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**Secretariat memorandum**

Agenda item: 6  
CA 009  
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**Casework performance report**

**1 Purpose of report**

- 1.1 To detail the position relating to the caseload handled by the secretariat in April and May 2009.

**2 Introduction**

- 2.1 The period witnessed higher than usual workloads for the team due to London TravelWatch agreeing to act as the independent coordinator for responses to the consultation by Southeastern on proposals to introduce gates and close the access ramp from Platform 4 at Lewisham Station. The team has continued to face significant staffing difficulties with, in particular, one full-time casework officer being on long term sickness absence since the beginning of January and the Casework Manager being absent from late May. Nevertheless, we have been fortunate enough to be able to recruit an experienced casework officer on temporary contract in early May.
- 2.2. We anticipate that casework volumes will decline over the summer months which, in conjunction with the staffing changes, should enable the team to reduce the number of open cases. In addition, the procurement of new casework software is expected to lead to service improvements over the longer term.

**3 Performance**

- 3.1 The number of cases open increased from 224 at the end of March to 302 at the end of May. The number of cases awaiting finalisation increased from 68 at the end of March to 165 at the end of May. However, this figure needs to be put into context that there were 60 cases relating to the Southeastern consultation open at the end of May, for which a final response could not be written prior to the end of the consultation period. The number of cases with the operator or complainant declined from 156 to 137.
- 3.2 The number of new cases received during April and May was 137 and 123 respectively. In addition, four members' enquiries were received during April and May. The number of cases referred to operators during April and May was 55 and 62 respectively. The number of cases finalised during April and May was 116 and 88 respectively.
- 3.3 In addition to referrals and final replies, it is often necessary to send a number of additional letters in order to conclude a case. The total number of letters sent by the casework team in relation to appeals and members enquiries during April and May was 452 and 340 respectively. The team also received 116 initial cases during April and 112 during May.

- 3.4 One measure of the team's performance is the proportion of appeal cases open which are awaiting finalisation i.e. those where the current responsibility for action lies with London TravelWatch rather than a service provider or the passenger. This figure increased from 30% at the end of March to 55% at the end of May. However, if you exclude the cases relating to Lewisham which are awaiting the end of the consultation, this figure would equal 35% of cases.

#### **4 Appeals by Operator**

- 4.1 The highest number of complaints received during April was about Southeastern (50), London Buses (13), Oyster (12) and South West Trains (10). During May, the highest number of complaints received was about Southeastern (26), South West Trains (13), London Buses (13) and Oyster (12). In interpreting these numbers, regard must be paid to the widely varying numbers of passengers carried by different operators – London Underground, for example, carries about twelve times as many passengers as FCC for example.

#### **5 Equalities and inclusion implications**

- 5.1 Due account is taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

#### **6 Legal powers and financial implications**

- 6.1 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.

