
Secretariat memorandum

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Agenda item 4
CA028
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Matters arising

1 Purpose of report

- 1.1 To record matters arising from previous meetings of the Committee and progress on their resolution. Matters are listed in the table at Annex 1, with details of completed items given under Information at paragraph 2.

2 Information

- 2.1 The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee.
- 2.2 Updates for inclusion in this report were invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.
- 2.3 Recommendations on seating (C/22.4.09 & C/23.9.09)

These items were incorporated in London TravelWatch's response to the Department for Transport consultation to penalty fares.

- 2.4 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. (C/22.4.09 & C/23.9.09, minutes 8 (Annex A) & 4 respectively)

The Director, Public Liaison, advises that further work will need to be undertaken to address this issue with operators.

- 2.5 To send request to ORR that web-specific third party sales issues be included in its investigation into ticket sales (C/25.11.09)

The Director, Public Liaison raised this issue with the Office for Rail Regulation (ORR) on 11 December 2009.

- 2.6 Respond to FCC the effect that the Board views its compensation offer as derisory.

The Director, Public Liaison reported on 22 January 2010 that the compensation offer to passenger had been increased to £20.

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 : Consumer Affairs Committee matters arising

Action	Date	Minute	London TravelWatch owner	Status
<p>i 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.</p> <p>ii 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.</p>	C/22.4.09 & C/23.9.09	8 (Annex A) & 4	<p>i Chief Executive / Director, Research and Development</p> <p>ii Director, Public Liaison</p>	<p>i Complete – see para 2.3 to be included in Penalty Fares consultation response</p> <p>ii Complete – see para 2.4</p>
To review the confidential nature of the documents, bearing in mind advice from DfT, and make a recommendation to the Committee.	C/23.9.09	CONF1	Chair of Committee / Chair of the Board	
<p>Policy issues :</p> <p>ii (for January meeting)</p> <p>iii Check legal position</p> <p>iv Check policies of First Capital Connect and their applications</p> <p>v Rights of passengers in event of breach of conditions of service</p>	C/23.9.09	7	<p>ii Director, Public Liaison</p> <p>iii Director, Public Liaison</p> <p>iv Director, Public Liaison</p>	ii ORR duty to look at consumer law
i Members requested that a leaflet entitled ‘How to Complain’ be included in the Casework Review as a milestone, with a date for completion	C/8.7.09	4	i Chief Executive	

Annex A : Consumer Affairs Committee matters arising

<p>i 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.</p> <p>ii To include a receipt request and indication of the likely response time when cases and appeals are forwarded from London TravelWatch</p> <p>iii To include an operator's target response time in correspondence to appellants.</p>	C/8.7.09	7	<p>i Director, Public Liaison</p> <p>ii Director, Public Liaison</p> <p>iii Director, Public Liaison</p>	<p>i Review after 6 month report</p> <p>ii BD to write a summary paragraph</p>
<p>i Annex C – on short-form train service leading to overcrowding : support escalation of the matter and pursue local press coverage</p>	C/8.7.09	8	i Communications Officer	
<p>Members to email comments on the Casework team review update to Sarah Pond</p>	C/8.7.09	10	Members	
<p>To send request to ORR that web-specific third party sales issues be included in its investigation into ticket sales.</p>	C/25.11.09 (Previously C/22.4.09 & C/23.9.09/)	4.1	Director, Public Liaison	Complete – see para 2.5
<p>Respond to FCC the effect that the Board views its compensation offer as derisory.</p>	C/25.11.09	4.2	Casework Manager	Complete – see para 2.6
<p>To verify whether new London Overground franchises were explicit about response times for complaints.</p>	C/25.11.09	4.3	Director, Public Liaison	
<p>On short form train service leading to overcrowding, to support escalation of the matter to pursue local press coverage. Chief Executive undertook to update the Deputy Chair of the Committee outside of the meeting.</p>	C/25.11.09 (previously C/8.7.09 6/(ii))	4.4	Chief Executive	

Annex A : Consumer Affairs Committee matters arising

<p>Casework performance reports</p> <ul style="list-style-type: none"> • make clear distinction btw initials and 'quick calls' <p>and</p> <p>Provide three reports for Jan mtg, on:</p> <ul style="list-style-type: none"> • database migration • monthly targets • quarter 3 report 	C/25.11.09	6	Director, Public Liaison	
<p>i Closure report to committee on Casework Review</p> <p>Provide update on database mail merge glitches and glossary of definitions of categories it uses and their processes</p>	C/25.11.09	8	i Chief Executive Director, Public Liaison	
<p>0845 numbers</p> <p>The Chair and Ms Lambert to speak with Consumer Focus and Ofcom respectively</p>	C/25.11.09	10	Chair and Ms Lambert	
<p>London Buses audits</p> <p>To ask how many complaints London Buses receives</p>	C/25.11.09	11	Chief Executive	
<p>Add 'Your Rights as a passenger' to 2010/11 workplan for committee</p>	C/25.11.09	15.1	Committee Services	
<p>'How to Complain' leaflet – second draft incorporating comments</p>	C/25.11.09	15.2	Sophia Lambert & Communications Officer	

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. • Evaluation and reflection on database system’s first three months operation
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"> • comparison of London TravelWatch performance data with that of Passenger Focus (ref. C/23.9.09 min 6)
15 September 2010		<ul style="list-style-type: none"> •