
Agenda

Time: 09.30*
Location: 6 Middle Street
London EC1
Contact no: 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 **Election of Chair for the meeting** (to be taken at 09.45)
- 2 **Chair's introduction, pre-meeting announcements and apologies for absence**
- 3 **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 there is an item on this agenda that requires a specific declaration to be made, members are requested to do so.

- 4 **Minutes**

To approve the minutes of the Casework Committee meeting held on 19 November 2008.

- 5 **Casework performance reports**

To receive for monitoring the quarterly performance report for July to September 2008 (CWC 30) and the casework performance report for December 2008 (CWC 31).

- 6 **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.

- 7 **Confidential minutes**

To approve the confidential minutes of the Casework Committee meeting held on 19 November 2008.

8 Vernon Everitt (Managing Director, Marketing and Communications, Transport for London) (to be taken at 10.30)

To receive a presentation on Transport for London's complaints handling across all modes.

9 Confidential matters arising

To receive a report on confidential matters arising from items discussed at previous meetings of the Casework Committee (CWC 32).

10 Casework Manager's report

To consider the report of the Casework Manager and to determine any action to be taken in respect of four cases being referred to the Committee for the first time (CWC 33).

11 Casework review

The Chief Executive will give a presentation outlining the approach to be taken in the forthcoming review of casework systems and procedures.

12 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 Meeting review

- (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

- (a) 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.
- (b) Tea/coffee will be available on a self-service basis from 09.30.
- (c) Lunch for members will be available at 13.00.
- (d) 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.
- (e) Anyone likely to experience difficulty in accessing the venue is invited to notify Mark Donoghue, Committee Administrator on 020 7726 9966 (mark.donoghue@londontravelwatch.org.uk) prior to the day of the meeting.

- (f) 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.
- (g) The next Casework Committee meeting will be held on 25 March 2009.

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



The nearest bus routes are:

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

The nearest railway stations are:

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.completedirections.com/pbb/CyxBnyEC2> .

Cycle parking

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