
Secretariat memorandum

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Agenda item 13
LTW 353
Drafted 19.5.10

London TravelWatch's workplans 2009/10 and 2010/11

1 Purpose of report

- 1.1 The work plan for 2010/11 is attached to this report and sets out the key milestones or indicators of progress towards meeting London TravelWatch's business plan objectives for the year.
- 1.2 The work plan reflects the changes agreed during discussion at the informal Board Meeting on 23 March 2010 and has been updated to include activity to date.
- 1.3 Also attached is the final version work plan for 2009/10 showing what was achieved last year. As the table shows, we met or exceeded our targets and made substantive progress against the rest which will provide a good basis for work that carries forward in 2010/11.

2 Recommendation

- 2.1 That the report is noted.

3 Equalities and inclusion implications

- 3.1 There are no specific equalities implications arising from this report.

4 Legal powers

- 4.1 Under Schedule 18 of the GLA Act 1999 (as amended), the London Assembly has various powers and duties in respect of London TravelWatch. These include the powers to: agree London TravelWatch's budget, receive London TravelWatch's accounts and audit and, under s.251 of the GLA Act, to issue guidance and directions as to the manner in which London TravelWatch shall exercise its functions.
- 4.2 The London Assembly has delegated its functions in respect of London TravelWatch to the GLA's Transport Committee. The London Assembly and London TravelWatch have agreed a Memorandum of Understanding which establishes a clear and transparent basis upon which Transport Committee, the Greater London Authority and London TravelWatch will work and interact with each other.

5 Financial implications

5.1 There are no financial implications arising from this report.

Objective	Key Milestones / Progress	Target Date	Actual Date	Comment (s)
0. To engage constructively with the London Assembly's review of London TravelWatch				
1. Ensure the review is properly informed by providing comprehensive and accurate background material to GLA officers in a timely manner.	Working space made available to Scrutiny Manager and support officer on all visits to office. Detailed briefings provided on work of organisation. All requests for information met promptly.	ongoing		
2. Ensure that the Board is kept updated with progress of the review.	Verbal update given at informal meeting 12.5.10	ongoing		
3. Chair of London TravelWatch to answer questions from representatives of the London Assembly's review panel about the organisation.		June 10		
4. Board to meet with representatives of the London Assembly's review panel		June 10		
5. Board responds formally to final report.		July 10		
6. Detailed action plan to meet agreed recommendations		Sept 10		

1. To further raise the standard of our appeals casework service				
1. Continue to improve our internal performance on casework handling in ways that were agreed as a result of our internal review and using our new monitoring software	a) Complete ongoing work from casework review:			
	1. Improved format for c'ttee reports	July 10		
	2. Further enhancements to FAQ	June 10		
	3. User-friendly version of new procedure manual to be produced	July 10		(include decision on when work should go to Passenger Focus)
	4. New 'How to complain' leaflet to be produced - draft to CAC - published	May 10 June 10	May 10	
	5. Benchmarking report comparing performance against four other similar organisations to CAC	May 10	May 10	Draft to CAC
	6. Quality standards – Casework Manager report to CAC recommending approach to work	July 10		
	b) Continue to improve internal performance on casework:			
	1. Regular and consistent individual and team performance management			Ongoing by Casework Manager – including action to target oldest cases
	2. Quarterly reports on casework performance	July 10 Sept 10 Nov 10 Feb 11		

Objective	Key Milestones	Target Date	Actual Date	Comment (s)
2. To encourage transport operators to improve their complaints handling and approach to customer care				
1. Work with service providers to improve their response times to London TravelWatch appeals cases	Quarterly reports to CAC highlight emerging problems and document action taken to improve response times – particularly re TfL modes	July 10 Sep 10 Nov 10 Feb 11		Follow up via other c'ttees as appropriate
2. Conduct audits of the complaints handling systems of transport operators	CAC to agree if/when audit is appropriate			All TOC audits done with Passenger Focus
3. Promote best practice models in customer care	Ongoing work to persuade operators – report to CAC as appropriate			
4. Complete a project to promote greater awareness of passenger rights amongst the transport users	CAC scope parameters for project - project milestones tbc	May 10 July 10	May 10	
5. Press for improved communications to passengers during service disruptions of all kinds	Ongoing – specific actions agreed as appropriate, having particular regard to needs of vulnerable groups or disadvantaged communities Discuss with operators how information on Christmas / New Year services will be provided to passengers	July 10		Informed by casework activity – see also 4.5

