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## Board Minutes

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Agenda item : 5b  
Drafted : 18 March 2010

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Minutes of a meeting of the London TravelWatch Executive Group  
held at 6 Middle Street, London EC1 on 18 February 2010, 2.00 - 4.30pm

### Present

Sharon Grant (SG)	Chair
Lorna Reith (LR)	Deputy 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 6)

### 1. Apologies for absence

Apologies for absence were received from Sarah Pond (SP). David Barry (as Vice Chair of the Consumer Affairs Committee) attended in her absence.

### 2. Committee and Board Workplan for 2010

SG invited discussion on the effective management and implementation of the strategic objectives for 2010/11 – 2012/13 (as set out in the Business Plan and Budget Bid 2010/11).

In line with the objectives and activities already identified within the Business Plan, there was discussion and individual assessment of each objective having regard as appropriate to methodology, workplan delivery, designated responsibility, review systems and performance monitoring schedule. On behalf of SP, DB raised points for consideration (submitted in writing by SP prior to the meeting).

See up-dated draft Committee and Board Workplan 2010/11 (Appendix to Minutes) for agreed schedule arising from discussions.

General issues arising from the discussions:

- To ensure that evidence from casework was being used to inform the work of the Board, it should become standard practice in the private session before

each committee / Board meeting to informally consider what, if any, were the casework implications for each agenda item. **ALL**

- Once agreed, the 2010/11 workplan would be used to control workflow, and particular regard to this should be taken when planning agendas. **ALL**
- Copies of the local database information for Camden and Islington should be provided so the Executive could gauge how useful this would be in briefing Board members on transport issues in their link boroughs. **JC**
- JC confirmed that it is part of London TravelWatch's statutory duty to consider consultations on Network Rail's route utilisation strategies (RUSs) but no time would be spent on those which did not have specific London implications.
- SG suggested that a pro forma communication could be regularly sent to members of the London Assembly asking whether there were any general concerns arising from their transport casework that London TravelWatch might assist in resolving. **JC**
- Report backs of key issues arising from committee meetings should continue to be a standard agenda item for the Executive. **JC**
- The draft secretariat workplan for 2010/11 would be presented to the Board for consideration on 23.3.10. **JC**

### **3. Draft minutes of meeting held on 21 January 2010**

These were agreed.

### **4. Matters arising**

**Meetings** – date for SG and JC to meet with Peter Hendy yet to be confirmed.

**Income generation** – SG said that opportunities were currently being explored.

**Finance report** – additional information in respect of the forecast revenue result has now been incorporated to the monthly finance report.

**Chief Executive's report** – the second transport users' surgery is to be held in Romford on 05.03.'10. JC confirmed that an evaluation report on the Romford and Croydon events would be prepared for the May Board meeting. **JC**

**HR monitoring report** – PT has circulated a note clarifying the position in respect of the 2009/10 annual cost of living increase for Board Members.

**Quarterly monitoring of work plan delivery** - JC gave a verbal up-date. It was agreed that all future quarterly monitoring should be presented in written format. **JC**

**Outstanding matters arising list** – JC up-dated on the corporate governance risk assessment item and confirmed that proposals to purchase pre-paid Oyster PAYG cards for member travel on London TravelWatch business would be taken forward in March. **JC**

## 5. Chair's update

**TfL Communications** – SG circulated minutes of the meeting held on 28.01.'10 between her, JC and the Communications Officer with TfL's Managing Director, Marketing and Communications and several of their communications staff. The meeting was useful to aid working relationships and share schedules of forthcoming developments. It was agreed at the meeting that London TravelWatch's Communications Officer would spend time at the TfL Press Office. TfL has also agreed that London TravelWatch could seek advice from its marketing staff. It was agreed to meet regularly in future. **JC**

**South London line** – SG said that the matter was on-going and options were being looked at. The Director for Research and Development met with London Rail to discuss progress and a second stakeholder consultation meeting was to be scheduled for March '10.

**London Assembly Transport Committee Meeting (02.02.'10)** – SG and JC attended. SG reported on the events of the meeting. Discussion followed later (see Agenda Item 9).

**Stakeholder meetings** – SG stated that some meetings were on hold pending recruitment to the vacant post of Diary Secretary to the Chair and Chief Executive.

### **Mayor's Rail Summit (12.02.'10)**

Following SG's letter to the Mayor requesting attendance at the summit, the Mayor's Transport Adviser had replied (03.02.'10) explaining that the invitation to the summit was not being extended beyond TOCs and ATOC, and that GLA Assembly Members would be attending as observers. TfL had been asked to liaise with London TravelWatch directly concerning actions and key points of discussion arising from the summit. The Mayor's Transport Adviser has also said that they would endeavour to involve London TravelWatch where appropriate in future.

### **Mayor's Road Management Summit (25.02.'10)**

JC to check whether London TravelWatch had been invited. **JC**

### **London Assembly Transport Committee Meeting (02.02.'10)**

SG reported back on the meeting and the follow up letter from the Chair of the Transport Committee requiring further information (by 19.02.'10) on casework key performance indicators during the third quarter reporting period. Further discussion followed under Item 9.

