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**Confidential Minutes**

Agenda item 13  
Drafted 08.02.11

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**Confidential minutes of the meeting of the Board held on 1 February 2011**

These minutes are in addition to the public minutes of a meeting of the Board on the same date. The Board 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, Terry Bennett, Gail Engert, Sharon Grant (Chair), Sophia Lambert, David Leibling

Secretariat

Tim Bellenger	Director, Research and Development, London TravelWatch
Janet Cooke	Chief Executive, London TravelWatch
Sharon Malley	Senior Committee Administrator, London TravelWatch

**1 Confidential minutes of the meeting on 9 November 2010**

The confidential minutes of the meeting on 9 November 2010 were agreed. There were no matters arising.

**2 Update on the implementation of the London Assembly review**

The Chair updated members on the current position in relation the London Assembly's review of London TravelWatch. She said that there was no indication that London TravelWatch's abolition would be successfully introduced into the Localism Bill via an amendment.

Members reviewed the London Assembly Transport Committee report on implementing the review. The arrangements for relocating London TravelWatch's offices were unclear. Until London TravelWatch's internal reorganisation was complete, it was not certain what its accommodation needs would be. It was not certain whether there was available office space at City Hall. Passenger Focus,

which was a possible option for London TravelWatch's relocation, was currently reviewing its own position.

The situation was similar in relation to outsourcing the back office function. London TravelWatch would draw up the specification of its requirements to carry out the work.

The Chief Executive reported that London TravelWatch had provided information for the London Assembly on how it made decisions on responding to consultations. It was important for the Assembly to understand what would be lost if London TravelWatch no longer responded to consultations. It was noted that on large-scale consultations London TravelWatch and the Assembly had agreed to work collaboratively and not duplicate work.

It was agreed that London TravelWatch must continue to publish performance monitoring data from TfL in accessible format, unless or until TfL began to publish it itself.

It was noted that TfL had amended the wording on buses in relation to the London TravelWatch phone number. In addition, London TravelWatch was carrying out additional monitoring of the phone calls it received to better understand this issue. The results of the monitoring would be reported to the Consumer Affairs committee.

Members discussed whether the London Assembly was fulfilling its promise to consult stakeholders on the implementation. It was agreed that this would be raised again at an opportune moment.

### **3 Meeting review**

**Risk issues:** Members considered whether the meeting had resulted in any reputational risks for the organisation. It was agreed that the RUS discussion had been very strong and demonstrated London TravelWatch's understanding of transport detail. There were no perceived negative risks.

**Press and Media opportunities:** It was agreed that the Communications Officer would report on the success of London Underground during the recent snow disruption. She would also issue a release on the Chiltern RUS.