
Secretariat memorandum

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Agenda item: 6

CA061

Drafted: 10.11.10

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. Ongoing meetings with contractors regarding support issues for the Casework database are not included in the table.

4 Equalities and inclusion implications

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

5 Financial implications

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

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.

Annex A – Consumer Affairs Action Taken CA061

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with London Midland	Meeting with Mike Hodson	Quarterly meeting	Chief Executive, Director R&D, Senior Policy Officer	6.9.10
Meeting with c2c	Meeting with Julian Drury, Managing Director	Quarterly meeting	Chair, Chief Executive, Director R&D, Senior Policy Officer	7.9.10
Meeting with South West Trains	Meeting with Andy Pitt, Managing Director	Quarterly meeting	Chief Executive, Director R&D, Senior Policy Officer	16.9.10
Meeting with London Underground	Meeting with Mike Brown	Quarterly meeting	Chair, Chief Executive, Senior Policy Officer	30.9.10
Meeting with Transport for London Communications	Meeting with Vernon Everitt and other relevant communications staff	Quarterly meeting	Chair, Chief Executive, Senior Policy Officer, Communications Officer	7.10.10
Meeting with First Capital Connect	Meeting with Neal Lawson	Quarterly meeting	Director R&D, Senior Policy Officer	12.10.10
LOROL Customer Charter Review	Meeting with Alan Hobson	To discuss revised Passenger Charter	Director of Public Liaison	13.10.10
European Rail Policy Forum	Meeting with DfT	Update on the progress of European legislation	Director of Public Liaison	19.10.10
Meeting with Association of Train Operating Companies	Meeting with Michael Roberts and Peter Twigg	Regular meeting	Chief Executive, Director R&D	22.10.10
Transport for London	Meeting with Andrew Chillingsworth and Nick Farrow	Regular meeting to discuss difficult cases and issues	All Casework Team and Director of Public Liaison	20.10.10

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with Department for Transport	Meeting with Mike Mitchell and Mike Ainsworth	Regular meeting	Chair, Chief Executive, Director R&D	26.10.10
Meeting with First Capital Connect	Meeting with Lee Millard and Mark Smith	Regular Meeting	Casework Manager	29.10.10
Department for Transport Stakeholder Workshop on the re-cast of the First Railway Package		Meeting to discuss issues arising from liberalisation of the railway network across the EU	Director of Public Liaison	29.10.10
Meeting with First Capital Connect	Meeting with Lee Millard and Mark Smith	Conclusion of previous meeting	Casework Manager	04.11.10
Meeting of passenger rights enforcement and complaint handling bodies	Meeting with Ms Kuneva, special adviser on passenger rights to EU Vice President Kallas	Meeting to discuss progress on passenger rights and outstanding issues	Chief Executive Director of Public Liaison	07.11.10