

MDA No.: 1549

Title: London TravelWatch Board Chair Appointment

1. Executive Summary

1.1 At the Transport Committee meeting on 27 September 2023 the Committee resolved:

That authority be delegated to the Chairman, in consultation with the Deputy Chair and party Group Lead Members, to agree the appointment of the Chair of the London TravelWatch Board, subject to the views of the Secretary of State for Transport.

2. Decision

2.1 **That the Chairman, following consultation with the Secretary of State for Transport, the Deputy Chair and party Group Lead Members, agrees the appointment of Tricia Hayes CB as the Chair of the London TravelWatch Board for a term of appointment of four years until 1 February 2028.**

Assembly Member

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Printed Name: Keith Prince AM, Chairman of the Transport Committee

Date: 16 February 2024

3. Decision by an Assembly Member under Delegated Authority

Background and proposed next steps:

- 3.1 The London Assembly has delegated authority to the Transport Committee to deal with matters relating to London TravelWatch (LTW), the statutory watchdog for transport users in the capital. The appointment of the London TravelWatch Chair and Board Members is a statutory responsibility of the London Assembly (s247 of the GLA Act 1999).
- 3.2 The term of appointment of the previous Chair of the London TravelWatch Board, Arthur Leathley, ended on 30 September 2023. A recruitment exercise for a new Chair took place over the summer in 2023 and, following this, the recruitment panel recommended that Tricia Hayes CB be appointed for a four year term as Chair of London TravelWatch and as the London representative on the Board of Transport Focus.
- 3.3 The Secretary of State for Transport was consulted on the appointment, and Arthur Leathley's term as Chair was extended until a response was received. The Secretary of State wrote to the Committee on 2 February 2024 to confirm he noted the appointment of Tricia Hayes CB and had no additional comments.
- 3.4 The exercise of delegated authority to appoint the new Chair of the London TravelWatch Board will be formally noted at the Transport Committee's next appropriate meeting.

Confirmation that appropriate delegated authority exists for this decision:

Signature (Committee Services): Paul Goodchild

Printed Name: Paul Goodchild

Date: 6 February 2024

Telephone Number: 07842 600832

Financial Implications: NOT REQUIRED

Note: Finance comments and signature are required only where there are financial implications arising or the potential for financial implications.

Signature (Finance): Not Required


Printed Name: N/A

Date: N/A

Telephone Number: N/A

Legal Implications:

The Chairman of the Transport Committee has the power to make the decision set out in this report.

Signature (Legal): 

Printed Name: Rory McKenna, Monitoring Officer

Date: 12 February 2024

Email: rory.mckenna@london.gov.uk

Supporting Detail / List of Consultees:

- Caroline Pidgeon MBE AM
- Elly Baker AM
- Sian Berry AM

4. Public Access to Information

- 4.1 Information in this form (Part 1) is subject to the FoIA, or the EIR and will be made available on the GLA Website, usually within one working day of approval.
- 4.2 If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.
- 4.3 **Note:** this form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If yes, until what date:

Part 2 – Sensitive Information:

Only the facts or advice that would be exempt from disclosure under FoIA or EIR should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form? NO

Lead Officer / Author

Signature: Richard Clarke


Printed Name: Richard Clarke

Job Title: Senior Policy Adviser

Date: 6 February 2024

Telephone Number: N/A

Countersigned by Executive Director:

Signature: 

Printed Name: Helen Ewen

Date: 7 February 2024

Telephone Number: 07729 108986



Keith Prince AM
Chairman of the Transport Committee

Tricia Hayes CB
Chair
London TravelWatch Board

(Sent by email)

16 February 2024

Dear Tricia,

As you will be aware, the London Assembly has a responsibility for the appointment of the Chair and Members of the Board of London TravelWatch, a statutory responsibility as set out in s247 of the Greater London Authority Act 1999 (as amended).

Following the appointment process in 2023, I am pleased to write to formally confirm your appointment as Chair of the London TravelWatch Board, and as the London representative on the Board of Transport Focus. This is following confirmation from the Secretary of State for Transport that he is content with your appointment, as well as confirmation from the Deputy Chair and party Group Lead Members of the London Assembly's Transport Committee.

