
Secretariat memorandum

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Agenda item:

CAC044

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Casework report

1 Purpose of report

- 1.1 To record the performance of London TravelWatch's Casework Team in the period October 2012 to December 2012
- 1.2 This method of reporting of the quantitative data was created some years ago by the Transport Committee of the London Assembly to monitor performance in areas that were failing to meet target. Over the last three years, all targets have been consistently achieved.

2 Performance reports – this report covers the period October to December 2012

- 2.1 This report covers an explanation of case types and stages, a breakdown of response times per operator for closed cases, performance data for all targets, a breakdown of cases per operator, and brief examples of the issues received by the casework team during the last quarter.
- 2.2 There are two appendices. The graph in appendix one shows the number of cases received per operator over the year and that in appendix two shows the number of appeals and direct cases received since quarter one 2010.
- 2.3 Part 1 sets out the definitions of different case types and stages.
- 2.4 Part 2 records the operator response times. The rail operators have responsibility within their franchise agreement to respond to the London TravelWatch Casework Team within 20 days, although this may not be their final response. Transport for London (TfL) do not have an obligation to respond to London TravelWatch in any timeframe. However as good practice, their aim is to respond to London TravelWatch within the same 20 day target.
- 2.5 Part 3 records performance against various targets set in the Business Plan for the period from October to December 2012.
- 2.6 Part 4 records the number of cases by type and per operator.

- 2.7 Part 5 summarises the main issues that cases were received about, including some examples
- 2.8 Appendix one – Graph showing appeal trends by operator
- 2.9 Appendix two – Graph showing quantity of cases received

3 Equalities and inclusion implications

- 3.1 Due account will be taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

4 Legal powers

- 4.1 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 it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

5 Financial implications

- 5.1 There are no specific financial implications for London TravelWatch arising from this report.

6 Recommendation

- 6.1 That the report is received for information.

Part 1 – Definitions of Case Types and Case Stages

Case Type	Explanation
Acknowledgements	All correspondence sent to 'enquires' or via the web form receives an auto acknowledgement which details the various methods of progressing an individual complaint.
Appeals	Cases we take up on behalf of the appellant who has already made a complaint to the operator.
Direct cases	Cases where we respond directly to a complaint, without going to the operator, either because we know the answer, or we have already got an agreed policy on the issue.
Initials	Cases which have not yet been dealt with by the appropriate transport company. We pass to the appropriate operator.
Consultation	Cases that are subject to consultation. For example, cases received as part of the proposed changes to booking office hours by First Capital Connect where we would respond once a Board decision has been made.
Enquiries	These are requests for information, and are dealt with primarily by telephone. For many enquiries, we act as a signpost informing complainants who the most appropriate operator is to deal with their enquiry. These often take the form of a request for information or a lost property request.

Case Stage	Explanation
Awaiting operators' response	Cases which are awaiting a response from the operator
Awaiting referral	New cases which await referral
Awaiting response from complainant	A request for further information has been sent to the complainant
Case Received	New cases awaiting action.
Escalated	Cases which have been escalated to a higher level with an operator, to a regulatory body or to a committee
Under Consideration	Direct cases awaiting a response or appeal cases where an operators' response has been received
Blank	Cases requiring classification

Part 2: Breakdown of response times by operator

The following table shows the average time taken by each operator to respond to appeal cases. Most operators are responding to cases within 20 working days. For those operators giving rise to relatively few cases, the average response time should be treated with caution, as a delay in responding to a single case may significantly affect the average. This table records only substantive replies and does not include holding responses.

