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## Confidential Minutes

Agenda item: 14  
Drafted: 01.08.18

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### Confidential minutes of the Board meeting held on 27 July 2018 at the Dartford Civic Centre, Dartford, DA1 1DZ

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.

### Contents

1. Minutes and declarations of interest
2. Meeting review

#### Present

##### Members

Alan Benson, Richard Dilks, Glyn Kyle, Arthur Leathley (Chair), Abdi Osman, John Stewart

##### Secretariat

Keletha Barrett	Policy Officer
Tim Bellenger	Director, Policy and Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Operations and Communications Manager
Luke Muskett	Committee and Public Liaison Officer
Trevor Rosenberg	Policy Officer

#### 1 Minutes and declarations of interest

The confidential minutes of the meeting of 17 April 2018 were agreed and signed as a correct record. There were no additional declarations of interest.

#### 2 Meeting review

The Board agreed that the meeting had been highly useful and that the content from the speakers had been very detailed and focused on being solution orientated. A member commented that the Director, Policy and Investigation's knowledge had been critical to discussions and had given the organisation a high level of credibility. The Chair agreed with the sentiment.

The Chief Executive stated that one reputational risk for the organisation was that some speakers began to go into areas outside of London TravelWatch's remit. However, she commented that it had been beneficial as it had allowed the meeting to hear about concerns that they usually would not be party to. The Chair agreed that it had been useful to hear about external concerns outside London.

A member suggested, given how successful the meeting had been, whether it would be beneficial going forward to arrange two meetings a year in outer London. The Chair remarked that he had found the meeting very valuable and if it was practical to hold two meetings a year away from the central office it should be done. Other members agreed with the sentiment.

The Director, Policy and Investigation stated that one further risk to London TravelWatch was around discussions on land value uplift. A member had commented that he had been previously involved in a housing development that had benefited from increased values in land. He commented that the organisation had to ensure that it was seen as looking at the issue purely from a passenger perspective and not from a business standpoint. The Chair acknowledged the point.

The Chair asked if members would be interested in participating in an online survey to get their feedback on how the Board was working and whether there were any additional areas which it should be focusing its attention on. The Board agreed that it would be a good idea. The Chair said he would liaise with London TravelWatch staff and try to have something ready by the autumn.

The Chair stated that in the meeting with the members of the General London Assembly (GLA), there had been a push for them to have a closer working relationship between Board members as well as greater collaboration with the Assembly. Therefore, it would be beneficial to see how London TravelWatch and the GLA's Transport Committee could work closer on issues to allow for greater information sharing. A member agreed and suggested that London TravelWatch be seen as a visible part of the Committee's work rather than the current arrangement which was more detached.

A member asked the Director, Policy and Investigation whether there was anything further he could share with regards to Oyster/Contactless now that the meeting was in confidential session. The Director, Policy and Investigation replied that there was nothing else further he could report.

Several board members commented on the situation that was relayed about communities having been cut off from public transport at Eynsford and Shoreham due to neither trains nor replacement bus services running in those areas. One member commented that there seemed to be 'something rotten in the system' for such a situation to be allowed to occur. The Director, Policy and Investigation replied that the scenario felt 'a little bit suspect' as often the rail company would subcontract a replacement bus service from the same company. Therefore, one would assume that the service provided would be of a certain standard and reliability.

A member suggested whether London TravelWatch could take some action with regard to the issues for commuters in Eynsford and Shoreham, such as sending a letter to GTR asking for their response. The Chief Executive said that the organisation had previously produced a report on related issues which could be updated and included in the following year's work plan. The member suggested that the SRTA should be copied into the letter sent to GTR.

The Chair thanked all those present for their attendance and closed the meeting.