LONDON UNDERGROUND & NCP
Date: 23rd September 2015
Time: 10:30-12:00, LUL Offices

Attendees:

LONDON UNDERGROUND (LU)

[redacted] - **Senior Category Manager**

NCP

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

	ACTION
1. INTRODUCTIONS	
1.1 [redacted] would introduce [redacted] and [redacted] at the next meeting. [redacted] will be monitoring car park bookings and [redacted] would be taking over from [redacted] as day to day focal point of the car park contract. A handover is still taking place, therefore this will be a gradual process.	[redacted]
2. FINANCIAL REPORTING	
2.1 [redacted] ([redacted] gave a financial appraisal of year to date v end of year forecast. Both parties acknowledged the forecast number was provided by TfL and NCP would continue to forecast against this and provide commentary. Actual revenue to date is [redacted] and NCP feel that TfL will be on target to hit the forecast of [redacted]	[redacted]
2.2 [redacted] was concerned that issues surrounding the TfL rail sites had still not been resolved totally and that finances should be reflected accordingly. [redacted] was confident this was being actioned and would be accurate for the next monthly report. [redacted] stressed that the reconciliation team had been working hard to ensure all was up to date. [redacted] of NCP finance team had been in discussion with Paypoint to iron out the technical difficulties.	[redacted]
2.3 [redacted] would confirm the payment profile with [redacted] ahead of the next monthly submission report which should be in the new format. This would reflect the Revenue V Expenditure and clearly reflect any incentive payments and abatements that should be applied.	[redacted]
3. OPERATONAL / PERFORMANCE/MANAGEMENT	
3.1 [redacted] gave an overview of the latest activities – but a huge positive was getting the Park mark awards confirmed for all 70 car parks. [redacted] was working on making this happen and upon issuing of the Park Mark awards [redacted] will supply these to TfL. [redacted] was finalising the TfL rail locations, a meeting was due on 5/10/15.	[redacted]
3.2 [redacted] explained that LOROL and MTR Crossrail were keen to see the certificates and [redacted] was pleased with the progress [redacted] had been taking. [redacted] had stated Brentwood and Harold Wood had been already awarded.	
3.3 [redacted] also updated the meeting with good news that NCP had attained ISO4001 in relation to environmental issues. NCP could have achieved Gold award but the process meant that NCP had to go through this in stages. [redacted] welcomed this.	
3.4 [redacted] stated that all staff resources were in place and had issued [redacted] details, as requested for where additional resources were required and could be used. [redacted] to review and feedback to [redacted]	[redacted]
3.5 [redacted] stated that all lining was near completion for the additional bay number and walkways.	
3.6 [redacted] discussed the issues relating to moving forward for a cashless location to be trialled. [redacted] had suggested Hillingdon, where [redacted] then requested a brief statement on why this was the preferred location.	[redacted]
3.7 Regarding training requirements [redacted] stated that all staff were re-briefed by SAGOSS in relation to the roll out of ANPR.	
3.8 [redacted] confirmed all staff were using the handheld devices to manage contract performance where trials of "speed reading" licence plates was underway. [redacted] raised the issue again that it would be beneficial for the contracts team within TfL to obtain a handheld and use during the teams audits. [redacted] to discuss offline	**BOTH**
4. SAFETY & QUALITY	
4.1 [redacted] issued [redacted] with the latest BTP crime data – due to offensive language the IM systems wouldn't allow it to be issued to NCP. [redacted] had reduced the crime stats to relevant car parking crimes and not associated crimes that took place outside the car parks. [redacted] was due to set a meeting up with the BTP team to address what is and what isn't a crime that should be reported against the car parks.	[redacted]
4.2 [redacted] requested copies of the Method Statements and Risk Assessments for the day to day activities on the contract as these were required for contract audit purposes.	
4.3 NCP were praised that overall there had been no real safety issues of note.	
5 STRATEGIC ITEMS	
5.1 Epping – [redacted] stated that the tender documents for the decking expansion scheme had been issued to the	

market and a site visit at Epping had taken place. It had been noted that upon completion and construction this will form part of the overall day to day assets. NCP were on the bidding list.	
5.2 Northolt – [redacted] was due to undertake some highway modelling prior to the scheme commencing and seeking funding to proceed.	[redacted]
5.3. North Greenwich – [redacted] gave an update and stated the PO's would be generated and that works should commence from 30/9/15 as soon as [redacted] gave the go ahead.	[redacted]
5.4 AGA locations [redacted] was outstanding to give [redacted] the go ahead for repair/relining works for the TfL rail locations.	
6. ANY OTHER BUSINESS	
6.1.ANPR Rollout – [redacted] was pleased that Debden went live without any issues. [redacted] is outstanding to address "whitelists" across the rollout.	
6.2 Dashboard – [redacted] was still awaiting a final dashboard to be supplied to monitor contract performance. [redacted] will set something up to take forward the outstanding actions.	
6.3 Cockfosters – [redacted] is awaiting the project manager to finalise the way forward for baylining and surface repair works [redacted] will update [redacted] accordingly.	[redacted]
6.4 Walthamstow Central – [redacted] asked for outstanding repair works at car park to be undertaken. [redacted] stated it maybe quicker for NCP to complete the repairs and NCP to bill TfL.	
6.5 Outstanding PO's – [redacted] to confirm the offsetting of PO's v abatements for ANPR.	
6.6 TfL rail bookings - [redacted] is chasing up Events & Closures for updates on network rail closures. [redacted] will supply an update of all bookings to NCP. [redacted] is dealing with this going forward.	
6.7 TfL civils & linings – TfL & NCP to finalise works and [redacted] to issue PO to NCP for improvements to take place.	
6.8 Contractual obligations - [redacted] was outstanding a number of items from NCP regarding such items as Exit plan, threshold payments. [redacted] had been requesting this from P3.	**NCP**
6.9 Wembley Park – [redacted] reported that works needed to be completed following subsidence.	
6.10 Wanstead – NCP were concerned that taxis were blocking the entrance to the car park and this needed to be monitored.	
6.11 Harold Wood - NCP were still awaiting the blue badge bays to be completed. [redacted] had been informed the works were completed.	
6.12 Bushill Park – NCP reported that a skip had been left in the blue badge bays. [redacted] asked NCP to chase with the station to identify if works were taking place.	

Date of Next meeting: LU offices (to be confirmed).