
Agenda

Time: 09.30*
Location: 6 Middle Street
London EC1
Contact 020 7505 9000

*The public meeting will be preceded by a members' only session from 09.30 until 09.45.
The meeting will begin at 09.45 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.

- 1 **Chair's introduction, pre-meeting announcements and apologies for absence** (to be taken at 9.45)
- 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/110/2859>. If any items on this agenda require a specific declaration to be made, members are requested to do so.
- 3 **Election of vice-Chair of the Committee** (to be taken at 9.50)
- 4 **Introductory briefing on the role of the Committee** (to be taken at 9.55)
To receive a short presentation from the Chair of the Committee.
- 5 **Minutes** (to be taken at 10.05)
To approve the minutes of the Casework Committee meeting held on 28 January 2009
- 6 **Actions taken (CA001)** (to be taken at 10.25)
To note a report on officers' work on behalf of the Board since the previous meeting
- 7 **Casework team performance report (CA002)** (to be taken at 10.30)
To receive the Casework team performance report for March 2009.
- 8 **Policy Issues arising from Casework (CA006)** (to be taken at 10.55)
To consider a report from the Casework Manager on recent casework items giving rise to policy issues
- 9 **Casework review update** (to be taken at 11.10) (CA003)
The Chief Executive will give a presentation outlining the approach to be taken in the forthcoming review of casework systems and procedures.
- 10 **Consumer rights (CA004)** (to be taken at 11.30)
Briefing on what aspects of consumer rights it is appropriate for the Committee to work on from the Director, Public Affairs.
- 11 **Consumer Affairs Committee Work plan 2009** (to be taken at 11.55)
Char's proposed work plan for the Committee for the remainder of 2009.

- 12 Resolution to move into confidential session** (to be taken at 12.30)
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.
- 13 Confidential minutes** (to be taken at 12.30)
To approve the confidential minutes of the Casework Committee meeting held on 28 January 2009.
- 14 Confidential Casework Manager's reports** (to be taken at 12.35)
- a. **Matters Arising** (CA005) from items discussed at previous meetings of the Casework Committee
 - b. **New Cases Report** To determine action to be taken in respect of any new cases being referred to the Committee for consideration (**note** : none for the present meeting)
- 15 Any other business** (to be taken at 12.45)
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.
- 16 Meeting review** (to be taken at 12.50)
- (a) To review the issues raised and any financial, reputation or other risks that these issues pose to the organisation.
 - (b) To discuss future agenda items.

Notes

- i A location map is appended.
- ii It is anticipated that the meeting will conclude no later than 13.00. We will make every effort 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 Tea/coffee will be available on a self-service basis from 09.30. Lunch for members will be available at 13.00.
- 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 prior to the day of the meeting. (committeeservices@londontravelwatch.org.uk)
- 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 8 July 2009.

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 and limited National Rail service
- 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 Mark Donoghue, Committee Administrator, on 020 7726 9966 or use the following web link: <http://pie.completdirections.com/pbb/CyxBnyEC2> .

Cycle parking

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