
Secretariat memorandum

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Agenda item 4
CA014
Drafted 14.7.09

Matters arising

1 Purpose of report

- 1.1 To record matters arising from previous meetings of the Committee and progress on their resolution.

2 Information

- 2.1 To request compensation for major disruptions in form of vouchers (22.4.09, minute 8, Annex C)

On 27 May 2009 the Director, Public Affairs, discussed with London Midland with a view to modifying policy for annual season ticket holders.

- 2.2 Committee work Plan

The updated 2009-10 Consumer Affairs committee work plan is included for reference at Annex B. This is a rolling document updated for each meeting to reflect changing priorities.

- 2.3 To submit comments by email on the work plan to the Chair. (22.4.09, min 11(i))

No further feedback was received after the meeting so this item was closed.

- 2.4 To provide feedback to the Director, Public Liaison, on the 'Dealing with Your Complaints' document circulated prior to meeting. (22.4.09, min 11(ii))

On 18 September the Chair advised that this item should be added to the work plan for next year, for review and updating if necessary.

- 2.5 TfL website complaints handling

The Streets and Surface transport Officer met asked TfL about the problem of its website not providing an automated response or generating a reference number.

On 8 September 2009, TfL responded as follows :

“Currently as part of TfL’s commitment to customer services we confirm the receipt of every complaint received via Web-Form. Customers get a confirmation web-page with a Unique Reference Number which can then be used to get information on, and/or track the progress of their complaint/ comment.

“The additional functionality you and Lorna have suggested has pan-TfL implications as we move to an integrated customer service. We are therefore investigating the matter further with the Director of Customer Services and Director of Information Management and will update you as we progress your suggestion.

“Inevitably cost is a factor but that doesn’t mean we are not progressing it. So in the meantime we have been focussing on more cost effective and quick win measures to address the heart of the issue which I believe is not getting a reply or even an acknowledgement that something is being done. I can assure you that all complaints/ comments are investigated but sometimes we don’t get back to the customer if they expect us to. We are expanding the website FAQs so people know what to expect and how we handle their complaint and through improved training ensuring we keep customers informed.”

- 2.6 To provide details of the Casework team mechanism which monitors whether responses were sent out within five days (8.7.09, min 7).

This was discussed with Chair & vice-Chair at the planning and the 5-day response target has been consistently achieving 97% every week since w/c 17th August when that level was first achieved.

3 Equalities and inclusion implications

- 3.1 None – report is for information only.

4 Financial implications

- 4.1 None – report is for information only.

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Recommendations

- 6.1 That the report is received for information.

Annex A: Matters arising

Key : Completed items are marked **Complete** All other items are ongoing.

| Date | Minute | Action | London TravelWatch owner | Status |
|---------|----------------|--|--|---|
| 22.4.09 | 8 (Annex A) | Recommendations for the policing of first class seating; priority seating; claiming for the non-provision of first class seating; and declassified trains would be sent to TOCs either individually or through ATOC. | Director, Research and Development (TBC) | |
| 22.4.09 | 8 (Annex B) | To write to TOCs (copied to ATOC, DfT and Passenger Focus) requesting that their websites give clear indication that customers are being redirected to third party websites. | Casework Manager | Director, Public Affairs to update meeting |
| 22.4.09 | 9 | To devise a leaflet to be sent to initial enquiries on how to complain. | (ii) Casework team | To be included in Casework Review |
| 22.4.09 | 11 | (i) To submit comments by email on the work plan to the Chair. (ii) To provide feedback to the Director, Public Liaison, on the 'Dealing with Your Complaints' document circulated prior to meeting. | Members | i Complete – see paragraph 2.3 ii Complete – see paragraph 2.4 |
| 8.7.09 | 3 | DfT consultation on consumer rights May 2009 is imminent ; to be circulated to members when available. | Director, Public Affairs | Complete –see confidential paper CA020 |

