

# Casework report

Q2 – LTW809

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# Overview

## Casework performance Q2 headlines

- The number of appeals received has increased for both London TravelWatch and Transport Focus.
- We resolved 273 cases for London TravelWatch and 178 for Transport Focus (227 and 177 in Q1).
- Case closure within 35 working days has improved to over 80% of appeals closed within this aim.
- Initial contact received in this quarter was primarily around penalty fares and penalty charge notices.
- As London TravelWatch is still the official appeal organisation for TfL modes and Eurostar, we have a higher rate of successful outcomes than that for Transport Focus.

## **What has happened in the industry that has impacted the CW team**

- Abusive and challenging behavior from passengers to Caseworkers on the phone
- Some rail operators are more willing to consider our appeals about PFN's than others.
- A sudden drop off in Dial a Ride appeals suggests that the efforts of TfL and new interim manager is working.
- Increase from London passengers concerned about obvious fare evasion

## **Other issues impacting the casework team**

- In August, the Rail Ombudsman brought in a new IT system. Initial teething issues have resulted in a back log of cases being transferred meaning the CW had an unexpected increase of cases to manage. All of these cases have been managed within SLA.
- We continue to have feedback from passengers who don't understand why we can't help.

## **What do we want Members to consider?**

The passenger is advised on two separate occasions of the limitations of the watchdogs. Should we consider adding an additional notification or accept that unhappy appellants may say this?

Please also provide feedback on this new style of report and indicate if there is a need for more detail or if its felt that some of the information contained could be removed in future reports

<b>Glossary of terms</b>	
<b>Appeal</b>	A complaint that has already been made to a transport provider or ticket retailer.
<b>Case</b>	Electronic file where all information from a passenger contact is held.
<b>Consultation</b>	The industry seeks to make changes and invites formal responses.
<b>Enquiry</b>	A passenger is asking questions directly of London TravelWatch, or Transport Focus, or other contacts that do not fall within the categories of appeals and initials.
<b>Initial</b>	The passenger has complained directly to London TravelWatch or Transport Focus before first approaching the transport provider or ticket retailer.
<b>Rail Ombudsman</b>	The alternative dispute resolution (ADR) provision for rail passengers in England, Scotland, and Wales. NB: Not all issues are considered in (within the) scope for (of) the Rail Ombudsman.
<b>Ticket retailers</b>	Sell rail tickets. but do not provide any form of transport.
<b>Foundever</b>	The current outsourced contact centre manages the telephone calls and first contacts. This provision is currently being market tested.

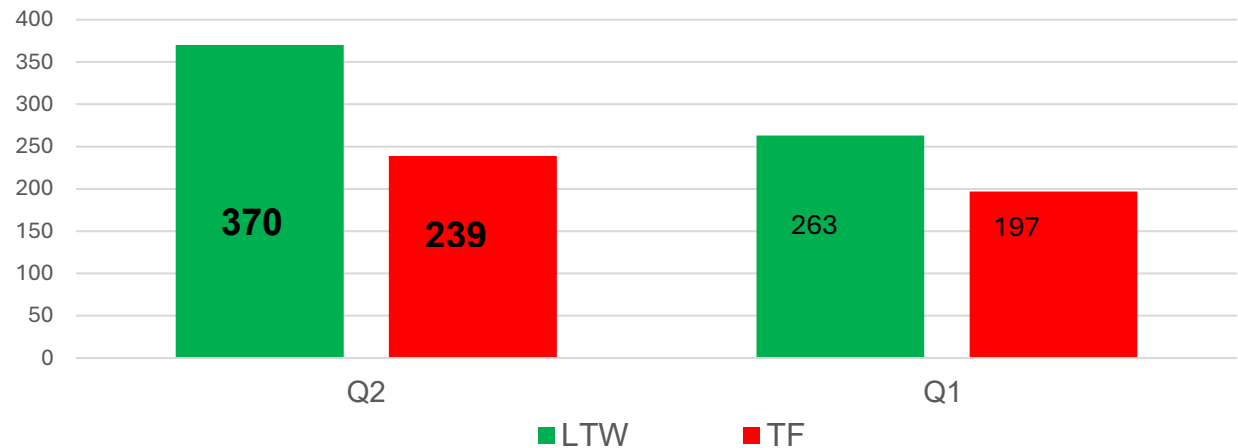
# Statistics and data

Q2

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# Appeals received recent and historic

Appeals received Q2 vs Q1



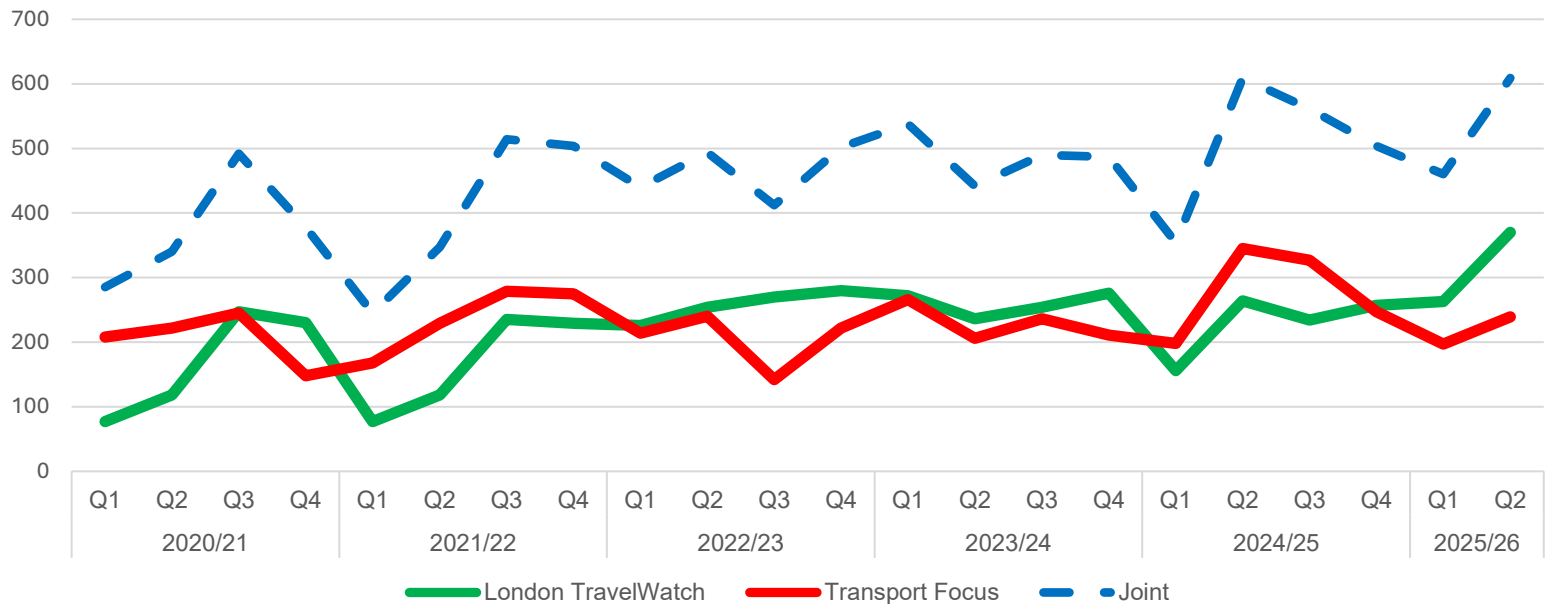
Both London TravelWatch and Transport Focus saw an increase in appeal contact in Q2 compared to Q1.

