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| Policy committee 16.06.15 | LondonTravelWatch-2 |
| **Confidential Minutes**  | Agenda item:Drafted:  |  1513.04.15 |

**Confidential minutes of the Policy committee held on 24 February at 15 Westferry Circus, Canary Wharf, London E14 4HD**

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. **Increase in levels of casework**
3. **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

Sharon Malley Executive Assistant

Robert Nichols Policy Officer

Vincent Stops Policy Officer

**Minutes**

1. Confidential minutes, declarations of interest and matters arising

The confidential minutes of the Policy committee held on 18 November 2014 were agreed and signed as a correct record. There were no matters arising or additional declarations of interest.

1. Increase in levels of casework

The Chief Executive said she had asked the Casework Manager to produce a report on increasing levels of casework to make members aware of trends and potential problems. The Casework Manger was adept at forecasting problems and responding to them and was assisted by a flexible and experienced team who were committed to handling peaks and troughs in workloads. However, the recent rise in cases was such that the Chief Executive wanted to bring it to members’ attention.

Members questioned whether targets should be amended to reflect the casework downtime caused by the installation of the new database. The Chief Executive said that targets should not be relaxed but if they were missed it would be important to explain the reasons. It may be necessary to alert the London Assembly if the problems seemed likely to affect the six-monthly performance report.

Members discussed whether it would be possible to improve efficiency in casework, through automation of particular processes or encouraging the use of phone conversations rather than written responses. The Chief Executive said that the system was already as efficient as possible and that moving away from email correspondence, for example, would not save time as phone conversations would still need to be written up.

Members questioned whether the increase was due to an underlying change or whether it was cyclical spike, as London TravelWatch’s response would need to be more robust if the increased levels became permanent. The Director, Policy and Investigation, said it was too early to be sure how embedded the change was and this would be kept under review.

The Chief Executive said that the casework function had been subject to a benchmarking exercise and had been found to be good value for money when compared with other similar organisations. It was important to note that funding for casework was very unlikely to increase and that efforts should continue to be made to improve relations with members of the London Assembly.

It was agreed that the Chief Executive would update members on this in the autumn.

**Action: Executive Assistant**

1. Meeting review

Members considered the matter of improved compensation for passengers subject to repeated delays of under 30 minutes each and agreed that this should be taken forward as a London TravelWatch objective.

It was noted that mentioning the need to influence particular political groups might be seen as London TravelWatch not maintaining its neutral political stance, although this risk was small. No specific media opportunities were identified as arising from the meeting.