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
3. To gather the views and experiences of the transport users through research, and by networking with local authorities, user and community groups, especially of bus passengers, those in outer London, and those who are less able to travel.				
1. Complete at least two research projects for the benefits of travellers	Board agrees research programme for 2010-11	May 10	May 10	Updated six monthly via business plan delivery report – or as necessary on individual projects
2. Arrange two local passenger consultation events	Board receives report on 2009-10 activity, agrees focus for 2010-11	May 10	May 10	See also 9.3
3. Establish links with 100% of London boroughs and make contact with county councils which border London as appropriate	Board considers 2009-10 activity and notes action for 2010-11	May 10	May 10	Link members take lead, support via Comms team. Discussed by Board at informal meeting
4. Further develop our understanding of the issues that affect bus passengers	1. Bus research to Board 2. Evidence from casework and local events informs understanding	May 10	May 10	Board agrees follow up actions Ongoing
5. Continue to develop our data base of key local transport issues across London	Ongoing by staff - used to inform Board contact with London boroughs	ongoing		
6. Expand the use of our new casework monitoring software to provide statistics on transport user concerns to inform our research	Ongoing by staff, including to feed into agendas for high level stakeholder meetings - used to inform Board decision making	ongoing		
7. Develop further our work to promote the transport needs of disadvantaged groups, particularly in outer London	1. Ongoing – activity documented and reported via workplan delivery monitoring reports to Board 2. Issue raised in annual member meetings with political transport leads	Nov 10 May 11		

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
4. To monitor performance of services on behalf of transport users, particularly of the bus network				
1. Regularly review the performance information supplied to us by TfL and other transport operators and make recommendations for action as appropriate	Quarterly monitoring reports on TfL and TOC performance to Transport Services Committee – follow up action agreed as necessary	Jun 10 Oct 10 Dec 11 Feb 11 Jun 11		
2. Continue to monitor the impact of fares policies across London	Consider each F&T C'ttee meeting	June 10 Sep 10 Nov 10 Feb 11		Informed by casework activity
3. Monitor the impact on passengers of the London-wide roll out on the rail network of Oyster PAYG from January 2010	Consider each F&T C'ttee meeting			Informed by casework activity
4. Take up issues identified through our Casework	As required, document activity – Casework Manager and Policy Officer meet 2 x pcm to consider			Refer to Committees as necessary
5. Monitor how transport operators manage service disruption and recommend improvements	TS C'ttee considers at each meeting as necessary			Links to 2.5
6. Maintain an overview of how bus priority measures are implemented and maintained across London	Ongoing by Senior Policy Officer – activity documented and reported to TS C'ttee annually.	July 10 July 11		
7. Continue to monitor closely any proposals by operators to reduce services to passengers	Document activity – project milestones to be agreed for Sch. 17 activity, South London rail line and TfL bus kilometre reductions			Informed by our consultation work as well as casework activity
8. To continue to be flexible in planning our activities to enable us to respond to external events which can be unpredictable and necessitate prompt action				Ongoing – document activity. Workplan to be updated to reflect changes to targets and/or include new activity agreed with Board