Your term of appointment will be for a four year term from 2 February 2024 to 1 February 2028, and this will be formally noted at the Transport Committee's next appropriate meeting. Your terms of appointment for London TravelWatch are attached, and Transport Focus will send their terms of appointment in due course.

Please accept my best wishes on behalf of the Transport Committee as you commence your new role, and we look forward to continued close working with London TravelWatch over the coming years.

If you have any queries regarding your appointment, or the work of the Committee, please contact Paul Goodchild, Interim Committee Services Manager at paul.goodchild@london.gov.uk.

Yours,

A handwritten signature in black ink, appearing to read 'Keith', with a horizontal line underneath the name.

Keith Prince AM
Chairman of the Transport Committee

TERMS AND CONDITIONS FOR CHAIR OF LONDON TRAVELWATCH

Period of appointment

1. The appointment is made by the London Assembly under section 247, and Schedule 18 [paragraphs 1 - 4, 6(1)(a), 7(1) and 10] of the Greater London Authority Act 1999 (as amended). The appointment is made for four years from 2 February 2024, expiring on 1 February 2028.

The London TravelWatch Board

2. You will be Chair of the Board of London TravelWatch. The Board has corporate responsibility for ensuring that London TravelWatch fulfils its statutory duties as set out in the Greater London Authority Act 1999 (as amended), the Heathrow Express Railway Act 1991, the Channel Tunnel Act 1987 and such other Acts and Regulations as may refer to the role and responsibilities of London TravelWatch. The Board is responsible for promoting the efficient and effective use of staff and other resources by London TravelWatch. To this end the Board shall:
 - a) Establish the overall strategic direction of London TravelWatch within the policy and resources framework agreed with the London Assembly;
 - b) Ensure that London TravelWatch works strategically, closely and co-operatively with the London Assembly, Transport Focus and other relevant organisations to improve the passenger experience in its area;
 - c) Ensure that any directions from the London Assembly and statutory requirements for the use of public funds are complied with, and that the Board operates within the limits of its statutory authority;
 - d) Ensure that the Board receives and reviews regular financial information concerning the management of London TravelWatch; is informed in a timely manner about any concerns about the activities of London TravelWatch; and provides positive assurances to the London Assembly that appropriate action has been taken on such concerns;
 - e) Demonstrate high standards of corporate governance at all times; and
 - f) Appoint, with the London Assembly's approval, a Chief Executive and set performance targets for the Chief Executive which give due weight to the proper management and use of public monies.

Principal responsibilities of the Chair of London TravelWatch

3. You will be expected to:
 - a) give London TravelWatch a strategic and authoritative voice with the public, the industry, media and government in order to improve transport in the London area;
 - b) promote understanding of passenger issues and interests, developing a clear customer focus across all public transport issues in furtherance of London TravelWatch's role as the travellers' watchdog;
 - c) develop a portfolio of relevant, empirically-driven research to make London TravelWatch a major stakeholder in key public consultations in London;

- d) provide leadership for members through the introduction of systems for performance management to deliver key objectives and outcomes;
- e) give guidance to the Chief Executive to assist in their responsibilities in leading the work of the Secretariat of London TravelWatch; and
- f) raise the profile of London TravelWatch through the development of effective public relations and media strategies to ensure it is recognised as the principal consumer champion for transport matters in the capital.

Remuneration

- 4. The remuneration for your role as Chair of London TravelWatch in 2024 is £14,698 a year for a time commitment of an average of 3 days a month. This salary will be pensionable. You are entitled to be a member of the Principal Civil Service Pension Scheme. The arrangements for membership of this scheme are to be undertaken by the Chief Executive of London TravelWatch and details of terms, contributions and benefits of the pension scheme can be provided by the Chief Executive of London TravelWatch. A pension will be paid at the end of the appointment. The remuneration is increased annually at the same level as the London Assembly Members.
- 5. The remuneration will be paid by London TravelWatch direct to your bank account by bank credit transfer normally on the final working day of each month.
- 6. Any payments which need to be calculated on a daily rate, such as where appointment commences or terminates during a month, will be based on 1/260th of annual basic remuneration.
- 7. The appointment is as an office holder and you are not an employee of London TravelWatch. You are not entitled to the rights and benefits which would accrue to an employee; such rights and benefits would include but are not limited to, the right to claim holiday entitlement, remunerated sick leave and maternity/paternity leave.

