Governance Committee

Agenda item 8d

15 May 2018

Satisfaction with London TravelWatch case handling

October 2017 to March 2018

Background
During 2015, the number of satisfaction questionnaires being returned by passengers had fell to around 7% of appeals closed. Sending and recording these paper questionnaires was an administrational and resource heavy task, as it could not be done automatically.

Therefore, at the beginning of 2016 a decision was made to stop sending questionnaires until a better process could be found and the questionnaire updated.

Since 1 July 2017 a new questionnaire has been sent to all passengers with the caseworkers' final substantive response, regardless of the outcome.

The questionnaire being used by London TravelWatch is very similar to that being used by Transport Focus. The questions are relevant, quick to complete and reflect all aspects of case handling. It also allows for opportunities to benchmark and share good practice.

Survey Monkey is the platform used to create and complete the survey. The results scores are an absolute reflection of returns from appellants. No weighting or other calculations have been used to influence the figures.

Key findings
Of 463 surveys sent, 109 were completed and returned in full or in part which is almost a 24% return rate.

Of the 109 returned responses, 94% agreed or strongly agreed that their caseworker was polite and professional and 83% agreed or strongly agreed that their caseworker had the knowledge to deal with their complaint.

Survey responses clearly indicate that 77% of people who completed the survey are satisfied or very satisfied with the appeal outcome. This confirms that caseworkers are very successful in achieving positive outcomes to passenger complaints, particularly considering they have no power to compel any operator to respond favourably to their appeal.

The questionnaire returns also indicate that 87% of people who completed the survey are satisfied or very satisfied with the way their case has been handled, even though some of them would not have had a positive outcome to their complaint.

90% of users who completed the survey said that they would recommend London TravelWatch to a friend. This may indicate that although some respondents may have been unsatisfied with their outcome, they still appreciated the efforts made on their behalf.

We were pleased to see that almost everyone who completed the satisfaction survey also gave basic demographic information.

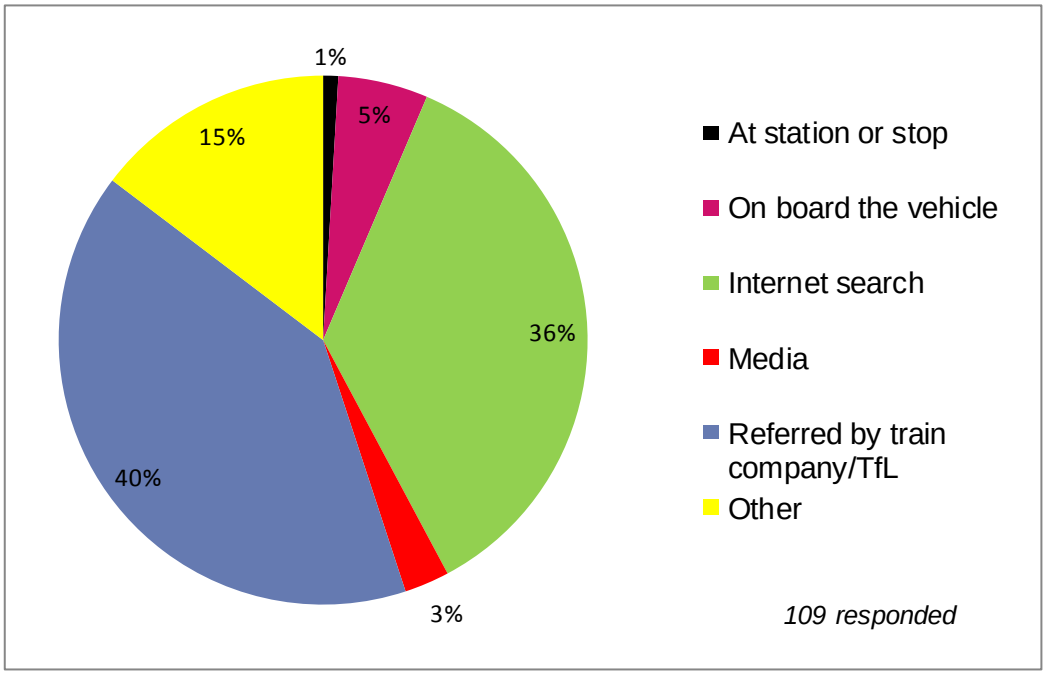
The largest proportion of respondents use public transport more than 4 days a week.

