
Secretariat memorandum

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Agenda item: 6
LTW 379
Drafted: 04.04.11

Matters arising

1 Purpose of report

- 1.1. To record responses to or further information received on matters arising from previous meetings.

2 Recommendation

- 2.1. That the report is received for information

3 Information

- 3.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Financial implications

- 5.1. None – report is for information only.

6 Legal powers

- 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 the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

LTW 379 Annex A: Matters arising from previous London TravelWatch meetings

Key: Completed items are marked **Complete** All other items are ongoing.

Complete table of matters arising

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
1	25.05.10, 28.09.10, 09.11.10 01.02.11 22.03.11	12, 6, 11, 6.1, 6.1	To provide an update on the bus surgeries – future plans, progress, etc	London TravelWatch	Communications Officer	Newham took place successfully on 24.03.11. Kingston surgery details to be confirmed.	In progress
2	06.07.10, 09.11.10	4, 11	To further investigate the publishing of complaints data.	TfL	Committee Services	The first period of data to be subject to new reporting method will begin mid-November. The findings will be available for London TravelWatch's confidential review by the May Board meeting.	In progress
3	28.09.10 01.02.11	5.2 6.2	To continue to maintain pressure on the Mayor to ensure that access to healthcare is regarded as an important element of transport proposals.	London TravelWatch	Director, Research and Development Chair	Chair to write to Mayor of London to emphasise importance of access to healthcare. Chair to write to Ministers of Transport and Health on access to healthcare in light of healthcare restructuring, seeking a meeting with both departments together. The Policy Officer, Streets & Surface Transport, is seeking a meeting with the new TfL lead on health and will raise this issue.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
4	28.9.10, 09.11.10 22.03.11	6 11 6.2	On statistics showing take-up of Job Seeker's Allowance-related concessionary fares by borough: 1) to investigate why take-up appears to be lower than anticipated; 2) to find out what efforts have been made to promote the scheme; and 3) to ask why the scheme does not apply to London Underground.	London TravelWatch	Chair	Chair to write to London Councils to request greater promotion of the scheme. A Parliamentary question was raised by Teresa Pearce MP and the answer is appended to this report. London TravelWatch has obtained uptake figures by borough and a media strategy for promoting this issue is being drafted.	In progress
5	09.11.10	7	To agree a programme of action for taking forward the findings of the Station Standards report.	London TravelWatch	Director, Research and Development	A meeting took place on 04.04.11 with Jane Ellison, MP for Battersea, in relation to Clapham Junction station, and promotion of the report within Parliament. Response to Network Rail Stations RUS consultation being prepared. Report also being shared with bidders for Greater Anglia franchise	Complete
6	01.02.11	7	To contact David Brown's office for a response in relation to the issue of motorcycles in bus lanes.	London TravelWatch	Streets and Surface Transport Policy Officer	TfL have failed to supply the requested information. A report to conclude this work will go to the Transport Services committee.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
7	01.02.11	9	To present London TravelWatch's findings on the draft development plan for the Chiltern route to Assembly members and to facilitate a meeting between Network Rail, Chiltern Railways and Transport for London to discuss the issues raised in the RUS.	London TravelWatch	Director, Research & Development	London TravelWatch's consultation on this issue has now closed and around a dozen interested parties made submissions. This matter will be considered at a future Transport Services committee.	In progress
8	01.02.11	13	To commission research on incomplete journeys on Oyster.	London TravelWatch	Director, Research & Development	This item will be considered in detail at the Consumer Affairs committee on 15.06.11.	Complete
9	22.03.11	6.4	To put statement on London TravelWatch website about how to obtain user-friendly version of Oyster statement of journey history.	London TravelWatch	Communications Officer	The information has been put on the London TravelWatch website.	Complete
10	22.03.11	6.5	To encourage train operators to apply a light touch to enforcing Oyster Extension Permits between now and their formal withdrawal at the end of May 2011	London TravelWatch	Director, Public Liaison	This was raised at a meeting with the Association of Train Operating Companies.	Complete
11	22.03.11	11	To submit a holding objection regarding the proposed change of opening hours for the booking office at Apsley station.	London TravelWatch	Director, Research & Development	The holding objection was submitted. London Midland's response was unsatisfactory in that it did not address London TravelWatch's substantive concerns therefore the objection has not been lifted.	Complete

