
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 23 July 2013, 13.45 hrs - 15.30 hrs

Present:

Members

Josephine Channer (JoC)

Richard Dilks (RD)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

Chair, Governance Committee

Secretariat

Janet Cooke (JaC)

Tim Bellenger (TB)

Gytha Chinweze (GC)

Peter Ellis (PE)

Chief Executive

Director, Policy and Investigation

Executive Assistant

Senior Finance Officer (item 6)

1 Apologies for absence

There were no apologies for absence.

2 Minutes of the meeting held on 21 May 2013

The minutes of the meeting held on 21 May 2013 were agreed as a correct record.

3 Matters arising

Members were updated as follows:

- Annual accounts - JaC and SL, as the designated Accounting Officer and Chair of the Board, had signed off the annual accounts and the auditor's letter of representation. JaC had sent a note to members as requested reassuring them that she was satisfied with the accounts and that there had been no incidents of fraud or non-compliance during the year. JaC tabled a letter from Moore Stephens, the auditors, confirming that they were satisfied with the accounts. She informed members that there had

been a post-audit adjustment to the accounts at the suggestion of the auditors following further clarification of the cost of the office move. This meant that the reported expenditure for the year had reduced slightly as some IT infrastructure costs had been capitalised over two years.

- Prioritisation criteria - TB confirmed that the prioritisation criteria were on the website. Members reminded officers to make reference to these in committee reports.
- Future IT server requirements - JaC reported that work to move the system over to a full IT cloud service would take place over a weekend early in August 2013.
- Chairs' Group - JaC confirmed that the Chairs' Group had met in June and that notes of this meeting would be circulated to members.

Action: JaC

- Matters arising - Officers were asked to establish an informal and non-bureaucratic mechanism for updating the committee on the progress of matters arising from previous meetings.

Action: JaC

4 Chair of the Board's report

SL reported that he had updated members of his activities at the Board meeting held earlier in the day and he had nothing further to add except to note that he had now established a regular timetable of meetings with the Chair of the London Assembly's Transport Committee and would next meet her in early September.

5 Chief Executive's report

JaC presented a brief report which covered general matters including the publication of research and scheduling of work arising from this, an update on the business plan/budget bid 2014/15 process and feedback from members' briefing lunches with staff. She said that she had been on annual leave for three weeks, some of which coincided unavoidably with leave taken by the Chair and senior staff but everything had proceeded smoothly in her absence, confirming that the business continuity arrangements that had been put in place following the staff restructure were working well. The committee agreed and congratulated the staff.

6 Management accounts for quarter ending June 2013

PE presented the accounts which confirmed expenditure for quarter one and the forecast outline position for the year end. Members asked for the forecast relating to members' pay to be checked.

Action: PE/JaC

After discussion, PE was also asked to provide further information on what, in an ideal world, an organisation like London TravelWatch should have as reserves in his next report.

Action: PE

7 Quarter 1 performance reports for monitoring

7.1 Workplan

GC presented her report. Members discussed the workplan and provided suggestions on general points. RT asked JaC to advise her when the changes to the procedures for competitive procurement would be completed. Members also asked for the work on establishing an evidence base on the means and methods consumers choose to give feedback to be included in next year's business plan, and for this to be done possibly in collaboration with Passenger Focus.

Action: JaC

7.2 Communications

JaC presented the Communication Officer's report. Members said that they were very pleased with the recent coverage of our research, in particular in the Evening Standard and the broadcast media. They asked for more context to be provided in future reports such as the circulation figures of the print media we feature in and the likely audience for broadcast media.

Action: JaC

7.3 HR

JaC presented the HR Advisor's report which covered recruitment, training and development, staff attendance and the annual cost of living increase. Members noted the value to both the individuals and the organisation of schemes such as the University of London Internship Programme and the Network Rail 'Track and Train' programme. They endorsed further participation in these schemes and agreed that when a suitable project arose, a secondee from Transport for London (TfL) should be sought.

Members noted the diversity figures. They said they would be willing to complete questionnaires on diversity so that their profiles could be included in the organisation's figures.

They asked for further information on the cost of living award to be brought to the October Governance Committee.

Action: JaC

8 Draft 2014-15 business plan and budget bid

JaC presented the draft plan which had already been discussed with the Chairs' group and updated accordingly. Members made some suggestions to the content at the meeting and agreed to send on any further comments. JaC agreed to send an updated draft to members by mid August.

Action: Members/JaC

9 Draft Memorandum of Understanding (MoU)

JaC introduced the item. She informed members that she had had broad discussions with the Chairs' Group on this and was awaiting feedback from John Bennett of the GLA on the proposition that she had sent him. JaC drew members' attention to the appendix on performance management and reporting and her recommendations on what London TravelWatch should report on. She asked members for feedback on these. A revised draft would be sent to members once further discussions had taken place with the GLA.

Action: Members/ JaC

10 Feedback from website working group

RD presented the Communication Officer's report. He explained to the meeting that this report was for information. He said that the changes that were easy to do in-house for no additional cost had already been made. The group had agreed to upgrade to a new content management system. RD said the changes were mainly to how easy the system was to use and update behind the scenes and that there may not be a noticeable difference to the appearance of the website from this upgrade.

It was agreed that the group should hold another meeting in six months' time to review progress. They thanked RD and all involved for their work. SL encouraged JaC to involve members again in future projects.

Action: RD/Communications Officer

11 Any other business of which advance notice has been given

There were no other business matters.