London TravelWatch saw a significant increase but this is common in Q2 as we see a higher number of contact about Eurostar during the summer holidays.



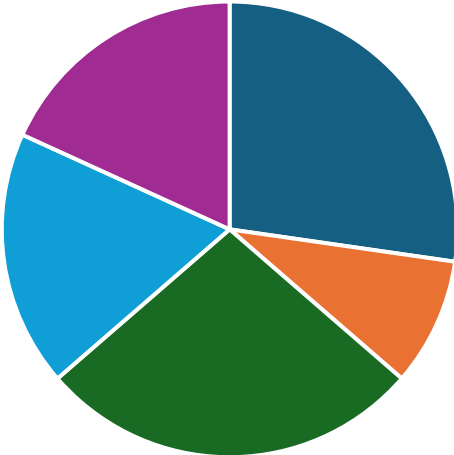
London TravelWatches received appeals have been rising since Q3 of last year although the last quarter is a marked increase.

Transport Focus appeals dropped when the Trainline moved its appeals function to the Rail Ombudsman in February 2025 but is slowly picking back up.

Appeals received from Q1 2020/21



# Transport Focus – resolved appeals. Top three TOCS

WMT – 24 appeals	Northern – 18 appeals	Cross Country – 9 appeals
<p>Case outcomes</p>  <ul style="list-style-type: none"><li>Information provided</li><li>No improved outcome</li><li>Not pursued by passenger</li><li>Not pursued by TF/LTW</li><li>Outcome improved</li></ul>	<p>Case outcomes</p>  <ul style="list-style-type: none"><li>Information provided</li><li>No improved outcome</li><li>Not pursued by passenger</li><li>Not pursued by TF/LTW</li><li>Outcome improved</li></ul>	<p>Case outcomes</p>  <ul style="list-style-type: none"><li>Information provided</li><li>Initial case</li><li>No improved outcome</li><li>Not pursued by TF/LTW</li><li>Outcome improved</li></ul>
<p>Over 80% of appeals are about penalty fares or other revenue protection.</p> <p>44% of appeals about revenue protection had an improved outcome.</p>	<p>74% of appeals are about penalty fares or other revenue protection. 14% are about accessibility.</p> <p>44% of appeals about revenue protection had an improved outcome.</p>	<p>36% of appeals are about penalty fares or other revenue protection. 27% about complaint handling and 14% are about quality on board.</p>

## Passenger survey response to a Transport Focus penalty fare appeal

Thank you very much for making my day. My sincere appreciation for supporting me to achieve a favourable outcome. I take this as a strong and last warning, and will do my level best to abide by the rules and regulations.

# Transport Focus case study and subject tracker

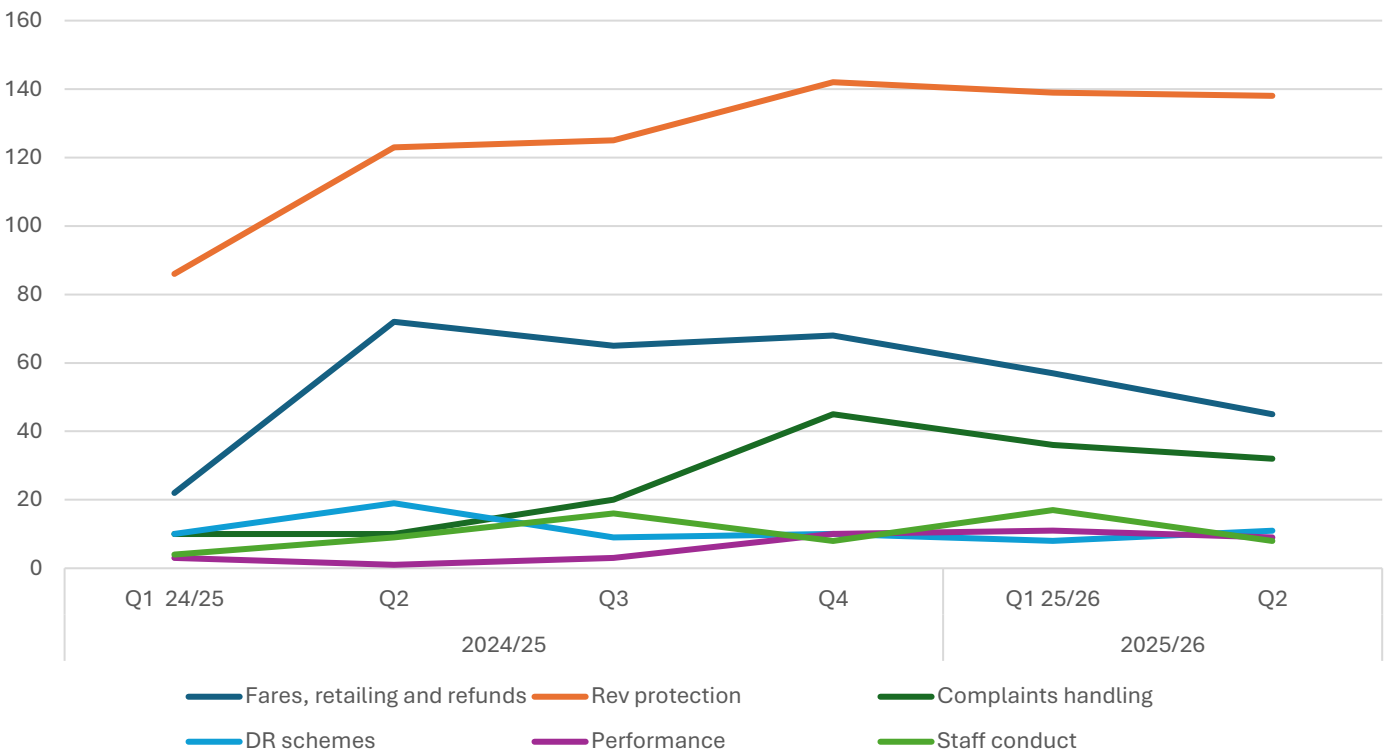
## Case study

Mrs A purchased a senior Railcard in November 2022. Since the purchase, Mrs A has suffered an illness causing her to become visually impaired. Mrs A is now in receipt of PIP and is registered on the visually impaired register. Mrs A request to exchange the Senior Railcard to a Disabled Railcard was declined and she was advised the only option would be to purchase a new railcard. But this would mean Mrs A would lose an entire years validity left on the current Senior Railcard.

We contacted the Railcard team aware of the terms and conditions but asked for these to be waived in light of the challenges Mrs A is coping with due to her change in circumstances.

