

# Public Event

## 18.03.26

LONDON  
TRAVELWATCH

### Matters arising

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### Matters Arising from Members Event meeting on 21.01.26

#### 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	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.
2.	21.01.25	07	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.
3.	24.07.25	03	MR to share a copy of the proposed new T&C's and staff handbook with EL.	MR	Draft documents shared with EL: final changes being made, prior to going to whole team for formal consultation. Ongoing.
4.	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	Some potential speakers identified but tabled until appropriate meeting agreed. Ongoing.
5.	12.11.25	03	TH to invite TfL in to talk to the Board to give their insight into the complaints handling system and data trends.	TH	Ongoing – TfL to give an update on bus driving complaints.
6.	21.01.26	03	AS to follow up on TfL lift upgrades and share the response with the Board.	AS	Awaiting response from TfL. Ongoing.
7.	21.01.26	06	TH said that she would take on board the feedback on both the Board effectiveness review and the strategy.	TH	
8.	21.01.26	07	AS to go back to the TfL stakeholder team on how the Capital Call savings were to be reinvested.	AS	Response included in Campaigns and Advocacy Board paper for 18 March 2026. Complete.