Historically, the age of most appellants who returned a survey were in the 65+ category. Interestingly, these surveys responses reveal a fairly even spread of appeals from all age groups. More than twice the number of men returned a survey compared to women and this may indicate that more men appeal to London TravelWatch.

Questionnaire response data

1. How did you first hear about London TravelWatch?

This first graph shows how passengers found London TravelWatch.

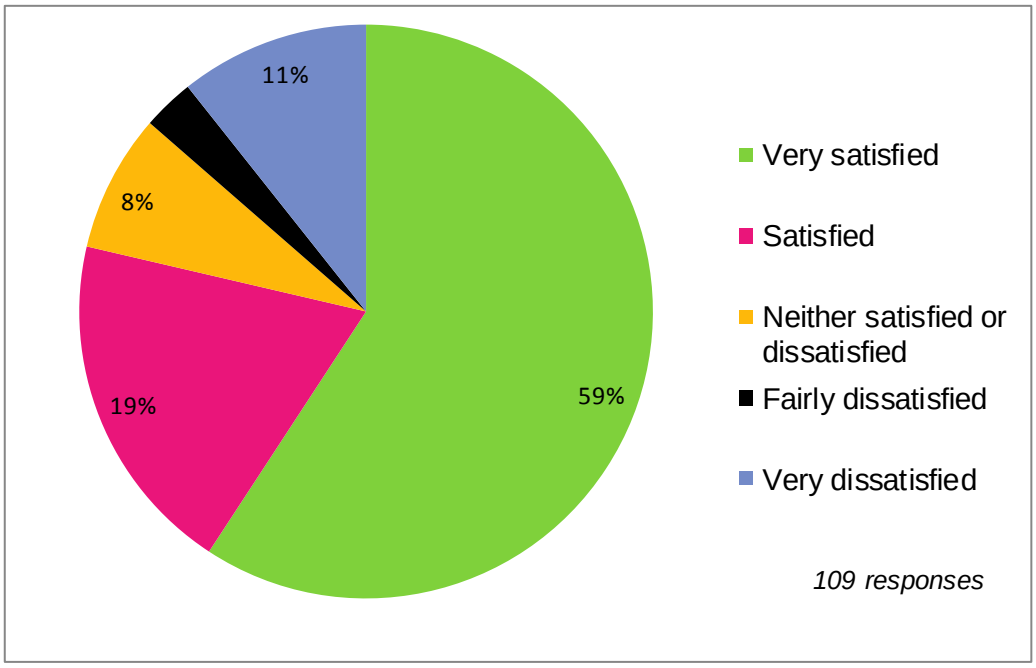


2. Appellants were asked to give their opinion on the way their case was handled by London TravelWatch

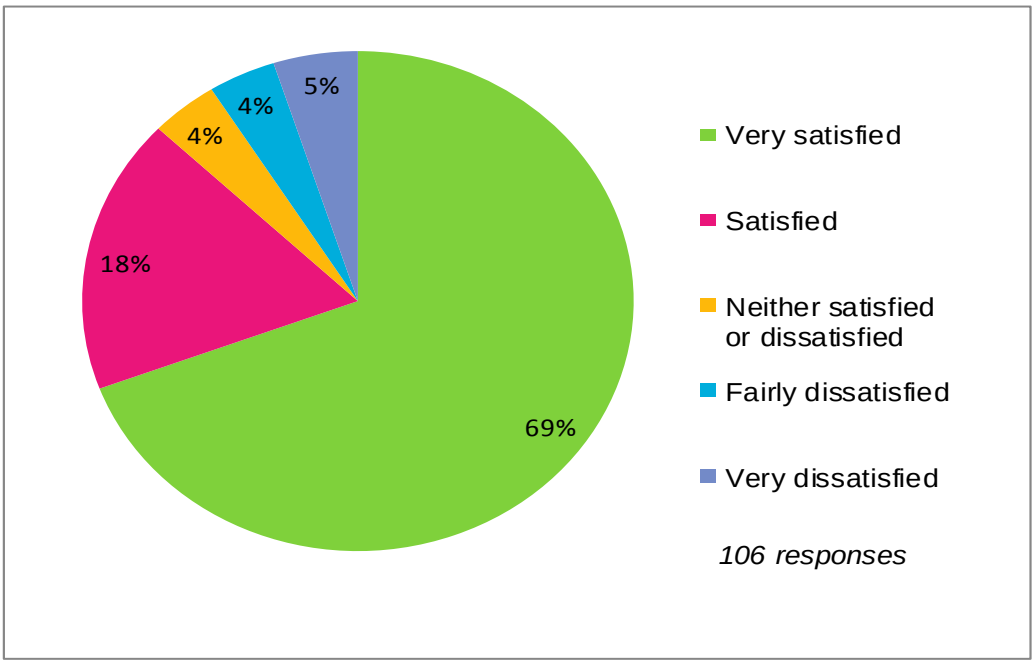
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It was easy to contact London TravelWatch	69%	26%	3%	1%	2%
My caseworker kept me updated	71%	17%	7%	2%	2%
My caseworkers approach was polite, professional and courteous	81%	13%	5%	0%	1%
My caseworker empathised and understood my complaint	29%	43%	14%	14%	0%
My caseworker showed an interest in my complaint	74%	12%	6%	6%	3%
My caseworker was helpful	77%	10%	5%	5%	3%
My caseworker had the knowledge to deal with the complaint	71%	12%	6%	5%	6%
My complaint was dealt with in a reasonable timeframe	65%	17%	7%	3%	6%