Although the conditions of the Senior Railcard do not allow for refunds and it had been used for 26 months, the Railcard team understood the appeal and offered a £20 refund in vouchers to help with the cost of purchasing the Disabled Railcard.

## Transport Focus complaint subject tracker



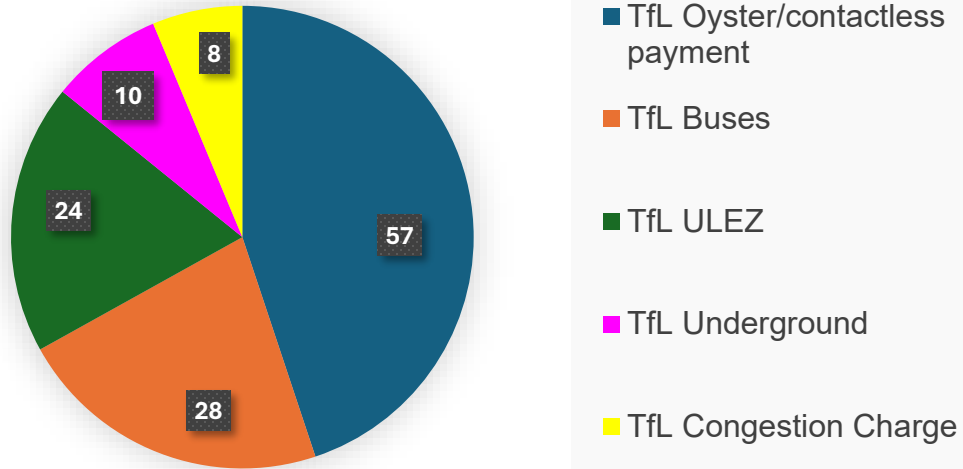
And the passenger said

*Thank you for contracting Railcards and for arguing our case upon our behalf, you managed to get some success, we do appreciate all the time and effort you put into a resolve!*

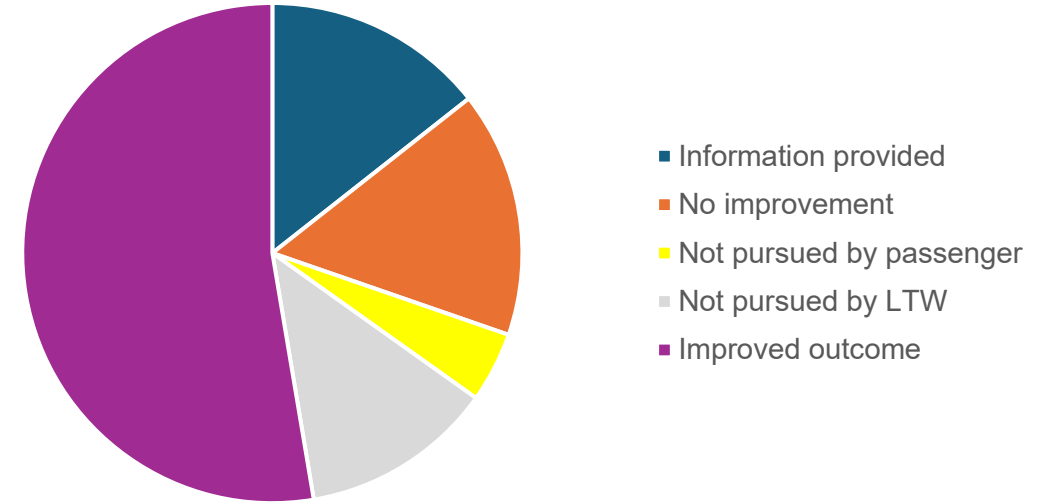


# TfL – appeal information

## Top 5 TfL appeals by mode



## TfL appeal outcomes



## TfL appeals

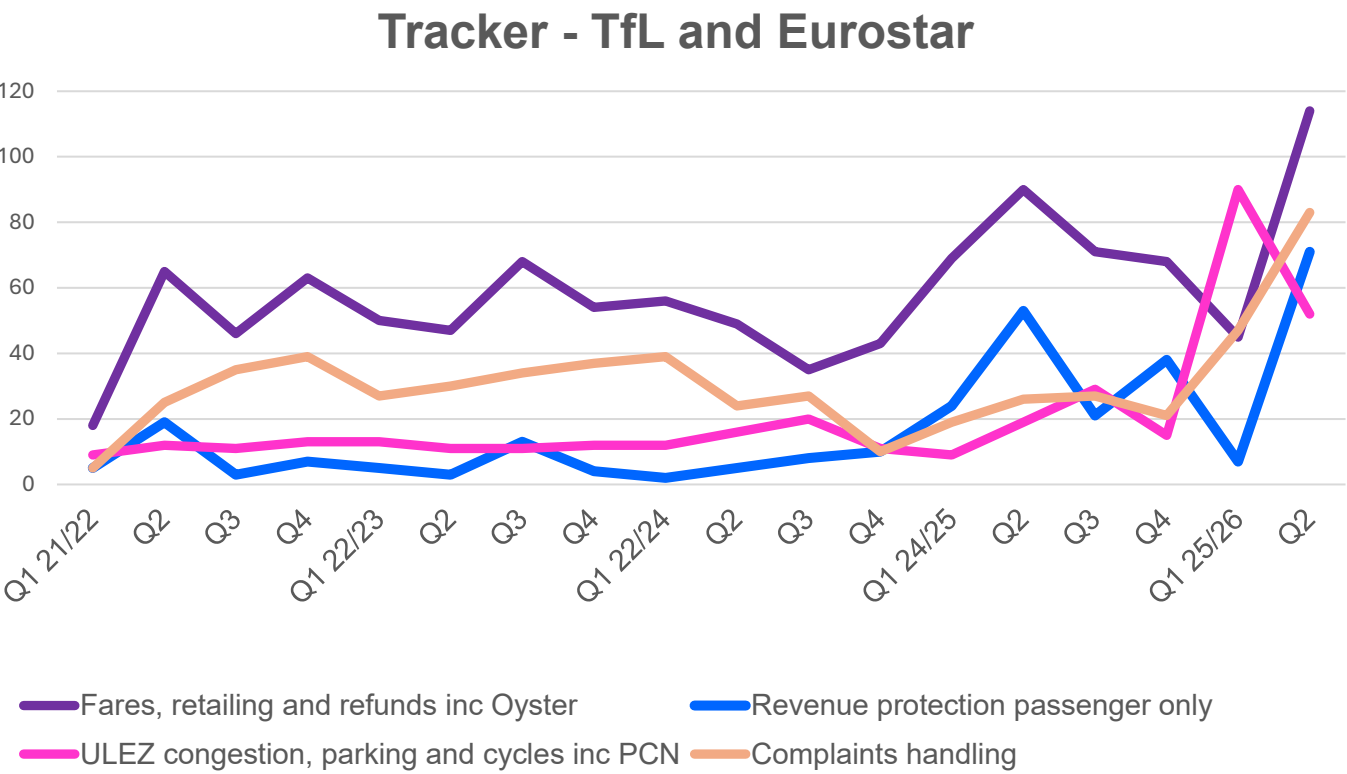
Oyster and contactless can be used for payment on all TfL modes plus many rail operators in the London area. It is therefore expected that appeals for these payment types would be higher.

