
Secretariat memorandum

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Agenda item: 5

CAC030

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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	-	On hold pending resolution of discussions with Passenger Focus.	In progress
2	17.11.10 14.02.12	8 5.1	Seek editorial in targeted publications to increase complaints from under-represented passengers.	Communications Officer	Consider approaching London-wide organisations where possible.	In progress
3	30.11.10 15.06.11 14.02.12	7 5.3 5.2	To continue to encourage the PCO to put more posters in London on taxi fares (especially at airports).	Policy Officer	Policy Officer to update members on this item.	In progress
4	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.	In progress
5	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	London Borough of Newham is happy with the planning condition and this action is now complete.	Complete
6	20.09.11 14.02.12	5.5 5.5	Send the How to Complain leaflet to all authorities' libraries that have not yet received them.	Communications Officer	All the leaflets are now distributed.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	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.	In progress
8	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	The Law Commission will be contacting London TravelWatch shortly on this issue.	In progress
9	30.11.11 14.02.15	5.3 5.7	Add the text from the How to Complain leaflet to the website as plain text in addition to pdf.	Communications Officer	Sophia Lambert to provide an old plain text version of the leaflet to the Communications Officer.	In progress
10	14.02.12	5.3	Agree the best way for members to record personal experiences of staffing levels in Underground stations.	Director, Policy & Investigation	Suggest that the best way is for members to use the Members' Enquiry system for reporting instances of unstaffed gatelines and ticket offices.	Complete
11	14.02.12	7	Review previous letter to Ofcom on use of non-geographic phone numbers and reissue.	Executive Assistant	The previous letter cannot be located so an up to date response will be drafted for Ofcom.	In progress
12	14.02.12	8	Update complaints form on website to prompt passengers to approach transport operators before coming to London TravelWatch.	Corporate Support Officer	Detailed wording and costing being finalised.	In progress
13	14.02.12	C1	Offer support for DfT/ATOC's work on implementing ticketless technologies beyond the London area.	Director, Policy & Investigation	Discussions on this are ongoing as part of the regular work programme.	Complete
14	14.02.12	C1	Circulate Jenni Borg's presentation on ticketless technologies to members.	Executive Assistant	The presentation has been requested and will be circulated when received.	In progress