
- 4.2 Transport Committee has resolved that that the London TravelWatch Board will comprise no more than 12 members plus a Chair.³
- 4.3 Transport Committee will not change the membership size of the London TravelWatch Board without first having received and considered formal representations from the London TravelWatch Board (made via the Chair of the London TravelWatch Board) either in writing, or orally at a Transport Committee meeting.
- 4.4 Procedures for the recruitment and appointment of the Chair, Deputy Chair and other members of the London TravelWatch Board are set out in Appendix A and may be varied from time to time by the Transport Committee following formal consultation with the London TravelWatch Board (made via the Chair of the London TravelWatch Board).

5. Operation of the London TravelWatch Board and interaction with the GLA

London TravelWatch Board meetings

- 5.1 The London TravelWatch Board is required by law to meet at least twice a year and whenever convened by the Chair of London TravelWatch⁴.
- 5.2 The London TravelWatch Board should operate as a Board and, unless there are exceptional reasons for not doing so, will meet regularly throughout the year, giving directions and guidance to the permanent Secretariat of London TravelWatch, which will then carry out the Board's decisions.

Sharing information

- 5.3 Copies of the minutes, conclusions and recommendations of the London TravelWatch Board with respect to any matter must be sent to the Transport

² The GLA Act 1999 s 247(2)

³ Transport Committee minutes of 7.9.06 at 4.2

⁴ The GLA Act 1999 Schedule 18 paragraph 11

Committee, the Mayor and TfL⁵. These must be sent within 10 working days of having been approved by London TravelWatch Board.

- 5.4 Where the Transport Committee, the Mayor or TfL reach a decision in relation to any such recommendation, they must notify London TravelWatch Board of the decision⁶.
- 5.5 Provided that it would not be unlawful to do so, London TravelWatch will share any information that it holds with Transport Committee where it is prudent to do so, or on request from Transport Committee.
- 5.6 Provided that it would not be unlawful to do so, Transport Committee (or its secretariat, if more appropriate) shall, on request from London TravelWatch, make available any information that it has that would assist London TravelWatch in its work.

Guidance and Directions

- 5.7 Transport Committee may issue to London TravelWatch guidance as to the manner in which it is to exercise its functions, or issue general directions as to the manner in which it is to exercise its functions⁷. If Transport Committee resolves to issue any such guidance or directions, this must be issued in writing and sent to the Chair of London TravelWatch and copied to its Chief Executive..⁸
- 5.8 Ordinarily, Transport Committee will not issue any such guidance or directions without first having consulted with the Chair of the London TravelWatch Board and the Chief Executive of London TravelWatch, and having had regard to any representations made by them either in writing or made orally at a Transport Committee meeting.

6. Staffing of London TravelWatch

The staffing establishment of London TravelWatch

- 6.1 Transport Committee must approve the overall size of London TravelWatch's staffing establishment.
- 6.2 Procedures for the recruitment of staff of London TravelWatch are set out in Appendix B and may be varied from time to time by the Transport Committee following formal consultation with the London TravelWatch Board (made via the Chair of the London TravelWatch Board).

Staff Restructures

- 6.3 A "major staff restructure" is one which is not within budget.
- 6.4 Where the London TravelWatch Board proposes any major staff restructuring (as defined at paragraph 5.3 above), it shall formally notify Transport Committee in writing of its proposals. Transport Committee will then notify the London TravelWatch Board as to how it should apply for approval to

⁵ The GLA Act 1999 s 250 (1).

⁶ The GLA Act 1999 s 250(3)

⁷ The GLA Act 1999 s 251(1)

⁸ The GLA Act 1999 s 251(3)

proceed with the proposed restructuring. (Transport Committee's notification must contain a requirement for London TravelWatch's application for approval to contain financial implications of its proposals).

- 6.5 Transport Committee will determine whether or not to authorise any London TravelWatch major staff restructuring, and London TravelWatch will be bound by Transport Committee's decision.
- 6.6 A "minor staff restructure" is within budget and does not require Transport Committee approval.

7. Finance and performance

Members' and staff salaries and expenses

- 7.1 Transport Committee must provide London TravelWatch with the funds with which to pay its Members such travelling and other allowances as Transport Committee may determine.⁹ Transport Committee's determination will be made in accordance with the Mayor's budget guidance.
- 7.2 Transport Committee must provide London TravelWatch with the funds to pay its officers such remuneration and such travelling and other allowances as the London TravelWatch Board may, with the approval of Transport Committee, determine.¹⁰ Transport Committee's determination will be made in accordance with the Mayor's budget guidance.

