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## Confidential Minutes

Agenda item : 10  
Drafted : 9.7.10

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### **Confidential minutes of the Consumer Affairs Committee held on 12 May 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, Teena Lashmore, Sarah Pond, Lorna Reith, Sharon Grant (London TravelWatch Chair)

##### Secretariat

Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Jo deBank	Communications Officer (min. 3)
Mark Donoghue	Committee Administrator
Susan Parnham-McCance	Casework Manager

#### **Minutes**

##### **1 Confidential minutes**

The confidential minutes of the meeting on 10 March 2010 were agreed and signed for the record. On page 2, item 2 the Chief Executive report that there would be a pilot for the idea of having a stall at events.

## **2 Benchmarking report (CA046)**

The Chief Executive reported that she had only recently received the report from the consultant who had been commissioned to carry out the research. The finalised report would be sent to the Greater London Authority (GLA) to help inform the review of London TravelWatch, but some of the information contained with it contained information from third parties which they provided on the basis that it would be kept confidential. The consultant had concluded that the service London TravelWatch provides compared well with other organisations.

Members noted that the report said some positive things about the Casework team. The Chair of London TravelWatch was concerned that the report did not explicitly address how London TravelWatch compared on value for money, the Chief Executive agreed to ask the consultant to comment on this.

The Chief Executive would also clarify the figures used in the report. Once it was finalised she would share the results with the comparator organisations and discuss how far they would be prepared to share their information and then take this work forward.

It was agreed that members' comments should be sent to the Chief Executive and copied to other members of the Committee.

**Action : Members**

## **3 How to complain leaflet**

It was agreed that the leaflet would include the contact details and addresses for operators. Members felt that the tone should be changed. The Communications Officer would send the leaflet to a designer and liaise with a member on the design.

**Action : Communications Officer**

It was agreed that the leaflet would remain in DL size. It was also agreed that operators would be approached about making contributions for future reprints.

## **4 Transport for London Complaints Line (CA047)**

Members were concerned that Pay As You Go (PAYG) mobiles were mainly used by socially excluded people. It was agreed to investigate how much it would cost to join the Helpline's Association.

**Action : Chief Executive**

A member asked to see the equality impact assessment on Transport for London's (TfL) communication strategy with passengers.

**Action : Committee Services**

## **5 Meeting Review**

The Deputy Chair of London TravelWatch asked for details on the response times for operators.

**Action : Director, Public Liaison**

Members felt that there should be a move to monthly performance targets. The London TravelWatch Chair felt that there should be a prompt response to the benchmarking report and conclusions.

## **6 Glossary**

PAYG	Pay As You Go (Oyster cards)
TfL	Transport for London