
Secretariat memorandum

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Agenda item 5

CA008

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Actions taken

1 Purpose of report

- 1.1 To advise members of actions undertaken since last meeting of the Committee by the Casework team and Director, Public Affairs.

2 Information

- 2.1 The table attached at Annex A contains a list of said actions for information.
- 2.2 The actions listed refer either to work which is related to ongoing cases, or where London TravelWatch has responded in its legal capacity to consultations by bodies on issues of consumer rights, public affairs, and other matters as appropriate.
- 2.3 Background details of specific actions may be made available upon request via the Director, Public Liaison.

3 Equalities and inclusion implications

- 3.1 No specific equalities and inclusion implications for London TravelWatch arise from this report.

4 Legal powers and financial implications

- 4.1 Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility. Section 252B of the same Act places a similar duty on the Committee in respect of users or potential users of railway services provided wholly or partly within the "London railway area" as defined under the provisions of the Railways Act 1993. The Consumer Affairs Committee is not required to consider matters which appear to it to be frivolous or (in the case of railway services) vexatious.
- 4.2 No specific financial implications for London TravelWatch arise from this report.

5 Recommendation

- 5.1 That members consider the actions listed here in the context of case-specific workload of the Casework team.

Annex A – Consumer Affairs Action Taken CA008

Item with web reference where appropriate	Action taken	Notes / level of response	Contact	Date (chronological)
DfT European Rail Policy Forum	Meeting attended on behalf of London TravelWatch	Update on progress of European passenger rights issues	Director, Public Liaison	21.04.09
TFL Meeting	Meeting with Steve Newsome from TFL	Meeting to discuss TfL's European policy work.	Director, Public Liaison	29.04.09
Lewisham Station Site visit	Meeting to discuss proposed installation of lifts, ticket gates and closure of ramp access to Platform 4		Director, Public Liaison	13.05.09
Premier IT Meeting	Meeting with Premier to discuss website changes	Discussed improvements to the navigation of the website, particularly relating to the home page, complaints and FAQs.	Director, Public Liaison	15.05.09
Casework Software Procurement	Meeting with Michael Hill to discuss consultancy services	Proposal developed and accepted. A Tender Report is available.	Director, Public Liaison	15.05.09
East Midlands Trains meeting	Meeting to discuss East Midlands Trains' proposed gating scheme at St Pancras.	Meeting note available.	Director, Public Liaison	15.05.09
Casework Review	Meeting with Paula Norris, Westminster City Council	Discussion regarding best practice in complaint handling	Chief Executive	21.05.09
Passenger Focus Meeting	Meeting with Guy Dangerfield regarding First Capital Connect proposal.	Meeting to discuss objection to proposed changes to ticket office opening hours	Director, Public Liaison	22.05.09
First Capital Connect Meeting	Meeting with DfT, Passenger Focus and First Capital Connect regarding proposed changes to ticket office opening hours.	Final agreement reached on proposals and withdrawal of objection agreed.	Director, Public Liaison	22.05.09
National Express East Anglia meeting	Meeting with NXEA to discuss changes to station manager structure	Update meeting	Director, Public Liaison	10.06.09

Item with web reference where appropriate	Action taken	Notes / level of response	Contact	Date (chronological)
Casework Software Procurement	Meeting with Michael Hill, consultant	Discussion with casework team regarding software requirements	Director, Public Liaison	16.06.09
East Midlands Trains meeting	Meeting with East Midlands Trains to discuss gating scheme at St Pancras.	Meeting to discuss ongoing concerns about lack of seating and Oyster acceptance	Director, Public Liaison	22.06.09
London Buses meeting	Meeting with London Buses to discuss bus complaints issues	Areas covered included CCTV, driver behaviour, accessibility and	Director, Public Liaison	24.06.09
TFL Meeting	Meeting with TfL and complainant regarding wheelchair access to buses		Streets & Surface Transport Policy Officer	22.06.09
Complaint Handling review	Visit with Passenger Focus to Eurostar Offices in Ashford		John Hunt, Casework Officer	24.06.09
First Capital Connect Meeting	Meeting with First Capital Connect regarding proposed changes to ticket office opening hours.	Discussion about publicity arrangements for proposals	Director, Public Liaison	22.05.09