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
12	22.03.11	11	To register London TravelWatch's concern about London Midland's proposal to install new card-only (no cash) ticket vending machines at its stations.	London TravelWatch	Director, Research & Development	This is a significant issue and London TravelWatch's policy and media strategy are currently being finalised. The Director, Research & Development, has raised this issue with the Department for Transport, the Office of the Rail Regulator and the Association of Train Operating Companies.	In progress
13	22.03.11	12	To report on redress when pedestrians trip or fall on pavements on the TLRN and on the likely condition of pavements in future. To research further the systems for reporting problems within TfL, including whether reference numbers were issued. To consider whether there should be more information on the London TravelWatch website about this issue.	London TravelWatch	Streets & Surface Transport Policy Officer	A meeting with TfL streets maintenance officers is being pursued to discuss these issues.	In progress
14	22.03.11	13	To research proposed alterations to the Metropolitan line.	London TravelWatch	Director, Research & Development	Information on this issue has been received and been circulated to the interested member.	Complete

LTW 379 Annex B: Parliamentary question in relation to take-up of Job Seeker's Allowance concessionary fares scheme

Teresa Pearce: To ask the Secretary of State for Work and Pensions what discussions his Department has had with Transport for London on the promotion of discounted public transport fares for people in receipt of jobseeker's allowance. [44670]

9 Mar 2011

Chris Grayling: The administration of Jobcentre Plus is a matter for the Chief Executive of Jobcentre Plus, Darra Singh. I have asked him to provide the hon. Member with the information requested.

Letter from Darra Singh:

The Secretary of State has asked me to reply to your questions about what discussions our Department has had with Transport for London (TfL) on the promotion of discounted public transport fares for people in receipt of Jobseeker's Allowance (JSA). This is something that falls within the responsibilities delegated to me as Chief Executive of Jobcentre Plus.

TfL provides discounted fares for customers claiming JSA, by providing them with a card giving them a 50% discount on buses and trams.

It is available across London and promoted through Jobcentre Plus offices at Fortnightly Job Reviews, Adviser interviews and other appropriate opportunities. Programme Providers are also aware of and promote take up of the scheme.

To be eligible for the card, customers must have been receiving JSA for a minimum of 13 weeks. At this point Jobcentre Plus issues application forms which customers can take to their local post office to receive the discount card.

This has been a very successful scheme since its introduction in April 2009. By March this year over 173,000 cards had been issued to JSA customers.

Teresa Pearce: To ask the Secretary of State for Work and Pensions what information his Department holds on the availability of discounts for bus, train or tram fares provided to recipients of jobseeker's allowance for the purposes of encouraging them to apply for jobs outside their immediate locality. [44671]

Chris Grayling: The administration of Jobcentre Plus is a matter for the Chief Executive of Jobcentre Plus, Darra Singh. I have asked him to provide the hon. Member with the information requested.

Letter from Darra Singh:

To ask the Secretary of State for Work and Pensions what information his Department holds on the availability of discounts for bus, train or tram fares provided to recipients of Jobseeker's Allowance for the purposes of encouraging them to apply for jobs outside their immediate locality. This is something that falls within the responsibilities delegated to me as Chief Executive of Jobcentre Plus.

Jobcentre Plus has a partnership agreement with the Association of Train Operating Companies, which offers a 50% discount on rail travel in England and Wales to Jobcentre Plus customers who are seeking work or have entered the various New Deal Programmes for lone parents and disadvantaged groups. This agreement has been in place for the last 13 years and has helped a wide range of customers with travel costs. A similar scheme is also in place in Scotland via Scot Rail.

More locally, other schemes are available such as discounted fares through Oyster Card in London and Centro Partnership in the West Midlands, both of which allow multi use of the card on rail and bus travel. In terms of travel by bus, there is no national agreement, but advisers will signpost people to schemes available locally.

For those wishing to consider employment outside their immediate locality, we currently have the Travel to Interview Scheme, which helps with the cost of attending interviews considered to be outside the local travel to work area. The scheme does not have a large annual budget, so careful management is required to ensure it helps as many customers as possible each year. In doing so, advisers make awards, taking into account individual circumstances and factors which include making sure the applicant has an established claim to a qualifying benefit, the availability of jobs locally, the distance involved in attending the interview in question and what is considered to be the local travel to work area. Customers must apply for help before attending an interview to check entitlement.

In delivering a more personalised service from April this year, we are providing District Managers with a flexible support fund, which will subsume a number of current discretionary funds, including the Travel to Interview Scheme. This new fund will be used directly and in partnership with other local organisations to tailor services to individual and local need. Where appropriate, this will include support for people who are looking to travel further a field to look for and take-up work.