

Public Board meeting

12.11.25

LONDON
TRAVELWATCH

Matters arising

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Matters Arising from Private Board meeting on 17.09.25

Purpose of report

To record responses to or further information received on matters arising from previous meetings.

Recommendation

That the report is received for information

Information

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.

Equalities and inclusion implications

None – report is for information only.

Financial implications

None – report is for information only.

Legal powers

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	16 th Dec confirmed and external speaker booked. Detailed agenda to follow. Ongoing.
2.	13.11.24	12	Members to send TH suggestions re external speakers at Board meetings.	Board Members	Board Members asked to continue sending suggestions for external guests. Ongoing.
3.	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. Ongoing and with Transport Focus.
4.	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. Next steps to be considered once TfL business plan published (Dec).
5.	22.05.25	2	MR to discuss with TF how LTW and TF can work together on the customer offer at large stations.	MR	LTW to take forward, following discussion with TF 4.07.25. Approach and method being considered. Ongoing.
6.	22.05.25	5	AS to establish the QA regime for bus driver training relating to disability.	AS	Complete – Summary of TfL's QA regime for bus driver training shared with Board on 17/09/2025
7.	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. Ongoing.
8.	24.07.25	3	MR to share a copy of the proposed new T&C's and staff handbook with EL.	MR	Draft documents in preparation prior to sharing with EL. Ongoing.
9.	24.07.25	4	AS to follow up with Tiffany Lam on any further insight she had on pavement strategies and ideas for participatory research on street space issues.	AS	Complete. Useful meeting with Tiffany in October, insights and thoughts fed into street space proposals and BP planning process

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10.	17.09.25	3	MR to follow up with TfL to confirm that Independent Disability Advisory Group would be engaged in the evaluation framework for Equity in Motion.	MR	Point raised with TfL and awaiting response. Ongoing.
11.	17.09.25	4	TH to set up a theme task and finish group in early 2026.	TH	Ongoing
12.	17.09.25	6	TH to work on a detailed plan for the meeting with the TfL Commissioner which would then be finalised at the LTW Board meeting on 12th November.	TH	Done – can be closed
13.	17.09.25	7	AS to ask TfL for information on the survey.	AS	Ongoing – requested more information from TfL, awaiting the response
14.	17.09.25	10	AS to look at the possibility of inviting in a guest speaker representing bus drivers to improve the Board's understanding of the challenges facing bus drivers.	AS	Ongoing