Budget Process and Business Plan

- 7.3 The annual procedure for the submission of a draft budget and accompanying business plan is set out in Appendix C and may be varied from time to time by the Transport Committee following formal consultation with the London TravelWatch Board (made via the Chair of the London TravelWatch Board).

Virements

- 7.4 After consultation as appropriate with London TravelWatch's Executive Group, the Chief Executive of London TravelWatch may approve London TravelWatch budget virements of up to £50,000. Any such virements will be recorded in the monthly reports to the GLA's Executive Director of Finance and Performance and the performance reports to Transport Committee, referred to in appendix E.
- 7.5 Any London TravelWatch budget virements in excess of £50,000, will need to be approved by the Chair of Transport Committee (in consultation with the Group Leads), following a written request being made by the Chief Executive of London TravelWatch to the GLA Liaison Officer and the Chair of Transport Committee.

⁹ The GLA Act 1999 Schedule 18 paragraph 6 (1)(a)

¹⁰ The GLA Act 1999 Schedule 18 paragraph (6)(1)(b)

Accounts

- 7.6 The Chief Executive of London TravelWatch (as accounting officer) must ensure that accounting records are kept, which set out and explain London TravelWatch's financial transactions, disclose with reasonable accuracy the financial status of London TravelWatch at any time, and enable London TravelWatch to prepare a statement of accounts.¹¹
- 7.7 The accounting and financial procedures are set out in Appendix D and may be varied from time to time by the Transport Committee following formal consultation with the London TravelWatch Board (made via the Chair of the London TravelWatch Board).

Complaints from members of the public

- 7.8 Where a member of the public makes a complaint (either orally or in writing) about the conduct or behaviour of a member of the London TravelWatch Board, other than the Chair of the Board, the complaint shall be logged (and recorded in writing if made orally), and will be referred to the Chair of the Board who will determine how the matter should be taken forward. Once the matter is concluded, the Chair of the Board shall inform the Chair of the Transport Committee in writing of the complaint and any action taken, with copies to the Chief Executive of London TravelWatch and the GLA's Liaison Officer.
- 7.9 All other complaints, including complaints about officers or London TravelWatch service provision will be dealt with in accordance with London TravelWatch's complaints procedures and /or its relevant employment procedures.
- 7.10 "Complaints" as defined in paragraphs 7.8 – 7.9 above do not include complaints that London TravelWatch receives from members of the public concerning the services or actions of any transport providers whom are subject to London TravelWatch's remit. "Complaints" as defined in paragraphs 7.8 – 7.9 above do, however, include formal complaints about London TravelWatch's handling of any complaints made by members of the public concerning the services or actions of any transport providers subject to London TravelWatch's remit.

Annual report

- 7.11 The London TravelWatch Board must make an annual report to Transport Committee and the Secretary of State¹².
- 7.12 London TravelWatch will log, and in its annual report to the Transport Committee will report, all complaints (referred to in paragraphs 7.8 – 7.9 above) received under, and dealt with in accordance with, its complaints procedures.

¹¹ The GLA Act 1999 Schedule 18 paragraph 8(1)

¹² The GLA Act 1999 s 250 (2)

Performance Management and Reporting

- 7.13 London TravelWatch will comply with the requirements for performance management and reporting as set out in Appendix E.
- 7.14 Paragraph 7.13 above is subject to the proviso that, where any significant matters come to the attention of the GLA's Resources Directorate through the monitoring and reporting process set out in Appendix E, London TravelWatch must report on these significant matters in the manner and timescale set down by GLA's Resources Directorate, in consultation with the Chief Executive of London TravelWatch.

8. Amending this memorandum

- 8.1 This Memorandum may be amended from time to time by the Chair of Transport Committee (in consultation with the Group Leads) and the Chair of the London TravelWatch Board (in consultation with the London TravelWatch Chief Executive) agreeing to the proposed amendments.

9. Dealing with disputes

- 9.1 If any matter falling within the scope of this Memorandum, but outside the statutory responsibilities, cannot be agreed between the parties concerned (both using their best endeavours), then they will jointly select counsel to approach, whose assessment will be accepted as binding on each party.

