
Confidential Minutes

Agenda item : 13
Drafted : 22.7.10

Confidential minutes of the Consumer Affairs Committee held on 14 July 2010 at 6 Middle Street, London EC1

These minutes are in addition to the public minutes of a meeting of the Committee on the same date. In that meeting it was resolved, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded for this part of the meeting.

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Present

Members

David Barry (In the Chair and Vice-Chair), Terry Bennett, Daniel Francis, Sophia Lambert, Sarah Pond, Lorna Reith, Sharon Grant (London TravelWatch Chair)

Secretariat

Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Mark Donoghue	Committee Administrator
Susan Parnham-McCance	Casework Manager

Minutes

1 Confidential minutes

The confidential minutes of the meeting on 12 May 2010 were agreed and signed for the record.

The Chief Executive would add approaching transport operators for funding reprints, to the regular stakeholder liaison meeting agendas.

2 Benchmarking report (CA051)

The Director, Public Liaison noted that the report had put forward suggestions on improving performance, for example, developing a target for closing cases. The Chair asked for comments.

A member wondered whether a target for closing cases was correct. Was it fair to have a target which is not under London Travel Watch's control? She felt that it was and focused the minds of staff. A member felt that the report was saying no to the suggestions made by the consultant. The suggested outcomes would not be problematic as they were internal only. Whilst some cases were escalated to the Managing Director of an operator, there should be a way for the Casework Manager to escalate cases to her equivalent.

The Director, Public Liaison felt problems would occur if there was a target date for closure. 25 to 30% of operators do not respond to London TravelWatch within 20 working days. Sometimes it took a great deal of time to close a case which was actually only for a meagre sum, i.e. under £1. There are regular meetings with operators to resolve such time consuming cases.

A member noted that London TravelWatch did not publicise sums, but asked why if there were regular meetings with operators, there was a problem on having a target for closing cases. The Casework Manager noted that if the closure of cases was a target, then monitoring would be on how long a case would be, but not on the caseworker's work.

There was a discussion on the complexity of some operators in London when trying to resolve a complaint. It was agreed to discuss the benchmarking report at the next committee meeting.

Action : Committee Services

The Casework Manager would provide data on operator's response times at the next committee meeting.

Action : Casework Manager

3 Draft Greater London Authority annual performance report (CA052)

The Chair noted that this item was to be noted by the committee.

A member felt that the commentary on performance should be more positive. Another member suggested that it was worth highlighting the work done on prioritising target one and that target two would now be prioritised.

The Chair invited further comments to be sent to the Chief Executive.

Action : Members

4 Audit 1 (CA054)

The Director, Public Liaison reported that London Overground (LOROL) were content with the audit report and are working on the issues raised.

A member queried the overall grade of good. The Director, Public Liaison replied that the quality of responses was good, but there were failings in the speed of responses (highlighted in

the report). The Chair of London TravelWatch felt that LOROL did not view complaints as a resource for service improvement, which was against the modern trend.

The Chief Executive reported that she would be meeting LOROL soon. She also confirmed that audits would take place as necessary (in the work plan 2010/11) rather than having a target for the forthcoming year.

5 Meeting Review

There were no risks identified to the organisation.

Members felt that the meeting was interesting and had useful, interesting contributions.

6 Glossary

LOROL London Overground Rail Operations Ltd