
Secretariat memorandum

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Agenda item 6

CA001

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Actions taken

1 Purpose of report

- 1.1 To advise members of actions undertaken since last meeting of the Committee (in this case the former Casework Committee) by the Casework team and Director, Public Affairs.

2 Information

- 2.1 The table attached at Annex A contains a list of said actions for information.
- 2.2 The actions listed refer either to work which is related to ongoing cases, or where London TravelWatch has been consulted by bodies in its legal capacity on issues of consumer rights, public affairs, and any other matters as appropriate.
- 2.3 Background details of specific actions may be made available upon request via the Director, Public Liaison.

3 Equalities and inclusion implications

- 3.1 No specific equalities and inclusion implications for London TravelWatch arise from this report.

4 Legal powers and financial implications

- 4.1 Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility. Section 252B of the same Act places a similar duty on the Committee in respect of users or potential users of railway services provided wholly or partly within the "London railway area" as defined under the provisions of the Railways Act 1993. The Consumer Affairs Committee is not required to consider matters which appear to it to be frivolous or (in the case of railway services) vexatious.
- 4.2 No specific financial implications for London TravelWatch arise from this report.

5 Recommendation

- 5.1 That members consider the actions listed here in the context of case-specific workload of the Casework team.

Annex A

Item	Action taken	Notes	Date
Department for Transport European Rail Policy Forum	Attended meeting on behalf of London TravelWatch	Update on progress of European legislation	20.1.09
Department for Transport consultation	Response to public consultation on the European Commission proposal on bus and coach passenger rights	Deadline for responses was 14.4.09	14.4.09
First Capital Connect meeting	Meeting regarding proposed changes to ticket office opening hours	Attended meeting with Board Chair and Rail & Underground Officer	19.3.09
Department for Transport meeting	Meeting with c2c, TfL and ATOC regarding c2c through fares to Central London	c2c and TfL agreed to review through fares and propose changes for implementation in September fares change	13.3.09
ATOC meeting	Meeting with ATOC to discuss proposed changes to railcard conditions from May 2009	Minor changes to railcard conditions and proposed price increase	26.3.09
Charter meeting	Meeting with Charter to discuss proposed database solution	Initial discussions prior to procurement exercise	6.4.09
Passenger Focus	Meeting with Gary Willott and colleague from Passenger Focus	Informal discussion on approach to casework matters and database procurement	15.4.09
First Great Western East Customer Panel Meeting	Attended meeting on behalf of London TravelWatch	Issues raised included concerns about information provision and revenue protection at Paddington, impact of Crossrail at Paddington	14.1.09
Local Government Ombudsman	Provided copy of Complaints Handling Procedure	Response to request by LGO for an updated complaints handling policy outlining how we refer issues to them for consideration	19.3.09
Transport for London consultation on changes to Conditions of Carriage	Provided suggested amendments to document	Concerns expressed about how time allocated to journeys will be publicised	2.2.09 and 20.3.09
London Overground consultation on Customer Charter	Provided suggested amendments to document	Minor amendments proposed	23.1.09

Item	Action taken	Notes	Date
National Express East Coast consultation on Customer Charter	Provided suggested amendments to document	Concern about form of compensation and proposed charges for seat reservations	3.4.09