

Agenda

Time: 10.00*
Location: 6 Middle Street
London EC1
Contact 020 7505 9000

*The public meeting will be preceded by a members' only session from 09.45 until 10.00.
The meeting will begin at 10.00 hours and will be open to the news media and public unless a resolution to move into private session is passed in respect of specific agenda items.

Members : David Barry (Vice Chair), Terry Bennett, Daniel Francis, Sophia Lambert, Teena Lashmore, Sarah Pond
(Chair)

Ex Officio : Sharon Grant (London TravelWatch Chair), Lorna Reith (London TravelWatch Deputy Chair)

- 1 10.00 **Chair's introduction, pre-meeting announcements and apologies for absence**
- 2 **Declarations of interest**
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the website at: <http://www.londontravelwatch.org.uk/document/3861/get> . If any items on this agenda require a specific declaration to be made, members are requested to do so.
- 3 10.05 **Minutes**
To approve the minutes of the Consumer Affairs Committee meeting held on 27 January 2010.
- 4 10.10 **Matters arising (CA034)**
To note a progress report on matters arising from previous meetings of the Committee.
- 5 10.20 **Actions taken (CA035)**
To note a report of recent work undertaken by the secretariat on matters pertinent to the Committee.
- 6 10.25 **Performance report (CA036)**
To consider a report on the Casework team performance 2009/10 Quarter 3.
- 7 10.45 **Demographic data on complaints**
To receive for information a copy of the paper that went to the Access to Transport Committee on 3 February 2010.
- 8 11.05 **Policy issues for consideration (CA037)**
To discuss policy issues arising from recent Casework.
- 9 11.25 **Casework review update (CA033)**
Update from the Chief Executive on the casework review.

- 10 11.45 Overlaps between London TravelWatch's and Passenger Focus' remits (CA038)**
To understand the protocols on handling complaints between the two organisations.
- 11 12.05 Casework update**
To receive verbal updates from the Director, Public Liaison on the following :
a) CRM Database
b) Examples of successful cases handled by the Casework team
- 12 12.30 Any other business**
To consider any other relevant business of which due notice has been given. The Chair will not accept late items unless they are genuinely of an emergency nature.
- 13 Resolution to move into confidential session**
To resolve, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, it is desirable in the public interest that the public should be excluded from the meeting. *Agenda items 15 and 16 deal with information provided to us by a third party on the basis that such information would be kept confidential, particularly because it includes commercially sensitive material.*
- 14 12.35 Confidential minutes**
To approve the confidential minutes of the Consumer Affairs Committee meeting held on 27 January 2010.
- 15 12.40 Audit 1 (CA039)**
To consider a report from the Casework Manager on audit information carried out on a transport operator and whether further information should be sought.
- 16 13.00 Audit 2 (CA040)**
To consider a report on the complaints handling audit of a transport operator.
- 17 13.20 Meeting review**
To review the issues raised and any financial, reputation or other risks that these issues pose to the organisation, and to discuss future agenda items and work plan.

Notes

- i A location map is appended.
- ii It is anticipated that the public meeting will conclude no later than 13.30. Every effort will be made to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- iii Refreshments will be available on a self-service basis from 09.30. Lunch for members will be served at 13.30.
- iv Access to the meeting room is step free. London TravelWatch's reception area and the meeting room are equipped with an infra-red induction loop installed by RNID.
- v Anyone likely to experience difficulty in accessing the venue is invited to notify the Committee Service Team on 020 7505 9000 (committeeservices@londontravelwatch.org.uk) prior to the day of the meeting.
- vi Please be aware of the fire evacuation procedure. Details of the correct procedure will be announced at the start of the meeting and are displayed on the pin board within the meeting room.
- vii The next Consumer Affairs Committee meeting will be held on 12 May 2010.

Location of London TravelWatch offices (6 Middle Street, London EC1)



Buses

4 and 153	serving Aldersgate Street
100	serving London Wall, King Edward Street and St Martin's le Grand
8, 25, 242 and 521	serving Newgate Street and Holborn Viaduct
172	serving King Edward Street and St Martin's le Grand
55 and 243	serving Clerkenwell Road
56	serving Aldersgate Street and Giltspur Street
17, 45, 46 and 63	serving Farringdon Road

Rail and tube

Barbican	Underground
Farringdon	Underground and National Rail
St Paul's	Underground
City Thameslink	National Rail

Blue Badge disabled parking

The nearest Blue Badge parking is situated in Bartholomew Close, which can only be accessed from Little Britain via King Edward Street, as shown on the map. For further details contact 020 7505 9000 or use the following web link: <http://pie.completedirections.com/pbb/CyxBnyEC2> .

Cycle parking

The nearest cycle stand is in Long Lane near the eastern end of Smithfield Market.