Bus appeals were discussed in the September Board meeting.

## Passenger feedback

Thanks for reaching out. I really did not hold out much hope with this issue after all the time I spent on it talking with people back and fourth. I am really grateful you have been able to get this outcome for me. It goes to show how skilled and impactful you guys really are. Thank you so much

# TfL and Eurostar case study and tracker



## Note on Eurostar

There has been an uplift in appeals received about Eurostar. This is partly due to the number of service disruption in the past couple of months. And also, that passenger contact does increase during the holiday season.

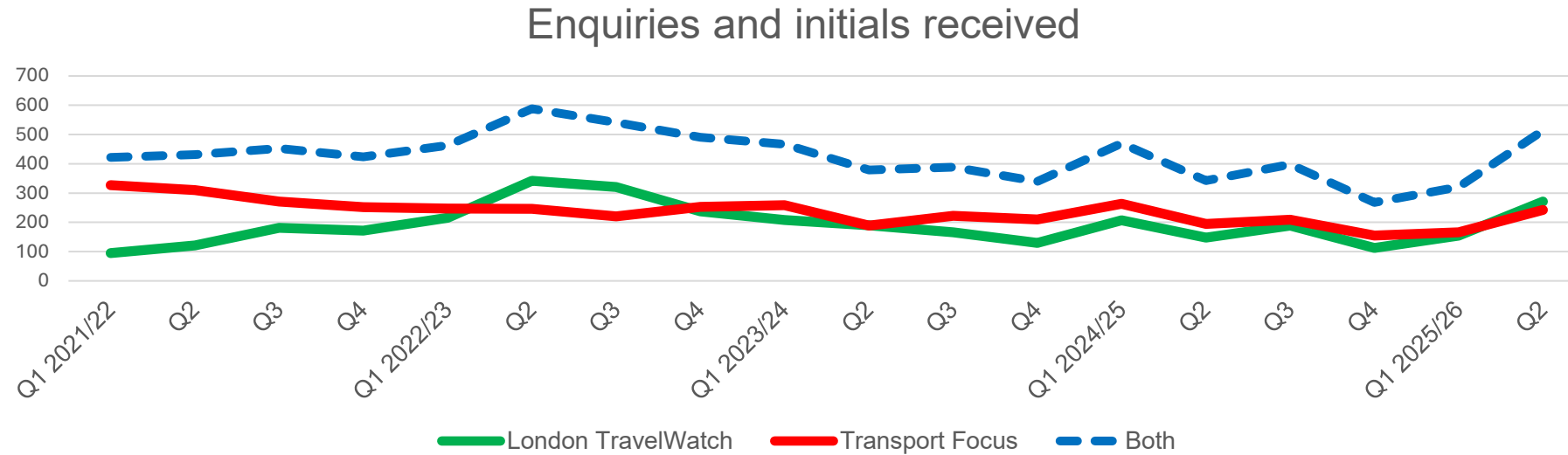
## Eurostar case example

Passengers had booked a direct service from London to Amsterdam with Eurostar. They experienced both a 2 hour delay prior to departure, and were then forced to travel from Brussels on a separate stopping service to Amsterdam. A refund for the affected leg was refused as the passenger travelled. London TravelWatch took up the case and asked Eurostar why there was a delay and why the passenger had not received a refund. Eurostar confirmed that there was an overhead power supply failure which forced pax's travelling to Rotterdam and Amsterdam to take domestic services from Brussels. They also confirmed a refund should have been offered.

## Passenger said

Sean,  
Thank you for achieving such a satisfactory, just, fair and swift outcome for us both; it really is very much appreciated.

# Initials and Enquiries



## London TravelWatch

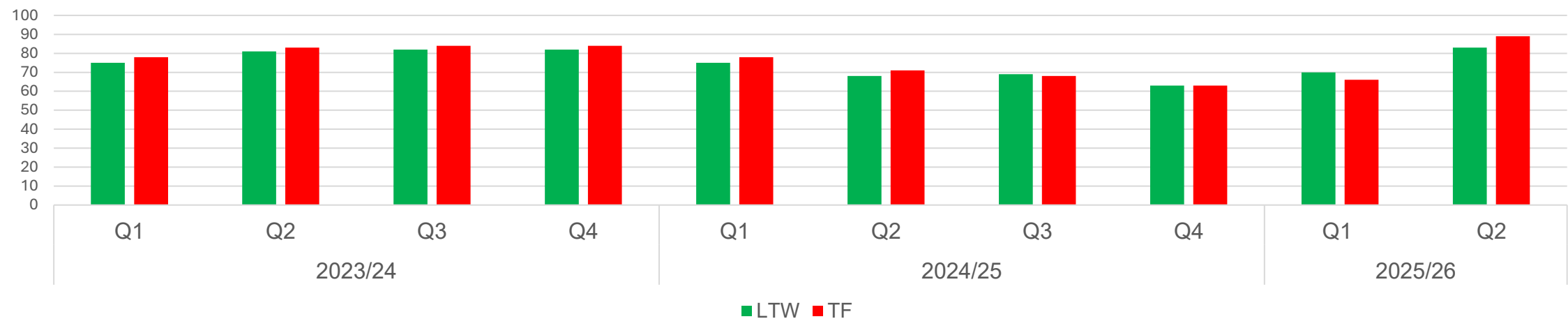
Contact was primarily around fares, penalty charge notices, penalty fare notices, staff (including bus driver complaint) and service performance.

## Transport Focus

Contact was focused on fares, penalty fares, provision of information or the lack of it and refunds.

# Casework performance and quality

Percentage of responses within 35 working days



## CW monthly checks

Monthly checks on Caseworkers case administration, challenges and passenger liaison have demonstrated that the team are performing well.

These checks are recorded each month and shared with Transport Focus.

