
Matters arising

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Matters Arising from Members event meeting 25.09.24

1 Purpose of report

- 1.1. To record responses to or further information received on matters arising from previous meetings.

2 Recommendation

- 2.1. That the report is received for information

3 Information

- 3.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited five working days in advance of the meeting, in writing to the Advocacy, Operations and Communications team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Financial implications

- 5.1. None – report is for information only.

6 Legal powers

- 6.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

Annex A: Matters arising from previous London TravelWatch meetings

No	Date	Minute	Action	London TravelWatch owner	Status
1.	27.03.24	4	To arrange TfL customer team to a Board meeting to present their yearly strategy.	Office Administrator	In progress
2.	27.03.24	6	To arrange meeting with British transport Police and LTW on personal security	Chair	Completed as BTP/Transport Focus meeting (more apt).
3.	27.03.24	9	Discussion on bridging casework themes with campaigns	Chair & Priya Kullar	Ongoing
4.	29.05.24	10	To take forward the ideas of mentorship programs and accreditation for accessible infrastructure design for further development.	CEO	In progress. Awaiting (9/9) revised proposal from Transport for All.
5.	24.07.24	4	Susan to arrange a 30-minute briefing on casework for new board members.	Chair Head of Casework	Ongoing
6.	24.07.24	5	Alex to reintroduce semi-regular meetings with TOC Chief Executives.	Head of Campaigns & Advocacy	Ongoing
7.	24.07.24	6	Luke to consider producing an easy read version of the annual review.	Communications Officer	Ongoing - Have looked into an AI generated easy read version and requested a quote for one to be produced externally.
8.	24.07.24	8	Alex to update contact database for advocacy stakeholders across different topics.	Head of Campaigns & Advocacy	Ongoing
9.	24.07.24	1	Board to revisit discussion on transport governance in London at a future meeting.	Chair	Ongoing
10.	25.09.24	3	LTW leads on each business plan priority to speak to Board members in time for the November Board meeting.	CEO, Head of Campaigns & Advocacy, Head of Casework	Ongoing. MR meetings with RH & SS on 23/10. Other meetings in diaries/being arranged.
11.	25.09.24	4	MR to follow up member suggestions for a more targeted approach to our work on more seamless journeys.	CEO	Ongoing. Initial discussion with SS 23/10.
12.	25.09.24	5	LTW team to draft a position on micromobility and send to Board members for comment.	Head of Campaigns & Advocacy	Ongoing

No	Date	Minute	Action	London TravelWatch owner	Status
13.	25.09.24	5	SD to send set of LTW statements/positions to Board members when ready.	Head of Communications	We have been looking at the best format for these statements, and work is ongoing
14.	25.09.24	7	LTW team to contact TfL for an update on progress to address safety issues at Ealing Broadway and push for more/faster action if needed.	Head of Campaigns & Advocacy	Ongoing
15.	25.09.24	8	LTW to consider using our casework customers as a way of increasing our digital community.	Head of Casework & Head of Communications	On hold due to issues with outsourced provider
16.	25.09.24	8	LTW to prepare a short note for the Board on the issues regarding the use of contactless payment and Oyster by passengers to Stansted Airport, and to consider what more might be done to help passengers.	Head of Campaigns & Advocacy & Head of Casework	Ongoing
17.	25.09.24	9	SH/MR to consider re-profiling the year-end budget forecast to account for any underspend on staff costs in the next management accounts presented to the Board.	CEO	Completed and reflected in latest management accounts.
18.	25.09.24	9	SH to incorporate minor amendments to the draft annual accounts for 2023/24 identified by MR and MR to sign the final accounts.	CEO	Completed. Accounts on website.
19.	25.09.24	10	LTW management team to revise risk 5 and consider whether other categories of risk should feature on the risk register: and MR to frame future Board discussions about the risk register in terms of current top concerns in running the organisation.	CEO + Heads of Group	In progress. Risk 5 revised in November register.