OPERATORS' RESPONSE TIMES

Operator	October to December 2012		July to September 2012
	Number of appeal cases	Average number of working days	Average number of working days
ATOC	-	-	-
BTP	-	-	-
c2c	2	5	6
Chiltern	2	12	5
CrossCountry	-	-	-
Department for Transport	-	-	-
Deutsche Bahn	-	-	-
Docklands Light Railway	9	37	-
East Coast	4	2	8
East Midlands Trains	1	16	1
Eurostar	13	2	6
First Capital Connect	25	14	36
First Great Western	7	14	2
Grand Central	1	1	1
Gatwick Express	-	-	-
Greater Anglia	16	3	14
Heathrow Express	-	-	1
Hull Trains	-	-	-
IAS	10	-	13
IPFAS	9	2	17
London Midland	1	1	3
London Overground	1	15	5
National Rail Enquiries	-	-	-
Network Rail	1	51	1
ORR	-	-	-
RailEurope	-	-	-
RPSS	-	-	3
ScotRail	-	-	-
Southeastern	17	8	26
Southern	15	5	30
South West Trains	26	17	35
Trainline	-	-	-
Virgin West Coast	6	7	4
TfL London Buses	30	14	46
TfL London Underground	18	30	21
TfL Roads & Streets	11	5	9
TfL Dial-a-Ride	-	-	4
Oyster	37	11	55
TfL Other (inc DLR, Taxicard) <i>DLR now recorded seperately</i>	2	5	5

Part 3: Case handling (October to December 2012)

This report covers cases received up to and including 31 December 2012. These targets have been consistently achieved for over two years. Previously the performance was frequently below target so this report was scrutinised each quarter. While this data is analysed intermittently to ensure performance levels remain high, more time should be given to analyse the information regarding the incoming cases and issues raised by passengers to the casework team.

Target One

This target historically required the Casework Team to acknowledge all newly received contacts and record them in its database within five working days and this table showed enquiries and appeal cases only. Cases categorised as a Direct are listed under Target Five.

As almost all contacts are now received electronically, which generates an automatic acknowledgement, this target does not serve any purpose. However, the data is still recorded for internal analysis.

When appeals are sent by Passenger Focus to London TravelWatch, the auto acknowledgement goes to Passenger Focus. To save time and to reduced initial contact with the appellant, the casework team respond to the passenger with information about their case within 48 hours of the case being received by London TravelWatch. Appeals received by post are managed in the same way.

There is a marked reduction in the number of cases between Quarter Two and Quarter Three. In Quarter Two London TravelWatch received more enquires during the Olympics mainly from regular transport commuters either using a different route during this time or attending events and wanting assistance to get there.

Working days Elapsed	October to December 2012		July to September 2012	
	No of cases	No of cases	No of cases	% of cases
Days 0-5	811	100%	943	100%
Days 6-10	0	0	0	0%
Days 11-20	0	0	0	0%
Days 21+	0	0	0	0%
Total	811	100%	943	100%

Target Two

This target requires the Casework Team to refer 75% of all newly received appeal cases to the relevant operator for attention within five working days, and 100% within 10 working days. The table below shows the performance achieved during the period under review, together with that in the preceding quarter.

Working days Elapsed	October to December 2012		July to September 2012	
	No of cases	% of cases	No of cases	% of cases
Days 0-5	329	100%	399	98.75%
Days 6-10	0	0%	2	1.25%
Days 11-20	0	0	0	0%
Days 21+	0	0	0	0%
Total	329	100%	401	100%

Target Three – Operator target

This target, agreed with the Rail operators, requires them to respond to 66% of referrals from London TravelWatch within 10 working days, and to 100% within 20 working days. It is accepted that in some complex cases it may not always be possible to meet these deadlines, and in these cases we expect to receive a holding response from an operator followed by regular updates on progress. Performance to this target relates to the substantive response from the operator rather than the holding response.

The tables show the performance achieved during the period under review.

The national rail operators have steady performance with the majority of cases responded to within 20 days. The longer cases are normally those where London TravelWatch are unsatisfied with the response and continue to negotiate with the operator or where more extensive investigation is required to be undertaken by the operator.

