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**Secretariat memorandum**

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Agenda item 5

CA042

Drafted 27.4.10

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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 the 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 CA041

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with Office of Rail Regulation (ORR)	Meeting with Christopher Casanovas and Peter Moran	Agreed to provide quarterly data on number of complaints by train company for inclusion in ORR Rail Trends data	Director, Public Liaison	4.3.10
0843 number briefing	Meeting with Annabelle Goymer and Matt Winfield from Transport for London	On agenda for Consumer Affairs Committee 12 May 2010	Vice Chair, Consumer Affairs; Sophia Lambert; Director, Public Liaison; Committee Administrator	17.3.10
First Capital Connect (FCC) Timetable Meeting	Meeting with Paul French regarding May and December changes		Director, Public Liaison and Senior Policy Officer	19.3.10
Eurostar customer services meeting	Meeting with James Blackwood and Jon Witt from Eurostar	Discussion focused on how Eurostar were dealing with the additional claims due to the Channel Tunnel disruption	Casework Manager and Director, Public Liaison	6.4.10
Waterloo and City line site visit	Site visit of Waterloo and City line and Bank station	For information only	John Hunt and Mike Spittles	13.4.10
Penalty Fares Review	Meeting with Department for Transport and Rail industry representatives	Discussion on possible changes and improvements to Penalty Fares Policy and Procedures on National Rail	Director, Public Liaison and Director, Research and Development	16.4.10
Meeting with First Capital Connect (FCC) Customer Relations	Meeting with Lee Millard and Jacqui Jones from FCC	Introductory meeting	Casework Manager	23.4.10
Meeting with Southeastern Customer Relations	Meeting with Mike Gibson Southeastern	Introductory meeting	Casework Manager	23.4.10