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## Secretariat memorandum

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Agenda item 10  
LTW 333  
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### Memorandum of Understanding between London TravelWatch and the London Assembly

#### 1 Purpose of report

- 1.1. To seek Board approval for a revised Memorandum of Understanding (MOU) between London TravelWatch and the Greater London Authority (GLA).

#### 2 Recommendation

- 2.1. That the Memorandum of Understanding between London TravelWatch and the Greater London Authority appended to this report be approved, and that the Chair and Chief Executive be authorised to sign on behalf of London TravelWatch.

#### 3 Background

- 3.1. The MOU is designed to establish a clear and transparent basis upon which London TravelWatch, the London Assembly's Transport Committee and the GLA will work and interact with each other.
- 3.2. The present MOU was agreed by the Board in November 2007 (LTW128 18 December 2007 refers) following the organisational and financial health checks of London TravelWatch by the GLA and is a lengthy and excessively prescriptive document.
- 3.3. In March 2009 the Transport Committee agreed that, in the light of the experience gained from the developing relationship between the two bodies over the past two years, improvements could now be made.
- 3.4. The draft revised MOU was discussed at the meeting between the Chair and Chief Executive of London TravelWatch with the Transport Committee's political leads on 15 September and by the Executive Group at its meeting on 17 September 2009. It was agreed by the Transport Committee on 20 October 2009.

#### 4 Issues for consideration

- 4.1. The format of the document has been changed so that the MOU acts as a framework document setting out the principles of the relationship between the two bodies, with a number of appendices that give more detailed processes, procedures and performance

targets. This will enable future reviews of these detailed matters to be agreed without the necessity to revise the whole document.

- 4.2. A number of areas of unnecessary prescription have been removed completely as well as the sections that simply restated statutory requirements that could not in practice be superseded by an MOU.
- 4.3. Paragraph 7.8 proposes that complaints about the conduct or behaviour of a member of the London TravelWatch Board should be referred to the Chair of the Board who will determine how the matter will be taken forward and, once the matter has been concluded, notify the Chair of the Transport Committee. This differs from the existing position where complaints against members are referred to the GLA and would require a change to the terms and conditions under which members are appointed to the Board of London TravelWatch. The GLA will be writing to individual members on this point.
- 4.4. Appendix E sets out the requirements for performance management and reporting and it is pleasing to note that the frequency of reporting to the Transport Committee is now six monthly for all areas of performance, although we have been asked to collect quarterly data for casework and responding to requests for oral or written submissions to Transport Committee scrutinies or House of Commons Transport Select Committee inquiries. It should be noted that the performance targets for some of our work are indicative at this stage because, as paragraph E4 says, it has now been agreed that the targets will be reviewed in the fourth quarter of each financial year.

## **5 Equalities and inclusion implications**

- 5.1. Paragraph 13 in Appendix E of the Memorandum of Understanding sets targets for the percentage of employees that are women, from ethnic minority backgrounds and who declare that they meet the Disability Discrimination Act 1995 definition and/or have declared themselves disabled.

## **6 Legal powers**

- 6.1. Section 247, 250 and 251 and Schedule 18 of the Greater London Authority Act 1999 govern the relationship between London TravelWatch and the London Assembly. A number of the administrative functions of London TravelWatch are subject to the approval of, or compliance with guidance from, The London Assembly. The MOU sets out a way of working that should ensure that both the London Assembly and London TravelWatch know what each organisation expects of the other and how those expectations are to be delivered.

## **7 Financial implications**

- 7.1. The memorandum of understanding has no specific implications for London TravelWatch's budget.