LONDON
TRAVELWATCH

Matters arising

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Matters Arising from Public meeting on 16.09.26

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.	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 Board meeting agreed. Ongoing
2.	15.0726	08	SJ to look into getting samples of LTW's user groups over a quarter and give an update on the type of responses received at a future Board meeting.	SJ	Information gathered via casework satisfaction survey that will be sent between October and December (Q3).
3.	16.09.26	04	Send TfL details of EL experience/observations on TfL's EDI training for bus drivers.	AS/EL	Details sent to TfL – awaiting response
4.	16.09.26	04	Follow up with TfL: wash up re discussion (next Customer meeting) plus review bus complaints statistics again in 6 months.	MR/AS	Follow up review of statistics at LTW Board in spring 2027 agreed in principle at meeting with TfL 8th October.
5.	16.09.26	05	TH and MR to take on Board any further comments on the draft documentation in advance of submitting it to the Assembly for either its November or December meetings.	TH/MR	Completed. Final draft sent to Board members 9th October. Awaiting confirmation from London Assembly of timings before submitting to Transport Committee.
6.	16.09.26	06	Hold future Board discussion on whether national developments on buses affects what is happening on buses in London.	TH	Ongoing.
7.	16.09.26	06	AS to send TfL lifts letter to Board members FYI once completed.	AS	Circulated by email on 12 Oct - complete

No	Date	Minute	Action	London TravelWatch owner	Status
8.	16.09.26	08	Hold a workshop session on how AI might improve LTW effectiveness (all round, not just on casework).	MR/SJ/SD/AS	Item for discussion on Board agenda for 11th November.
9.	16.09.26	08	Add increase in casework workload and/or complexity to Risk Register	MR	Completed.
10.	16.09.26	09	MR to check references in annual accounts to Chair pension (pg.18) and year on year increase in research spending (pg. 19) and provide answers to Board queries.	MR/SM	Completed. See email of 12th October to Board members.
11.	16.09.26	09	Send final version of accounts with highlighted insertion to come following resolution of outstanding point raised by auditors, for sign off by email.	MR	Completed. See emails of 12th and 19th October to Board members.
12.	16.09.26	09	Update Board members by email on outcome of forthcoming internal half-year budget review.	MR/SM	Completed, See SM email of 13th October to Board members.
13.	16.09.26	09	Review mitigation effectiveness and associated risk scoring.	MR	Completed.
14.	16.09.26	09	Include new refs to high casework volumes and CEO retirement to existing risks.	MR	Completed.