Approved by:

..... **Date**

And

..... **Date**

For the London Assembly

..... **Date**

And

..... **Date**

For London TravelWatch

Board Appointments

Appointment of the Chair, Deputy Chair and Members of London TravelWatch Board

- A.1 Transport Committee will, after consultation with the DfT, appoint the members and Chair of the London TravelWatch Board¹³.
- A.2 Transport Committee may designate one or more members of the London TravelWatch Board to be Deputy Chair / Chair¹⁴.
- A.3 Ordinarily, members (including the Chair or Deputy Chair) of London TravelWatch will be appointed for a fixed term of two or four years.¹⁵

Recruitment of the Chair and members of London TravelWatch Board

- A.4 Transport Committee will determine the arrangements for recruiting to the London TravelWatch Board.
- A.5 Ordinarily, recruitment to the London TravelWatch Board will be conducted so that half of the Board is appointed every 2 years.
- A.6 In accordance with the DfT policy¹⁶, all appointments to the London TravelWatch Board will only be made after any vacancies have been advertised publicly, and after there has been open and competitive interview process. The GLA will organise and fund any such recruitment campaigns.
- A.7 Transport Committee will determine the arrangements for, and composition of, the recruitment panel. However, before doing this, Transport Committee will consider any representations received from the Chair of the London TravelWatch Board and the Chief Executive of London TravelWatch, either in writing or made orally at a Transport Committee meeting.
- A.8 Appointments will be made on the basis of merit, taking into account sections 247(3 – 4) of the GLA Act 1999 having regard to the representativeness of London TravelWatch and, in particular, the geographical representation
- A.9 In appointing members of the Board the Committee shall have regard to the desirability of ensuring that members of the Board between them represent the interests of those who use passenger transport facilities and services in Greater London and those with experience of working with disabled persons, in accordance with section 247(3) of the GLA Act and the Chronically Sick and Disabled Persons Act 1970.
- A.10 A pool of substitute members will be recruited within the recruitment process set out at paragraphs A.6 – 9 above. On the resignation or termination of a member's appointment, the Chair of the London TravelWatch Board will make a recommendation to the Chair of Transport Committee about whom should be appointed from the substitute list. Action will then be taken by the

¹³ The GLA Act 1999 s 247(2)

¹⁴ The GLA Act 1999 s 247(6)

¹⁵ Transport Committee minutes of 7.9.06 at 4.2

¹⁶ The DfT policy is based on guidance issued by the Cabinet Office on Making and Managing Public Appointments

Chair of Transport Committee under delegated authority to appoint that person. If there is no suitable substitute pool member available, the post will be advertised externally in accordance with paragraphs A.6 - 9 above¹⁷.

- A.11 A substitute pool member will not be used to fill any vacancy in the office of the Chair or Deputy Chair of the London TravelWatch Board.

Terms and conditions of the Chair and members of London TravelWatch Board

- A.12 Transport Committee will determine and approve the London TravelWatch Board members' terms and conditions of appointment¹⁸ – including – but not limited to:

- (a) remuneration (including any upgrades)
- (b) time commitment (subject to A.13 below)
- (c) pensions
- (d) appraisal procedures
- (e) grievance procedures
- (f) probationary procedures
- (g) any travelling and other allowances
- (h) unpaid and special leave

- A.13 The Chair of the London TravelWatch Board and the Chief Executive of London TravelWatch may vary the time commitments of any London TravelWatch Board members, provided:

- (a) any additional costs can be met from London TravelWatch's approved budget;
- (b) any virements needed to accommodate the costs comply with paragraph 7.4 – 7.5 above; and
- (c) the Chief Executive of London TravelWatch notifies the GLA's Liaison Officer in writing, that the increased time commitment can be met from London TravelWatch's approved budget.¹⁹

- A.14 Where the proposed changes cannot be met from the total cash amount allocated to London TravelWatch by Transport Committee, under the budget setting process, the proposals can only be approved by Transport Committee and must, as a first step, be sent in writing to the GLA's Liaison Officer and Transport Committee, on receipt of which Transport Committee may specify what information it requires in order to consider and determine the proposals.

Ceasing to be a member of the London TravelWatch Board and notice requirements

- A.15 The Chair and members of the London TravelWatch Board may resign from their appointments by giving notice to the Chair of Transport Committee²⁰. Notice should be provided in writing and given as soon as is reasonably practicable.