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
5. To engage with decision makers and service providers on behalf of transport users, with medium to long term strategic planning and to put the consumer perspective into the planning process				
1. Promote more widely the passenger benefits of good and well planned transport interchanges.	1. Report to AT C'tee proposing focus of activity 2010-11	June 10		Consider action re key interchanges esp. where major works (eg Paddington, T. Court Rd, Farringdon)
	2. London Stations Standards report	May 10	May 10	Draft report on Board agenda
	3. Small incremental schemes, eg Euston – St Pancras walking route			Now ongoing by others, officers to maintain watching brief
2. Monitor the progress of the tube upgrade programme including the impact of closures and the provision of replacement services	1. Regular reports to TS C'tee 2. Regular meetings with LUL 3. End of year assessment report	April 11		
3. Monitor the progress of the Thameslink upgrade programme	1. 2xpa infrastructure reports to TSC 2. Regular meetings with NR/ FCC	July 10 Jan 11		
4. Monitor the impact of building Crossrail particularly in respect of its impact on bus passengers and the road network.	1. 2xpa infrastructure reports to TSC 2. Regular meetings with Crossrail	July 10 Jan 11		
5. Monitor the transport arrangements being put in place for the 2012 Olympics to ensure maximum passenger benefits accrue from the investment	1. Board to agree approach 2. 2xpa reports to TSC when approach agreed	July 10 Jan 11		Consider impact of disruption on non-Olympic passengers, transport legacy, key access stations, disabled access

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Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
6. To respond fully to major consultations from the passenger perspective				
1. Continue to respond in a timely way to all requests from committees of the London Assembly for assistance with their scrutinies and the House of Commons Select Committee with its inquiries	1. Six monthly reports to Board via workplan update	Nov 10 May 11		Requests prioritised due to our statutory role – continue to document all such activity
2. Continue to respond to major consultations from statutory and regulatory organisations on changes that will impact on transport users in our area	1. Six monthly reports to Board via workplan update	Nov 10 May 11		Ongoing as appropriate to Board/C'ttees – document activity
3. Respond to consultations on Network Rail's route utilisation strategies (RUS) where they impact on passengers in our area	1. Six monthly reports to Board via workplan update	Nov 10 May 11		Ongoing as appropriate to Board/TSC – document activity
4. Review and respond to proposals to amend timetables and bus services	1. Stage 1 bus consultations first tranche 2. Stage 2 bus consultation second tranche 3. Six monthly reports to Board via workplan update	May 10 Oct 10 Nov 10 May 11		Ongoing as appropriate to Board/TSC – document activity
5. Continue to review local consultations and respond when we judge necessary	1. Six monthly reports to board via workplan update	Nov 10 May 11		Ongoing as appropriate to Board/C'ttees – document activity. Seek input from local passengers / user groups as appropriate and where timescales permit

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
7. To continue to develop constructive relationships with TfL, with the London Assembly, with Passenger Focus and with London boroughs				
1. Contribute to London Assembly scrutinies into matters that affect transport users	1. Obtain annual workplan from LA 2. Provide timely responses to all requests for evidence 3. Provide informal advice to officers on other relevant scrutinies	May 10		Ongoing – document activity
2. Liaise regularly to avoid duplication of effort between ourselves and the Transport Committee	1. Regular meetings held between Chair of London TravelWatch and Chair of Transport Committee 2. Regular meetings held between GLA officers and Chief Executive / Director Research and Development			
3. Consult regularly with Passenger Focus to identify opportunities for joint working and to eliminate duplication	1. Regular meetings held between Chair / Chief Executive and Chair / Chief Executive of Passenger Focus 2. Regular meetings / ongoing dialogue between staff on research/ casework issues			Ongoing with staff and lead members
4. Develop a closer relationship with TfL on research into transport users needs and experiences	1. Senior level meeting with TfL's communications staff (all modes)	May 10	May 10	Opportunities for increased passenger feedback / stakeholder engagement sought
5. Continue to develop a good working relationship with London boroughs on issues affecting passengers	1. Keep database on local transport issues up to date 2. Letters to be sent to all local political transport leads 3. Link members pursue local contact during year	June 10		Ongoing with staff and link members