### **London Assembly Cross Party Review of London TravelWatch**

SG noted that a motion had been tabled for Mayor's Question Time (24.02.'10) for a cross party review of London TravelWatch. The review will look at the costs and procedures of London TravelWatch to ensure that it is best placed to deliver value for money and serve passengers' needs effectively over the next decade.

It was agreed that the review should provide an opportunity to demonstrate the value of the work undertaken on behalf of London's travelling public and give greater understanding of London TravelWatch's role. SG would write to all members of the London Assembly welcoming the review on this basis. **SG**

## **6. Finance report and accounts – January 2010**

PE introduced and discussed the report and management accounts with the Executive.

PE noted that a full breakdown of how the budget for the Chief Executive's review had been spent would be given at the end of the year, as previously requested. **PE**

## **7. Chief Executive's report**

JC reported the current position in respect of staff sick absence and outlined the measures being taken to manage attendance with the guidance and pro-active support of occupational health services.

An up-date was given in respect of the progress that John Cartledge, Policy Adviser, has made in his work on London TravelWatch's Policy Guide which will appear as both a web-based and written reference document. It was requested that the Board would like to utilise this resource and would like to see a draft version of the Policy Guide. **JC**

JC drew attention to an honorarium that had been awarded in recognition of additional work on a one off basis that had been undertaken by staff outside the scope of their normal duties and responsibilities.

JC reported back on her quarterly meeting with GLA liaison officers which had focussed on the possibilities of sharing accommodation and support services with the GLA. Discussion followed with regard to exploring possible savings options on the future accommodation of London TravelWatch offices. However the option of occupying rented office space within City Hall was strongly opposed on the basis that it would undermine the role of London TravelWatch as an independent statutory body.

Arrangements for the Board/Staff Awayday 'Sharing the Future Together' (22.02.10) have been completed. JC confirmed that details of the workshop aims and objectives, together with programme and venue location have been circulated to Board Members and staff. Advance apologies for absence were noted from DL.

## **8. Draft communications action plan for 2010-11**

The draft action plan was briefly discussed. It was noted that there should be a focus on the anniversary of London TravelWatch in the annual review. It was agreed that a higher media profile for the organisation is vital and that all opportunities/advantages for PR should be actively pursued.

The Executive agreed that the communications function is a main priority for the organisation and that the draft plan is a very useful document which raises important issues which should be used as basis for further detailed discussion. It was therefore agreed to defer full discussion to the next meeting. **JC**

## 9. Letter from Chair of the Transport Committee

Following on from the Chair's reference (Item 5) to the London Assembly Transport Committee meeting (02.02.10), there was further discussion in respect of the new casework software and how the transition period of data migration from the previous to the new system had impacted on the third quarter's timely production of casework statistics required for management reports and necessitated a one-off manual compilation of data.

DB, in liaison with the Director for Public Liaison, had reviewed progress on the new casework system, he summarised his conclusion that the new system will deliver what is expected, but that timing is the issue in respect of the initial transition period (third quarter) when two systems were running in parallel to accommodate information transfer resulting in initial performance detriment and impacting on scheduled report production.

However, the old system is now decommissioned and the new system is running independently and it should therefore be able to now deliver timely management reports and statistical information, as and when required.

DB's note on his review was circulated, together with a report from the Chief Executive summarising the steps which had been taken over the past year to improve performance against casework targets.

The Executive gave consideration to the issues raised in the letter from the Chair of Transport Committee and agreed that JC would liaise with SG before the requested information was sent to the Chair of the Transport Committee on 19.2.10.

## 10. Board issues –

- a) **Board meeting, 23.03.10** – agenda planning is currently underway.
- b) **Committee report backs of key issues arising from meetings** – GE drew attention to the work being carried out within the Access to Transport Committee in respect of inaccessible bus stops and interchange access. There are plans to invite disability groups, boroughs and TfL for discussions on good practice. GE also noted that in respect of current transport issues for youth, there were possibilities to build on the good outcomes of the successful 'Young, free and mobile' event (2003), but SG was mindful of the resource implications and suggested GE draft proposals for further consideration before this was added to the workplan.
- c) **Fares and Ticketing Committee** - DL noted that topical issues being discussed at the Fares and Ticketing Committee were compensation schemes, penalty fares, Oyster and compatibility and non-acceptance of tickets at London terminals.
- d) **Forthcoming closures of the Jubilee and Northern lines** – JC drew attention

to this and sought direction as to how this item should be taken forward given that it raised policy issues such as whether passengers should be compensated, as well as the opportunity for London TravelWatch to suggest how best to mitigate the effects and issues that linked to different committees. It was agreed that in such cases a paper should go to the main Board as well as to committee as appropriate.

**JC**

**11. Any other business** – no further matters.

**PT / 04.03.10**