#### **7 Financial implications**

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

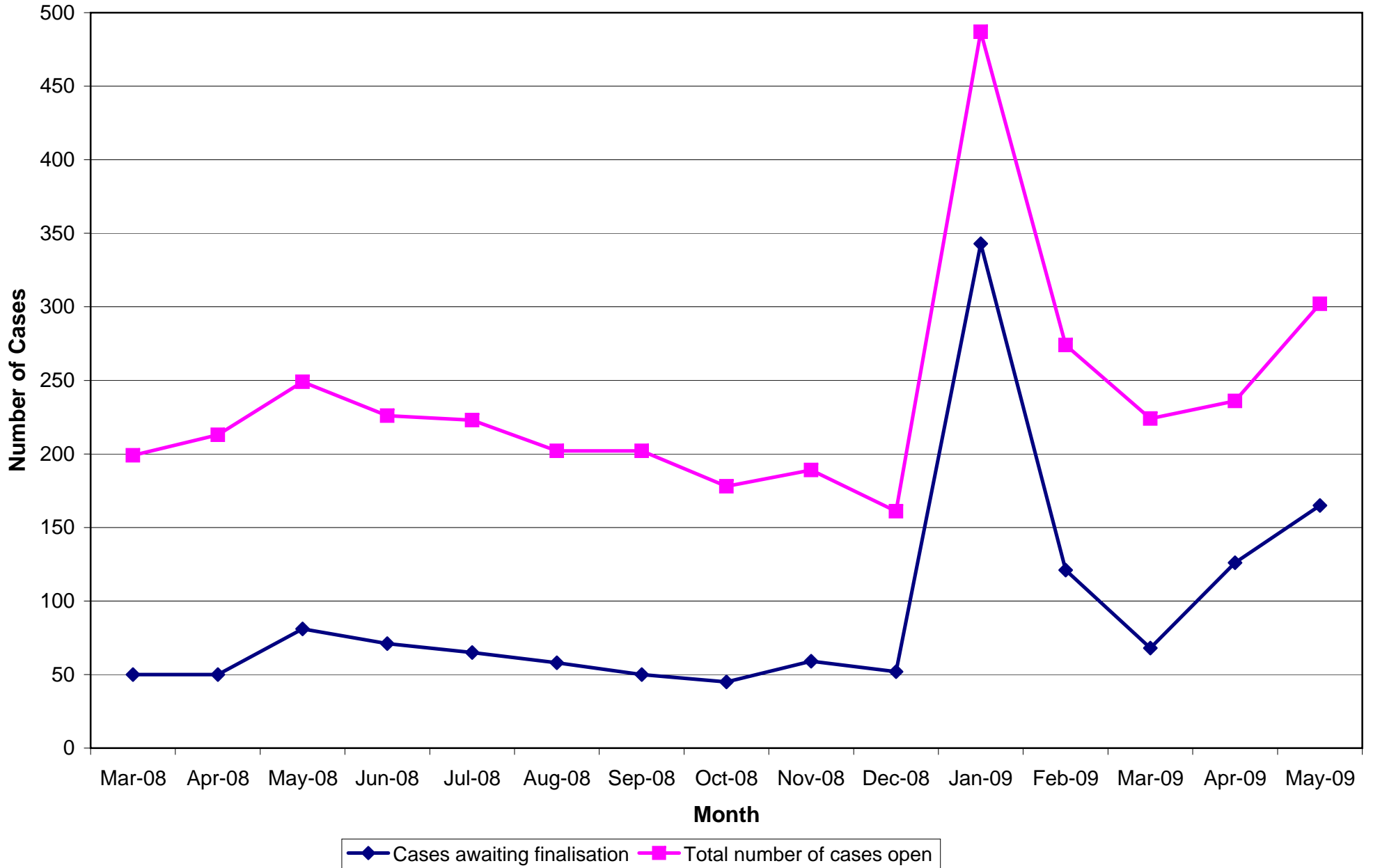
#### **8 Recommendation**

- 8.1 That the report is received for information.

## LONDON TRAVELWATCH CASELOAD

Month	Cases received	Cases sent to operator	Operator replies received	Cases finalised	Cases still with operator or complainant	Cases awaiting finalisation	Total cases open
	During month			At month end			
March-08	96	74	77	121	149	50	199
April-08	157	88	94	150	163	50	213
May-08	105	76	71	84	168	81	249
June-08	114	72	73	134	155	71	226
July-08	157	73	74	149	158	65	223
August-08	140	68	79	194	144	58	202
September-08	96	71	61	112	152	50	202
October-08	113	66	75	143	133	45	178
November-08	79	72	66	84	130	59	189
December-08	93	53	79	136	109	52	161
January-09	569	90	55	81	144	343	487
February-09	554	95	67	862	153	121	274
March-09	147	79	92	265	156	68	224
April-09	137	55	76	116	110	126	236
May-09	123	62	64	88	137	165	302

# Caseload Statistics



### Proportion of cases awaiting finalisation

	Cases awaiting finalisation	Total number of cases open	Cases awaiting finalisation as % of cases open
March-08	50	199	25%
April-08	50	213	23%
May-08	81	249	33%
June-08	71	226	31%
July-08	65	223	29%
August-08	58	202	29%
September-08	50	202	25%
October-08	45	178	25%
November-08	59	189	31%
December-08	52	161	32%
January-09	343	487	70%
February-09	121	274	44%
March-09	68	224	30%
April-08	126	236	53%
May-08	165	302	55%