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
8. To continue to meet regularly with transport providers to put the consumer view				
1. Continue to meet with senior staff of all transport providers in the London area at least once a year	To date high level meetings held with TfL Underground, Marketing & Communications; LOROL; First Capital Connect; Southeastern.			Annual prog. for senior staff / Chair or Deputy – issues taken forward / reported as appropriate
2. Continue day to day liaison with other transport provider staff as necessary				Ongoing by staff – key activities reported to relevant Board / committee meetings

Objective(s)	Key Milestones	Target Date	Actual Date	Comment(s)
9. To raise the profile of London TravelWatch so that travellers feel they are represented				
1. Raise our profile in accordance with the priorities set out in our revised communications strategy	1. Whole organisation to discuss objective at Board/staff event	June 10		
	2. Action plan produced to deliver any new activities agreed	Aug 10		
	1. Whilst continuing to respond to opportunities that arise for media coverage, to focus particularly on promoting London TravelWatch locally	ongoing		Continue to publicise Sch. 17 (consultations on changes to ticket office openings) and other similar work to local press in affected areas
	1. Develop programme to have input at local and community events 2. Input to at least 4 such events	July 10 Mar 11		Approach to be piloted in Crystal Palace May 2010 - event to mark opening of ELL extension
2. Implement a strategy to broaden awareness of our work amongst sections of the community who are under represented in our casework	1. Target local passenger engagement events in areas where community is more dependent on bus travel and / or contains higher proportion of people from minority ethnic backgrounds.			Monitor outcomes as per strategy
3. Hold at least two local passenger engagement events	1. Board agrees focus for work in 2010-11	May 10		See also 3.2
	2. Event 1 held 3. Event 2 held 4. Report to Board	May 11		

Objective(s)	Key Milestones	Target Date	Actual Date	Comment (s)
10. Whilst continuing to work efficiently, explore ways of expanding our resources and income				
1. Gain full reaccreditation of the Investors in People Award	1. Existing liP workplan to be updated and revised to reflect progress to date 2. Progress monitored by SMT at monthly meetings	May 10 ongoing		
2. Invest in training and development for our staff and Board	1. Develop learning and development training plan for 2010-11 based on staff skills audit 2. Six monthly review of plan (and link to current year's learning and development needs analysis) 3. Whole organisation event held as follow up to February Awayday 4. Continue regular programme of Board briefing and familiarisation visits 5. Quarterly review of training and evaluation forms	June 10 Sep 10 Apr 11 June 10 ongoing July 10 Oct 10 Jan 11 April 11		Regular dates scheduled throughout year
3. Explore through partnerships ways of working that will expand the resources available to us to do our work	Staff project group established to explore opportunities	June 10		Key milestones and reporting framework to be established as part of project scoping
4. Implement a knowledge management strategy	Cross service project group set up to document existing activity and agree comprehensive strategy for future	June 10		Key milestones and reporting framework to be agreed as part of project scoping
5. Explore a market for our services, consistent with our mission and values	Workplan to be developed	Sep 10		Production of workplan delayed by senior time to support review.

London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Casework – Target 0: To improve Casework performance. Lead Officer: Director Public Liaison				
ONGOING				
1. To complete ongoing work re. Casework Review	1. Report to Consumer Affairs Committee (CAC)	April 09	April 09	Complete
	2. New software procured	July 09	July 09	Complete
	3. New software operational	Oct 09	Oct 09	Complete
	4. Report on phase 3 of review to CAC	Nov 09 Jan 10	Mar 09	Outstanding work carried out to 2010-11
2. To improve performance against all targets agreed with Transport Committee	1. Continue implementing recommendations agreed in Casework Review	Ongoing		Performance statistics confirm steady improvement but not all targets met.
	2. Agree and begin implementing consistent team and individual performance management arrangements	Aug 09		Not fully implemented due to absence of casework manager. A priority for 2010-11.
	3. Use new software options to further assist individual case management and management reporting	Nov 09	Nov 09	New system helping with individual case management but management reports still in development as support front line work was prioritised.