NATIONAL RAIL				
Working days elapsed	October to December 2012		July to September 2012	
	No of cases	No of cases	No of cases	% of cases
Days 0-10	113	79%	153	79%
Days 11-20	13	9%	15	9%
Days 21-40	8	6%	10	7%
Day 41+	9	6%	7	5%
Total	143	100%	185	100%

TRANSPORT for LONDON				
Working days elapsed	October to December 2012		July to September 2012	
	No of cases	No of cases	No of cases	% of cases
Days 0-10	55	43%	79	63%
Days 11-20	48	37%	29	13%
Days 21-40	13	10%	25	13%
Day 41+	13	10%	9	11%
Total	129	100%	142	100%

Transport for London have improved their overall percentage of response times within 20 days. The customer service team at TfL and the London TravelWatch casework team have put procedures in place to ensure that the response times are reduced further. It should also be noted that TfL use more contractors, for example all the bus operators are contracted organisations, therefore investigations can take longer.

Target Four

This target requires 90% of final replies to be written within ten days and 100% within 20 days of receipt of the operators' response. Where there has been more than one response from an operator, the target is based on when the caseworker considers that an acceptable response has been provided.

The table shows the performance of cases closed which were received both previously and within this reporting period.

Working days elapsed	October to December 2012		July to September 2012	
	No of cases	No of cases	No of cases	% of cases
Days 0-10	272	100%	327	99.7%
Days 11-20	0	0	4	0.3%
Days 21-40	0	0	0	0
Days 41+	0	0	0	0
Total	272	100%	331	0

Target Five

Target 5 applies to cases which are dealt with directly by London TravelWatch, without referral to the operator. These cases are usually those where the facts are clear, our policy is well established, and referral to the operator would add no value.

The table shows the performance achieved during the period under review, together with that in the preceding threemonths.

Working days elapsed	October to December 2012		July to September 2012	
	No of cases	% of cases	No of cases	% of cases
Days 0-10	271	100%	185	98.4%
Days 11-20	0	0%	3	1.6%
Days 21-40	0	0%	0	0%
Days 41+	0	0%	0	0%
Total	271	100%	188	100%

Part 4: Cases by type and operator

This part of the report records the volume of casework received during the period October to December 2012. A total of 1,424 contacts were received by London TravelWatch via telephone, email and webform.

Case types	October to December 2012	July to September 2012
Enquiries telephone	460	542
Enquiries email/webform	28	Info unavailable
Initial cases	342	312
Total appeal cases	323	401
Consultation cases	-	-
Direct cases	271	188
Total	1,424	1,443

A full breakdown of the casework by operator for quarter three is provided below

Operator	Appeal	Direct	Initial
Bus Users UK		3	1
Abellio London			
C2C	2	1	5
Chiltern Railways	2	3	3
Department for Transport		1	
Dial-a-Ride		1	1
Docklands Light Railway	10	3	3
East Coast	7	2	4
East Midlands Trains	2	1	1
Emirates Airline			
Eurostar	13	8	3
First Capital Connect	27	11	26
First Great Western	9	8	4
Gatwick Express			
Grand Central Railway	1		
Greater Anglia	20	11	51
Heathrow Express	1		
Independent Appeals Service (IAS)*	10	18	9
IPFAS*	9	12	6
London Buses	40	28	88
London Midland	3	5	2
London Overground	2	1	4
London Tramlink	3		
London Underground	21	13	18
Network Rail	2	2	4
Oyster	41	48	26
Passenger Focus/Out of Remit**		11	4
South West Trains	31	17	25
Southeastern Railway	24	14	6
Southern	18	14	18
Transport for London Corporate Policy	12	24	12
Transport for London Streets	7	11	10
Virgin	6		8

*IPFAS and IAS are the penalty fare appeals bodies for the Rail Operators

**Cases that are out of the remit of London TravelWatch

Part 5 – Main issues received

This part of the report highlights some of the issues that were most complained about during Quarter Three.

