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## Minutes

Agenda item : 3  
Drafted : 9.7.10

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**Minutes of the Consumer Affairs Committee meeting held on 12 May 2010  
at 6 Middle Street, London EC1**

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### Present

#### Members

David Barry (In the Chair and Vice-Chair), Terry Bennett, Daniel Francis, Sophia Lambert, Teena Lashmore, Sarah Pond, Lorna Reith, Sharon Grant (London TravelWatch Chair)

#### Stakeholder Representatives

Matt Winfield Stakeholder Engagement Manager, Transport for London (TfL)  
Tim Jarvis Scrutiny Team Leader, Greater London Authority (GLA)

#### Secretariat

Janet Cooke Chief Executive  
Bryan Davey Director, Public Liaison  
Mark Donoghue Committee Administrator  
Susan Parnham-McCance Casework Manager

### Minutes

- 1 Chair's introduction, pre-meeting announcements and apologies for absence**

The Chair welcomed members and stakeholder representatives to the meeting.

## 2 Declarations of interest

There were no additional declarations of members' interests. The full list may be viewed on the London TravelWatch website at <http://www.londontravelwatch.org.uk/document/3861/get>.

Daniel Francis is no longer a serving councillor in Bexley.

## 3 Minutes

The minutes of the Consumer Affairs Committee meeting held on 10 March 2010 were approved and signed for the record subject to the following amendment :

Page 4, second paragraph, fourth line should read as "priority quality of performance, now meeting time targets".

On page 2, item 4, a member asked about the progress of the matter arising on customers being given a clear indication, by Train Operating Companies (TOCs), that they are being redirected to third party websites when they purchase tickets. The Director, Public Liaison reported that the Office of Rail Regulation had asked London TravelWatch and Passenger Focus for evidence of harm to consumers, before they could pursue this matter. He is working on collating cases, along with Passenger Focus but dialogue had begun.

The Chair introduced the new casework manager to the members and welcomed her to the meeting.

## 4 Matters arising (CA041)

Members requested that the matters arising report format should be changed. A member asked how many appeal cases involving long distance rail journeys in London were carried out.

**Action: Director, Public Liaison**

A member asked why the number of complaints for London Buses was confidential. It was agreed to write a letter to London buses.

**Action: Chief Executive**

C/27.1.10/8 (The Chair of London TravelWatch would write a letter to First Capital Connect on their refusal to accept complaints via email)

The Chair of London TravelWatch reported that she had sent a letter to First Capital Connect (FCC). She asked that a response be obtained.

**Action: Director, Public Liaison**

C/27.1.10/11 (The Director, Public Liaison to raise the lack of national rail information when exiting the new London Underground ticket hall at Kings Cross Station).

The Chief Executive would include an audit of this station once the redevelopment work has been completed in the work plan 2010/11.

C/10.3.10/9 (To provide a guide to how cases are determined to be in London TravelWatch's remit)

The Chief Executive reported that a procedure guide for Caseworkers was being written due to be completed (in July 2010) and would include this.

## **5 Actions taken (CA042)**

A member asked whether London TravelWatch now reported to the Office of Rail Regulation (ORR) on complaints. The Director, Public Liaison replied that the ORR were interested in how many complaints to TOCs go to appeal.

The Director, Public Liaison noted that at the meeting with First Capital Connect (FCC) on timetables, a number of improvements would be made on the Moorgate line. A number of London TravelWatch aspirations would be met. Members felt this should be publicised.

It was agreed that the actions taken paper for this Committee would be changed to capture all consumer related Committee meetings.

**Action: Committee Services**

## **6 Performance report (CA043)**

The Director, Public Liaison reported that the casework Manager was auditing work and he was working with the contractor to improve reporting. In January to March 2010 there were a number of issues affecting passengers, for example, the severe weather, fare increases, etc. Procedures were now in place to prevent delays in acknowledging cases.

A member asked what happened when cases were referred from Passenger Focus to London TravelWatch. Do appellants receive an auto acknowledgement from Passenger Focus or London TravelWatch? The Director, Public Liaison replied that Passenger Focus have similar targets on acknowledgements. They also send an acknowledgement to appellants. Members felt that it was important to keep appellants informed on their case.

The Director, Public Liaison reported that the number of referrals had increased, whilst the number of complaints was broadly similar. The highest number of complaints in the periods had been received from London buses. A number of calls had been received on the Docklands Light Railway (DLR) due to money being lost in ticket machines. A high volume of calls had also been received from enquiries regarding National Rail Enquiries (NRES).

A member suggested that the reporting on targets should be written as the performance, analysis and action for targets. Members felt the aspiration of monthly reporting should be reintroduced. They discussed the volume of calls received by London TravelWatch.

## **7 Policy issues for consideration (CA044)**

The Director, Public Liaison reported that the passenger had been advised to get a refund on his annual season ticket. However, this advice had been inaccurate. He was concerned about the accuracy of information given to the passenger. Is the stance of London Underground (LUL) legitimate?

The Chair noted the offer of a £20 goodwill gesture. How did this relate to the amount the passenger was expecting? It was agreed to find out how much the passenger expected to receive from the refund, the consequential loss and how this related to the £20 goodwill gesture.

**Action: Director, Public Liaison**

## **8 Transport for London passengers telephone numbers (CA045)**

The Chair noted his thanks to the work of the member who had written the report.

The Director, Public Liaison reported that he, along with the Chair, a member of the Committee and Committee Administrator, met with Transport for London (TfL) on what they are aiming to do. The passenger information line had been changed to an 0843 number.

This means a change in the cost of a call and help TfL to manage calls, introduce automated systems and have an overflow capacity to other sections.

The number is revenue producing, but does not cover the operation of the line or telephone.

Members discussed the merits of using particular types of phone numbers for contacting Transport for London.

It was agreed that London TravelWatch should take up with other consumer organisations the amount mobile Pay As You Go (PAYG) users pay for calls. The complaints line should be an 030 number.

They also felt that other consumer organisations should be approached to find out their views on telephone numbers.

**Action : Director, Public Liaison**

## **9 Passenger Rights project**

The Director, Public Liaison reported that the aim of the project was to advise passengers on what their rights were. He drew members attention to the London Bus Passengers Charter as a possible model. He noted that there was only so much information that you could tell passengers about a service.

Members discussed the project and the Chair asked members to send comments to the Director, Public Liaison. It was agreed the leaflet at this stage should cover all passengers transport apart from motorists, pedestrians or cyclists.

The Director, Public Liaison would aim to produce a paper for the next Committee meeting after receiving comments from members.

**Action: Director, Public Liaison**

## **10 Any other business**

There is no other business.

## **11 Resolution to move into confidential session**

The meeting resolved, under section 15(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the next following item/s, that it was desirable in the public interest that the public should be excluded from the meeting.

In confidential session, the benchmarking report; the how to complain leaflet; further work on phones numbers were reviewed in the meeting.

The next meeting would take place on 14 July 2010.

## **12 Glossary**

DLR	Docklands Light Railway
FCC	First Capital Connect
LUL	London Underground
NRES	National Rail Enquiries
ORR	Office of Rail Regulation
PAYG	Pay As You Go (Oyster)
TfL	Transport for London
TOCs	Train Operating Companies