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## Confidential Minutes

Agenda item : 14  
Drafted : 1.2.10

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### **Confidential minutes of the Consumer Affairs Committee held on 27 January 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, Sharon Grant (London TravelWatch Chair)

David Leibling (Observer)

##### Secretariat

Mark Donoghue	Committee Administrator
Janet Cooke	Chief Executive
Bryan Davey	Director, Public Liaison

#### **Minutes**

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

Confidential minutes of the Consumer Affairs Committee meeting held on 25 November 2009 were approved and signed for the record subject to the following amendments :

Daniel Francis needed to be recorded as having chaired the committee and David Leibling's name needed to be added to the list of those attending the meeting.

The Director, Public Liaison clarified the Freedom of Information request to members and explained the background to it.

## **2 Audits**

The Director, Public Liaison updated members on the progress of audits. The report for the South West Trains audit had been sent to the TOC (Train Operating Company). There had been no response from the TOC. An audit had been carried out on Eurostar and Passenger Focus had led on it. The lead officer who had led on the report had been off sick.

London Buses had provided London TravelWatch with their own audits. They had asked London TravelWatch to review the audits and let them know if there was further work required. The Casework Manager had been reviewing these documents, but was presently off sick.

The Chief Executive confirmed that no date had been agreed for the audit of London Overground (LOROL). The plan was to have the audits available at the March meeting.

Members noted that there had been no confirmation of an audit of TfL streets.

## **3 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.

Members raised risk around the discussion on the 0843 travel information number (the allegation that London TravelWatch had been informed prior to the introduction of the line), where TfL had confirmed that London TravelWatch were notified in advance of the change being introduced. Members went on to discuss risk around not delivering business plan targets and resolving the software issues with the new casework database.

The Chair of London TravelWatch noted that the data on call handling (calls asking for information from passengers, etc) would help inform the London Assembly Transport Committee of the help London TravelWatch provides to the travelling public.

## **4 Glossary**

LOROL	London Overground
TOC	Train Operating Company