
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 25 September 2012, 13.30 hrs - 14.45 hrs

Present:

David Barry (DB)

Terry Bennett (TB)

Gail Engert (GE)

Sharon Grant (SG)

Sophia Lambert (SL)

David Leibling (DL)

Chair

Sandra Ambo (SA)

Tim Bellenger (TB)

John Burgess (JB)

Gytha Chinweze (GC)

Janet Cooke (JC)

Richard Freeston-Clough (RFC)

Finance Officer (item 5)

Director, Policy and Investigation

HR Officer (item 8)

Executive Assistant

Chief Executive

Communications Officer (item 9 &10)

1 Apologies for absence

There were no apologies for absence.

2 Minutes of the meeting held on 24 July 2012

The minutes of the meeting held on 24 July 2012 were agreed as a correct record of the meeting.

3 Matters Arising

There were no matters arising not dealt with elsewhere in the agenda.

4 Chair's Report

The Chair reported that the meeting with Isabel Dedring had taken place and had been productive. She also updated members on a meeting with the Chair of the Assembly which she had attended with DL.

It was noted that the matters arising in the previous meeting relating to future research and the work plan would be included within the half yearly update and progress against the 2012/13 workplan would be available at the next meeting. Members asked that, where possible, more research work should be undertaken with Passenger Focus in the future, for instance with their forthcoming work on smart ticketing where it could potentially save time and public money to incorporate lessons learnt from the London passenger experience.

Action: TB

5 Finance Report

JC presented the report. SA was present to respond to members' queries. Members noted that there was a separate report on accommodation expenses relating to the office move. They also noted the actual cash flow year-to-date and the forecast for the remainder of 2012/13. JC cautioned that, although the accounts predicted a small surplus at the year end, the organisation was still very vulnerable due to its low reserves.

Members noted that the meeting room for the Board meeting earlier had been hired from ETC venues due to lack of a meeting room for this particular meeting. Members encouraged officers to ensure that at least one meeting a year is held at City Hall when planning next year's calendar to ensure contact is retained with City Hall.

Action: GC

6 Chief Executive's Report

JC presented a report covering general matters, the new offices and the staff travel experience day. She pointed out that our first two Network Rail interns had just completed their six month secondments and members agreed that they had both made a valuable contribution to the work of the organisation.

TB shared with members some of the highlights and lessons learned from the travel experience day, which had been a training exercise for all staff who were not essential to the office move on 13 July 2012. The day had been a success and had received positive feedback from those who attended. Members were pleased that some issues that were identified on the day had already been resolved and had resulted in practical results for the passenger. They asked for more such events to be organised in the future for staff and members.

Action: TB

7 Accommodation update

JC presented an accommodation report which provided a final update on the move from 6 Middle Street.

Members discussed the report and were pleased to note that the final costs of the move were consistent with the forecast costs. However they expressed concern that the tight timescales involved with the move, due to the direction from the Assembly, meant that it had not been possible to carry out a detailed financial appraisal of the actual costs involved in order to make a considered decision about which option represented the best value.

The Chair reiterated her concerns about the lack of facilities in the new offices for the Chair and members.

Members asked for their thanks to be recorded to Kathiravan Uthayanan for project managing the office move.

Action: GC

JC confirmed that the updated telephone lists and business cards would be circulated shortly once the telephone numbers had all been confirmed.

Action: JC

8 HR Report

JB presented a report covering staff/posts, recruitment, training and development and staff attendance.

Members were pleased with the diversity profile of applicants in recent recruitment and also with staff attendance. They asked JB to produce an update of current staff profile breakdown. JB confirmed he had carried out a recent staff survey and that these figures were available. He also informed members that the next Investors in People accreditation would take place in October 2013 and he will be progressing this.

Action: JB

In response to members' query about his working hours, JB confirmed that although he had worked extra hours initially when he started his role, due to a steep learning curve, he was satisfied that the role could be carried out within the agreed time of 12 hours per week. JC would continue to monitor this.

9 Olympics – impact on London TravelWatch

JC presented the report. Members asked her to thank George Simpson who had written this report and also asked for it to be made available on the website.

Action: RFC

Members asked for further work to be carried out at Euston Station and on the wider travel experience around that station.

Action: TB

10 Stakeholder engagement update

RFC presented the report which provided an update on London TravelWatch's attendance at an information fair for London Pensions Fund Authority members held earlier this month. The report also outlined plans for a series of passenger and stakeholder events which will raise London TravelWatch's profile amongst members of the travelling public and businesses in London.

Members agreed that the next Transport user surgery should be held on a Saturday during November in Harrow at Harrow on the Hill station.

Action: RFC

11 Any other business of which advance notice has been given

Members asked for details of ministerial responsibilities to be sent to them and for JC to seek meetings with key ministers.

Action: JC

As this was her last meeting as Chair, SG thanked the Board members for their support and wished them all the best with the future plans of the Board.