LONDON UNDERGROUND & NCP
Date: 29th July 2015
Time: 10:30-12:00, LUL Offices

Attendees:

LONDON UNDERGROUND (LU)

[redacted] - **Senior Category Manager**

NCP

[redacted] - **Contract Manager**
[redacted] - **Cluster Manager**
[redacted] - **Head of Operations – Rail**
[redacted] - **Finance Manager**

	ACTION
1. Previous Minutes	
1.1 [redacted] stated he hadn't received the ones [redacted] had issued the previous day. [redacted] apologised for the lateness but they had been issued.	
2. OPERATIONAL/PERFORMANCE MANAGEMENT	
2.1 [redacted] ([redacted] had briefly reviewed the P3 report. [redacted] stated that this is to be redesigned to ensure the information is aligned to LU requirements and useful to all parties involved in this. [redacted] ([redacted] is reviewing the format and in a couple of weeks will have something to share with everyone.	
2.2 [redacted] ([redacted] took the opportunity to update the team on day to day operations. There were no major issues of concern, outside finalising the way forward for the 9 inherited stations from GA. [redacted] had reviewed the leases held by TfL and other than the boundaries, TfL had nothing else to forward.	
2.3 [redacted] stated he did have the leases boundary diagrams but was unsure if they were accurate. [redacted] will forward to [redacted] the diagrams that [redacted] has on file.	[redacted]
2.4 [redacted] was seeking the approvals and processes that NCP should follow regarding the review of CCTV. [redacted] reiterated that [redacted] should forward details of his latest meeting with TfL regarding CCTV issues, as all CCTV has to be covered by the existing contract and other 3rd parties would confuse the day to day management of the contract. [redacted] will forward to [redacted]	[redacted]
2.5 [redacted] was awaiting details regarding Harold Wood and the loss of spaces regarding temporary ticket office. [redacted] didn't think there would be an issue as there were 30 spaces with only 29 season tickets offered. The issue seems to be pre 09:30 parking. [redacted] was hoping to align all parking restrictions as one contract portfolio. [redacted] supported this approach.	
2.6 [redacted] thanked [redacted] for resolving the issues relating to signage and use of roundel. [redacted] conveyed the views of LU Marcomms and signage department.	
2.7 [redacted]	**BOTH**
2.8 [redacted] will await for [redacted] solution to the monthly report and the reports for Contract B also. [redacted] will issue details of P3M example and financial profiling.	[redacted]
3. FINANCIAL INFORMATION	
3.1 [redacted] ([redacted] is now the point of contact for all financial information, which includes details of the self billing invoicing.	
3.2 [redacted] raised concerns relating to the recent invoice submission. Not only were there management fees that appeared inaccurate there also appeared to be invoices that TfL had not received. [redacted] was conscious that this didn't escalate to a similar event relating to debt collectors contacting NCP. [redacted] assured [redacted] that this would not happen again.	
3.3 [redacted] stated he was reviewing with revenue reconciliation as to why revenue levels appear low on the 9 GA stations. [redacted] will respond back to TfL by the end of the week.	
3.4 [redacted] asked if the weekly flash report was still required. [redacted] stated this is being reviewed as part of the overall reporting review. [redacted] agreed that there may be an over requirement on contractual reporting and its more relevant to ensure that the reports submitted will be of use on a day to day basis.	[redacted]
4. SAFETY & QUALITY	
4.1 NCP stated that there were no safety issues of note. There had been a number of BTP items to address but NCP had covered this off.	
5 STRATEGIC ITEMS	
5.1 Epping – [redacted] was hoping to have the tendered issued this week for the single decking proposal. This should be issued to Tim Duke.	

5.2 Northolt - This was still due to go ahead. [redacted] was to submit a funding paper later this month. [redacted] will keep people posted on this.	[redacted]
5.3 North Greenwich – [redacted] stated he had a meeting later in the week to discuss the future of North Greenwich. Potentially in 2017/18 there is a redevelopment programme of the area which may affect parking. [redacted] will update once he has anything to mention.	[redacted]
5.4 AGA stations – [redacted] will update NCP on the process for gaining access for CCTV. [redacted] will review the quotations from NCP but the quotations need to have the correct wording on them as contractually they are unacceptable. [redacted] will review this with Countrywide for future Projects.	[redacted]
5.5 Theydon Bois – [redacted] stated this has been put on hold for at least the next 6 months due to a Judicial Revenue. No works should take place at Theydon until further notice.	**ALL**
6. ANY OTHER BUSINESS	
6.1 [redacted] would be contacting NCP separately regarding car washes and valeting in NCP car parks.	
6.2 Iver station – [redacted] and [redacted] will visit Iver station regarding the opportunity of new car parks as part of crossrail	
6.3 Cockfosters – [redacted] asked NCP to mark out staff bays. At present there were no definitive numbers but this shouldn't exceed 10.	**NCP**
6.4 Dashboard – [redacted] was concerned at the time it was taking to resolve the issue surrounding the dashboard. This is vital that this is given priority, as [redacted] has nothing accurately reporting this and [redacted] stated that there was still a lot of development work to be undertaken. NCP are to expedite with Paypoint.	
6.5 Contract B – [redacted] was still concerned at the "ownership" of Contact management by NCP. There are still a lot of items not being taken forward as quickly as TfL hoped. [redacted] was focussed in delivering these issues and will work with Rebecca Keight to take this forward.	
6.6 Hounslow west – [redacted] asked if [redacted] could liaise with the station to ask about the shopkeepers dumping rubbish by the bins as NCP are being blamed for this. [redacted] will expedite with Gerry Angeline.	[redacted]

Date of Next meeting: 12th August 2015, LU offices (to be confirmed).