
Minutes

Agenda item 5
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**Minutes of Casework Committee meeting
held on 28 January 2009 at Middle Street, London, EC1**

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**Minutes of a meeting of the Casework Committee
held on 28 January 2009 at Middle Street, London, EC1**

Present

Terry Bennett	
Daniel Francis	Committee Vice Chair
Sharon Grant	London TravelWatch Chair
Teena Lashmore	
David Leibling	
Sarah Pond	Acting Committee Chair
Lorna Reith	London TravelWatch Deputy Chair
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Mark Donoghue	Committee Administrator
Christine Evans	Casework Manager

149 Election of Chair and Vice Chair for the meeting

The Chair Designate welcomed members to the committee

Members agreed to elect Sarah Pond as Chair of the Committee. Daniel Francis was elected as Vice Chair. These appointments would be confirmed at the next meeting of the London TravelWatch Board.

150 Chair's introduction, pre-meeting announcements and apologies for absence

The Chair formally welcomed members to the meeting. There were no apologies for absence.

151 Declarations of Interest

No additional declarations of Interest were given.

152 Minutes

With two small amendments, the public minutes of the Casework Committee meeting held on 19 November 2008 were agreed and signed for the record.

153 Casework Performance Reports (CWC30, CWC31)

The Chair explained that the performance report to hand was for three months rather than the usual six months, to enable us to report to the London Assembly on our targets for the financial year.

The Director, Public Liaison began by outlining the context of report CWC 30. There had been a great deal of correspondence received during this period regarding proposals by South West Trains to reduce ticket office opening hours. This influenced the overall workload of the team and responses to casework questionnaires, but despite this the Casework team's performance had improved since the previous report.

A discussion took place about the five targets that the Casework team are assessed against. Whilst the performance had improved for target 1, members expressed concern that the 5-day acknowledgement time was still not being met. Members suggested improving the acknowledgement process to ensure quicker responses to enquiries, and other improvements to the system to update appellants during the complaints process.

The Casework Manager clarified the process of how cases are screened before they are deemed to be an appeal, and the work the team then undertakes before acknowledging a case. Systems had already been introduced to improve the acknowledgement of cases.

Members expressed concerned that the response times for all operators are declining, asking how many hits the London TravelWatch website received via other websites. The Communications Officer replied that the data was collected and would provide the figures.

Action : Communications Officer

Members discussed the results of surveys of users of London TravelWatch's appeals process, and it was suggested that that drivers should be included as a category on this questionnaire.

The Chair asked that comments on CWC 31 (Casework Performance report for December 2008), be sent to either herself or the Committee Administrator by email.

Action : Committee members

154 Resolution to move into confidential session

The Committee resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the following items, it was desirable in the public interest that the public should be excluded from the meeting.

In confidential session the Committee received a presentation from Transport for London on its complaints handling process, considered current cases and reviewed the meeting (post meeting note : next meeting postponed to 22 April 2009)