¹⁷ Transport Committee minutes of 17.10.2002 at 9.1 (3)

¹⁸ The GLA Act 1999 Schedule 18 paragraphs 1-4, 6(1)(a) and (2), and 7(1) – (2)

¹⁹ Transport Committee minutes of 7.9.06 at 4.2(e)

²⁰ The GLA Act 1999 Schedule 18 paragraph 10(2)

Termination of London TravelWatch Board appointments

- A.16 Members of the London TravelWatch Board (including the Chair) may have their appointments terminated in accordance with their terms and conditions of appointment.
- A.17 Transport Committee will take the decision on whether or not to terminate an appointment, and its decision will be binding. In the event that a decision on termination needs to be taken as a matter of urgency, a decision (which could include suspending the member until consideration by full committee) will be taken under delegated authority by the Chair in consultation with Group Leads of Transport Committee. In extremis, such circumstances where no such elected representatives are available, urgent action may be taken by the Chief Executive of the GLA.
- A.18 Written reasons will be provided in respect of any decision to terminate an appointment and a decision to terminate will only be taken after consideration of any relevant evidence, including any mitigating factors.

Probation and performance reviews

The Chair of the London TravelWatch Board

- A.19 The probationary assessment and performance reviews of the Chair of the London TravelWatch Board will be conducted in accordance with the Chair's terms and conditions of appointment.
- A.20 They will be conducted by the Chair and Deputy Chair of Transport Committee, who will, for information, share the outcomes with the Group Leads of Transport Committee.

Other members of the London TravelWatch Board

- A.21 The probationary assessment and performance reviews of the members of the London TravelWatch Board will be undertaken by the Chair of the London TravelWatch Board in accordance with their terms and conditions of appointment.
- A.22 Where the Chair of the London TravelWatch proposes to recommend removal of a member, the Chair must notify the Chair of Transport Committee in writing, copied to the Chief Executive of London TravelWatch and the GLA Liaison Officer.

Grievances against Members of the London TravelWatch Board

- A.23 Where any officer of London TravelWatch (including the Chief Executive of London TravelWatch) has a grievance against any members of the London TravelWatch Board (including the Chair), or where any of the members of the London TravelWatch Board have an employment related grievance against each other, the grievance procedure contained in London TravelWatch members' terms and conditions of appointment shall apply.

Appendix B

Arrangements for the recruitment, appointment and employment of staff of London Travelwatch

Recruitment of Chief Executive at London TravelWatch²¹

- B.1 Subject to the approval of the Chair of Transport Committee (in consultation with Group Leaders), and subject to paragraph 6.8 below, the London TravelWatch Board will determine the arrangements for recruiting to a vacancy in the post of Chief Executive of London TravelWatch. Such arrangements must include the vacant post being advertised publicly, and an open and competitive interview and selection process.
- B.2 The Chief Executive of London TravelWatch will be selected by an appointments panel comprising of members of the London TravelWatch Board and a member of the London Assembly appointed by the Chair of Transport Committee (in consultation with Group Leaders) to serve as a full member of the London TravelWatch appointments panel²².
- B.3 London TravelWatch will fund any such recruitment campaigns.

Recruitment of staff (other than the Chief Executive) at London TravelWatch

- B.4 The London TravelWatch Board will determine the arrangements for recruiting to all vacant staff posts at London TravelWatch, other than the posts of Chief Executive.
- B.5 In determining these arrangements, the London TravelWatch Board must consult with London TravelWatch's Chief Executive, but the final decision on the arrangements rests with the London TravelWatch Board.
- B.6 Such arrangements must include permanent vacancies being advertised publicly, and an open and competitive interview and selection process.
- B.7 London TravelWatch will fund any such recruitment campaigns.

Terms and conditions of London TravelWatch officers

- B.8 Subject to paragraph C.9 below, the London TravelWatch Board will, with the approval of Transport Committee, determine the terms and conditions of its officers' employment, including terms as to remuneration²³.

²¹ LTW may appoint such officers as appear to LTW to be required for the performance of their functions (the GLA Act 1999 Schedule 18 paragraph 5(1), but the appointments must be made in accordance with the GLA's rules of appointment and are subject to the approval of the Assembly – (the GLA Act Schedule 18 paragraph 5(2)).

²² Transport Committee minutes of 17.7.07 at 5.3(c)

²³ The Assembly must provide LTW with the funds to pay its (LTW's) officers, such remuneration and such travelling and other allowances as the Committee may with the approval of the Assembly determine- Schedule 18 paragraph (6)(1)(b)

- B.9 The London TravelWatch Board may approve any changes to officers' terms and conditions of employment provided that:
- (a) London TravelWatch's Chief Executive (as accounting officer) has confirmed that any additional costs can be met from London TravelWatch's approved budget,
 - (b) any virements needed to accommodate the costs comply with paragraphs 7.4 – 7.5 above; and
 - (c) the Chief Executive of London TravelWatch notifies the GLA's Liaison Officer in writing, that the proposed changes can be met from London TravelWatch's approved budget.
- B.10 Where any proposed changes to terms and conditions cannot be met from the total cash amount allocated to London TravelWatch by Transport Committee, under the budget setting process, the proposals can be approved only by Transport Committee and must be sent in writing to the GLA's Liaison Officer and Transport Committee, on receipt of which Transport Committee may specify what information it requires in order to consider and determine the proposals.

