
Secretariat memorandum

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Agenda item: 5

CAC035

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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	Work on this is continuing.	In progress
3	30.11.10 15.06.11 14.02.12 08.05.12	7 5.3 5.2 5.1	To continue to encourage the PCO to put more posters in London on taxi fares (especially at airports).	Policy Officer	Policy team will meet with Southern, who manage services through Gatwick airport, to take this issue further in that location.	In progress
4	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
5	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 is consulting on reforming the law relating to taxis and private hire vehicles (closure date 10 August). London TravelWatch will be submitting a response in due course.	In progress
6	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	This is due for completion in time for the meeting.	In progress
7	14.02.12	7	Review previous letter to Ofcom on use of non-geographic phone numbers and reissue.	Executive Assistant	A revised version is being produced.	In progress

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
8	14.02.12	8	Update complaints form on website to prompt passengers to approach transport operators before coming to London TravelWatch.	Corporate Support Officer	This has been completed.	Complete
9	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
10	08.05.12	10	Review use of fixmytransport.com and its relationship to London TravelWatch and TfL.	Executive Assistant	This is on the forward plan for future consideration.	In progress