
Secretariat memorandum

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Agenda item: 5

LTW633

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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 five working days in advance of the meeting, in writing to the 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.	23.04.20	6	Produce a risk register to be shown to the Board	Director	Risk register is now being finalised and the top six risks are included with the 10 November Board papers.	In progress
2.	15.09.20	8	Ensure that the language in future communications impact reports is less confrontational.	Operations and Communications Manager	This has been implemented in the current report.	Completed
3.	15.09.20	9	Provide examples of cases to the Rail Ombudsman that were labelled 'Out of Scope' but which, after looking into, could have been handled by them.	Casework Officer	Cases sent to Judith Turner, the Deputy Chief Ombudsman.	Completed
4.	15.09.20	10	Ask Head of Casework whether she could include in her report data more recent than the current quarterly cycle.	Director	The Head of Casework will provide a verbal update on any trends or data that is more recent than that in the reporting cycle.	In progress
5.	15.09.20	10	Make changes to the way pie chart data is displayed in the report so that it is easier to read.	Head of Casework	Updated for this next report.	Completed