
Confidential Minutes

Agenda item: 16
Drafted: 25.01.16

Confidential minutes of the Policy committee held on 15 December 2015 at 169 Union Street, London SE1 0LL

These minutes are in addition to the public minutes of a meeting of the Committee on the same date. In that meeting it was 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.

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- 3 **Road safety (PC078)**
- 4 **Review of TfL complaint handling**
- 5 **Meeting review**

Present

Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke, Abdikafi Rage, John Stewart (Chair), Ruth Thompson

Secretariat

Tim Bellenger	Director, Policy & Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Sharon Malley	Executive Assistant
Robert Nichols	Policy Officer (RN)
Vincent Stops	Policy Officer (VS)

Minutes

1 **Confidential minutes, declarations of interest and matters arising**

The confidential minutes of the Policy committee held on 16 June 2015 were agreed and signed as a correct record. There were no matters arising or additional declarations of interest.

2 **Social needs transport**

The Policy Officer (VS) said that Leon Daniels, TfL's managing director for surface transport, had been conducting a review of the future of social needs transport. This included services such as Dial a Ride.

The review should lead to some improvements in driver efficiency through better use of technology. Overall the position should improve but the process for change was slow.

Members also regretted the pace of improvements. It was suggested that new quality standards may need to be introduced to try to raise standards without increasing funding.

There was some concern that the quality of the management at Dial-a-Ride might not be high enough to manage significant strategic change. The Policy Officer (VS) thought that the managing director was genuinely keen to make progress but a different story was coming from the more junior TfL officers.

It was agreed that London TravelWatch would support TfL's efforts to bring improvements to social needs transport. This issue should be considered again at a future meeting of the Policy Committee.

Action: Executive Assistant

3 Road safety (PC078)

The Policy Officer (VS) presented reports on the safety of cyclists and London TravelWatch's response to a letter on this subject from Val Shawcross AM.

It was noted that London TravelWatch's response must address the perception among Assembly members that it was anti cycling and did not sufficiently take account of cyclists' views in its work.

It was agreed that it would be useful to focus on future work, particularly on cycle safety, rather than attempting to justify previous work. It was also important to emphasise London TravelWatch's need for even-handedness and the difficulty in resolving conflicts among different road users.

It was also agreed to be important to acknowledge the nature of the debate and how it was changing, including the need to make cyclists feel safer in order to encourage more cycling.

London TravelWatch should use its influence to scrutinise the large-scale infrastructure schemes expected in the next few years to ensure that they met the needs of cyclists and increased a reasonable sense of cycle safety. It may also be appropriate to raise the need for enforcement of rules among both cyclists and other road users to improve safety for all.

London TravelWatch's approach was evidence-led and traditional whereas TfL's new proposals were novel and unproven. It was important to assess the impact of infrastructure changes to see how they affected the behaviour of road users including cyclists and motorists, as well as reviewing the safety implications. It was agreed that this was important should not be the main focus of the response.

It was agreed that London TravelWatch would consider this further in a public session of the Board meeting in January and a brief letter to this effect would be sent immediately to Val Shawcross.

Action: Executive Assistant

4 Review of TfL complaint handling

The Chief Executive said that TfL was conducting a review of its case handling procedures and London TravelWatch would respond in the new year. A previous meeting with Vernon Everett to discuss these issues had not gone as planned and there were several issues that remained outstanding. Members were happy to engage with TfL on improving its case handling and would take this forward in the new year.

5 Meeting review

It was noted that the meeting had sought to address a reputational risk of being perceived to be anti-cycling.

No specific media opportunities were identified as arising from the meeting.