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## Minutes

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Agenda item 2  
21 October 2010

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Minutes of a meeting of the London TravelWatch Executive Group  
held at 6 Middle Street, London EC1 on 30 September 2010, 14.00 - 17.00 hrs

### Present:

Sharon Grant (SG)	Chair
David Barry (DB)	
Gail Engert (GE)	
David Leibling (DL)	

Janet Cooke (JC)	Chief Executive
Patti Tobin (PT)	Director, Finance & Personnel
Peter Ellis (PE)	Senior Finance Officer (minute 3)
Gytha Chinweze (GC)	Executive Assistant

## 1. Apologies for absence

Apologies had been received for this meeting from Lorna Reith (LR).

## 2. Minutes of meetings held on 22 July 2010 and 14 September 2010

Members made some amendments to the minutes of the meetings held on 22 July 2010 and 14 September 2010. GC would amend the minutes and send amended copies to the Chair to sign.

**GC**

## 3. Matters arising

### 3.1 Minutes – 22 July 2010

Members noted that DB had agreed to serve on London Borough of Haringey's Sustainable Transport Committee.

DL reported that he had asked the Communications Officer to write a letter of introduction for him to the Lead Transport member at London Borough of Barnet.

JC clarified that the Senior Committee Officer was still responsible for co-ordinating stakeholder/local work although this would probably be transferred to another team soon.

A technical problem with the website meant that some biographies of Board members still required updating. GC will send a note to the Chair explaining the nature of the problem on the website. **GC**

SG reported that the improved casework performance figures had been circulated at the last meeting of the Transport Committee of the London Assembly.

### **3.2 Minutes – 14 September 2010**

There were no matters arising from this meeting.

### **4. Management Accounts for July & August 2010 and Finance Report for August 2010**

PE presented the Management Accounts for July & August 2010. Members asked for the Annual accounts to be circulated to the Board in future for noting before they were formally signed off and asked PT to circulate a brief note of what the practice has been in the past and what practice will be adopted in the future. **PE**

Members asked for a note to be included, as appropriate, on the Finance report to reflect any income gains from consultancy work. **PE**

SG asked JC to keep an informal record of the cost of the Assembly's review on London TravelWatch. **JC**

### **5. Chair's updates**

SG confirmed that there will be an informal Board meeting on 18 October 2010 and a further meeting on 9 November 2010 and invited suggestions for the November agenda. **ALL**

SG confirmed that she and JC would be meeting with Val Shawcross (Chair of the Transport Committee) and Mark Roberts (Executive Director of Secretariat) on 6 October 2010 to discuss a realistic implementation plan for the Review. **SG/JC**

SG reported that as a result of debate at the last Business Management and Administration Committee (BMAC) meeting, officers had been asked to produce a new covering report to address some of the queries raised at the meeting. This report will be presented to the London Assembly's meeting on 20 October 2010. **JC**

### **6. Chief Executive's updates**

JC presented a brief Chief Executive's update for July 2010. It updated on general matters including progress on various tasks she was undertaking and the status of each of these.

JC reported that in terms of the impact of the review(s), staff had been regularly briefed, as far as she had been able to, on what was happening internally and how the organisation was responding to external events. They had all been assured that she would follow the existing Employment Protection Policy and this had been circulated for information to all staff. She had provided additional opportunities for staff to ask questions 'collectively' as well as individually and Senior Management Team members were spending more time with their teams to provide support. This was an important but time-intensive leadership role expected of them.

JC also reported that overall staff morale seemed to be pretty good under the circumstances and whilst naturally all were concerned about their positions, there was a widespread concern about the impact of the break up of London TravelWatch, in the way suggested by the Assembly, on passengers in London.

JC informed members of an IT security breach that had arisen on the 'H': drive which had now been resolved. She was awaiting a report from the IT Support Officer. Members advised PT to contact the Information Commissioner to check whether this should be reported formally, and also check internally whether it was appropriate to have encryption on the information held. **PT/BD**

JC reported that the Annual Report had been published. Members commended this as a good document but asked in future for a proof to be circulated to the Board prior to publication for Board comments. **JC**

JC will ask GC and the Senior Committee Officer to draft a Governance calendar pulling key dates together to ensure matters are brought to the Board at appropriate intervals. **JC**

JC reported that London TravelWatch had gained Investors in People re-accreditation which was positive news for the organisation reflecting hard work and investment in the organisation. The full report will be circulated to members for discussion at a future meeting. **PT**

JC informed members that a fortnightly electronic brief information newsletter will be issued to all Board members and staff and will include casework successes. **GC**

## **7. Internal Review of London TravelWatch**

JC introduced her report in its first draft which was a broad brush approach in response to a request from the Chair and sought a steer from members for the next draft which she would present at the informal Board meeting to be held on 18 October 2010.

## **8. Board issues and key issues arising from committee meetings**

Members agreed that the November Board meeting should include a public session to discuss the future of passenger representation in London. They asked for

representatives from passenger groups and Assembly members to be invited to discuss this issue.

**JC**

**9. Any other business of which advance notice had been given**

There were no further business matters.

**GC/ 30.9.10**