
Secretariat memorandum

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Agenda item 5
CA055
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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.

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

Date	Minute	Action	London TravelWatch Owner	Status	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 on questionnaire responses.	In Progress
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 form part of a 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	The Director, Public Liaison reported at the Committee meeting on 14 July 2010, that around 10 per cent of all appeals involve long distance rail journeys originating in London.	Complete

Annex A

Date	Minute	Action	London TravelWatch Owner	Status	Complete
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 considered that he should have a full refund of his ticket which would be about £180. Recognising that he was 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	C3	To send the How to complain leaflet to a designer and liaise with a member on the design	Communications Officer	Designs currently being finalised; final version likely to be approved by lead member by 15. 9.10	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/14.7.10	4	To follow-up with the Office of Rail Regulation (ORR) complaints regarding websites.	Director, Public Liaison	Action remains ongoing.	In Progress
C/14.7.10	5	To circulate a paper on the remits of London TravelWatch and the Mayor of London.	Chief Executive	Will be discussed at Board meeting on 28. 9.10	Complete
C/14.7.10	5	To check if £75 would be sent to the appellant (C/12.5.10/7)	Director, Public Liaison	TfL agreed to provide a gesture of goodwill of £75. The cheque was approved on 23.8.10.	Complete
C/14.7.10	5	To discuss the publication date of the How to Complain leaflet with the Communications Officer	Chief Executive	Please see action C/12.5.10/C3 above	Complete

Annex A

Date	Minute	Action	London TravelWatch Owner	Status	Complete
C/14.7.10	6	To write a letter to Transport for London (TfL) including the response to Ofcom (copied to Murad Qureshi, Assembly member and the Chair of the London Assembly Transport committee.	Director, Public Liaison	Separate emails were sent to Matt Winfield and Murad Qureshi.	Complete
C/14.7.10	7	To make the ethnicity categories in the questionnaire monitoring alphabetical.	Director, Public Liaison	To be rectified in the next report on questionnaire responses.	Complete
C/14.7.10	8	To send a note on e-mail etiquette to board members.	Chief Executive	Email sent 8.9.10	Complete
C/14.7.10	9	To table the draft passenger rights leaflet for the September committee meeting for approval.	Director, Public Liaison	To be included in the Passenger Rights Project report on 15.09.10	Complete
C/14..7.10	C2	To discuss the benchmarking report at the next meeting.	Committee Services	Added to the meeting agenda for 15.09.10	Complete
C/14.7.10	C2	To provide details on operator's response times at the next meeting.	Casework Manager	To be included in the casework performance report on 15.09.10	Complete
C/14.7.10	C3	To provide comments on the draft GLA report to the Chief Executive.	Members	The Chief Executive has received comments from members	Complete