
Confidential Minutes

Agenda item : 14
Drafted : 21.6.10

Confidential minutes of the meeting of the London TravelWatch Board held on 25 May 2010 at 6 Middle Street, London EC1

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for this part of the meeting.

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Present

Members

David Barry; Terry Bennett; Kevin Davis, Gail Engert; Daniel Francis; Sharon Grant (Chair); Sophia Lambert; Teena Lashmore; David Leibling; Sarah Pond; Onjali Rauf; Lorna Reith (Deputy Chair)

Staff

Tim Bellenger	Director, Research and Development
Janet Cooke	Chief Executive
Mark Donoghue	Committee Administrator
Rufus Impey	Senior Policy Officer
Poonam Tamana	Policy Officer

1 Confidential minutes

The confidential minutes of the Board meeting held on 26 January 2010 were approved and signed for the record.

2 Standards at London's Rail Station (LTW 354)

The Chair welcomed the Policy Officer and Senior Policy Officer to the meeting. The Policy Officer's presentation may be viewed in full at <http://www.londontravelwatch.org.uk/document/4180/get>

The Chief Executive noted that this item was being taken in the confidential session as it contained information from third parties that was not yet in the public domain.

The Policy Officer explained that the report is an update of London TravelWatch's previous work 'Facilities at Joint Underground and National Rail Stations (2004)'. It was important that London TravelWatch's report persuades London Underground (LUL), Network Rail and Train Operating Companies (TOCs) to improve facilities at stations. There had been improvements since 2004 in most areas. Passengers are happy with basic retail facilities at stations, but want better pedestrian interchanges for all stations. She had met with TOCs, Transport for London (TfL), Network Rail and Local Authorities in carrying out the research. Network Rail wish London TravelWatch to be involved in wider meetings to get an idea of what passengers want. The report would be used to implement key priorities and franchise consultations by the Department for Transport (DfT); to influence decision making by TOCs and to monitor the tube upgrades by Transport for London. She asked members if they agreed with the priorities.

Members discussed the findings of the report. They thought that including the contact details of station managers could be pursued with the TOCs. A member suggested referencing the original report in the document. Members also discussed access issues at stations.

It was agreed that the Senior Policy Officer would draft a paper on what passengers could expect at a station.

Action : Senior Policy Officer

3 Meeting Review

A member raised concern about the use of Local Implementation Plans' (LIPs) funds. The Chair reported that the Streets and Surface Transport Policy Officer had been carrying out a survey on how LIPs money had been spent. The research would draw conclusions on how the funds had been spent.

The Chair reported that she had received her annual priorities from the Assembly. They were :

- 1 Ensure constructive participation by the Board and London TravelWatch management in the Assembly's review of the organisation's first 10 years;
- 2 Implement agreed recommendations arising from the Assembly's review;
- 3 Complete the benchmarking exercise comparing London TravelWatch with other organisations dealing with casework and complaints with a view to identifying the most effective and efficient use of resources;
- 4 Deliver the proposals in the business plan, by among other things, ensuring key performance indicators are cascaded into individual staff objectives and developing staff personal development plans;
- 5 Achieve the optimum benefits from the investment in the new casework system, ensuring that the performance indicators are met and trend analysis is developed;
- 6 Revise London TravelWatch's communications strategy for the next three years, building the organisation's profile and authority with stakeholders, refreshing the website, and improving London TravelWatch's media liaison performance.

The Chair noted that the Senior Committee Administrator, Carmel Cannon, had left London TravelWatch. She asked for the thanks of the Board to be recorded for the work she had done for them.

4 Glossary

DfT	Department for Transport
LIPs	Local Implementation Plans
LUL	London Underground
TfL	Transport for London
TOCs	Train Operating Companies