
Secretariat memorandum

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CA023
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Casework performance report

1 Purpose of report

- 1.1. To detail the position relating to the caseload handled by the secretariat in September and October 2009.

2 Recommendation

- 2.1. That the report is received for information.

3 information

- 3.1. This period spans the introduction of the new database on 1 October 2009, with the result that it combined information from two separate databases. The full transition to a new database will enable us to record and monitor information differently and is likely to lead to a change to how we report information in future.
- 3.2. After a decline in casework volumes during August and September, they increased again in October. In particular, we received a high volume of correspondence relating to the proposed timetable changes on Southeastern services from Blackheath passengers.

4 Performance

- 4.1. The number of open cases declined over the period. The number of cases open was 245 at the end of August, falling to 183 at the end of September before increasing marginally to 195 at the end of October. The number of cases awaiting finalisation declined from 83 at the end of August to 79 at the end of September and 78 at the end of October. The number of cases with the operator or complainant declined from 162 at the end of August to 104 at the end of September, before increasing to 117 at the end of October.
- 4.2. The number of new cases received during September and October was 130 and 173 respectively. The number of cases referred to operators during September and October was 85 and 73 respectively. We recorded 625 'Quick Calls' during October, of which around half related to either complaints or lost property enquiries relating to London Buses. We also received 112 initial cases which we referred to operators.
- 4.3. One measure of the team's performance is the proportion of appeal cases open which are awaiting finalisation i.e. those where the current responsibility for action lies with

London TravelWatch rather than a service provider or the passenger. This figure was 34% at the end of August; 43% at the end of September and 40% at the end of October.

5 Appeals by operator

- 5.1. The highest number of complaints received during September was about First Capital Connect (20), Oyster (13) and London Buses (13). During October, the highest number of complaints received was about London Buses (26), London Underground (19), First Capital Connect (18) and Southern (16). During October, the highest number of complaints received was about Southeastern (79), IPFAS (14) and London Buses (13). In interpreting these numbers, regard must be paid to the widely varying numbers of passengers carried by different operators – London Underground, for example, carries about twelve times as many passengers as FCC for example.

6 Equalities and inclusion implications

- 6.1. Due account is taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

7 Financial implications

- 7.1. There are no specific financial implications for London TravelWatch arising from this report.

