
Confidential Secretariat memorandum

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Greater London Authority (GLA) performance monitoring report (to 31 March 2010)

1 Purpose of report

- 1.1 At the end of every financial year London TravelWatch is required to report to the London Assembly Transport Committee on pre-agreed objectives. The purpose of the report is to raise committee members' awareness of the targets and to receive their input before the report is finalised.

2 Recommendation

- 2.1 That the committee notes the performance of the Casework team against agreed objectives.

3 Background

- 3.1 The Chair of the Consumer Affairs Committee asked for this report to go to this meeting.
- 3.2 The sections of the report which refers to the performance of the Casework team are included in the annexes of this report. Annex A contains the information which is supplied to the Greater London Authority (GLA). Annex B contains a table which reduces the impact of seasonal peaks and troughs of work. Annex C contains the draft narrative in the report relating to Casework : paras 3.7 to 3.8; paras 3.12 to 3.23.

4 Equalities and inclusion implications

- 4.1 Due account will be taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

5 Legal powers

- 5.1 The London Assembly has delegated its functions in respect of London TravelWatch to the GLA's Transport Committee. The London Assembly and London TravelWatch have agreed a Memorandum of Understanding which establishes a clear and transparent basis upon which Transport Committee,

the Greater London Authority and London TravelWatch will work and interact with each other.

6 Financial implications

- 6.1 There are no specific financial implications for London TravelWatch arising from this report.

Annex A

PI no.	Indicator	Performance							2009/10 Target	Variance at Mar 10
		July/Dec 07	Jan/Jun 08	July/Sep 08	Oct/Mar 09	Apr/Sep 09	Oct/Dec 09	Jan/Mar 10		
	Number of new cases in year (number of which are appeals)	2007/08 2,743 (947)	2008/09 3,906 (929)			2009/10 3,594 (1151)				
1a	% of newly received cases recorded and acknowledged by LTW within 5 days	79%	69.5%	82.5%	90.5%	96.4%	97.5%	94.9%	100%	-5.1
1b	% of newly received referred to relevant operator within 5 days	76%	65.3%	73.5%	69.5%	75.3%	75.1%	75.3%	75%	+ 0.3
2	% of replies from operators considered, decision taken on further action within three days of receipt									
2a	Reply within ten working days of receipt if no further action required	79%	70.2%	83.8%	67.1%	76.7%	78.5%	77.3%	90%	-12.7
2b	Reply within 20 working days of receipt if no further action required	89%	85.7%	91.9%	82.6%	87.2%	89.5%	88.1%	100%	-11.9
3	% replies to cases dealt with direct without referral to an operator									
3a	Reply within ten working days of receipt if no further action required	92%	87.6%	79.8%	88.0%	94.8%	87.5%	87.2%	90%	-2.8
3b	Reply within 20 working days of receipt if no further action required	97%	92.9%	98.4%	97.2%	97.3%	97.2%	95.2%	100%	-4.8
4	Mean score for respondents to LTW survey expressing satisfaction with outcome of case	65	66	72	79	66	50*	46*	70	
5	Mean score for respondents to LTW survey expressing satisfaction with the speed of response	68	63	74	78	72	60*	61*	72	
6	Mean score for respondents to LTW survey expressing satisfaction with handling of case	74	78	79	84	76	63*	61*	79	
7	No. of complaints received relating to LTW's service standards	0	0	1	0	0	0	0	N/A	N/A
8	% of complaints received relating to LTW's service standards fully responded to within 20 working days or the first meeting of the Casework Committee after receipt of the complaint if a decision is taken that member input is needed.	0	0	100%	0	0	0	0	100%	N/A

Annex B

PI no.	Indicator	Performance			Target	Variance
		2007/08	2008/9	2009/10	2009/10	
	Number of new cases in year (number of which are appeals)	2,743 (947)	3,906 (929)	3,594 (1151)		
1a	% of newly received cases recorded and acknowledged by LTW within 5 days	74.9%	85.5%	96.2%	100%	-3.8
1b	% of newly received referred to relevant operator within 5 days	71.2%	68.6%	75.2%	75%	+0.2
2	% of replies from operators considered, decision taken on further action within three days of receipt					
2a	Reply within ten working days of receipt if no further action required	76.2%	70.4%	77.2%	90%	-12.8
2b	Reply within 20 working days of receipt if no further action required	89.3%	83.7%	87.9%	100%	-12.1
3	% replies to cases dealt with direct without referral to an operator					
3a	Reply within ten working days of receipt if no further action required	91.4%	86.8%	90%	90%	Nil
3b	Reply within 20 working days of receipt if no further action required	96.9%	96.7%	96.6	100%	-3.4

Annex C
(extracts from the draft London TravelWatch performance report 2009/10)

Headline achievements, progress and slippage against the business plan

- 3.7 This section of the report highlights achievements made between April 2009 and March 2010. It also reports progress against London TravelWatch's key performance indicators.
- 3.8 2009/10 was another very challenging year particularly because of the impact of high sickness absence, disruption to the appeals service due to higher than expected caseloads and the implementation of a new casework monitoring system, and an upturn in the number of statutory consultations. Nevertheless substantial progress was made and the organisation met almost all its business plan targets and in the few cases where targets were partially met, made substantial progress towards meeting them.