| Date | Minute | Action | London TravelWatch owner | Status |
|--------|--------|--|--|---|
| 8.7.09 | 4 | <ul style="list-style-type: none"> i Members requested that a leaflet entitled ‘How to Complain’ be included in the Casework Review as a milestone, with a date for completion. ii On the Committee workplan (Annex B of the report), it was agreed to remove references to young people for the remainder of this year. iii On paragraph 2.5 (time limit for Oyster refunds), a member raised a personal case which was it was agreed to process via the members’ enquiry system. iv To research which Transport Operating Companies (TOCs) the problem of third party online ticket sales pertains to, then to pursue at the highest level with the Association of Train Operating Companies (ATOC) and DfT. | <ul style="list-style-type: none"> i Chief Executive ii Committee Services iii Lorna Reith iv Director, Research and Development | <ul style="list-style-type: none"> ii Complete – see annex B |
| 8.7.09 | 5 | <ul style="list-style-type: none"> i to circulate a record of the meeting held between London TravelWatch and TfL regarding the automated response for online complaints and included for public record in [this] report to this committee. ii Members requested that the complaint handling review report by Passenger Focus be included in the workplan for this Committee. iii Regarding a meeting on access and ticket gates at Lewisham Station (13 May 2009), members requested a formal note of the meeting and an update on outcomes. | <ul style="list-style-type: none"> i Committee Services ii Committee Services iii Committee Services | <ul style="list-style-type: none"> Complete – see para2.5 ii Complete - see Annex B iii Complete – see Information paper CA021 n London TravelWatch website |
| 8.7.09 | 6 | <ul style="list-style-type: none"> i To provide monthly reports on casework workload and targets for September meeting. ii To decide what reporting it would like to see from October 2009 onward, when the new Casework team database system was installed. iii The Chair requested that items 6 and 7 item be presented in the opposite order in future. | <ul style="list-style-type: none"> i Director, Public Liaison ii Chair/ Director, Public Liaison iii Committee Services | <ul style="list-style-type: none"> All complete |

| Date | Minute | Action | London TravelWatch owner | Status |
|--------|--------|--|--|--|
| 8.7.09 | 7 | <ul style="list-style-type: none"> i To provide details of the Casework team mechanism which monitors whether responses were sent out within five days. ii To write to c2c, National Express East Coast, London Midland and Southern to ask what response deadlines they were work to, and, if this was longer than 20 days, ask why. iii To include a receipt request and indication of the likely response time when cases and appeals are forwarded from London TravelWatch iv To include an operator's target response time in correspondence to appellants. | <ul style="list-style-type: none"> i Director, Public Liaison ii Director, Public Liaison iii Director, Public Liaison iv Director, Public Liaison | <ul style="list-style-type: none"> i Complete – see para 2.6 lii and iv : templates are in development stages |
| 8.7.09 | 8 | <ul style="list-style-type: none"> i Annex B - write to TOCs recommending that ticket machines emulate ticket offices and sell off peak tickets in advance. i Annex C – on short-form train service leading to overcrowding : support escalation of the matter and pursue local press coverage | <ul style="list-style-type: none"> i Director, Public Affairs / Director, Research and Development ii Communications Officer | |
| 8.7.09 | 9 | <ul style="list-style-type: none"> i Do automated responses to online complaints include a reference number? i Provide a copy of TfL's code of practice agreement with bus operators to members – TfL to confirm whether doc is public and provide copies if so. ii Provide demographic data on profile of complainants | <ul style="list-style-type: none"> i Committee services ii Committee Services iii Committee Services | <ul style="list-style-type: none"> i complete – see para 2.5 |
| 8.7.09 | 10 | <ul style="list-style-type: none"> i in the report, Capacity and Resources (Box 2), should include the acknowledgement leaflet / letter on the complaints process and operators' response times ii Members to email comments on this or the Casework team review update to Sarah Pond as soon as possible | <ul style="list-style-type: none"> i Chief Executive ii Members | <ul style="list-style-type: none"> complete |
| 8.7.09 | 14 | Web stats to Board – needs to be tabled at next Board meeting, and provided for members on regular basis. | Director, Public Liaison | |

Annex C : Consumer Affairs Committee Workplan

| Meeting date | Standing items | Specific agenda items |
|-------------------------|---|---|
| 25 November | <p>Note : LA Transport Committee on 6 Jan 2010</p> <ul style="list-style-type: none"> • Minutes • Matters Arising • Casework Performance Report - to include business plan targets and agreed casework targets • Casework Review – update ?final report – then review April 2010? • Policy Issues arising from Casework | <p>Buses</p> <ul style="list-style-type: none"> • TfL bus complaints handling - TfL on board and audit agreed - (Target 4) • ‘How to complain about buses’ campaign to raise bus passengers’ awareness: • Feedback & update on audits undertaken & planned • Passenger rights Information • Update & progress on contribution to Board publication • TBC Passenger Focus complaints handling review audit report – Eurostar review |
| 27 Jan 2010 | <p>Note : LA Transport Committee on 2 Feb 2010</p> | <ul style="list-style-type: none"> • TfL bus complaints handling - audit agreed and in progress? (Target 4) |
| 10 March 2010 | | <ul style="list-style-type: none"> • TfL bus complaints handling - audit complete and reported on? - (Target 4) • ‘Dealing with your Complaint’ doc on London TravelWatch website : review and update if necessary. |
| 12 May 2010 | | <ul style="list-style-type: none"> • ‘How to Complain’ leaflet production – held over from Sept 2009 |
| 14 July 2010 | | <ul style="list-style-type: none"> • |
| 15 September 2010 | | <ul style="list-style-type: none"> • |