
Casework report

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Agenda item: 8
LTW687
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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.

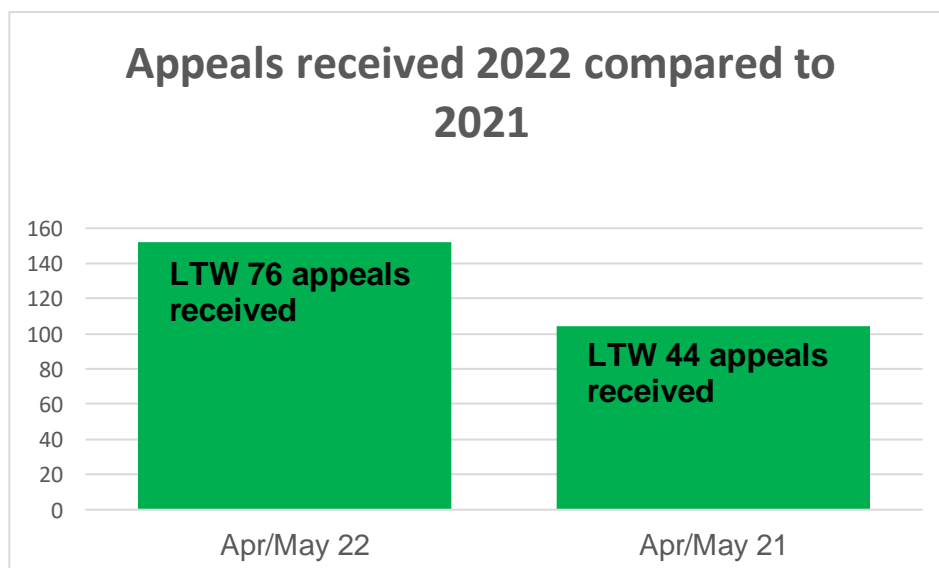
As this Board meeting falls short of the end of quarter four, this report is for 1 April to 30 May and focuses only on London TravelWatch casework.

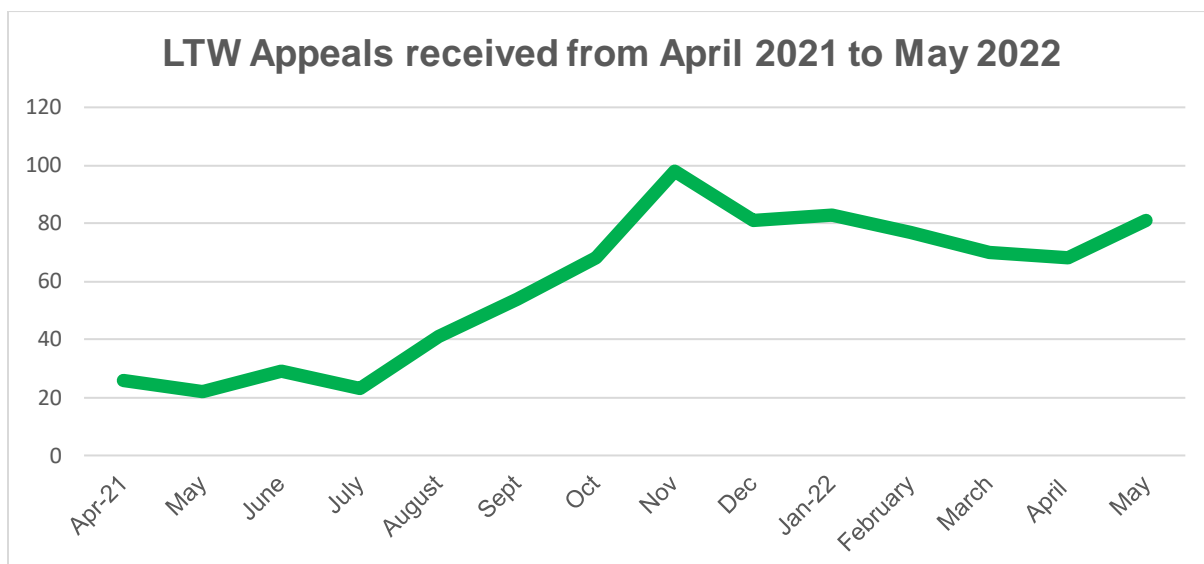
Staff

Fayza will leave for maternity leave on 17 June and we have a temporary staff member, Teni Adeoro starting in casework on 21 June.

Casework and appeals

London TravelWatch appeals received have dropped in number when compared to November 2021. When compared to the same time last year there is an uplift of 73% of appeals received – London TravelWatch only.





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

Transport Focus have carried out a review to assess the work of the London TravelWatch casework provision. We have not yet seen the review but welcome the opportunity to refresh casework and make improvements in the casework function for both Transport Focus and London TravelWatch.

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

The casework team have had some issues in getting timely responses from the Exec team at TfL. The Head of Casework has raised the matter with the Contact Centre Manager at TfL who is aware of the issue and had advised that they are having recruitment difficulties, but he has reminded his team that London TravelWatch appeals are a priority and should be treated as such. London TravelWatch does not have issue with the quality of responses once they are received.

Number of appeals received

In April to 30 May 2022 London TravelWatch received 284 contacts of which 76 were appeals. This number does not include Transport Focus cases.

An example of types of cases received



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



15 complaints related to Oyster or contactless payment cards



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



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

Complaints received



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



11 complaints received from rail passengers



2 appeals from Santander cycle users