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## **Matters arising**

Author: Michael Roberts, Chief Executive

Drafted: 15/07/2025

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### **Matters Arising from Public Board meeting 22.05.25**

#### **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 Advocacy, 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.	13.11.24	02	TH/MR Arrange joint LTW/TF Boards meeting on rail reform	TH/MR	Boards potentially to meet 16 <sup>th</sup> Dec as combined discussion on future of transport consumer representation and site visit. CW sent an email requesting the Board to hold 16.12.25 - 9.00am to 3.00pm in their diaries.
2.	13.11.24	05	AS to monitor staff shortages and station closures, and Board potentially to raise at the March meeting with Andy Lord.	AS	Now ongoing as BAU
3.	13.11.24	12	Members to send TH suggestions re external speakers at Board meetings.	Board Members	Thomas Ableman confirmed as guest on 24.07.25. TH reached out to Sam Collins and waiting for response.
4.	21.01.25	7	SJ to produce substantive proposal for changing the process for acknowledging receipt of appeals to reduced costs and timescales.	SJ	SJ Update on appeals in the Board paper. Waiting for feedback on proposal from Transport Focus.
5.	19.03.25	3	Check if Margaret Croucher is the First Aider and investigate Health & Safety training options.	CW/MR	Completed. Margaret Croucher currently Fire Marshall. Sasha Langeveldt attending First Aid training on 16.07.25.
6.	19.03.25	4	MR to incorporate co-creation within the project plan for greater TfL ambition in building trust.	MR	Involvement of Transport for All agreed in principle (17.07.2025), IDAG yet to be approached. Detail tbc once more known about TfL business plan process (to raise at 23.07.2025 meeting).
7.	22.05.25	2	MR to discuss with TF how LTW and TF can work together on the customer offer at large stations.	MR	In progress. Initial discussion with TF 4.07.25

No	Date	Minute	Action	London TravelWatch owner	Status
8.	22.05.25	4	The Board strongly supported this important work on value for money and agreed that the next step would be to focus attention on developing a more targeted potentially persona-based approach so that LTW could champion the interests of the transport users who were most in need of support.	AS	Pulled together proposed approach to take the work forward based on board feedback. Having internal conversations and looking to discuss work with potential consultants/agencies.
9.	22.05.25	5	SD to explore linking feedback forms to newsletter sign-up and investigate inclusion of word clouds in reports.	SD	Update to feedback form requested (has to be done via web dev). Will create word clouds for future feedback.
10.	22.05.25	5	AS to establish the QA regime for bus driver training relating to disability.	AS	Contacted TfL for info, awaiting response.
11.	22.05.25	6	AS to include Elizabeth Line machines in digital exclusion project and to raise in discussions with TfL.	AS	Incorporating EL machines in digital exclusion engagement where relevant.
12.	22.05.25	8	Review options for a summary dashboard to consolidate caseworking demand, performance, impact and themes; trial at next meeting.	Board	New format planned to be trialled for Q2 casework report due at November Board meeting.
13.	22.05.25	10	Future agenda item to be scheduled on London TravelWatch's people and the Board to revisit the organisation's ED&I strategy.	MR/TH	Item on ED&I strategy pencilled in for either September or November Board meeting.