
Secretariat memorandum

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Agenda item : 6
LTW 360
Drafted : 21.9.10

Matters arising

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 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Forthcoming Publications

4.1. This section lists forthcoming publications from London TravelWatch with approximate publication date. A historical list is available on the website.

Title	Publication date
London Rail station standards (an update of Whose Station are You?)	Awaiting publication of Passenger Focus's related report before LTW's can be published

5 Equalities and inclusion implications

5.1. None – report is for information only.

6 Financial implications

6.1. None – report is for information only.

7 Legal powers

7.1. 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.

LTW 360 Annex A: Matters arising from previous London TravelWatch meetings

Key: Completed items are marked **Complete** All other items are ongoing.

Complete table of matters arising

Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
10.2.09	417	To liaise with TfL on incorporation of TOCs' Christmas services information with TfL's seasonal information booklet.	TfL	Committee Services	This item is being raised in relation to 2010. Information from TFL is expected imminently.	In progress
15.3.09	432	To obtain SERCO Docklands' detailed figures regarding Community Ambassadors' scheme.	DLR	Committee Services	Docklands Light Railway (DLR) will provide a full report to London TravelWatch on the data for the Community Ambassadors' scheme. Chased 25 August 2010.	In progress
25.5.10	10	To provide a list of the number of people (and by borough) claiming the concessionary schemes for unemployed persons	TfL	Committee Services	The details of the scheme (concessionary travel available to JSA claimants) are included in Annex B of this report. The scheme has been in operation for just over a year. The figures include the numbers after a few months of operation (April to May 2009) and after a year of operation (up to May 2010).	Complete
25.5.10	12	To provide a paper on the bus surgeries – future plans, progress, etc	London TravelWatch	Communications Officer	The Communications Officer is meeting Surface Transport, TfL on 24 June 2010. She will update orally at the 28 September 2010 Board meeting.	In progress
25.5.10	C2	To draft a paper on what passengers could expect at a station.	London TravelWatch	Senior Policy Officer	Station Standards report has been produced and published.	Complete

Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
6.7.10	4	A further report on the impact of the recession to be tabled at a future board meeting.	London TravelWatch	Secretariat	To be tabled at the 28 September 2010 Board meeting.	Complete
6.7.10	4	To further investigate the publishing of complaints data	TfL	Committee Services	London TravelWatch has received the following update from TfL (7.7.10) : "I thought I would take this opportunity to update you on where we are on the publication of complaints data. It has been agreed in principle that TfL will make complaints data across all modes available for public scrutiny. The next step will be to identify a dedicated resource to compile the information. The relevant directorate is currently undergoing a restructure. Once this is complete we will be able to look at allocating this task to a member of staff."	In progress
6.7.10	6	The DLR ambassador's scheme to be discussed at a future Access to Transport committee meeting	London TravelWatch	Committee Services	Added previously	Complete
6.7.10	6	To circulate the figures for the DLR Community Ambassador's scheme	London TravelWatch	Committee Services	Circulated to Board members on 12.7.10	Complete
6.7.10	8	The Local Implementation Plans (LIPs) to be placed on a future Board agenda	London TravelWatch	Committee Services	Added to work plan – 12.7.10	Complete

Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
6.7.10	10	To send information on bus services during the Olympiad.	ODA/TfL	Committee Services	This will be sent to London TravelWatch once it is finalised.	In progress
6.7.10	10	To determine whether further bus priority measures were needed for buses serving Olympiad venues.	TfL	Committee Services	<p>E-mailed ODA 15.7.10. Response from ODA :</p> <p>“Response 5 August 2010</p> <p>As you may or may not know, TfL buses are planning enhancements in relation to the Games on behalf of the ODA. At present there is no ODA scope to improve any of the infrastructure involved with local bus operations. Our scope is to simply consider additional services and/or frequency on key routes.</p> <p>I understand that London TravelWatch have a meeting David Brown (Surface Transport Managing Director) scheduled on 10 August where Olympic bus related queries will be raised.”</p> <p>We have subsequently raised this with Hugh Sumner (Director of Transport, ODS) who told us that the ODA were looking at traffic management around all venues and we would be consulted in due course.</p>	Complete

Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
6.7.10	11	To circulate the draft budget and business plan via e-mail for comment.	London TravelWatch	Chief Executive	Final version circulated for comments 27/8/10. Agreed at committee on 9/9/10.	Complete
6.7.10	12	To continue to raise the upkeep of stations, litter, etc with Network Rail and TOCs	London TravelWatch	Secretariat	<p>Network Rail response (received 15 July 2010) :</p> <p>“Thanks for your recent e-mail regarding a problem with rubbish and litter trackside and on the embankments between Charlton and Woolwich Dockyard stations.</p> <p>I passed the details of this issue to our maintenance team based at London Bridge. They have now told me that in order to remove the rubbish and litter at this location we will need a suitable possession of the track. Therefore, this job has been given a Work Order and added to their workbank. However, at present I am unable to give you a date for when this clearance will take place as a suitable possession has not yet been arranged.”</p> <p>Charles Horton, Managing Director, Southeastern confirmed that the work will be carried out from 18 to 20 October 2010.</p>	Complete
6.7.10	15	To arrange a visit to the Olympic park	London TravelWatch	Committee Services	This has been arranged for 18 November 2010	In progress

Annex B

Borough	April and May 2009 JSA take up	Up to May 2010 JSA take up
City of London	3	28
City of Westminster	169	1,290
LB Barking and Dagenham	142	755
LB Barnet	283	1,567
LB Bexley	283	846
LB Brent	443	2,585
LB Bromley	125	828
LB Camden	244	1,542
LB Croydon	502	2,139
LB Ealing	422	2,435
LB Enfield	388	1,843
LB Greenwich	381	1,358
LB Hackney	562	2,566
LB Hammersmith & Fulham	217	1,156
LB Haringey	378	2,275
LB Harrow	205	883
LB Havering	125	629
LB Hillingdon	189	1,165
LB Hounslow	235	1,101
LB Islington	402	1,972
LB Lambeth	583	2,942
LB Lewisham	330	1,879
LB Merton	109	769
LB Newham	272	2,156
LB Redbridge	134	901
LB Richmond-upon-Thames	91	449
LB Southwark	434	2,366
LB Sutton	83	458
LB Tower Hamlets	290	1,375
LB Waltham Forest	480	1,474
LB Wandsworth	347	1,580
RB Kensington and Chelsea	110	776
RB Kingston-upon-Thames	85	458
Total	9,046	46,546

Annex B

Details of the Labour market statistics in London (Issued by the Office for National Statistics) can be found on the following link (issued May 2010) : <http://www.statistics.gov.uk/pfdir/lmslond0510.pdf>