
Secretariat memorandum

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Agenda item 5
CA029
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Actions taken

1 Purpose of report

- 1.1 To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter pertaining to this committee.

2 Recommendation

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

3 Information

- 3.1 The table attached at Annex A contains a list of actions taken for information. Details of specific actions may be requested via the listed contact.

4 Casework Software Procurement

- 4.1 The new casework software went live in October 2009. The “go live” revealed that there were a number of issues that required further investigation and modification which required resolution from the account manager and IT support. Therefore liaison with the account manager and IT support have continued over the period.

5 Equalities and inclusion implications

- 5.1 This report poses no specific equalities and inclusion implications for London TravelWatch.

6 Legal powers and financial implications

- 6.1 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.

6.2 No specific financial implications for London TravelWatch arise from this report.

Annex A – Consumer Affairs Action Taken CA029

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Eurostar complaint handling	Meeting with Traveller Care Team about complaint handling	Introduction to key members of staff and discussion about recent cases and complaints policy	Director, Public Liaison; Mike Spittles and Margaret Croucher	27.11.09
Freedom of Information	Meeting with GLA regarding FOI request on legal advice		Director, Public Liaison	7.12.09
First Great Western	Site visit of Paddington Station	Discussion regarding crowding issues and controls on interchange between suburban platforms and the Hammersmith & City and Circle Line eastbound platforms	Chief Executive; Director, Public Liaison and Director, Research & Development	10.12.09
Eurostar enquiry	Meeting with Seth Williams and Nick Mercer from Eurostar	Discussion on issues arising from the failure of trains in the Channel Tunnel prior to Christmas	Chief Executive and Director, Public Liaison	7.1.10
Eurostar enquiry	Meeting with Christopher Garnett (appointed to lead independent inquiry)	Discussion on issues arising from the failure of trains in the Channel Tunnel prior to Christmas including signage issues at St Pancras	Chief Executive and Director, Public Liaison	13.1.10
Casework Manager interviews	Interview of candidates		Chief Executive; Director, Public Liaison and Director, Personnel & Finance	15.1.10
Casework Officer interviews	Interview of candidates		Director, Public Liaison and Director, Personnel & Finance	22.1.10