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**Secretariat memorandum**

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Agenda item 4  
CA041  
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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 A, with details of completed items given under Information at paragraph 3.

**2 Recommendation**

- 2.1 That the report is received for information.

**3 Information**

- 3.1 The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee.
- 3.2 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.
- 3.3 Casework performance reports (C/25.11.09, minute 6)
- The information has been supplied to the committee by the Director, Public Liaison. The quarter three information was included in the Casework performance report (CA036), which included distinguishing between quick calls and initials. It may be viewed on the London TravelWatch website (<http://www.londontravelwatch.org.uk/document/4074/get>). The Director, Public Liaison has continued to give regular updates on the new database.
- 3.4 To reinstate the 'Case of the Week' e-mail (C/25.11.09, minute 6)
- The 'Case of the Week' e-mail was reinstated on 11 March 2010.
- 3.5 To produce a paper on the overlap in remit between Passenger Focus and London TravelWatch (C/25.11.09, minute 7 and C/27.1.10, minute 4)

The Chief Executive wrote a paper, National Rail related casework in the London area (CA038), for the committee meeting on 10 March 2010. It may be viewed on

the London TravelWatch website  
(<http://www.londontravelwatch.org.uk/document/4076/get>)

- 3.6 To provide a report on the Casework review and to provide an update on the database (C/25.11.09, minute 8 and C/27.1.10, minute 9)

i) The Chief Executive wrote a paper, Casework Review 2009 – Progress Report (CA033), for the committee meeting on 10 March 2010. It may be viewed on the London TravelWatch website  
(<http://www.londontravelwatch.org.uk/document/4081/get>)

ii) The Director, Public Liaison gave a verbal report on the database at the committee meeting on 10 March 2010.

- 3.7 To ask how many complaints London Buses receives (C/25.11.09, minute 11)

This information has been provided to London TravelWatch. However, due to its commercially sensitive nature, this information will be kept confidential.

- 3.8 To receive a presentation from Transport for London (TfL) on their 0845 telephone number (B/10.11.09, minute 8)

Members and officers met with TfL representatives on 17 March and the item was also discussed at the London TravelWatch board meeting on 23 March 2010.

- 3.9 To raise the matter of the withdrawal of the London Underground element of CIV tickets at the meeting of the Fares and Ticketing Committee (C/27.1.10, minute 8)

The specific case was raised at a meeting of the Fares and Ticketing Committee on 18 February 2010. The Director, Research and Development reported on 4 March 2010 that :

“The Association of Train Operating Companies (ATOC) reported after the Fares and Ticketing committee meeting, that from the May 2010 fare revision there will be two sets of fares. One marked ‘Not Underground’ which will be valid by First Capital Connect and the other will be marked ‘Any reasonable route’ with a + to allow travel via the Underground (this will be based on the ‘train-tube’ fare).”

- 3.10 To raise the lack of national rail information when exiting the new London Underground ticket hall at Kings Cross station (C/27.1.10, minute 11)

This would be picked up in ongoing monitoring of signage as the redevelopment of Kings Cross national rail station continues.

- 3.11 For the two draft versions of the ‘How to Complain’ leaflet to be circulated to members (C/10.3.10, 4)

The Communications Officer circulated the two draft versions of the leaflet to members and staff on 27 April 2010.

- 3.12 To circulate the London Buses customer and complaints feedback policy (C/10.3.10, minute C3)

The Committee Administrator circulated the web link to the document on 10 March 2010. It may be viewed on the Transport for London website (<http://www.tfl.gov.uk/assets/downloads/corporate/surface-transport-customer-services-complaints-and-feedback-policy.pdf>)

- 3.13 To check what the response from the transport operator had been to their audit (C/10.3.10, minute C4)

The Director, Public Liaison reported that the transport operator accepted the recommendations of the audit.

#### **4 Equalities and inclusion implications**

- 4.1 None – report is for information only.

#### **5 Financial implications**

- 5.1 None – report is for information only.

#### **6 Legal powers**

- 6.1 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.