Appendix C

Budget Process and Business Plan

- C.1 Every year, before the end of July, the GLA will issue budget guidance to London TravelWatch . This will set out the proposed cash limited budget for the next financial year and indicative cash limited budgets for the following two years. London TravelWatch be invited to prepare a budget submission based on these cash limited budgets having regard to the requirements set out in the budget guidance.
- C.2 During the development of the draft budget submission, London TravelWatch Chief Executive will confer confidentially with the lead officer for London TravelWatch matters in GLA Financial Services to ensure that the submission is based on a full understanding of the detail of the Mayor’s budget guidance and GLA procedures generally.
- C.3 The London TravelWatch Board must produce an annual Business Plan that must be sent at the same time as London TravelWatch’s proposed budget is sent to Transport Committee for formal consideration.
- C.4 The London TravelWatch Board will, after consulting with the London TravelWatch Chief Executive, submit a draft budget proposal to Transport Committee (to be sent to the GLA Liaison Officer and copied to the Committee Officer for Transport Committee who will arrange for it to be sent to the Chair and Group Leads of Transport Committee) in line with the deadlines set out in the budget guidance.
- C.5 On receipt of the London TravelWatch Board’s draft budget submission, and before the London TravelWatch Board submits its final budget submission (in accordance with paragraph C.6 below), the GLA Liaison Officer, and Chair and Group Leads of Transport Committee will meet with the Chair of the London TravelWatch Board and the Chief Executive of London TravelWatch to discuss London TravelWatch’s draft budget submissions.
- C.6 Further to the meeting referred to in paragraph C.5 above, the London TravelWatch Board, with the approval of the London TravelWatch Chief Executive, will, in line with the deadlines set out in the Mayor’ budget guidance, present a final budget submission to Transport Committee.
- C.7 Transport Committee will formally consider London TravelWatch’s proposed budget and business plan and the Committee will recommend the budget to the Mayor, with or without any amendments that it considers appropriate, for inclusion in the GLA’s budget submission to Budget Committee, in line with the deadlines set out in the Mayor’s budget guidance.

Appendix D

Accounts and Financial Procedures

Accounts

- D.1 London TravelWatch will conduct a monthly monitoring and review of its finances, to include forecasts against the full-year revenue and capital budgets, explanations for variances and any proposed corrective action. The Chief Executive of London TravelWatch will report this monthly to the GLA's Executive Director of Finance and Performance and six monthly to Transport Committee in the format, and in line with the timetable, set out in Annex 1.
- D.2 The Chief Executive of London TravelWatch (as accounting officer) must ensure that a statement of accounts is prepared for each financial year that gives a true and fair view of London TravelWatch's financial status at the end of that year, and its expenditure for that year²⁴.
- D.3 The Chief Executive of London TravelWatch must submit, in line with the agreed timetable, financial information required by the GLA's Executive Director of Finance and Performance for the preparation of the GLA Statement of Accounts.
- D.4 Transport Committee may issue guidance as to the preparation of a statement of accounts and, if it does so, London TravelWatch must prepare the statement in compliance with the direction²⁵.
- D.5 The Statement of Accounts must be audited by an auditor appointed by Transport Committee.²⁶ The cost of the audit will be met by London TravelWatch.

Financial procedures

- D.6 Where London TravelWatch proposes to make any significant changes or amendments to any of its financial systems and procedures, its proposals must be agreed to by the London TravelWatch Board (or to any body within London TravelWatch to which such functions of the London TravelWatch Board have been properly delegated) and the London TravelWatch Chief Executive and must be submitted in writing to the GLA Liaison Officer, who will determine how to take the matter forward.
- D.7 Any such proposals can only be approved by Transport Committee, in conjunction with the GLA's Executive Director of Finance and Performance.

²⁴ The GLA Act 1999 Schedule 18 paragraph 8(2)

²⁵ The GLA Act 1999 Schedule 18 paragraph 8(3)

²⁶ The GLA Act 1999 Schedule 18 paragraph 8(4)

Performance management framework

The need for a performance management framework

- E.1 This Memorandum of Understanding is based on the principle that the Transport Committee should be informed of how London TravelWatch spends the grant that it receives from the London Assembly, and should set performance targets for its activities.

