
Secretariat memorandum

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Agenda item: 5

CAC042

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Matters Arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Consumer Affairs committee and give progress on their resolution.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee.
- 3.2. Updates for inclusion in this report were invited five 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 Legal powers

- 5.1. 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.

6 Financial implications

6.1. None – report is for information only.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	15.9.10 15.06.11 20.09.11	7 5.1 C2	To consider as part of next year's review of performance targets minor amendments to feedback questionnaire to enable more direct comparisons between London TravelWatch and Passenger Focus	Casework Manager	Work on revising the customer satisfaction questionnaire is underway with a meeting taking place on 01.02.13.	In progress
2	20.09.11	5.7	Ensure that lost property details are included on London Buses posters.	-	TfL is in the process of adding lost property details to the posters on the buses.	Complete
3	16.10.12	7	Create London TravelWatch profile page on fixmytransport.com	Communications Officer	Fixmytransport.com has confirmed that there is currently no facility to create a profile page as an organisation. The site is only really aimed at individuals who want to report specific problems. The Communications Officer will continue to monitor fixmytransport.com and will create a profile page when they have done they have enabled this option.	Complete
4	16.10.12	C2	Hold a meeting with TfL to give London TravelWatch's detailed feedback on proposed changes to TfL's customer services offering.	Chief Executive	This took place on 8 November 2012.	Complete