
Agenda

Time: 10.40am- 1pm

Venue: Europoint, 5-11 Lavington Street, London SE1 0NZ
Zoom link available in the calendar invite

Appointed Members: Tricia Hayes (Chair), Priya Khullar, Tiffany Lam, Richard Hebditch, Eddie Lynch, Lara Sonola

Apologies: Susan Stockwell

Secretariat: Michael Roberts, Susan James, Emily Bastin, Shahid Mohammed, Luke Muskett, Alex Smith,
Catherine Williams

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|-------|---|---|
| 10.40 | 1 | Introduction, apologies, minutes & matters arising from Members event meeting 25.9.24 |
| 10.50 | 2 | Chair's update including update from Transport Focus |
| 11.00 | 3 | Business Plan Priority 4: Better Transport Services (LTW763)
To review the direction of and progress with this workstream |
| 11.20 | 4 | CEO Report (LTW764)
To consider a report by the CEO |
| 11.35 | 5 | Transport in London Monitor (LTW765)
To consider the latest information on service provision, customer experience and other relevant developments |
| 11.50 | 6 | LTW Business Plan 2025/26 (LTW766)
To discuss and agree the headline shape of next year's priorities |
| 12.05 | 7 | Casework Report (LTW767)
To consider a report by the Head of Casework |
| 12.15 | 8 | Campaigns & Advocacy Report (LTW768)
To consider a report by the Head of Campaigns & Advocacy |

- 12.25 9 **Communications Report** (LTW769)
To consider a report by the Communications Officer
- 12.35 10 **Finance Report** (LTW770)
To consider a report by the Finance Manager
- 12.45 11 **Risk Register**
- 12.55 12 **AOB**
External speaker ideas
- 13.00 **End**