
Secretariat memorandum

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Agenda item: 6

CAC014

Drafted: 12.09.11

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 meetings attended by senior officers of London TravelWatch with various transport providers and organisations. Details of specific actions may be requested via the listed contact. Ongoing meetings with contractors regarding support issues for the Casework database 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 Financial implications

- 5.1 No specific financial implications for London TravelWatch arise from this report.

6 Legal powers and financial implications

- 6.1 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.

Annex A – Consumer Affairs Action Taken CAC006

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
National Express East Anglia	Jonathan Denby, Head of Corporate Affairs		Chair; Director, Policy and Investigation; Policy Officer	07.06.11
Crossrail	Terry Morgan Rob Holden		Chair; Chief Executive; Director, Policy and Investigation	08.06.11
Office of Rail Regulation Forum of Consumer Experts	Includes representatives from the ORR, Passenger Focus, Citizens Advice Bureaux	To discuss consumer law issues	Director, Policy and Investigation	13.06.11
National Express East Anglia	Jonathan Denby, Head of Corporate Affairs	Customer Communications Seminar	Director, Policy and Investigation	23.06.11
First Capital Connect	Neal Lawson, Roger Perkins, Paul Oxley		Chair; Director, Policy and Investigation	28.06.11
London Overground	Steve Murphy		Director, Policy & Investigation; Policy Officer	11.07.11
South West Trains	Andy Pitt, MD		Chief Executive; Director, Policy and Investigation; Policy Officer	19.07.11
First Great Western	Mark Hopwood, Sue Evans	Stakeholder conference (29/06/11)	Chief Executive; Director, Policy and Investigation	26.07.11
Southeastern	Charles Horton		Chair; Chief Executive: Director, Policy and Investigation	26.07.11
London Underground/London Rail	Mike Brown, Matthew Ball		Chair; Chief Executive: Director, Policy and Investigation; Policy Officer	28.07.11

Organisation	Individuals	Notes	Relevant Officers and Members	Date <small>(chronological)</small>
Representatives from Passenger Focus, ORR, DfT and ATOC		Discussion of the revised National Rail Conditions of Carriage and the replacement of the Ticketing & Settlement Agreement with the Regulatory Agreement on Fares & Ticketing	Director, Public Liaison; Director, Research & Development	11.08.11
Southern	Chris Burchell, MD		Chief Executive; Director, Policy and Investigation	16.08.11
c2c	Julian Drury, MD		Chief Executive; Director, Policy and Investigation	17.08.11
Southern	Chris Burchell	Stakeholder conference	Director, Policy and Investigation	05.09.11