

21 March 2023

Members Event Minutes

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Minutes of the Members event held on 31 January 2023. To be signed off March 2023

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Present

Members

Alan Benson, Priya Khullar, Arthur Leathley (Chair), Laura Osborne, Susan Stockwell, Karen McArthur

Apologies

Tiffany Lam

Secretariat

Michael Roberts

Chief Executive

David Murdoch

Head of Communications

Alex Smith

Head of Campaigns

1. **Apologies**

The Chair welcomed everyone attending the meeting. Apologies had been received from Tiffany Lam.

2. **Chair's activities and Transport Focus update**

The Chair had met Nigel Stevens (Chair) & Anthony Smith (CEO) at Transport Focus. The organisation was seeking to orientate itself under a new Chair and with a

new DfT Ministerial team, particularly in striking the right balance between advocacy and research. Both Nigel and Anthony would be able to provide an update when they attend the March Public Board meeting.

Michael had taken part in the Assembly's Transport Committee session on fares. There had also been a meeting with the Scrutiny team, who said that in future they will see LTW as a default contributor to Committee inquiries, with the option not to attend where we did not have any value to add. Michael will be attending again in February.

3. Minutes

Minutes were agreed and discussed from the previous meetings in September and November 2022.

Alan Benson noted the declaration of interest at the Members Event in November wasn't new, but an already existing declaration.

4. Matters Arising

The Europoint lease expires in November 2023. LTW has started to gather relevant information to determine our options for office space: the Chair would provide the name of a contact who might be able to help. The Board wished to be kept informed of developments.

Minutes moving forward can include private and public information to avoid confusion with multiple documents.

Alan Benson mentioned a 10.30am Board meeting start time wasn't recorded on the previous minutes, however this was recorded on the Matters arising and has been actioned moving forward.

ACTION: CEO & Office Administrator

5. Equity Framework

Sasha (Policy & Advocacy officer) explained the framework had been developed as an action from the EDI strategy. It seeks to make LTW's decision-making more equitable and is a tool to use as part of our business planning.

Board members praised the document: it was simple, straightforward, and impactful, and the emphasis on intersectionality was good. Laura Osbourne wanted to know how we would hold ourselves to account: this would be done, among other ways, through our work programme and annual report. Karen McArthur suggested it would benefit from the inclusion of case studies showing its use in practice.

Alan Benson said our approach to EDI should be incorporated into LTW's induction process, which in any case could benefit from freshening up more generally.

Further to some final small amendments and discussion at the forthcoming LTW team awayday, the LTW management and team would now consider how best to implement the tool.

ACTION: CEO & P&A Officer

6. CEO report (LTW698)

Michael introduced the paper, including first impressions of the company and his new role, which overall was positive with observation that there is room for improvement. The team are to discuss strategy and priorities at the away day: Board members liked the appetite to think ambitiously, but also advised on the need to be realistic about the programme of work which could be delivered.

Board members discussed potential LTW activity on ULEZ expansion as prompted in the paper. There was endorsement for the positioning adopted to date, and a sense that LTW should consider focusing its effort on analysis on topics such as which groups are most affected and how, the reasons why people use cars (e.g., safety, security) as well as the adequacy of alternatives. Transport for All's research on LTNs had shown how it had been possible to inform a contentious debate in a way praised by those on different sides of the argument.

7. London TravelWatch/Transport Focus collaboration update

Ongoing discussion about the capacity of the casework team and how much of this is dedicated to TF. Approaching the end of the financial year there will be an evaluation of how much resource is being used between LTW and TF. Additional HR assistance is being considered to work on terms and conditions.

8. Casework Report (LTW699)

Michael introduced the paper. It was difficult to forecast the future level of workload, but Michael felt it was unlikely to be any less than now. A review of casework handling is taking place with TF. Michael thought there was scope to review how effectively the whole process for handling complaints (not just the element related to appeals) worked for customers and he planned to discuss this with Susan.

9. Campaigns Report (LTW700)

Alex talked through the main points of the campaigns report. Ticket office closures unlikely to take place before April as this is being postponed until industrial action is

over. Karen McArthur was pleased to see a separate campaigns report which was clear and informative.

10. Communications Report (LTW701)

David talked the Board through the communications report. Strikes taking up most space in media for transportation and LTW have spoken about it with caution to avoid any political agenda. Commenting on social media on topical transport issues in London has drawn the most attention. Susan Stockwell asked David about his ambitions for communications due to many issues happening at the same time and lots of external activities, to which David said that more focus will be on the next report now Michael has been recruited, and they will be discussing business priorities and strategy. Website migration to take place approximately mid- February.

11. Finance Report (LTW702)

Shahid said LTW remained on track for its Budget year to date, although there were some changes in the forecast compared with the last report to the Board. The item for ticket office closures has been re-assigned under projects and recruitment costs were slightly under budget. LTW has more flexibility than TF in terms of its reserves policy and was working overtime towards building up the levels of reserves in line with the proposal made by Joanna Davidson in late 2022. With regards to accommodation costs, Shahid mentioned there was a deposit of approximately £40,000 with the landlord, which would either be returned to LTW or used to pay dilapidations if we decide to move office.

12. Risk Register

Michael mentioned the changes which were made since the last Board meeting. Karen McArthur asked if a section could be added indicating which mitigating actions has been completed/not completed to have a sense of where resources needed to be dedicated. Arthur Leathley asked if political issues, such as ULEZ and strikes should be added to the risk register as an ongoing risk.

13. Any other business

Karen McArthur proposed that we should track appeals received to establish whether the recent increase in penalty fares was leading to an increase in the number of complaints on this topic. Digital exclusion launches on Wednesday 15th March if anyone from the Board is available to attend. Sasha to forward the calendar invite.

ACTION: Casework & P&A Officer