**Annex A : Consumer Affairs Committee matters arising**

<b>Date</b>	<b>Minute</b>	<b>Action</b>	<b>London TravelWatch Owner</b>	<b>Status</b>
C/8.7.09	4	i Members requested that a leaflet entitled 'How to Complain' be included in the Casework Review as a milestone, with a date for completion	i Chief Executive	The leaflet is scheduled to be published in June 2010.
C/25.11.09	6	Casework performance reports <ul style="list-style-type: none"> <li>• make clear distinction btw initials and 'quick calls'</li> </ul> and Provide three reports for January meeting, on: <ul style="list-style-type: none"> <li>• database migration</li> <li>• monthly targets</li> <li>• quarter 3 report</li> </ul>	Director, Public Liaison	<b>Complete</b> - see para above 3.3
C/25.11.09	6	To reinstate the "Case of the Week" e-mail	Chief Executive	<b>Complete</b> - see para above 3.4
C/25.11.09 and C/27.1.10	7 and 4	To produce a paper on the overlap in remit between Passenger Focus and London TravelWatch	Chief Executive	<b>Complete</b> - see para above 3.5
C/25.11.09 (C/27.1.10/9)	8	i Closure report to committee on Casework Review  ii Provide update on database mail merge glitches and glossary of definitions of categories it uses and their processes	i Chief Executive  ii Director, Public Liaison	<b>Complete</b> - see para above 3.6  <b>Complete</b> - see para above 3.6
C/25.11.09	11	London Buses audits To ask how many complaints London Buses receives	Chief Executive	<b>Complete</b> - see para above 3.7

## Annex A : Consumer Affairs Committee matters arising

Date	Minute	Action	London TravelWatch Owner	Status
C/25.11.09	3C	Add 'Your Rights as a passenger' to 2010/11 work plan for committee	Committee Services	Ongoing
C/25.11.09	3C	'How to Complain' leaflet – second draft incorporating comments	Sophia Lambert & Communications Officer	Ongoing
B/10.11.09	8	To receive a presentation from TfL on improvements to the identification of bus drivers	Committee Services	
B/10.11.09	8	To receive a presentation from TfL on their 0845 telephone number.	Committee Services	<b>Complete</b> - see para above 3.8
C/27.1.10	6	Information on quarter 3 Casework performance to be available for the next committee meeting.	Director, Public Liaison	<b>Complete</b> - see para above 3.3
C/27.1.10	7	To break down the feedback questionnaire to look at what mode of transport is being complained about.	Director, Public Liaison	To consider as part of the next report for July meeting
C/27.1.10	8	The Chair of London TravelWatch would write a letter to First Capital Connect on their refusal to accept complaints via e-mail.	Chair of London TravelWatch	
C/27.1.10	8	To raise the matter of the withdrawal of the London Underground element of CIV tickets at the meeting of the Fares and Ticketing Committee.	Committee Services	<b>Complete</b> - see para above 3.9
C/27.1.10	11	The Director, Public Liaison to raise the lack of national rail information when exiting the new London Underground ticket hall at Kings Cross station.	Director, Public Liaison	<b>Complete</b> - see para above 3.10

## Annex A : Consumer Affairs Committee matters arising

Date	Minute	Action	London TravelWatch Owner	Status
C/10.3.10	4	For the two draft versions of the 'How to Complain' leaflet to be circulated to members.	Communications Officer	<b>Complete</b> - see para above 3.11
C/10.3.10	9	To provide a guide to how cases are determined to be in London TravelWatch's remit.	Casework Manager	
C/10.3.10	C3	To circulate the London Buses customer and complaints feedback policy.	Committee Services	<b>Complete</b> - see para above 3.12
C/10.3.10	C4	To check what the response from the transport operator had been to their audit.	Director, Public Liaison	<b>Complete</b> - see para above 3.13

<b>Meeting date</b>	<b>Standing items</b>	<b>Specific agenda items</b>
12 May 2010	<b>Note</b> : LA Transport Committee on 26 May 2010	<ul style="list-style-type: none"> <li>• 'How to Complain' leaflet draft (published June 2010)</li> <li>• Benchmarking report</li> <li>• Quarterly Casework performance report</li> <li>• Agree parameters for promotion of passenger rights project</li> </ul>
14 July 2010	<b>Note</b> : LA Transport Committee on 23 June 2010	<ul style="list-style-type: none"> <li>• Comparison of London TravelWatch performance data with that of Passenger Focus (ref. C/23.9.09 min 6)</li> <li>• Quality Standards report</li> </ul>
15 September 2010	<b>Note</b> : LA Transport Committee on 12 October 2010	<ul style="list-style-type: none"> <li>• Quarterly Casework performance report</li> </ul>
17 November 2010	<b>Note</b> : LA Transport Committee on 3 November 2010	<ul style="list-style-type: none"> <li>• Quarterly Casework performance report</li> </ul>