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## Confidential Minutes

Agenda item : 14  
Drafted : 29.11.09

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**Confidential minutes of the Consumer Affairs Committee held on 25 November 2009 at 6 Middle Street, London EC1.**

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### Present

#### Members

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

#### Secretariat

Carmel Cannon	Senior Committee Administrator
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison
Christine Evans	Casework Manager
Jo de Bank	Communications Officer

### Minutes

#### 1 Private session

The public meeting was preceded by a members' only session from 09.15 to 09.30. In this session, the Chief Executive mentioned casework audits and was mindful that the meeting should discuss detail of these in confidential session and be cautious about what is said about individual operators. This was agreed by members.

#### 2 Confidential minutes

Confidential minutes of the Consumer Affairs Committee meeting held on 23 September 2009 were approved and signed for the record.

### **3 London TravelWatch guides**

#### 3.1. Recruitment update

Advertisements will be drafted in next few weeks with interviews in January

#### 3.2. Your rights as a bus passenger– campaign to raise bus passengers' awareness

Members agreed that it was important to establish what users would find helpful to know and to agree the best format.

Mr Leibling suggested that a pilot on particular mode – eg buses – be undertaken, and to see whether the length can be kept to fewer than two pages. This was agreed as part of the 2010/11 workplan.

**Action : Committee Services – add to work plan**

#### 3.3. 'How to Complain' (title tbc) leaflet – refer to CA026 to discuss plan of action

After some discussion of the detail, Ms Lambert offered to take the lead on this and work with the Communications Team to complete this.

**Action : Sophia Lambert / Communications team**

### **4 Meeting review**

Members reviewed the issues raised in the meeting and any financial, reputation or other risks that these issues pose to the organisation, and discussed future agenda items and work plan.

All were in agreement of the reputational risk if all outstanding tasks if Business Plan targets failed to be met. Therefore there was concern that database migration, audits and production of leaflets were crammed into the last quarter of the year.

In closing, the Chair of the Board asked that the Director, Public Liaison, forward thanks from the Committee to the staff for getting to grips with the new system, and congratulate them on adjusting to it.

The meeting ended on time.