
Secretariat memorandum

Agenda item: 6
CA016
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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 June, July and August 2009.

2 Introduction

- 2.1 During August, the return of the Casework Manager enabled the casework team to have its full staffing complement for virtually the first time this year. Unfortunately, the anticipated decline in casework volumes over the summer months failed to materialise, with both the number of new appeals received and referred much higher than usual. When combined with the additional 900 letters sent out in the period informing complainants of the final decision in relation to the First Capital Connect's ticket office opening hours and our views on Southeastern's proposals in relation to Lewisham Station, this added up to a busy summer period for the team.
- 2.2 Nevertheless, significant progress has been made in the specification and procurement of a new casework database, and we are on course to go live on October 1st.

3 Performance

- 3.1 The number of open cases, after an initial increase up to the end of June, has now reduced considerably. The number of cases open was 302 at the end of May, 340 at the end of June, 239 at the end of July and 245 at the end of August. The number of cases awaiting finalisation also declined from 165 at the end of May to 83 at the end of August. The number of cases with the operator or complainant increased from 137 at the end of May to 162 at the end of August.
- 3.2 The number of new cases received during June, July and August was 202, 168 and 126 respectively. In addition, 11 members' enquiries were received during the period. The number of cases referred to operators during June and July was 124 and 114 respectively, which is about two thirds more than the average monthly figure. August brought a return to near normal monthly referrals with 78 during that month.
- 3.3 Some 1,100 cases were finalised during July, reflecting the significant additional workload caused by the First Capital Connect and Southeastern consultations. The number of cases finalised during June was 153 and during August was 129.
- 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 June, July and August was 606, 1533 and 470 respectively. The team also received 93 initial cases during June, 87 initial cases during July and 79 initial cases during August.

- 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 was 55% at the end of May, 56% at the end of June, 30% at the end of July and 34% at the end of August.

4 Appeals by Operator

- 4.1 The highest number of complaints received during June was about Southeastern (59), London Buses (24), South West Trains (19) and First Capital Connect (19). During July, the highest number of complaints received was about London Buses (26), London Underground (19), First Capital Connect (18) and Southern (16). During August, the highest number of complaints received was about London Buses (16), Southeastern (14), IPFAS (13), First Capital Connect (13) and South West Trains (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.

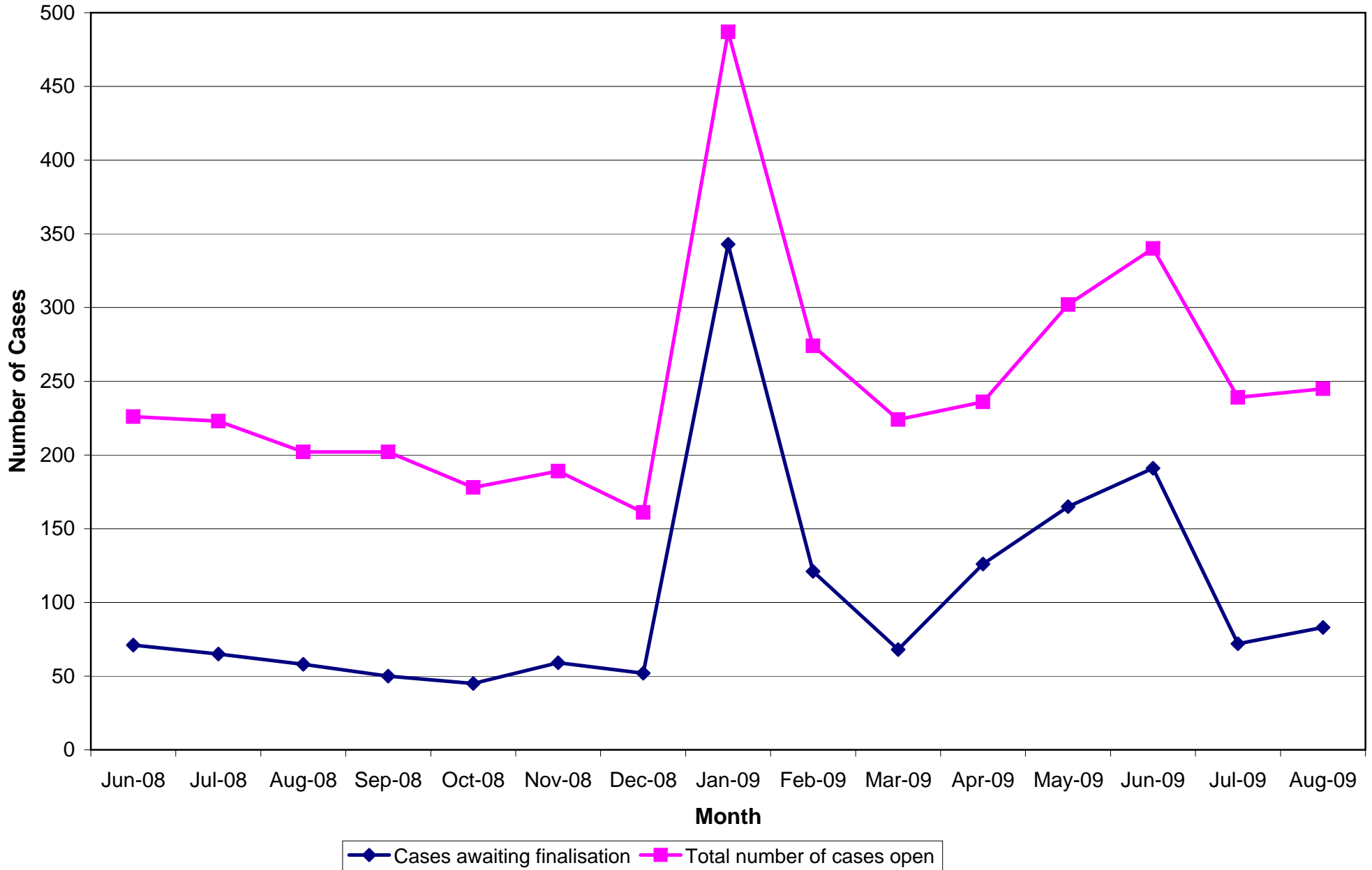
8 Recommendation

- 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			
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	63	65	89	137	165	302
June-09	202	124	84	153	149	191	340
July-09	168	114	92	1100	167	72	239
August-09	126	78	65	129	162	83	245

Caseload Statistics



Proportion of cases awaiting finalisation

	Cases awaiting finalisation	Total number of cases open	Cases awaiting finalisation as % of cases open
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-09	126	236	53%
May-09	165	302	55%
June-09	191	340	56%
July-09	72	239	30%
August-09	83	245	34%