Progress against London TravelWatch's suite of key performance indicators

- 3.12 The performance indicators overleaf relate to the organisation's performance in its handling of casework over the period from July 2007 to March 2010. During 2008/09 London TravelWatch amended its internal reporting periods for casework to fit with the reporting timescales requested by the GLA which resulted in additional performance information for the period July – September 2008. In accordance with the new arrangements agreed in the revised Memorandum of Understanding, it now presents casework performance data broken down on a quarterly basis. As data for several years is now available for the first time a summary of annual performance is provided to demonstrate how the organisation's performance and workload has changed over the past three years.
- 3.13 The demand for London TravelWatch's service continued to grow last year with overall volumes of casework 30% higher than two years ago. Last year there was a rise of 24% in the number of appeals which involved more complex matters. This has placed additional pressure on the organisation which anticipates that the demand for independent advice and assistance will continue to grow as operators seek to amend services in response to economic pressures. In addition to the other casework activity reported regularly in the past, the new casework monitoring system has allowed London TravelWatch for the first time to easily quantify the number of telephone enquiries from the public it handles (3,663 in the six months to March 2010). It is also dealing with an increasing volume of correspondence, facilitated by the use of e-mail, once a case has been 'closed'. In particular, passengers continue to engage in dialogue with London TravelWatch where they disagree with the stance taken by operators.
- 3.14 As noted already this was a challenging year for the casework team. A major focus was on procuring and installing new casework monitoring software, particularly because the system chosen required every procedure to be documented. The system went live for new cases on 1 October and all data from the previous system was migrated in February. During the five months transition period staff did well to cope with the difficult task of working with two systems in parallel. London TravelWatch experienced some teething problems as the new system bedded in, particularly in respect of management reports, and arrangements have been put in place to address these.

- 3.15 The increase in demand, taken together with high sickness absence in the team, and the impact of installing the new system led to a dip in performance against target at the end of the year. A new Casework Manager was appointed at the end of March and will be focusing on improving performance further in 2010-11, particularly in respect of closing off cases once replies have been received from operators. Additional resources have been put into the team temporarily to help her do this.
- 3.16 Unfortunately an error in one of the workflows set up in the new monitoring system meant that customer feedback forms were only sent out to far fewer complainants than was normally the case and only in respect of appeals cases. This error has distorted the customer satisfaction figures which have previously included a wider range of cases, including direct cases which are usually much easier and faster to resolve and usually attract higher satisfaction scores.
- 3.17 London TravelWatch has commissioned an external benchmarking exercise to compare its casework performance with that of four other similar consumer bodies. The report is still being finalised but the results indicate that its performance compares favourably, particularly when resources are taken into account. This report will be shared with the Transport Committee as soon as issues around the confidentiality of the data provided by the comparator organisations are resolved.
- 3.18 The issues raised with London TravelWatch relate to all areas of transport, they range from changes to fares and timetables to complaints about delays, information and crowding. It is often contacted when people feel that they have been unfairly treated, with many complaints about staff, refunds and penalty fares.
- 3.19 London TravelWatch was delighted that Oyster pay as you go was introduced on National Rail services in London in January this year. The confusing usage restrictions prior to that date led to numerous complaints and penalty fares for passengers. However, alongside the increasing popularity of Oyster, the organisation has witnessed an increase in complaints from passengers who believe they have been overcharged for journeys due to card failures, the routes they have taken or user error. London TravelWatch is keen to ensure that all operators in London promote and advise passengers on Oyster correctly to ensure that their passengers receive the cheapest fares.
- 3.20 In relation to bus services, London TravelWatch received a wide range of complaints, in particular about bus driver behaviour and service performance. The most significant number of complaints it received was from passengers concerned about the withdrawal of the direct Night Bus route N213 between Croydon and Sutton, reflecting the concerns that had been expressed in London TravelWatch's response to the consultation on this proposal.
- 3.21 London TravelWatch continues to receive a significant amount of correspondence relating to penalty fares on National Rail services, particularly regarding administrative fees. Its longstanding concern about some aspects of how penalty fares operate on National Rail services led to a review by the Department for Transport. A paper outlining a number of case studies was produced for this review.
(<http://www.londontravelwatch.org.uk/document/4026/get>)
- 3.22 A significant number of complaints were received about the closure of side station entrances at Lewisham and New Malden, and concerns regarding timetable changes relating to services from Blackheath. Two National Rail operators – South West Trains and Chiltern – undertook consultations on proposed changes to ticket office

opening hours. The responses London TravelWatch received on these from passengers were used to inform its own responses made on the proposals to the operators and the Department for Transport.

- 3.23 Four audits of transport operator complaints handling procedures were undertaken during the year, two of which related to national rail and were done jointly with Passenger Focus.