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**Secretariat memorandum**

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Agenda item: 5

CAC026

Drafted: 14.12.11

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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**

<b>No</b>	<b>Date</b>	<b>Minute</b>	<b>Action</b>	<b>London TravelWatch Owner</b>	<b>Status</b>	<b>Complete</b>
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	-	On hold pending resolution of discussions with Passenger Focus.	<b>In progress</b>
2	17.11.10	8	Seek editorial in targeted publications to increase complaints from under-represented passengers.	Communications Officer	Arthritis Care were initially targeted but their magazine, Arthritis News is currently under review.  An article has been sent to Age UK Hackney for inclusion in their monthly newsletter in February 2012.	<b>In progress</b>
3	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.	<b>In progress</b>
4	09.03.11	8	London TravelWatch and TfL to meet to discuss organisational changes within TfL and their implications for complaint handling.	-	Members were briefed on TfL organisational changes at the January board meeting.	<b>Complete</b>
5	15.06.11	5.6	Investigate possible research project relating to presence of London Underground staff on gatelines at stations.	Director, Policy & Investigation	This was reported to members at the January board meeting.	<b>Complete</b>
6	15.06.11	5.7	Report to members on ability to identify reasons for certain cases not meeting targets.	-	To be considered as part of the current casework database changes.	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	20.09.11 29.11.11	5.4 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. Planning condition issue to be resolved.	<b>In progress</b>
8	20.09.11	5.5	Send the How to Complain leaflet to all authorities' libraries that have not yet received them.	Communications Officer	Work on compiling list of recipients is underway.	<b>In progress</b>
9	20.09.11	5.7	Ensure that lost property details are included on London Buses posters.	-	New arrangements for lost property are currently being implemented by TfL. Once these have been introduced, better information can be put on buses.	<b>In progress</b>
10	30.11.11	5.1	Brief the Chair on London TravelWatch's contribution to the Law Commission's investigation into taxi and private hire vehicle reform.	Director, Policy & Investigation	This is on hold pending the completion of other urgent items.	<b>In progress</b>
11	30.11.11	5.3	Add the text from the How to Complain leaflet to the website as plain text in addition to pdf.	Communications Officer	The text needs formatting before it can be uploaded. This will be carried out as soon as resources allow.	<b>In progress</b>
12	30.11.11	5.5	Monitoring position relating to redress for passengers who experienced problems when booking tickets online and collecting at stations.	Executive Assistant	This is included in forthcoming agenda planning.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
13	30.11.11	8	On the Casework Report, break down each type of complaint by method of contact.	Casework Manager	To produce this information on the Casework Report would require substantial resources. However, for information, approximately 6% of cases are received by post and the rest by email. Cases are only received in writing, not over the telephone.	<b>Complete</b>
14	30.11.11	8	Consider as part of 2013 work plan amending current casework targets, especially in relation to automatically generated acknowledgements.	Executive Assistant	Targets are part of the work planning process.	<b>Complete</b>
15	30.11.11	9	Consider as part of Governance Committee work review of ethnicity of London TravelWatch complainants.	Executive Assistant	This has been included in the Governance Committee work programme.	<b>Complete</b>