109 responses

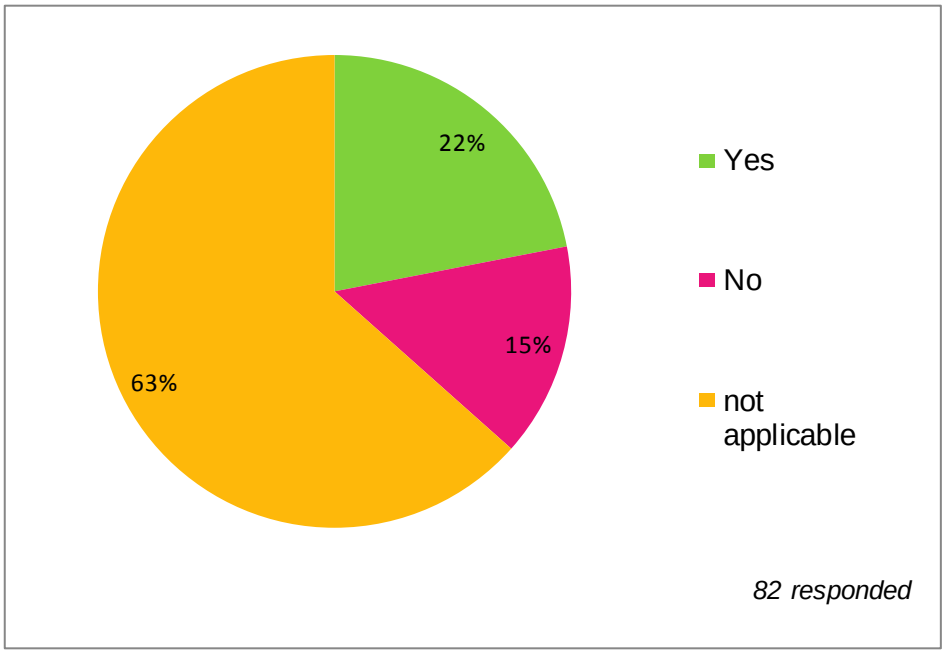
3. Satisfaction with appeal outcome



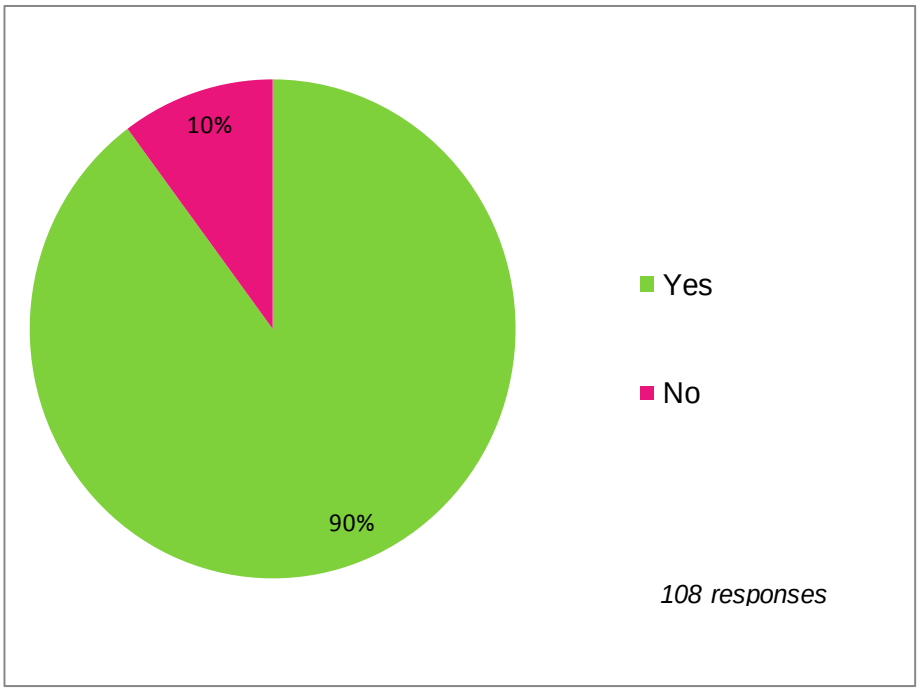
4. How satisfied were you with the way your caseworker handled your complaint?



