

Board meeting

15 June 2021

LONDON
TRAVELWATCH

Casework report – Paper 2

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Agenda item: 7

LTW653

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Spotlight on London TravelWatch casework

The casework reports are usually written at the end of each quarter with one report covering both London TravelWatch and Transport Focus. This means that the statistics will be comparable with previous quarters in previous years. The most recent report covering Jan to March 2021 has been included with the board papers.

As this Board meeting falls short of the end of quarter four this report is for 1 April to 31 May and allows the opportunity to focus only on London TravelWatch casework.

Casework and appeals

The number of appeals received by London TravelWatch has reduced and is unlikely to recover in the short term. The reason for this is passengers approach London TravelWatch for help if they are unsatisfied with the response or outcome they have received from the operator. This is usually between four and eight weeks after the journey, which drove their complaint, was made. The team have handled 82 contacts from London's passengers in April and May of this year.

The casework team continue to record the complexity of cases being received and the time taken to handle them. Any down time they have is being used to check the contact details at operators and organise stakeholder engagement meeting with operators – something that slips during busy times. Options to record the amount of time spent on each case is being explored. This will give a much better understanding of future resource requirements and provide possibility for further streamlining of the appeal function.

Eurostar

Unsurprisingly the number of contacts is much reduced at this time and we have received only six appeals in the previous two months.

Transport for London

Penalty charge notices which are issued for unpaid congestion charge or other road issues – such as driving in a bus lane continue to be higher than pre- covid. This may be indicative of more people driving or that people who didn't usually drive, are now doing so more frequently but the numbers of appeals received are still quite low.

Numbers of appeals received

In April and May 2021 London TravelWatch received 82 contacts of which 48 were appeals.

Outcomes

Only 4 cases resulted in unsuccessful outcomes in April and May 2021.

An example of types of cases received



13 of TfL complaints were about Penalty Charge Notices or non payment of the Congestion Charge



4 complaints related to Oyster or contactless payment cards



6 cases from Eurostar passengers. Most complaints are about refunds.



8 complaints related to buses such as not stopping or complaint to TfL not answered.

Complaints received



4 of TfL appeals where from users of the Underground.



5 complaints received from rail passengers

Recommendations

The Board is asked to note this report.