
Confidential Minutes

Agenda item : 13
Drafted : 10.6.09

Confidential Minutes of the Consumer Affairs Committee meeting held on 22 April 2009 at 6 Middle Street, London, EC1

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Present

David Barry, Terry Bennett, Daniel Francis (Committee Vice Chair), Sharon Grant (London TravelWatch Chair), Sophia Lambert, Teena Lashmore, Sarah Pond (Committee Chair), Lorna Reith (London TravelWatch Deputy Chair)

Casework Manager, Chief Executive, Director, Public Liaison, Committee Administrator, Senior Committee Administrator

Minutes

13 Chair's introduction to the work of the Committee

The Deputy Chair suggested listing all committee members at the top of all agendas in future and that members are made aware of the deadlines required for papers and information.

14 Confidential minutes

On page 3, minute 158, The Committee Chair noted that the sentence that began, 'The Chair asked that correspondence ...' this reads that the committee has no power, so needs rewording. 'Thank you this information, we are taking your evidence forward as we have no formal sanctions available to take the matter further at this time' or 'this is a matter that is of concern for us'.

Two further amendments were requested. On page 2, third paragraph up, the complaints were specifically about buses. Secondly the last paragraph on this page, should read 'March 2009'.

With these amendments the minutes were agreed and signed for the record.

15 Confidential Casework Manager's reports (CA005)

It was agreed for the website statistics to be sent to all members and these would be circulated along with the board papers.

Action : Communications Officer

It was agreed that all actions in the matter arising would be given a unique number.

16 Any other business

There was no other business.

17 Meeting review

Members identified a major financial risk to London TravelWatch it did not spend the allocation for the new software.

The resource implications are also to be considered if London TravelWatch started logging calls or sending out 'how to complain' leaflets etc.

Future agenda items were discussed in public session (Minute 11)