5. **If we were unable to help you, did we explain why?**



6. **Would you recommend London TravelWatch to a friend?**



7. Comments – 37 comments

Very helpful and very professional
Firstly I want to say that Mags is fantastic at her job. Over the last few weeks, dealing with the train operator C2C has been challenging to say the least. I injured myself whilst walking along a platform at Fenchurch Street. I slipped over on some sort of substance (either water or oil residue) and along the platform there had been no warning signs. I ended up hurting my wrist, knee, back and also ripped my coat. I immediately advised on of the customer service team at Fenchurch Street and they filled out forms for me. I then waited over 2 to 3 weeks to get a basic email and totally bruised me off. When I got in contact with Mags, she immediately got to speak to them on my behalf and she now has given me some further details for a company that deals with claims for C2C. Mags also listened to what I was saying and I really felt after this assistance given to me by Mags, I should hopefully be able to resolve this.
I got the payment I was after but I did not get an apology nor a real explanation for why South Western Railway got my case wrong. Short-term victory but I fear no long-term improvement.
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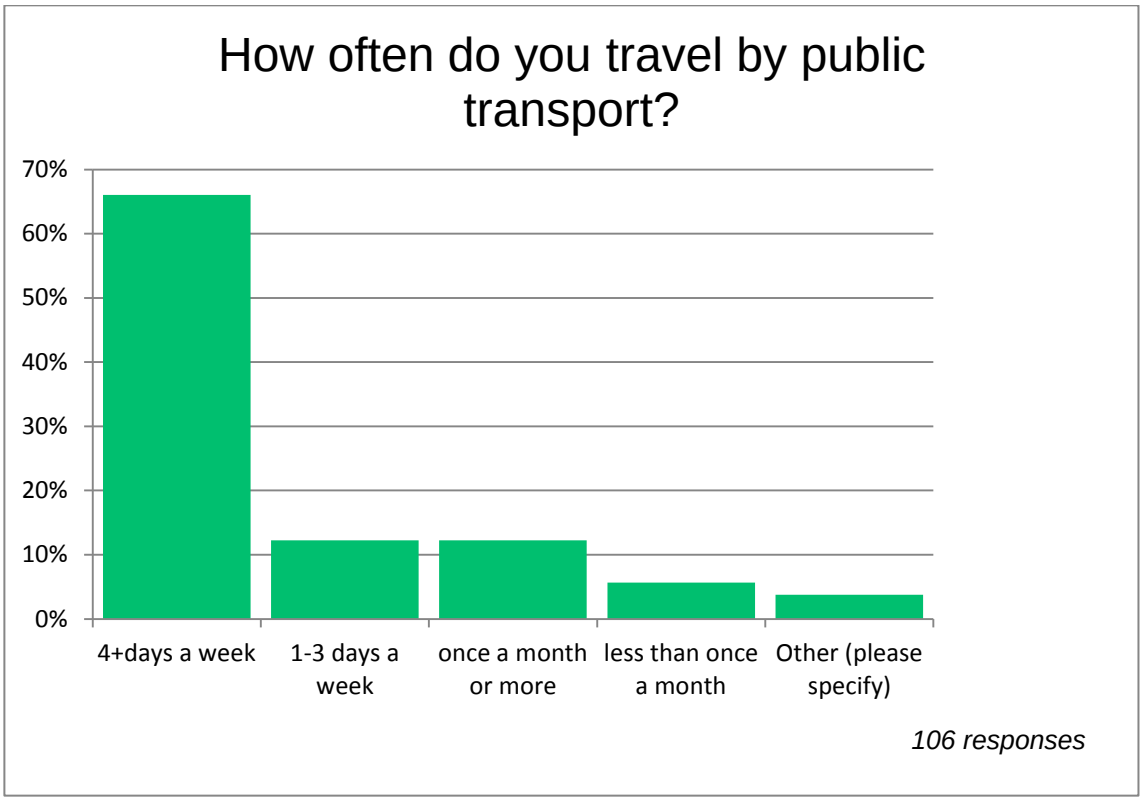
What is London TravelWatch's purpose? Generally I'm back to square one with TFL. It seems that my FEB 18th letter was of no significance what so ever. I shall replying seperately to your March 1st letter !!!
Great professional timely communication. Thank You
The first time I used them, I found them unhelpful and useless the 2nd time I found them usefull , but after three weeks I had to send another e-mail to get an update. But Although I got an explanation of what happened, it did not explain why the train operator had not answered or appeared to follow there own charter
