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## Casework report

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LTW679  
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### Spotlight on London TravelWatch casework

#### Overview

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.

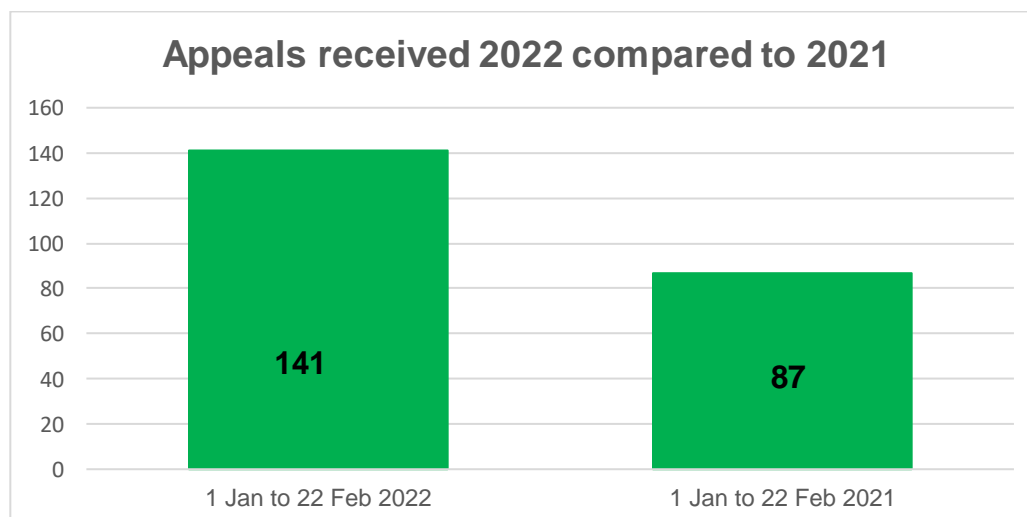
As this Board meeting falls short of the end of quarter four, this report is for 1 January to 22 February 2022 and focuses only on London TravelWatch casework.

#### Staff

Fayza returned from maternity leave at the beginning of January and provided a much needed boost to resources. Fayza has worked in the casework team for many years and also manages Freedom of Information (FOI) and DAR requests on behalf of both London TravelWatch and Transport Focus.

#### Casework and appeals

In quarter three – October to December 2021, the casework team received a sudden uplift in appeals. Although an increase was expected, the volume received was not. This is particularly notable when comparing 1 January to February 2022 appeals received to the same dates in 2021.



The casework team continue to record the complexity of cases being received and the time taken to handle them, with some cases taking many hours to investigate and provide a satisfactory outcome.

### **Making improvements**

Next week, a satisfaction survey will be sent to people whose appeals have recently closed with both London TravelWatch and Transport Focus. The survey is a simple Google form with 11 questions. If there is a consistently high number of returns, we may look at embedding the survey in the CRM system. Alternatively, if the number of returns are consistently low and therefore not giving us any real information, we will investigate other options.

Last year, we introduced a 'Managing Expectations' document to be sent to everyone who appeals to us. This has given us the opportunity to manage passengers' expectations at the outset.

### **Eurostar**

Unsurprisingly, as people start to move about more, we are having a higher number of contacts from Eurostar passengers. The complaints are of the more usual type seen before the pandemic and, at this time, there is no particular area that demonstrates a potential trend.

### **Transport for London**

As with Eurostar, TfL appeals have reverted back to the usual case types such as delays, staff complaints and bus issues. TfL have re-started their revenue protection again meaning that we are now receiving contacts on this subject which we have not seen since the start of the pandemic.

The issue of passengers not receiving their concessionary cards in Autumn of last year appears to have been resolved but we will be keeping an eye on this going forward.

### **Number of appeals received**

In January and (most of) February 2022 London TravelWatch received 247 contacts of which 141 were appeals.

## An example of types of cases received



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



29 complaints related to Oyster or contactless payment cards



37 cases were from Eurostar passengers. Most were out of our remit.



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

## Complaints received



7 of the TfL complaints where from users of the Underground.



20 complaints received from rail passengers



4 appeals from Santander cycle users

In addition to general casework the team also were successful in achieving positive change for the wider passenger group.

- Trainline changed their website to provide better information on digital Railcards
- TransPennine Express have changed incorrect information on their website about penalty fares.
- National Rail Enquiries updated their website to include information that the Heathrow Express line is closed Christmas and Boxing Day.
- Heathrow Express has removed ticket sales for Christmas and Boxing Day.