
Confidential Minutes

Agenda no : 12
Drafted : 14.7.09

Confidential minutes of the London TravelWatch Consumer Affairs Committee meeting held on 8 July 2009 at 6 Middle Street London EC1

Members : David Barry, Terry Bennett, Daniel Francis, Sophia Lambert, Teena Lashmore, Sarah Pond (Chair)
Ex Officio : Sharon Grant (London TravelWatch Chair), Lorna Reith (London TravelWatch Deputy Chair)

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Present

Lorna Reith; Daniel Francis; Sarah Pond; Teena Lashmore; Terry Bennett

Director, Public Affairs; Senior Committee Administrator (minutes)

Minutes

13 Pre-meeting session

Members were concerned that the Casework reports showed that the team was not meeting the targets set out in the Business Plan. Concern was also expressed that to state that overall performance had been maintained despite sickness and workload issues, was misleading as it may infer that targets had been met when in fact they had not.

Members considered that more frequent monitoring was required and agreed to discuss with the Chief Executive as part of the Casework review.

14 Confidential minutes

The confidential minutes of the Casework Committee meeting held on 22 April 2009 were approved and signed for the record.

Members asked when website statistics would be presented to Board, and asked that they should be tabled at the Board meeting.

Action : Director, Public Liaison

The Director, Public Liaison updated on the tender process for the new Casework database. Three full tender bids have been submitted, but an issue had been raised by a fourth company (which had considered submitting but had withdrawn) as to whether the tender

documents were biased towards a particular solution and a particular company. This fourth company suggested that the consultant hired to draw up the tender documents represented the company as a consultant and that his involvement favoured their particular solution.

Members discussed the issues and noted that written assurance had been received that the consultant had no interests in any of the companies who had been invited to bid. They were therefore satisfied that the bidding process had not been compromised. The selection panel would go ahead as scheduled with the presentations from the three shortlisted companies during the week following this meeting.

15 Meeting review

The Deputy Chair of the Board was concerned that casework performance is a reputational and financial risk which needed minimising.

Future agenda items were discussed in some detail and several amendments and additions were made. The Chair provided a scoping document with suggestions for inclusion, which then would give rise to what format the information should be in.

The Chair commented that the Business Plan committed the organisation to four audits per year, but so far only one (Eurostar) had been achieved. The Director, Public Liaison, said that the Casework Team was keen to concentrate on operators which had not been audit before or for a long time, e.g. London Overground, London Underground and London Buses. Of these, an audit of bus services was considered to be the highest priority. Some members also considered that there should be more detail in the Annual Report on casework issues.

It was requested that Committee dates for 2010 be set to meet before each London Assembly Transport Committee.

Action : Committee Services