

**LONDON UNDERGROUND & NCP – Periodic meeting**  
**Date: 28<sup>th</sup> March 2018**  
**Time: 10.00am – 11.00am, Broadway Office, 5<sup>th</sup> Floor Room 549**

**LONDON UNDERGROUND (LU):**

REDACTED                      REDACTED

**NCP:**

REDACTED                      REDACTED  
 REDACTED                      REDACTED

**Apologies:**

REDACTED                      REDACTED  
 REDACTED                      REDACTED  
 REDACTED                      REDACTED  
 REDACTED                      REDACTED  
 REDACTED                      REDACTED  
 REDACTED                      REDACTED

PREVIOUS MINUTES		ACTION
All previous minutes reviewed and confirmed.		
<b>1. FINANCIAL REPORTING</b>		
1.1	All invoices up to date.	
1.2	Meeting still to be arranged with REDACTED. However, with REDACTED impending departure on to REDACTED, this should be completed mid to late April 2018.	REDACTED
1.3	All accruals had been completed on time.	
<b>2. OPERATIONAL/PERFORMANCE</b>		
2.1	KPI's in Period 12 2018 report needed slight adjustment, as A4 didn't display the correct abatement.	REDACTED
<b>3. SAFETY &amp; QUALITY</b>		
3.1	REDACTED Confirmed that Infrastructure Protection had still failed to carry out the repairs to the sink hole at Hainault. REDACTED stated that he would contact Infrastructure Protection again to resolve.	REDACTED
<b>4. ANY OTHER BUSINESS</b>		
4.1	REDACTED Confirmed that the resurfacing works at Gidea Park are on schedule for June/July 2018 as part of the complementary measures project with Havering Council.	
4.2	Havering Council and Jacobs are arranging a walk around at Harold Wood to review access issues and the planned program of works for the REDACTED, as part of the complementary measures project. Forward invitation to REDACTED, which is scheduled for 18 <sup>th</sup> April 2018.	REDACTED
4.3	REDACTED stated that since NCP took over the 5 new locations on the West, they have received positive feedback from customers, stating that since they have been in control, the car parks have improved. This was due to all the hard work his front line staff have put in.	
4.4	REDACTED to speak with Infrastructure Protection over the drainage issues at Northwood, as this continues to cause issues with the surface.	REDACTED
4.5	REDACTED was contacted by a focus group at Loughton over vehicles dropping off passengers on the roundabout/car park entrance, which is causing congestion. REDACTED meeting the group on location and contacting Sainsbury's to see if we can provide a solution to this problem (TBC).	REDACTED
4.6	REDACTED discussed issues over the condition of Newbury Park, following replacement bus services, including damage to the gate, blocked drain gully's and dumped sand. REDACTED stated that he will be addressing these issues directly with Abellio and stated that despite Abellio covering the cost of repairs and cleaning, the lack of respect to TfL property isn't acceptable.	REDACTED
4.7	REDACTED ISSUED REDACTED with a new Contractor Pass Application form to process.	REDACTED

**4.8**

REDACTED stated that for 2018/19 meetings should alternate between TfL & NCP offices.

**Date of Next meeting: 25<sup>th</sup> April 2018, LU offices, Room TBC, 55 Broadway**