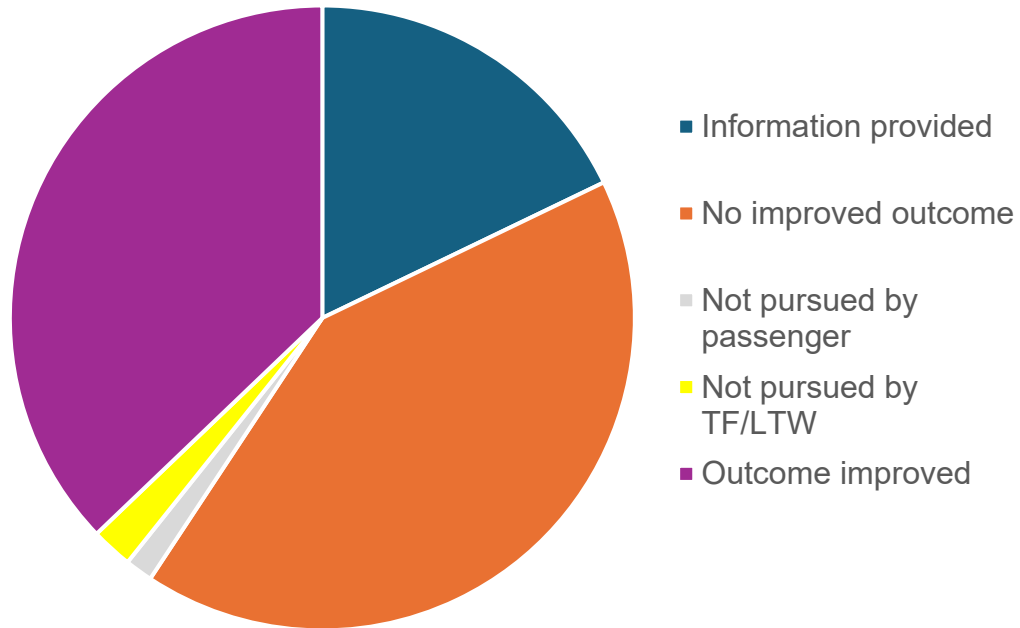
## Response time update

For the past year, cases closed within 35 working days had fallen. This can happen and performance usually recovers. As performance was not improving, this was investigated to find the reason.

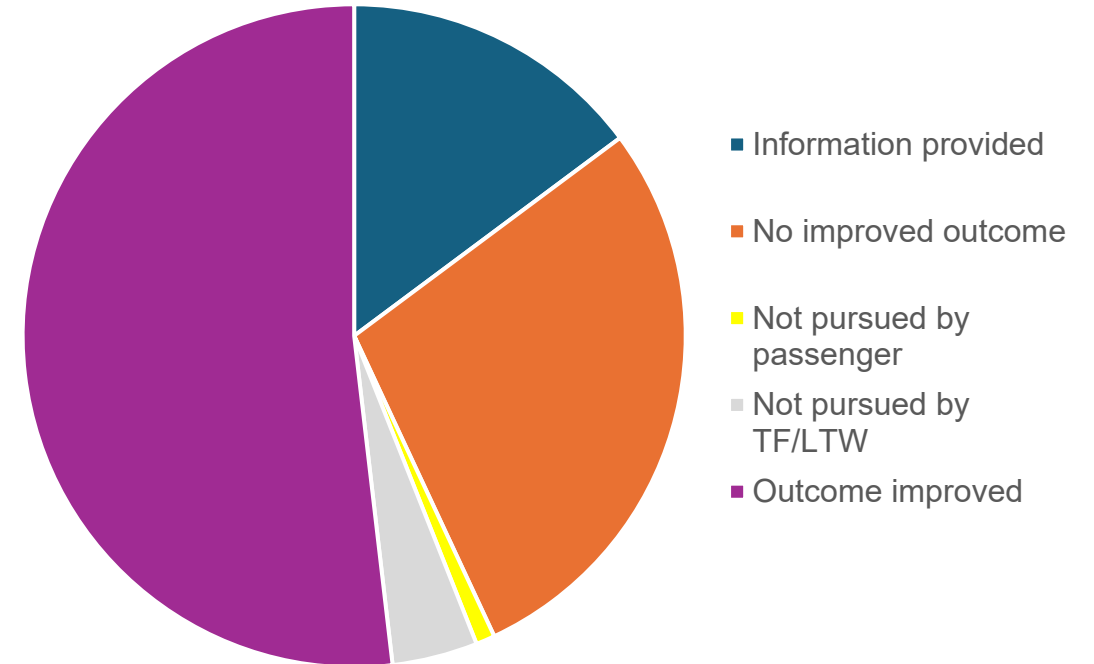
It appears that when sending surveys, Foundever had been reactivating cases when they didn't need to. This led to the case closed dates being changed and so providing inaccurate data in reports. The report has been amended and the percentage of appeals closed for both Watchdogs is over 80% within 35 working days.

# Appeal outcomes

Transport Focus appeal outcomes



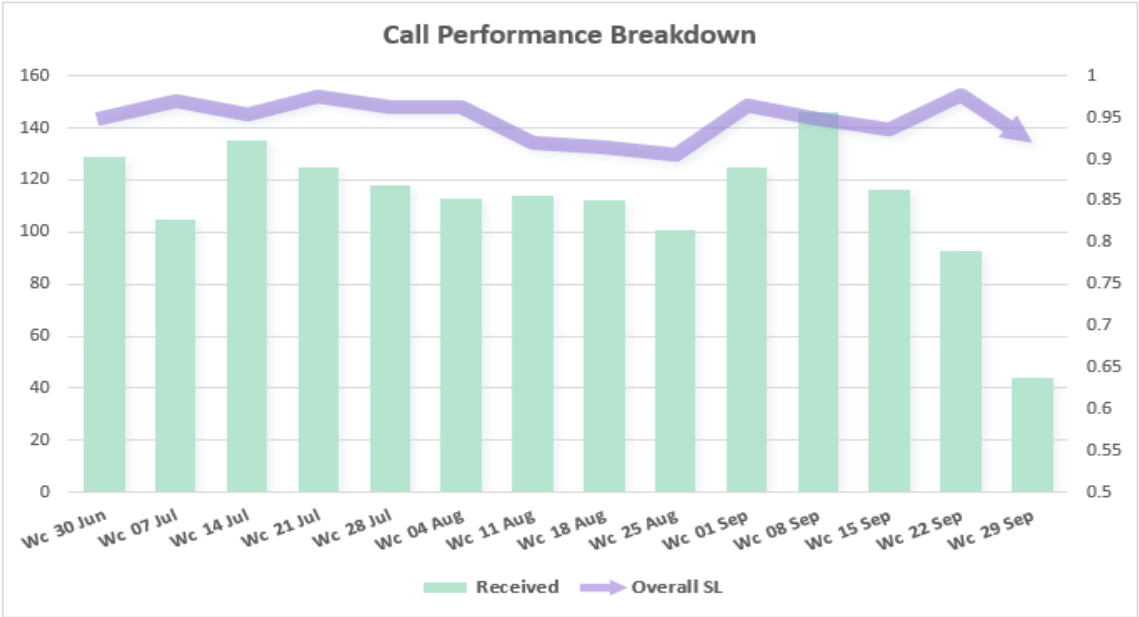
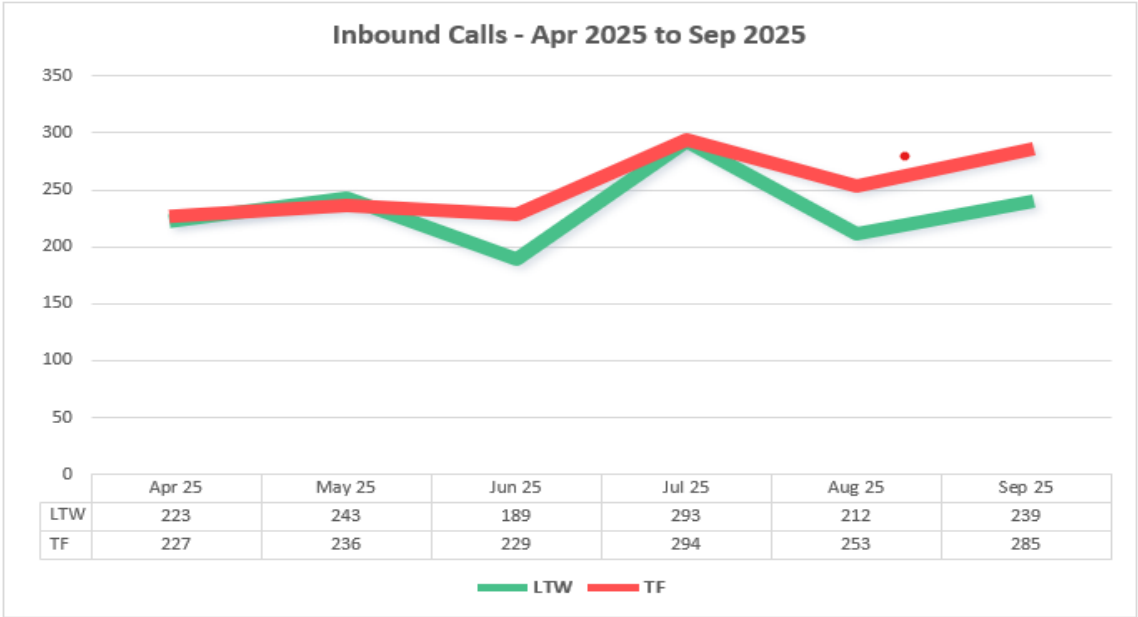
London TravelWatch appeal outcomes



