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## Confidential Minutes

Agenda item: 12  
Drafted: 12.04.16

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### Confidential minutes of the Policy committee held on 23 February 2016 at 169 Union Street, London SE1 0LL

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.

#### Contents

- 1 Confidential minutes and matters arising**
- 2 Signposting and complaint handling protocols (PC090)**
- 3 London Underground ticket office closure proposals (PC090)**
- 4 Meeting review**

#### Present

##### Members

Chris Brown, Richard Dilks, Glyn Kyle, Stephen Locke, Abdikafi Rage, John Stewart (Chair), Ruth Thompson

##### Secretariat

Tim Bellenger	Director, Policy & Investigation
Janet Cooke	Chief Executive
Richard Freeston-Clough	Communications Officer
Susan James	Casework Manager
Sharon Malley	Executive Assistant

#### Minutes

##### 1 Confidential minutes, declarations of interest and matters arising

The confidential minutes of the Policy committee held on 15 December 2015 were agreed and signed as a correct record. There were no matters arising or additional declarations of interest.

##### 2 Signposting and complaint handling protocols (PC090)

The Casework Manager presented a report on how operators signposted complainants to London TravelWatch. She said she hoped to meet TfL within the next few weeks to agree protocols for handling their appeal cases.

It was noted that the Office of Rail and Road should show more leadership on this issue and ensure that train operators complied with the process for agreeing the new arrangements.

It was noted that London TravelWatch may need to acknowledge at the front of the document that it could not handle cases that had not already been seen by the train operator. Some members expressed support for the introduction of tick-boxes on transport operators' standard complainant replies to record whether complainants had been referred to London TravelWatch.

It was agreed that this issue would be considered again at a future meeting to review how the protocols and policies were working in practice.

**Action: Executive Assistant**

### **3 London Underground ticket office closure proposals (PC090)**

It was agreed that London TravelWatch would maintain its support for the policy of objecting to ticket office closures for periods where there were more than 12 transactions per hour. In relation to the current proposals, London TravelWatch would only lift its objections once there was certainty over potential detriment to passengers.

### **4 Meeting review**

It was noted that there had been good sessions on streets and with the union and TfL representatives. However, not enough time had been allocated for the discussion about casework.

No specific media opportunities were identified as arising from the meeting.