
Secretariat memorandum

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Agenda item: 3

PC098

Drafted: 11.10.17

Matters arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Policy committee and give progress on their resolution.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Policy committee.
- 3.2. Updates for inclusion in this report were invited five working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Legal powers

- 5.1. 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.

6 Financial implications

- 6.1. None – report is for information only.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	23.02.16 28.06.16	5 5	Reply to Transport Minister to highlight need for better National Rail performance information and refer to London TravelWatch's achieved outcomes. Also request disaggregated data for GTR performance.	Director, Policy and Investigation	This has been raised at a number of meetings. The situation remains fluid and officers respond to events as they happen.	Ongoing
2	23.02.16	8	Seek funding for research into bus safety.	Policy Officer (VS)	The Policy Officer is trying to obtain costings from consultants to undertake this work, which can then be discussed with potential funders.	Ongoing
3	23.02.16 28.06.16	12 5	Review telephone handling arrangements for casework enquiries alongside passenger feedback questionnaire.	Casework Manager	The system will be updated so that if a third call is received on the Reception number, it is diverted to answerphone and the caller invited to leave a message. This issue should be considered as part of the wider look at obtaining feedback and how London TravelWatch interacts with passengers. This is due to be considered at a forthcoming Governance committee.	Ongoing
4	28.06.16	4	Raise concerns about Thamesmead interchange with TfL officers.	Director, Policy and Investigation	Concerns have been raised with TfL and the London Boroughs of Bexley and Greenwich.	Complete
5	28.06.16	6	Raise issue of southern rail access to Heathrow Airport at forthcoming meeting with Department for Transport.	Director, Policy and Investigation	To be raised at meeting with Lord Ahmad scheduled for 26 October 2016	Ongoing

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
6	28.06.16	7	Officer to consider how best to put pressure on Govia Thameslink Railway to improve services.	Director, Policy and Investigation	This item has been overtaken by events. Officers submitted evidence to the Chris Gibb resilience review and meetings are scheduled to pursue this matter.	Complete
7	28.06.16	7	Revisit means of achieving progress with rail devolution for passengers in the London rail area.	Director, Policy and Investigation	Letter sent to the Secretary of State regarding this issue.	Complete
8	28.06.16	8	Highlight in the National Rail performance report the value London TravelWatch adds and emphasise that only London TravelWatch's independence. Clarify anomalies such as Chiltern so that like is always compared with like.	Policy Officer (KB)	Amendments have been made to the report.	Complete
9	28.06.16	9	In the TfL performance report, review the phrasing around road safety to clarify the meaning. Update the report to include the missing data and circulate to members.	Policy Officer (KB)	The wording is being revised. The Q4 2015-16 report has been completed and published.	Complete
10	28.06.16	10	Write to the Chief Executive of the Old Oak Common and Park Royal Development Corporation to call for better interchanges on the site, copy to Val Shawcross, local MPs and AMs for the area.	Director, Policy and Investigation	Matter has been raised at meetings with CEO of OOCPRDC and with TfL. This will now be picked up as part of regular work planning.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
11	28.06.16	10	Confirm date for follow-up interchange event and begin organisation.	Communications Officer	The next interchange matters best practice event will be held on 1 December between 9.30-1pm. Speakers confirmed include Mark Wild, John Gill and representatives from Age UK, RNIB and Transport for All. Invitations sent out and over 20 confirmed external attendees.	Ongoing
12	28.06.16	C2	Update small stations report and circulate to members for comment.	Director, Policy and Investigation	Report has been delayed due to departure of Policy Officer (CW)	Ongoing