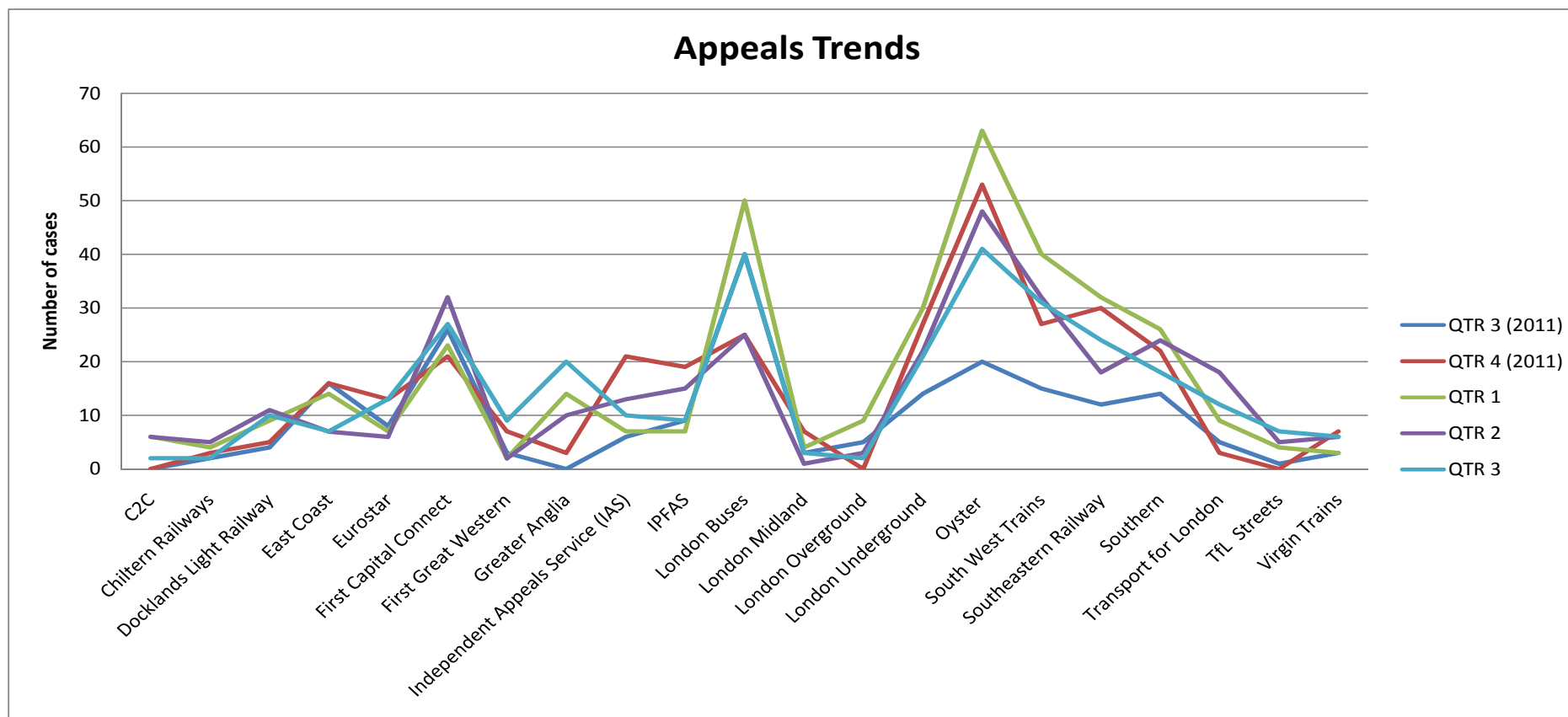
Penalty fares - Some of these related to TfL's modes although, as TfL has quite a robust appeal system for penalty fares, the majority of these appeals are about rail operators.

Oyster Refunds – for those who have been or believe they have been overcharged for their journey(s) paid on their Oyster card.

Rail Refunds – for unused tickets and delays

Lack of information – these relate to all operators at stations across the network, on operators' websites and by staff.

Appendix one – Appeal trends by operator



The graph above shows the quantity of appeal cases received over previous year per operator.

Not included on this graph are operators who consistently have less the 5 cases per quarter such as the Thames Clipper and London Tramlink.

Appendix Two – Quantity of cases received

