
Minutes

Agenda item 2

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Date: 10 February 2015

Minutes of a meeting of the London TravelWatch Governance Committee held at the Hampton by Hilton Hotel, Gatwick Airport, on 21 October 2014, 10.30 hrs - 12.50 hrs

Present:

Members

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

Chair, Governance Committee

Secretariat

Janet Cooke (JC)

Tim Bellenger (TB)

Gytha Chinweze (GC)

Richard Freeston-Clough (RF-C)

Sharon Malley (SM)

Chief Executive

Director, Policy and Investigation

Executive Assistant (*job share*)

Communications Officer (items 7-10, except 7.3)

Executive Assistant (*job share*)

1 Apologies for absence

Apologies for absence had been received from Chris Brown.

2 Minutes of the meeting held on 22 July 2014

The minutes of the meeting held on 22 July 2014 were agreed as a correct record.

3 Matters arising

Members noted the progress of actions taken from the previous meeting.

Further to the previous discussion about the lack of Oyster retailing outlets in Woking, TB informed members that Surrey County Council was using its library as a ticket outlet and that this was the first time a library was being used in this way. It was noted that this area had a high proportion of people using contactless payment and this was probably due to the limited number of Oyster outlets.

SL said that he would cover the review of the role of Board Champions in his half yearly catch-up with Board members individually and that matters arising from this could be considered at the next Governance Committee meeting.

Action: SL

JC said that the situation regarding members' eligibility for the 'Bike to Work' scheme remained unclear but suggested that anyone who wished to apply should contact the HR Advisor to discuss this. GK observed that the organisation was very cycle-friendly.

4 Notes from Chairs' Group held on 4 September 2014

These were noted.

5 Chief Executive's report

JC presented her report which gave an informal overview of internal organisation issues. The report covered finance, a water leak, shifting work priorities, Alternative Dispute Resolution (ADR), Christmas and New Year opening and the office move. Members noted the report.

A detailed discussion was held on ADR. JC agreed to provide an informal update for a confidential discussion at the December Board meeting. RT said that any necessary organisational changes could be approved at the Governance Committee meeting in February 2015, before the second stage legislation specifying which would be the agreed entities is considered in March 2015.

Action: JC

6 Finance report and quarter 2 management accounts

Members noted the report.

7 Other Quarter 2 performance reports

7.1 Workplan

Members were informed that the format of the workplan monitoring template was still being amended and work on this was ongoing. It would be circulated after the meeting and members were invited to raise any queries or comments with JC.

Action: GC

The Safety Adviser's report was noted.

7.2 Communications

RF-C presented the Communications report which updated members on the impact of our communications in terms of outcomes for passengers during the first two quarters of 2014/15 and provided an update on the website, social media and events and meetings attended. Members praised the format and clarity of the report and endorsed the more targeted approach to stakeholder events.

The quarterly website and electronic media statistics were tabled. Members were asked to send any comments on this to the Corporate Support Manager.

7.3 HR

Members noted the report which updated them on staffing and various matters, including absence, learning and development, the office move and the new pension scheme.

Members asked JC to check whether the cleaners at the new offices were being paid the London Living wage.

Action: JC

In response to a query, JC said that she thought it was unlikely that the Network Rail paid internship scheme would be repeated, although London TravelWatch would be pleased to host further placements, if it was.

7.4 Casework

Members noted the report and continued to be impressed by the high performance of the casework team. RD queried whether the organisation was able to identify the total length of time it took to make a passenger appeal and requested that a one-off exercise be undertaken to establish this, for a sample of appellants.

Members expressed some surprise at how relatively constant the volumes of incoming work were. JC said that the team spent a lot of time helping the public to avoid having to contact London TravelWatch unnecessarily. She illustrated this point by explaining how the team had been concerned at the number of telephone enquiries about bus travel they continued to receive despite the fact that our number was no longer displayed on vehicles. After detailed enquiries, they had traced the source of these to a travel advice website which has now amended its

information. Also, we use our 'Frequently Asked Questions' page to try and anticipate the queries passengers might raise with us.

Action: JC

8 Risk register/review of risk

Members considered the report and made some suggestions of risks to be added to the register but were satisfied that risks had been managed well and good mitigation measures were in place. After some discussion, it was agreed that the Executive Assistants would reword the Governance risks.

Action: GC/SM

9 Influencing strategy & stakeholder mapping

RF-C presented the report. It was agreed that he would update the report with members' comments and that he would use the notes tabled by SL, as a basis for an introduction to explain the framework on which the strategy is built. Members asked for this to be brought back to a future meeting, for information.

Action: RF-C

10 Any other business

AR mentioned that he had recently attended a successful TfL event on bus priority at which Vincent Stops, Policy Officer, had given an impressive presentation.