Mike Brown was my caseworker. He has been professional and kept me informed regarding my case. It might have been a very small matter but it has been very appreciated.
Thanks for escalating to get a result.
Already made in my complaints correspondence
Mike Brown is brilliant
Somewhat frustrating that I had to refer it on from Gatwick Express- but the right outcome. Thank you
Yes. I have had a terrible experience with Virgin Trains on this complaint and have to say they have got to be the worst company I have ever dealt with! London Travel Watch have been brilliant Mike Brown in particular. Virgin Trains need to take a long hard look at their processes in Detail! Still have never had a phone call back from them despite a dozen attempts and emails as well . Well done London Travel Watch 10 out of 10!
quick and effective help - in contrast to Transport for London Customer Service
mags is great, very quick to respond and very helpful
Survey too long.
David and Fayza were very helpful and I highly appreciated their prompt action in resolving my claim
I dealt with Mike Brown who was very helpful. kept me informed throughout the process
myself and my family are extremely happy with the outcome of this situation - i think it would have been quite devastating to my mothers wellbeing if we did not get the correct outcome thank you very much
Thanks for your help to deal with my case!
It appears I was at fault for mis-interpreting my original complaint.
delighted with the service, quick and effective, thankyou!
People were very kind and courteous
The excuses given do not explain why the bus I take in the morning which is 5mins from the starting garage in stanmore fails to show up consistently. Not happy that TFL feel there is no need to try to improve the service.
Fayza Patel was a model of patience and understanding. My complaint was probably quite trivial but she kept at it and succeeded in the end. Well, I haven't actually had the refund yet but I'm sure it will arrive now.
Absolutely delighted with the speedy, super-helpful response and receiving the refund I had asked for over many months