What needs to be reported?

- E.2 Wherever possible, as well as allowing the Transport Committee to carry out its oversight function, the information reported should also provide meaningful management information for the London TravelWatch Board. It should also draw on performance information already gathered to prevent the duplication of effort.
- E.3 The performance information collected for consideration by the Transport Committee should reflect the London TravelWatch business plan and the priorities set for it by the Transport Committee. It is therefore proposed that performance information should be collected under the following headings:
- Casework
 - Campaigning/ representational role
 - Research / policy development
 - Corporate health

Target setting

- E.4 The indicators currently selected were set after the corporate governance healthcheck in 2006/07. They will be reviewed in the fourth quarter of each financial year.

Frequency of reports

- E.5 The frequency for collecting data against each of proposed indicators is set out in section five below. It should be noted that, particularly due to the size of the organisation, the quantity of data involved, and reporting systems currently in place, many of the proposed indicators do not lend themselves to being reported on a quarterly basis.
- E.6 London TravelWatch will henceforth collect internal data at the intervals set out in section five below but reports will be submitted to the Transport Committee twice a year, the first covering quarters one and two and the second covering quarters three and four, as well as proposed targets for the coming year.

Proposed performance indicators

Casework

E.7 London TravelWatch already produces reports on its performance in handling casework and as far as possible highlight information be drawn from this report.

E.8 The required performance indicators relating to casework:

PI no.	Indicator	Target	Frequency to report
1	% of newly received cases recorded by LTW, acknowledged and referred to relevant operator within 5 days	75%	Quarterly data to be reported six monthly
2	% of replies from operators considered, decision taken on further action within three days of receipt		Quarterly data to be reported six monthly
	Reply within ten working days of receipt if no further action required	90%	
	Reply within 20 working days of receipt if no further action required	100%	
3	% replies to cases dealt with direct by LTW without referral to an operator		Quarterly data to be reported six monthly
	Reply within ten working days of receipt if no further action required	90%	
	Reply within 20 working days of receipt if no further action required	100%	
4	Mean score for respondents to LTW survey expressing satisfaction with outcome of case	70	Quarterly data to be reported six monthly
5	Mean score for respondents to LTW survey expressing satisfaction with speed of response	72	Quarterly data to be reported six monthly
6	Mean score for respondents to LTW survey expressing satisfaction with handling of case	79	Quarterly data to be reported six monthly
7	No. of complaints received relating to LTW's service standards	N/A	Quarterly data to be reported six monthly
8	% of complaints received relating to LTW's service standards fully responded to within 20 days or the first meeting of the Casework Committee after receipt of the complaint if a decision is taken that member input is appropriate.	100%	Quarterly data to be reported six monthly

E.9 In addition to reporting quantitative data on the handling of casework, performance reports will include a short overview setting out the main issues raised by the public.

E.10 The required performance indicators relating to campaigning and representational role:

PI no.	Indicator	Target	Frequency to report
10	Number of recipients of monthly e-newsletter	To be set annually	Annual

E.11 Each six-monthly performance report will provide a brief summary of the contribution of London TravelWatch to campaigns to press for transport policies that are inclusive for all users, particularly action taken by London TravelWatch to improve the accessibility of public transport for people with mobility impairments and outcomes.

E.12 Proposed performance indicators relating to London TravelWatch’s research and policy development role:

PI no.	Indicator	Target	Frequency to report
11	Local engagement with each London borough individually	100%	Annual
12	Number of local passenger conferences held	Two	Annual
13	% of requests for written / oral submissions met by the agreed deadline	100%	Quarterly
14	Number of pro-active research projects completed	Two	Annual
15	Number of research projects completed in collaboration with Passenger Focus	Two	Annual

E.13 The following performance indicators relating to London TravelWatch’s corporate health will be used alongside the arrangements for financial reporting already developed:

PI no.	Indicator	Target	Frequency to report
16	The number of working days / shifts lost to sickness absence per staff member	6	Annual
17	% of employees that are women	52%	Annual
18	% of employees from ethnic minority backgrounds	29%	Annual
19	% of employees declaring that they meet the Disability Discrimination Act 1995 definition and / or have declared themselves disabled	13%	Annual
20	% of undisputed invoices for commercial goods and services paid within 30 days of receipt or within agreed payment terms	90%*	Annual