
Secretariat memorandum

Agenda item : 6
CA030
Drafted 22.1.10

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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 November and December 2009.

2 Introduction

- 2.1 The new database went live on 1st October, but we decided where possible to close those cases that were received prior to that date on the old database. As of 22 January 2010, 20 cases remain open on the old database. We aim to have either closed or migrate these cases over to the new database by the end of the month.
- 2.2 Members of the casework team are therefore now primarily concentrating on using the new database. As part of this change, we have made a minor modification to our case types to better describe how we deal with each case and also it is clear what stage each cases is at (see Annex A).
- 2.3 The transition to the new database has involved a significant commitment in staff and contractor time in order to resolve user issues. Resolving these issues has been the main priority followed by migration which needs to be completed this month. Further work will be necessary in the months and weeks ahead ensuring that a suite of reports is available for monitoring purposes.
- 2.4 Staffing resources have continued to be stretched due to sickness problems and annual leave commitments. However, recruitment has now been completed for the new Casework Manager and Casework Officer.

3 Performance

- 3.1 As at 22 January 2010, the number of cases open on the system was 190. Of these, 100 were awaiting an operators' response.

- 3.2 During November, we received 86 cases which we took up as appeals and in a further 114 cases where we responded direct. We received 2 members' enquiries, 744 enquiries and 157 initial cases.
- 3.3 During December, we received 63 cases which we took up as appeals and in a further 72 cases where we responded direct. We received 3 officers' enquiries, 684 enquiries and 129 initial cases.

4 Equalities and inclusion implications

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

5 Legal powers and financial implications

- 5.1 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.

6 Financial implications

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

7 Recommendation

- 7.1 That the report is received for information.

Annex A: Case Types and Stages

Case Type	Explanation
Appeals	Cases we take up on behalf of the complainant. We refer these to the appropriate operator(s) and consider the response we receive from them.
Consultation	Cases that are subject to consultation. For example, cases received as part of the proposed changes to booking office hours by First Capital Connect where we would respond once a Board decision has been made.
Direct cases	Cases where we respond directly to a complaint, without going to the operator, either because we know the answer, have already got an agreed policy on the issue or we have no remit e.g. penalty fare cases which have followed the correct procedure.
Enquiries	These are requests for information, and are dealt with primarily by telephone. For many enquiries, we act as a signpost informing complainants who the most appropriate operator is to deal with their complaint or request for information or to register a lost property request.
Initials	Cases which have not yet been dealt with by the appropriate transport company. We pass to the appropriate operator and inform the complainant that we have done so
Members	Cases raised on behalf of London TravelWatch members
Officers	Cases raised on behalf of London TravelWatch officers

Case Stage	Explanation
Awaiting operators' response	Cases which are awaiting a response from the operator
Awaiting referral	New cases which await referral
Awaiting response from complainant	A request for further information has been sent to the complainant
Case Received	New cases awaiting action.
Escalated	Cases which have been escalated to a higher level with an operator, to a regulatory body or to a committee
Under Consideration	Direct cases awaiting a response or appeal cases where an operators' response has been received
Blank	Cases requiring classification

Annex B: Casework Totals as of 22 January 2010

Count of Case Type	Case Type								Grand Total
Case Stage	Appeal	Consultation	Direct	Enquiry	Initial	Member	Officer		Grand Total
Awaiting operators' response	89		3	2	4		2		100
Awaiting referral	26			1	1				28
Awaiting response from complainant	13			1	2				16
Case Received	4		9	8	5				26
Escalated	3								3
Under Consideration (blank)	7		3	2	3				15
	2								2
Grand Total	144	0	15	14	15	0	2		190