
Secretariat memorandum

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Agenda item 5
CA035
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Actions taken

1 Purpose of report

- 1.1 To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter pertaining to this committee.

2 Recommendation

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

3 Information

- 3.1 The table attached at Annex A contains a list of actions taken for information. Details of specific actions may be requested via the listed contact. Meetings with contractor regarding the Casework database have been ongoing and are not included in the table.

4 Equalities and inclusion implications

- 4.1 This report poses no specific equalities and inclusion implications for London TravelWatch.

5 Legal powers and financial implications

- 5.1 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.
- 5.2 No specific financial implications for London TravelWatch arise from this report.

Annex A – Consumer Affairs Action Taken CA035

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Casework Benchmarking	Meeting with Michael Hill At Complaints R Great	Discussion about suitable bodies for benchmaking purposes with London TravelWatch	Chief Executive & Director Public Liaison	27.1.10
European Rail Policy Forum	Meeting attended on behalf of London TravelWatch	Update on progress of European Passengers	Director, Public Liaison	28.1.10
Interchange Visit	At Walthamstow Central, Stratford and Lewisham to see how transport is intergrated	For Information only	Vincent Stops, 2 Board Members, Mike Spittles & Margaret Croucher	3.2.10
Casework Resourcing	Meeting with Susan Parham - McCance	Preliminary meeting with the new Caseworker Manager	Chief Executive , Director Finance & Personnel, Director Public Liaison	17.2.10
Passenger Rights & Obligations	Meeting with David Hibus Department for Transport	Upload on transporation of Regulation	Director Public Liaison	26.2.10