Ending the appointment

- 8. The appointment is subject to immediate termination before the end of the 4-year period if you:
 - a) have become bankrupt or have made an arrangement with her creditors; or
 - b) are incapacitated by mental or physical illness; or
 - c) have been disbarred from holding directorships of a company as a result of a court judgment; or
 - d) have been absent from meetings for a period of 6 months otherwise than for reasons approved by London Assembly; or
 - e) have been appointed a member of staff of Transport for London, Network Rail, the Office of Rail and Road, the Rail Delivery Group, or for any train or bus company, transport company, or licensed taxi or private hire company operating in (or likely to operate in) the London TravelWatch area; or

- f) move outside of the area covered by London TravelWatch; or
 - g) have been elected to the House of Commons or the London Assembly.
9. The appointment is also subject to termination before the end of the 4-year period if the London Assembly has determined that your continued membership of London TravelWatch would bring that office into disrepute and that your appointment should be terminated.
 10. The London Assembly also reserves the right and you have the right to terminate the appointment before the end of the 4-year period on 3 months notice in writing.
 11. The London Assembly will undertake a probationary assessment six months after the beginning of your appointment. After this period you will have an annual appraisal undertaken by such members of the Transport Committee of the London Assembly as that Committee shall decide. The Transport Committee may terminate your appointment if it concludes that you do not meet the required standard at the end of your probationary period or you receive a poor performance appraisal.
 12. You will be required to take unpaid leave if you have taken formal procedural steps to stand for election to the House of Commons or the London Assembly.

Grievance procedure

13. In the event of a grievance against a member of London TravelWatch appointed by the Assembly (including the Chair), the person should in the first instance complain to the Chief Executive of London TravelWatch, who will try to resolve the matter informally. If this is not possible, the Chief Executive will then refer the matter to the Greater London Authority's (GLA) Liaison Officer who will arrange for the grievance to be investigated, possibly by an independent person. The investigation report will be presented to the GLA's Executive Director of Secretariat who, being an officer that works for the Assembly, will determine the grievance after a hearing.
14. The complainant would have the right to appeal the outcome of the GLA's Executive Director of Secretariat's determination of the grievance by complaining to the Transport Committee. A panel of members of Transport Committee would hear and determine the appeal, and the panel's decision will be final.
15. In the case of a grievance raised by the Chief Executive this will be dealt with in accordance with the provisions above, but should be referred to the GLA's Liaison Officer in the first instance.

Other financial interests

16. The London Assembly needs to be satisfied that you have no financial or other interests which might prejudice the your performance as Chair. You must list with London TravelWatch, for inspection as required by the London Assembly, any directorships or other offices held by you during the period of your appointment and the names of any companies in which you hold any shareholdings or other beneficial interests during the period of appointment.
17. You hereby undertake to:

- (a) seek the London Assembly's approval if you wish to assume any further directorships or offices at any time during the period of your appointment,
- (b) keep the London Assembly advised of any fresh acquisitions of shares or other beneficial interests,
- (c) abide by any Guidance for Members of London TravelWatch which is issued either by London TravelWatch or the London Assembly.

Gifts

18. You are expected to ensure that acceptance of gifts and hospitality can stand up to public scrutiny. Gifts should be declined wherever possible, and any offers should be reported to the Chief Executive. Where it would be ungracious or otherwise difficult to accept, you should inform the Chief Executive of the gift, the estimated value and donor. You must take personal responsibility to ensure that a record is placed in the hospitality register of London TravelWatch which is kept by the Chief Executive of London TravelWatch (or such other officer as the Chief Executive may so designate). Similarly acceptance of hospitality, other than refreshments during working meetings, should be recorded in the hospitality register.

February 2024