

London TravelWatch casework performance report quarter two

This part of the report records the volume of casework received during July to September 2018. London TravelWatch received 1,881 casework contacts via telephone, email and web forms.

Case types	Jul to Sep 2018	Apr to Jun 2018	Jan to Mar 2018	Oct to Dec 2017	Jul to Sep 2017
Casework related telephone enquiries	237	315	442	248	253
Enquiries email	28	66	58	95	88
Initial cases	509	392	345	343	497
Initial plus cases	143	127	149	108	144
Request for papers	272	192	196	173	188
Appeals made to operator	319	239	226	231	208
Appeals responded to directly	275	191	256	225	196
Appeals responded to directly plus	98	115	143	95	110
Appeals sub total	692	545	625	551	514
Total of new contact	1,881	1,637	1,815	1,518	1,684
Appeals carried over from last quarter	22	32	49	40	41
Total cases	1,903	1,669	1,864	1,558	1,725

Enquiries telephone

This is a record of all telephone calls that have been received by London TravelWatch.

Enquiry

These are cases where the passenger has contacted London TravelWatch looking for information that is not a complaint.

Initials

An initial case is one where the complainant has written to London TravelWatch but has not yet approached the operator.

Initial plus

As initials above but where the caseworker has felt the need to respond to the passenger and/or forward the case to the operator. An example of this type of case is one where a passenger's initial contact clearly demonstrates that they are struggling with the English language. In these cases, we forward the complaint to the correct operator for them to respond directly to the passenger. For this type of case, we would usually also advise the passenger of our actions.

Such cases are resource heavy which is why they have their own category.

Papers requested

A case classified as request for papers is one where we have asked the passenger to forward copies of all correspondence between themselves and the operator. We cannot consider taking forward a case without this information.

Appeals made to the operator

Where the passenger has already complained to the operator and London TravelWatch has taken it forward as an appeal.

Appeals responded to directly

A 'direct' categorised case is one where London TravelWatch responds directly to the passenger without needing to contact the operator. This is because London TravelWatch already has the information needed to answer the passengers query.

Appeals responded to directly (plus)

These are cases where more correspondence is required but London TravelWatch is not appealing. Examples of this type of case would be one where we do not have to appeal to an operator but we do need some additional information, usually from the passenger, in order to respond fully.

This category was created to demonstrate additional work and correspondence between a passenger and caseworker but where the case cannot be fairly classed as an appeal.

Appeals carried over from previous quarter

Where the appeal was started at the end of one quarter and carried over to the next. It was previously very difficult to separate cases carried over from cases received. However, with some system changes, we can now separate the existing cases from those newly received.

Casework performance

Type	Performance		Target
Acknowledgement sent to appellant	Jul to Sep 2018	100% of cases acknowledged within 5 working days	100% within 5 working days
	Apr to Jun 2018	100% of cases acknowledged within 5 working days	
Appeals referred to operator within 5 days of receipt	Jul to Sep 2018	96% of appeals were referred within 5 working days	75% within 5 working days
	Apr to Jun 2018	95.5% of appeals were referred within 5 working days	
Final response sent to passenger	Jul to Sep 2018	94% of appeals final replies within 10 working days of receipt of operators response 100% within 20 working days of receipt of operators response	90% within 10 days 100% within 20 days
	Apr to Jun 2018	93% of appeals final replies within 10 working days of receipt of operators response 100% within 20 working days of receipt of operators response	
All directs response from casework to appellant	Jul to Sep 2018	100% of appeals final replies within 10 working days of receipt of operators response 100% within 20 working days of receipt of operators response	90% within 10 days 100% within 20 days
	Apr to Jun 2018	97.5% of appeals final replies within 10 working days of receipt of operators response 100% within 20 working days of receipt of operators response	