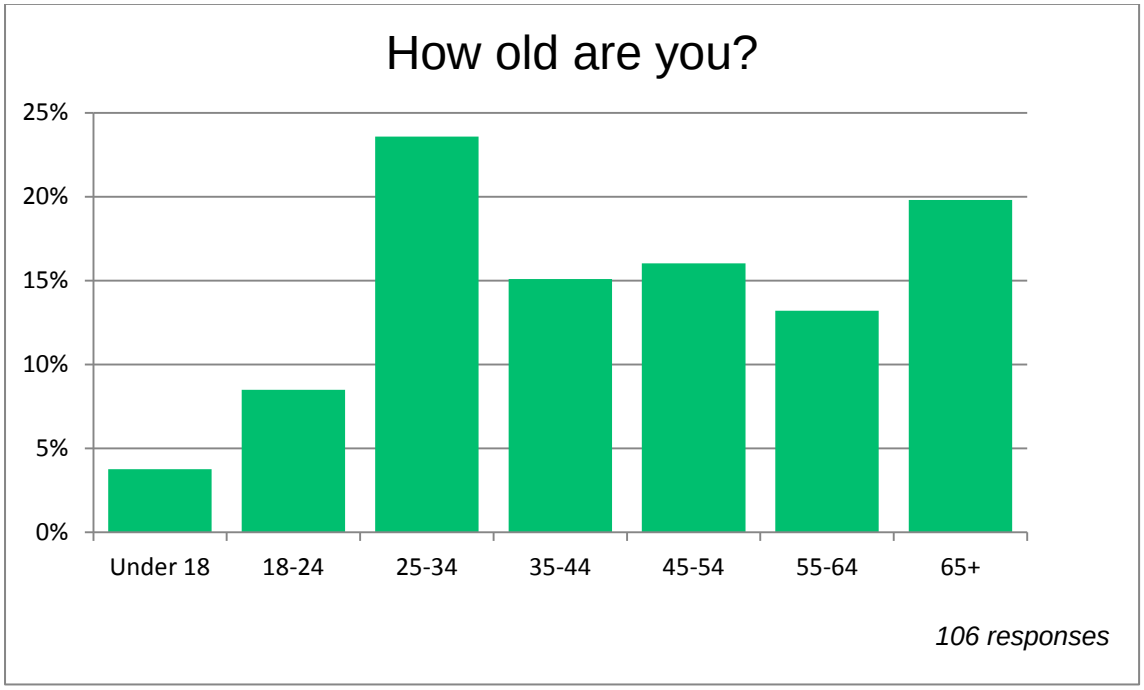
the subtleties of my case were ignored, along with some of the facts, tfl stalled beyond the point at which cctv footage is deleted, and obstructed the police and london travelwatch. The police correctly stated that an incorrect number was goven to them, and tfl igonred my requests to save the footage. The perpetrator has gone free, and the member of staff has not even had the courtesy to speak to me.
My only feedback would be to communicate more. I only received an initial submission email and then a resolution email. I didn't know if my case was actually being investigated or just queued in the meantime. Other than that, excellent service! Thank you!
just that I am very grateful that TravelWatch managed to resolve a situation that the train company had repeatedly failed to address well.
Very bureaucratic response to start with (as you will see from my return emails. SWR created more questions with their answers but Travelwatch did not ask for clarification or explanation, I had to ask them to pursue SWR for a response to these.
It is reassuring to have a higher authority to complain to when rail companies are playing difficult & awkward.
Thank you very much for stepping in and support my appeal. I wish to thank you also on behalf of my community in New Malden, KT3.
Just a thank you to Margaret Croucher.
I am very grateful for the help I received. Being palmed off alternately by both Thameslink and the Penalty Fares company was very frustrating and unfair; I was delighted to find someone who actually listened and achieved a result that will help others too.
My Casework Officer was very helpful and always kept me up to date with clear and timely information. Please pass on my thanks.
Excellent help and thank you for assisting me.
Very helpful and very professional