London TravelWatch is still the appeals body for most of TfL and all of Eurostar. This means that we are the first and frequently only body who will assess passenger appeals.

Transport Focus mode is rail for which there is a Rail Ombudsman. The majority of appeals sent to Transport Focus are related to policy or have already been via the independent penalty fare appeal process.

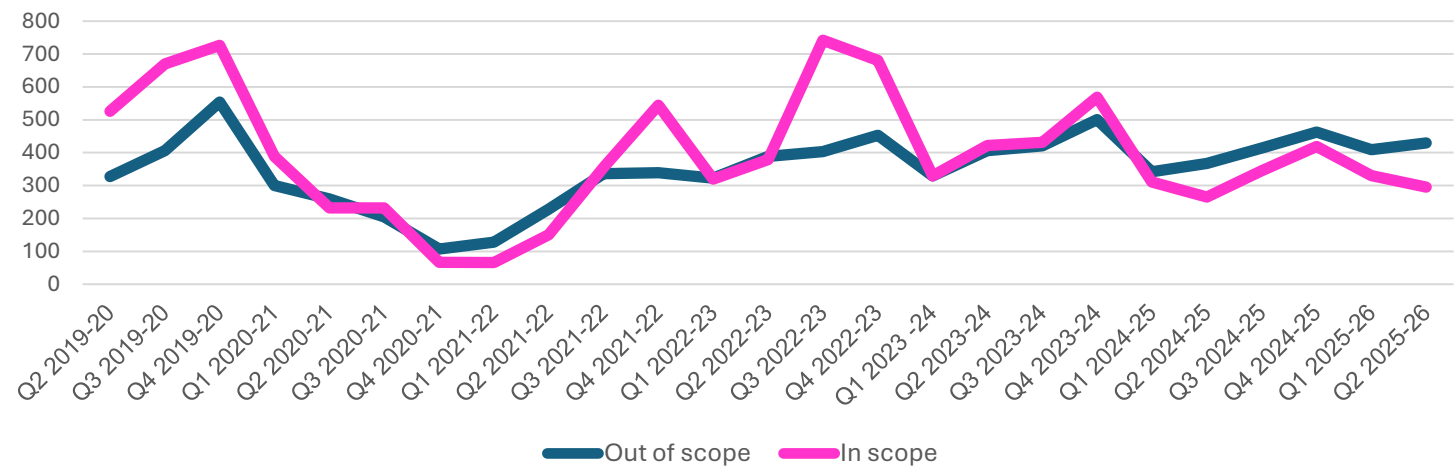
# Foundever (outsourced provider)



- A light increase in call volumes from Q1 to Q2.
- July shows peak of phone contacts came in July.
- TF call volumes slightly higher across the quarter than LTW and are primarily about the LNER pilot scheme, Railcards and TF’s survey payments
- Monthly management checks reveal no concerns in performance or standards.

# Rail Ombudsman appeals stats

Appeals received by the Rail Ombudsman



The Rail Ombudsman received 295 in scope cases in Q2.

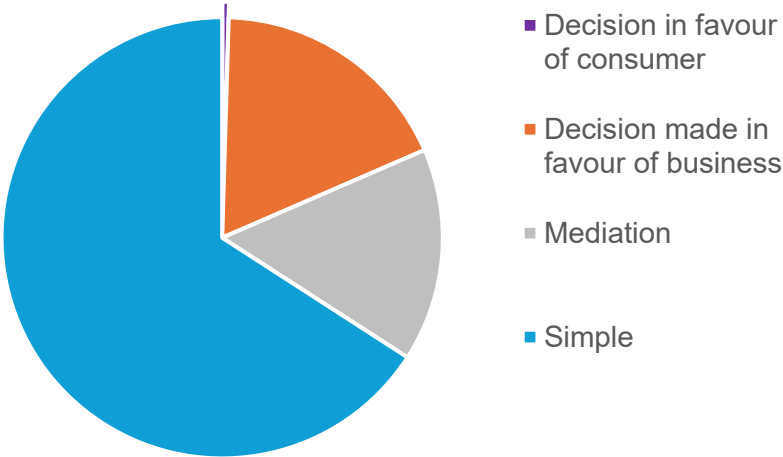
Of the 430 out of scope cases

- 18 were transferred to LTW
- 29 were transferred to TF

Rail Ombudsman resolved cases



Rail Ombudsman appeal outcomes



# Rail Ombudsman appeal information

The categories and TOCs most appealed about was

- Delay compensation schemes – Cross Country and AWC
- Service performance – Cross Country
- Quality on train – Cross Country