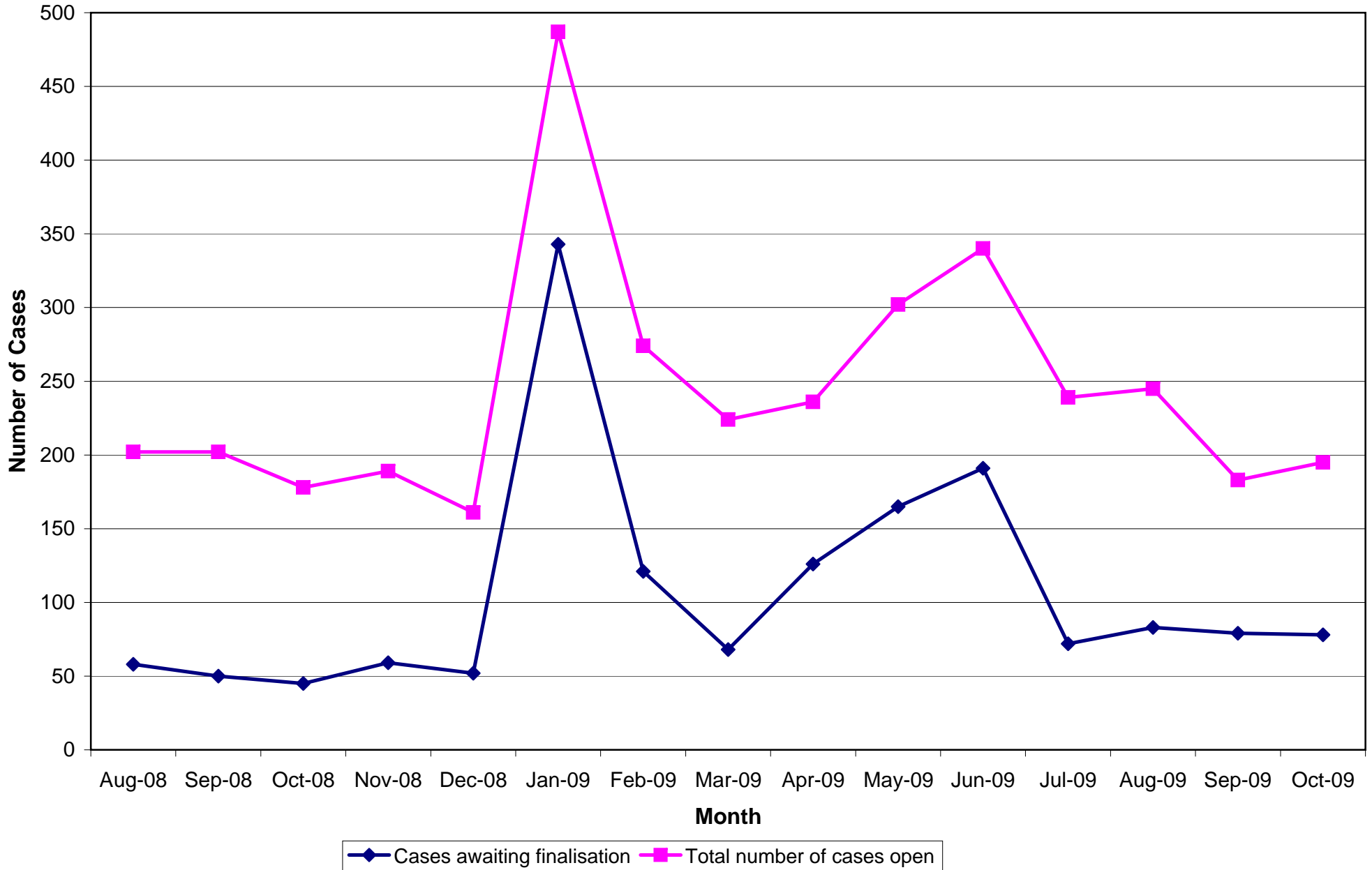
8 Legal powers and financial implications

- 8.1. 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 it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

LONDON TRAVELWATCH CASELOAD

Month	Cases received	Cases sent to operator	Operator replies received	Cases finalised	Cases still with operator or complainant	Cases awaiting finalisation	Total cases open
	During month				At month end		
June-08	114	72	73	134	155	71	226
July-08	157	73	74	149	158	65	223
August-08	140	68	79	194	144	58	202
September-08	96	71	61	112	152	50	202
October-08	113	66	75	143	133	45	178
November-08	79	72	66	84	130	59	189
December-08	93	53	79	136	109	52	161
January-09	569	90	55	81	144	343	487
February-09	554	95	67	862	153	121	274
March-09	147	79	92	265	156	68	224
April-09	137	55	76	116	110	126	236
May-09	123	63	65	89	137	165	302
June-09	202	124	84	153	149	191	340
July-09	168	114	92	1100	167	72	239
August-09	125	81	70	129	162	83	245
September-09	130	85	102	148	104	79	183
October-09	173	73	74	173	117	78	195

Caseload Statistics



Proportion of cases awaiting finalisation

	Cases awaiting finalisation	Total number of cases open	Cases awaiting finalisation as % of cases open
August-08	58	202	29%
September-08	50	202	25%
October-08	45	178	25%
November-08	59	189	31%
December-08	52	161	32%
January-09	343	487	70%
February-09	121	274	44%
March-09	68	224	30%
April-09	126	236	53%
May-09	165	302	55%
June-09	191	340	56%
July-09	72	239	30%
August-09	83	245	34%
September-08	79	183	43%
October-08	78	195	40%