
Secretariat memorandum

Author: Sharon Malley

Agenda item: 5

CAC021

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Matters Arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Consumer Affairs committee and give progress on their resolution.

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 five 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 Legal powers

- 5.1. 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.

6 Financial implications

6.1. None – report is for information only.

Annex B

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	15.9.10 15.06.11 20.09.11	7 5.1 C2	To consider as part of next year's review of performance targets minor amendments to feedback questionnaire to enable more direct comparisons between London TravelWatch and Passenger Focus	Director, Public Liaison	Meeting with Kate Armstrong of Passenger Focus is planned for 5 December to discuss current working practices.	In progress
2	15.9.10	8	To incorporate comments from members on the Passenger Rights Charter and publish it on the website	Director, Public Liaison	This has been published on the website.	Complete
3	17.11.10	8	Seek editorial in targeted publications to increase complaints from under-represented passengers.	Communications Officer	To be considered when the Communications Officer is in post.	In progress
4	30.11.10 15.06.11	7 5.3	To continue to encourage the PCO to put more posters in London on taxi fares (especially at airports).	Policy Officer	Officers to take this forward directly with the PCO to explain their concerns.	In progress
5	09.03.11	8	London TravelWatch and TfL to meet to discuss organisational changes within TfL and their implications for complaint handling.	Director, Public Liaison	The Chief Executive is raising this with relevant officers at TfL.	In progress
6	15.06.11	5.6	Investigate possible research project relating to presence of London Underground staff on gatelines at stations.	Director, Policy & Investigation	Presentation on progress to be made to meeting on 29 November 2011.	In progress
7	15.06.11	5.7	Report to members on ability to identify reasons for certain cases not meeting targets.	Director, Public Liaison	To be considered as part of the current casework database changes.	In progress
8	20.09.11	5.2	To publish information on the website about the problem of being charged for a Zone 1 journey when not travelling through Zone 1.	Director, Public Liaison	This has been published on the website.	Complete

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9	20.09.11	5.4	To review whether the separation in ticketing terms of Stratford and Stratford International stations is presenting problems for passengers once the station has been operational for a period; to establish the situation around the discharge of the planning permission condition around the linkage between the two stations.	Director, Policy & Investigation	No casework received as yet on this subject.	In progress
10	20.09.11	5.5	Send the How to Complain leaflet to all authorities' libraries that have not yet received them.	Communications Officer	This will be progressed with the Communications Officer is in post.	In progress
11	20.09.11	5.7	Ensure that lost property details are included on London Buses posters.	Director, Public Liaison	New arrangements for lost property are currently being implemented by TfL. Once these have been introduced, better information can be put on buses.	In progress
12	20.09.11	5.9	Distribute to members a copy of Passenger Focus's report into the issue of tickets purchased online and consider as a future agenda item.	Executive Assistant	A copy has been circulated and a note on the issue is on the agenda planning programme.	Complete
13	20.09.11	6	Report meetings with transport operators to the Board rather than Consumer Affairs committee.	Executive Assistant	This took effect at the last Board meeting.	Complete
14	20.09.11	7	Consider whether the issue of the influence of differential fares over passenger behaviour should be included within the London TravelWatch workplan.	Executive Assistant	This item is on the workplan for consideration in 2012.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
15	20.09.11	8	Consider the next Ofcom report on the issue of non-geographic phone numbers when it is published.	Executive Assistant	This item is on the workplan for consideration in 2012.	Complete
16	20.09.11	9	Respond to the GLA consultation on revisions to TfL penalty fares	Director, Policy & Investigation	The response has been sent.	Complete
17	20.09.11	10	Consider 2012 fares revisions at forthcoming Board meeting.	Executive Assistant	This issue was considered at the Board meeting on 27.09.11.	Complete
18	20.09.11	11	Ensure that when logging complaints on the CRM the TfL category should be reserved for policy-based complaints and that other complaints be logged by mode.	Director, Public Liaison	Casework staff have been informed.	Complete
19	20.09.11	C5	Issue a press release on progress with work on incomplete Oyster journeys.	Director, Policy & Investigation	Press release issued and subject incorporated into other issues as appropriate.	Complete