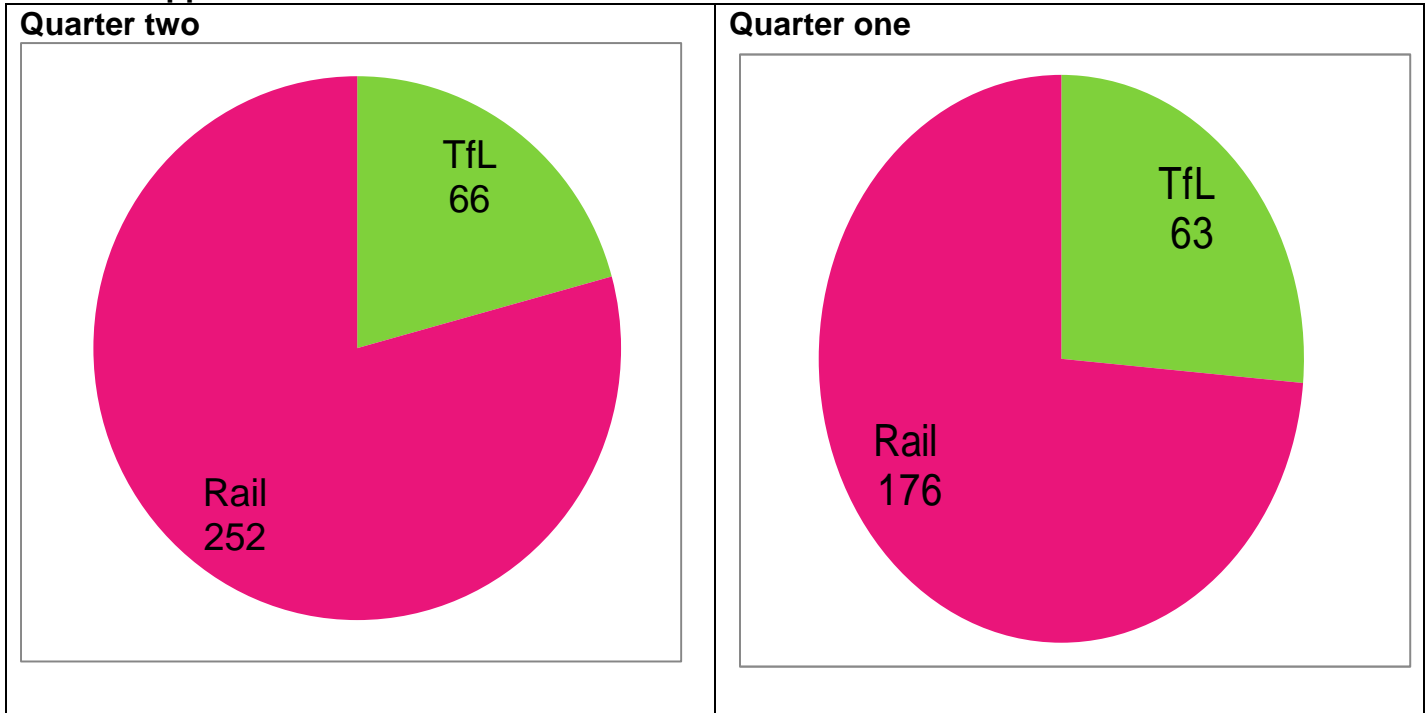
Casework performance context

Appeals made to London TravelWatch increased in this quarter by 27% and all targets have been met.

Appeals

There was an increase in rail appeals and further information is below.

Total appeals received



Rail

Contacts regarding all rail operators have increased although GTR and SWR have seen the biggest increases.

GTR

The severe problems with the new timetable on the Thameslink and Great Northern has led to increased appeals from passengers. We are also just starting to see appeals from passengers regarding the additional industry compensation scheme and this issue is expected to increase the number of contacts received on this subject in the next few months.

SWR

Appeals from SWR passengers have increased substantially in this quarter. Delay replay has been offered to all SWR passengers since September 2017. As SWR have had strikes and disruption over the spring and summer months in 2018, large numbers of passengers have been claiming delay repay and then appealing if it was refused.

Prior to September 2017, a different compensation process was used and many passengers were unable to claim for any delay compensation until they renewed their season ticket when they may or may not have qualified for a discount. Passengers were also unable to claim if the cause of the delay was not the responsibility of the rail operator.

Therefore, London TravelWatch received very few SWR (previously SWT) contacts regarding delay compensation making the current increase in contacts noticeable, but expected.

TfL

The casework team have recently noted that a higher than usual number of cases have been received about parking or congestion charge issues. This will be monitored for any further increase.

Appendix one