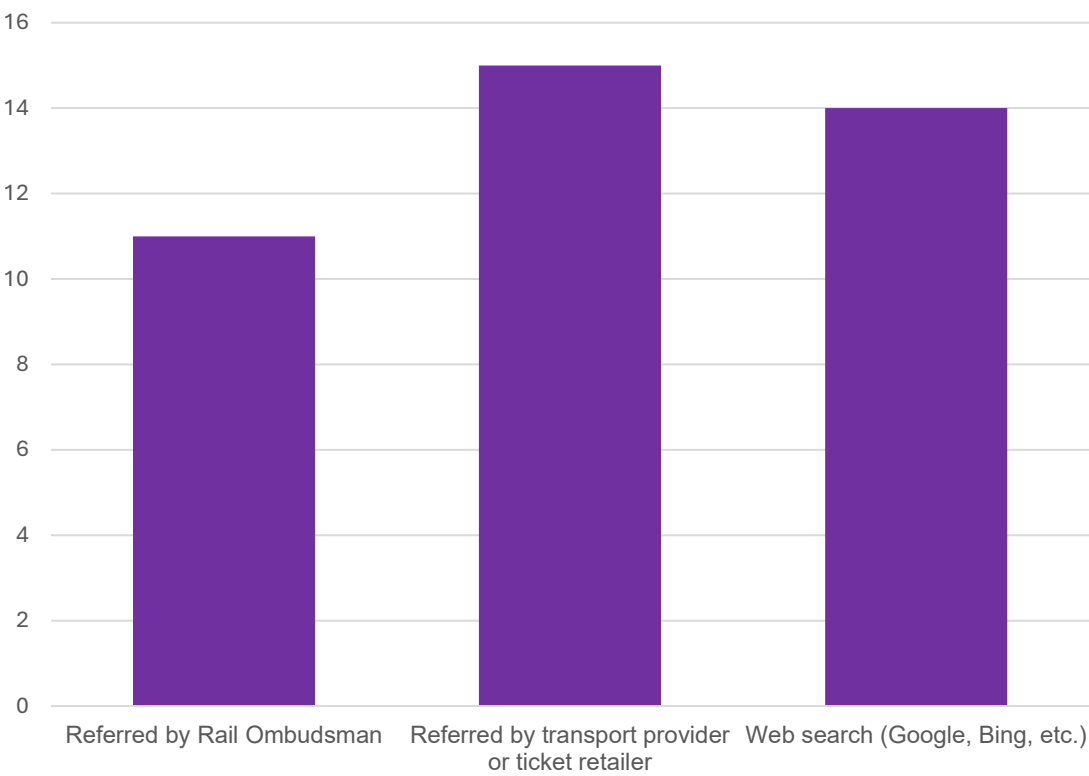
In addition, passengers have complained to the Rail Ombudsman about

- Availability of seating at Aberdeen and Paddington stations
- Availability of TVMs at Lewes, Glasgow, Warwick, Oxford, Capenhurst and Gatwick stations.
- Feeling unsafe on Cross Country, Scotrail and AWC – usually due to other passengers

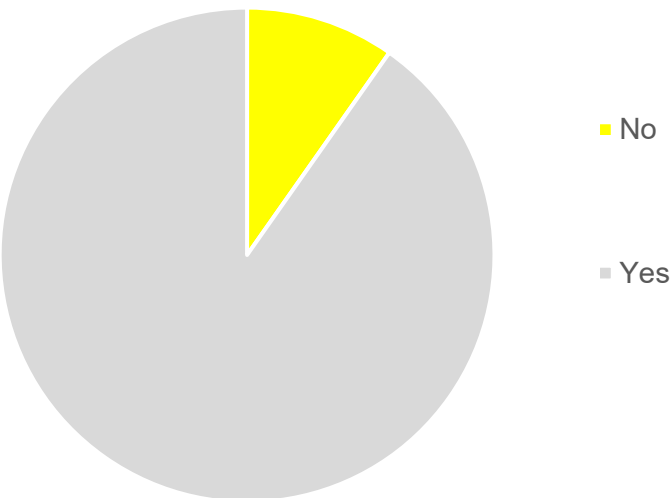


# Survey results ( 41 responses)

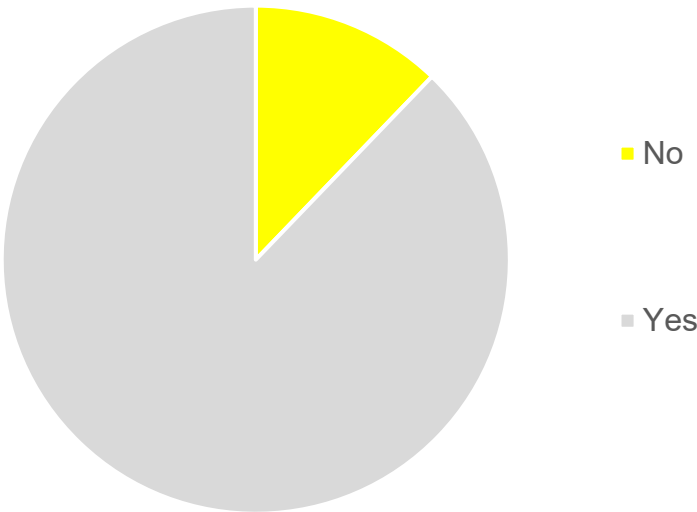
How did you find us?



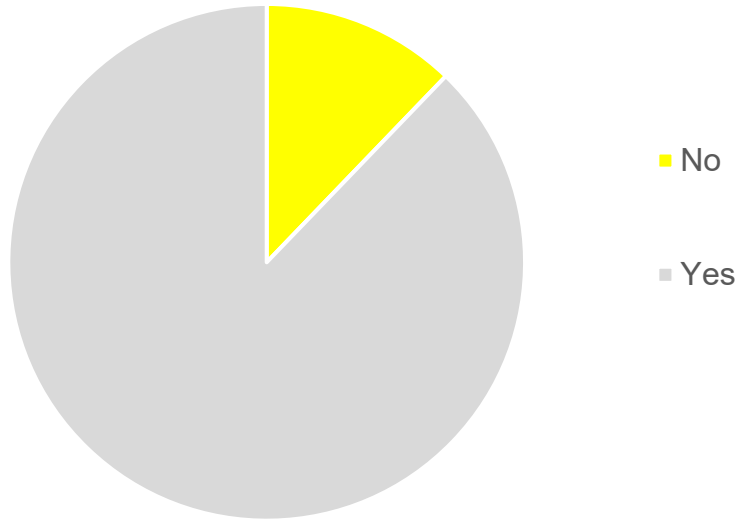
Was your complaint acknowledged in five working days?



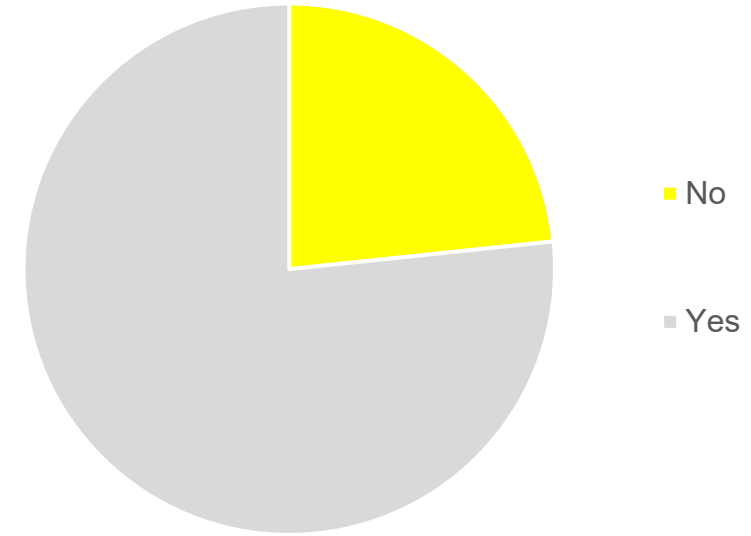
Did we explain the timescales and our limitations?



