
Secretariat memorandum

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Agenda item 4
CA048
Drafted 5.7.10

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.

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.

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

| Date | Minute | Action | London TravelWatch Owner | Status | Complete |
|------------|--------|---|---|--|-----------------|
| 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 | This item is on the London TravelWatch work plan for 2010/11. The leaflet is scheduled to be published in shortly. | Complete |
| C/25.11.09 | 3C | Add 'Your Rights as a passenger' to 2010/11 work plan for committee | Committee Services | The scoping exercise for this item took place on 12 May 2010. | Complete |
| C/25.11.09 | 3C | 'How to Complain' leaflet – second draft incorporating comments | Sophia Lambert & Communications Officer | A draft was circulated to members of the committee on 27 April 2010 | Complete |
| B/10.11.09 | 8 | To receive a presentation from TfL on improvements to the identification of bus drivers | Committee Services | Added to the ongoing committee schedule. | Complete |
| 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 | The Chair reported that this letter had been sent. | Complete |

Annex A : Consumer Affairs Committee matters arising

| Date | Minute | Action | London TravelWatch Owner | Status | Complete |
|-----------|--------|---|--------------------------|--|--|
| C/10.3.10 | 9 | To provide a guide to how cases are determined to be in London TravelWatch's remit. | Casework Manager | The Chief Executive has reported that this will be in procedures manual for the Casework team. | In Progress The procedures manual will be published once the various upgrades to the CRM database have been implemented. |
| C/12.5.10 | 4 | To confirm how many appeal cases involving long distance rail journeys in London. | Director, Public Liaison | | |
| C/12.5.10 | 4 | To write and ask why the number of complaints from London Buses was confidential. | Chief Executive | Superseded by offer from TfL to look again at the publishing of complaints data at the Board meeting on 25 May 2010. | Complete |

Annex A : Consumer Affairs Committee matters arising

| Date | Minute | Action | London TravelWatch Owner | Status | Complete |
|-----------|--------|--|--------------------------|--|-----------------|
| C/12,5.10 | 4 | To obtain a response from First Capital Connect to the Chair of London TravelWatch's letter. | Director, Public Liaison | <p>Due to the impact of extreme weather and drivers refusing to do overtime, First Capital Connect were unable to provide a full train service during early January. Despite drafting in additional staff to support the team, the disruption to First Capital Connect services as a result of extreme weather conditions resulted in an unprecedented number of customer contacts and a backlog of 16,000 pieces of correspondence. In order to allow the team to reduce the backlog, the company did not accept emails for a period of five working days. During this time, a dedicated page was set up on the website to respond to the most frequently asked questions.</p> <p>As outlined, this action was considered necessary to deal with the problems the company had at that time and enable them to resume their commitment to respond to customers in a timely manner.</p> | Complete |

Annex A : Consumer Affairs Committee matters arising

| Date | Minute | Action | London TravelWatch Owner | Status | Complete |
|-----------|--------|--|--------------------------|---|---|
| C/12.5.10 | 5 | To capture all consumer related meetings in the Actions taken paper. | Committee Services | Paper amended. | Complete please see the Actions Taken paper (CA049) |
| C/12.5.10 | 7 | To find out how much the passenger expected to receive from the refund, the consequential loss and how this related to the £20 goodwill gesture. | Director, Public Liaison | The passenger considers that he should have a full refund of his ticket which would be about £180. Recognising that he is not entitled to a refund but that he had been misled by staff, we have asked for a goodwill gesture of £75. | Complete |
| C/12.5.10 | 9 | To produce a paper for the next committee meeting on the passenger rights project. | Director, Public Liaison | | Complete |
| C/12.5.10 | C3 | To send the How to complain leaflet to a designer and liaise with a member on the design | Communications Officer | This has been put back to July/August owing to other design and publication priorities. The Member and Chair of Committee have been informed. | In Progress |
| C/12.5.10 | C4 | How much it would cost to join the Helpline's Association. | Chief Executive | See Annex B | Complete |
| C/12.5.10 | C4 | To find out what the equality impact statement on Transport for London's communication strategy with passengers is. | Committee Services | This information has been requested | In Progress |
| C/12.5.10 | C5 | To find out what the response times are for operators. | Director, Public Liaison | Information to be contained in Casework Performance Report | Complete |

Annex B

The Helplines Association

The cost for joining The Helplines Association is based on a sliding scale according to the turnover of the organisation (to ensure that all organisations can access THA membership)

Membership for the voluntary sector is as follows :

| Band | Turnover | Full | Associate |
|--------|--|------|-----------|
| Band O | Up to £20,000 | £35 | £35 |
| Band A | £20,001 - £100,000 | £95 | £60 |
| Band B | £100,001 - £500,000 | £160 | £100 |
| Band C | £500,001 - £1,000,000 | £265 | £165 |
| Band D | £1,000,001 - £5,000,000 | £365 | £275 |
| Band E | Greater than £5,000,000 | £800 | £700 |
| Band I | Outside UK – international membership | £40 | £40 |
| | Application fee (this will be waived for organisations with annual turnover lower than £250,000) | £150 | £150 |

Other sectors :

| | | |
|---------|---|--------|
| Band P | Public Sector | £2,000 |
| Band PR | Commercial Sector | £2,000 |
| | Individual Associate | £35 |
| | Application fee for all applications (this will be waived for organisations with annual turnover lower than £250,000) | £150 |

(all prices exclude VAT)

Different categories of membership can be found here :

<http://helplines.community.officelive.com/membership.aspx>

Benefits for members can be found here :

<http://helplines.community.officelive.com/membershipbenefits.aspx>

Of particular interest to members is this page :

<http://helplines.community.officelive.com/mobilefriendlyfreephones.aspx> which includes details of mobile-friendly freephone numbers.