Demographic information

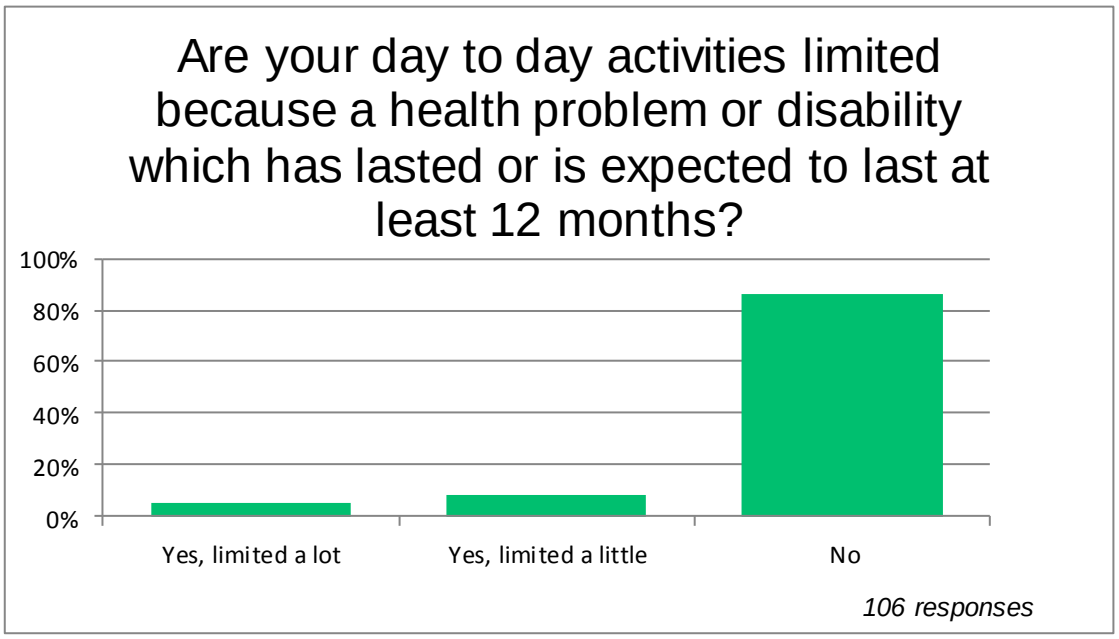
8. How often do you travel by public transport?



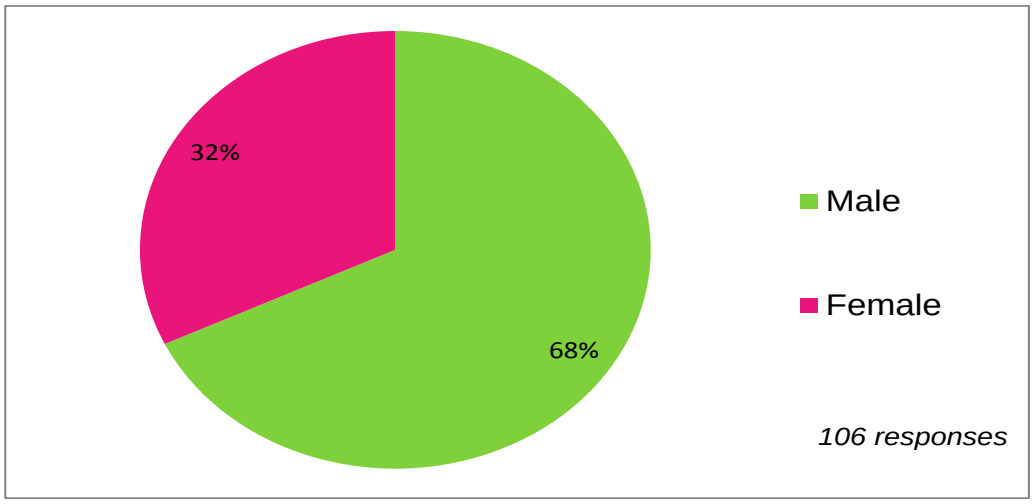
9. How old are you?



10. Are your day to day activities limited because a health problem or disability which has lasted or is expected to last at least 12 months?



11. What is your gender?



12. What is your ethnic group?

	Responses
White - English/Welsh/Scottish/Northern Irish/British	68%
White - Irish	2%
Mixed/multiple ethnic groups - White and Asian	2%
Asian/Asian British - Indian	7%
Asian/Asian British - Chinese	2%
Black/African/Caribbean/Black British - African	3%
Black/African/Caribbean/Black British - Caribbean	2%
Any other ethnic group (please specify)	15%

107 responses