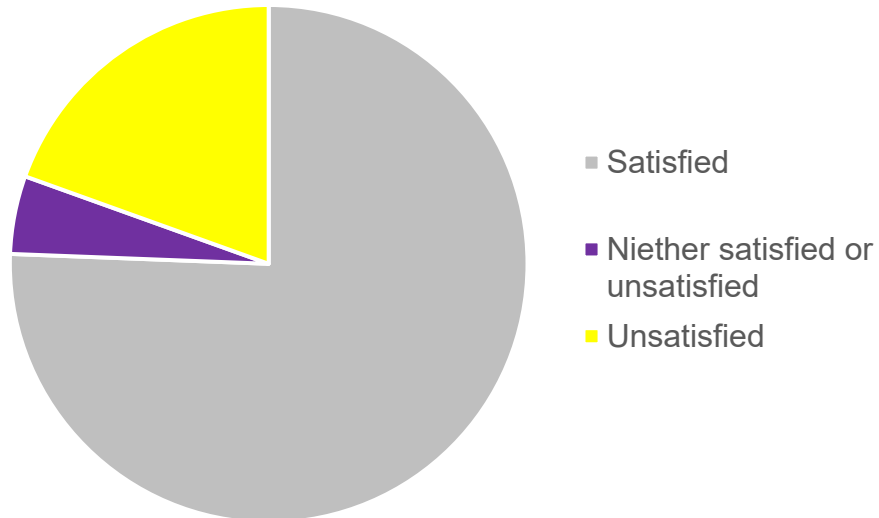
**Did we provide a summary of your complaint within the final outcome?**



**If we were unable to help, did we explain why?**



### **Satisfaction results**



In Q2, 76% of those who responded to our survey reported that they were satisfied with our service compared to 80% in Q1.

24 respondents left positive comments, 5 said that they didn't receive the outcome they wanted and 2 said that we should have been able to overturn their penalty fare.

# Positive feedback

TFL were very unhelpful. Big contrast with your team who listened and actively engaged.

While our overall experience with the incident was disappointing, I'm grateful for the way our complaint was handled. The complaint handler was professional, supportive, and able to intervene to provide a better outcome than we received when dealing with the matter directly. Her involvement made a clear difference and is much appreciated.

Thanks Mags Croucher

Although the Watchdog were timely and useful, to an extent, I was very unhappy with my treatment from the West Midlands Railway Digital Fraud team. The reason for my unfair treatment was caused by the fact that two railway companies could not share data with one another. I hope that one day this ridiculous situation can be rectified. They must be nationalised.

10/10 Mags applied logic and successfully concluded our issues with SWT. Top marks all the way considering SWT was not being helpful at all.

Margaret and her team went above and beyond I can't thank her enough

I'm really appreciated and also surprised of how Watchdog care about passengers no matter their races and treat my case seriously, and of course it's very professional!! It's so details and responsible! Really world class!! Thank you!!

# Positive feedback

very happy with the help

I can't thank you guys enough for helping me out. TFL should have sorted this without me taking to the next stage. They kept sending me letters after letters asking me to pay the unfair penalty they have imposed on me. TFL is a crooked organisation. They should mend their ways. Thank you so much to you all specially Natasha for helping me out.

I would also like to thank Mr. Joe Richards for helping me solve the problem and also I would like to express my gratitude to Mrs. Margaret Croucher for her assistance for following up to resolve the issue with my case.

Thank you for your support

Mags and the team that dealt with my complaint were extremely efficient.

Keeping me updated on the progress at all times, to which I very much appreciate.

The system is broken, but your team were the first that actually made me feel heard

Polite and efficient conclusion delivered by Mags Croucher.

My case worker was able to secure a positive outcome to my issue quickly and successfully

# Positive feedback

My complaint was taken into account and I had a positive response. I was very pleased to learn that my complaint would be reviewed to be followed by a quick resolution. I was very pleased that my penalty charge was cancelled as a goodwill gesture. Thank you for your support and kind consideration

My caseworker Natasha was patient and friendly. She showed understanding that I was treated unfairly and helped me to explain to the train company. Much appreciated!

While you did advocate for me and this is appreciated, I am fairly sure more could have been done during negotiations with the Penalty Administrator. Still, I appreciate this is a free service and you probably are probably stretched thin. I was recently served with a Single Justice Procedure for which I have plead not guilty. I shall let you know if I receive a favourable outcome, and hopefully you can use my experience to enhance your advocacy in the future.

Mags Croucher, who dealt with my complaint, replied promptly, and dealt with my complaint quickly, efficiently and professionally, culminating in a satisfactory resolution of the issue in a short period of time. I appreciate her work in this matter and commend your organisation for helping to resolve this matter.

Mags was brilliant!

# Positive feedback

I would like to thank London TravelWatch, and in particular Natasha Reed, for their outstanding support in resolving my recent case with Transport for London (TfL).

The experience I had with TfL's customer service was incredibly frustrating, responses were unhelpful, slow, and at times dismissive. Had it not been for London TravelWatch's involvement, I am certain my case would never have reached a fair conclusion.

Natasha took the time to understand the details of my complaint, and present the key issues back to TfL in a clear and professional way. She kept me fully informed throughout, and despite the limitations of her role, she went above and beyond to ensure my concerns were properly considered.

Thanks to her efforts, TfL reviewed the matter and ultimately agreed to refund the Â£35 in charges, a result I could not have achieved without London TravelWatch's intervention.

I am extremely grateful for the diligence, persistence, and fairness shown in handling my case. This organisation plays a vital role in holding transport providers accountable, and my experience is proof of just how important they are.

Without London TravelWatch, my complaint would have been left unresolved. With them, I not only achieved a fair outcome but also felt listened to and supported throughout the process.

Thank you again for your invaluable help.

â€” Anthony Ash

# Positive feedback

My caseworker Natasha was patient and friendly. She showed understanding that I was treated unfairly and helped me to explain to the train company. Much appreciated!

Staff were professional and helpful and very pleasant to deal with.

Great service. Thank you

# Negative feedback

The whole system is rubbish, you have no chance of getting anything, only in Britain could you pay for something then be fined its INSANINTY

Your service is rubbish

Good service from London Transport Watch but I wish you had more clout as the rail operators are scandalous - and the Rail Ombudsman is toothless.

it would help if the case was reviewed fully and law taken in to account

Brilliant service, but as you don't have the authority to insist that a rail operator or ticket retailer provide a favourable response, the service is useless.

unable to help wouldn't recommend this service as the citizens this is supposed to help don't get any help

my query related to disability discrimination, but the caseworker did not acknowledge the discrimination and push back to the transport provider. I took the matter up via another advocacy organisation and they were able to achieve an apology and change of practice from the operator. I think LTW, as the watchdog for this particular operator, could have secured the same outcome.

Railcard arrogant and unhelpful, maybe watchdog should seek substantial improvements