Progress as at: 13.05.10

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 1 – To increase the level of complainant satisfaction with the way London TravelWatch has handled appeals from a mean score of 79 to a mean score of -5, and the speed with which we deal with them from a mean score of -72 to mean score of 73. Lead Officer: Director Public Liaison				
	1. Six monthly performance figures	Nov 09	Jan 10	Satisfaction figures 76 and 72 respectively at end of September.
	2. Year end performance figures	May 10	May 10	tbc

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 2 – To build a profile of complainants to London TravelWatch and develop a strategy to broaden awareness of our work amongst sections of the community who are under-represented in our casework. Lead Officer: Director Public Liaison				
1. Build profile of complainants to London TravelWatch and operators.	1. Analyse complaints data from 08/09	Aug 09 Nov 09	Nov 09	Completed. Work delayed by competing priorities. Target to complete work by Dec 09 and report early in 2010.
	2. Obtain data from London Buses; other TfL modes; key TOCs	Sept 09 Dec 09	Dec 09	Completed TfL and TOCs contacted for data on complaints profile. TfL was able to provide historical bus information from 2006 but no TOC was able to provide information.
	3. Analyse data and compare with population and travel data	Oct 09 Dec 09	Jan 10	Completed
	4. Report to Access to Transport Committee	Dec 09 Jan 10	Feb 10	Completed. Reported to the Access to Transport Committee and the Consumer Affairs Committee Feb 10.
2. Develop a strategy to broaden awareness of London TravelWatch amongst target sections of under-represented communities.	1. Strategy agreed 2. Strategy implemented 3. Monitor & evaluate effectiveness of strategy	Sep 10		Continuing into 2010/11

Progress as at: 13.05.10

London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 3 – To work with the transport operators to get those that currently do not do so, to provide responses for London TravelWatch on user complaints to agreed timescales. Lead Officer: Director, Public Liaison MET				
1. Identify operators with poor response record;	1. Monitor complaints handling by operator	Ongoing		
2. Raise issues with operators as appropriate;	1. Very poor response times in Q4 raised with Southern at senior level	April 09	April 09	Clear explanation given on causal factors and measures to address these. Arrangements made to communicate these and apologise to customers.
	2. Meeting with London Buses to discuss ongoing delays and agree action to improve turnaround times	July 09	July 09	Officer meeting June 09. Report and further discussion with CAC July 09.
3. Where not satisfied that adequate steps are taken to improve response times, make referral to the appropriate regulatory body.	3. Meetings with TfL/PCO to promote improved arrangements for publicising taxi complaints process.	Dec 09		Regular Chair and officer meetings with TfL on this and related taxi issues.

Progress as at: 13.05.10

London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 4 – To complete at least 4 audits (or follow-up audits) of service providers' complaints handling procedures. Lead Officer: Director, Public Liaison MET				
1. Audit 1 (with Passenger Focus)	1. Audit carried out	June 09	June 09	Complete
	2. PF write up the report	Nov 09 Dec 09		New target date Dec 09
	3. Report to CAC	July 10		Awaiting Passenger Focus' report - to July meeting
2. Follow-up audit of London Buses	1. Agree parameters of audit with TfL	Oct 09		Dependent on negotiations with TfL
	2. TfL gave information on their own audits	Dec 09		TfL provided detail in their own internal quality audits and bus company audits.
	2. Report to CAC	Feb 10	Mar 10	Complete
3. Follow-up audit 3 (with Passenger Focus)	1. Planning meeting to be held with Passenger Focus	Aug 09	Aug 09	Complete
	2. Audit carried out	Aug 09	Aug 09	
	3. Write up follow-up report	Sept 09 –Nov 09		
	4. Report to CAC	Dec 09	Mar 10	Complete
4. Audit 4	1. Operator agreement to audit	Oct 09	Sept 09	Complete
	2. Audit planning	Nov 09	Mar 10	
	3. Audit carried out	Dec 09	Mar 10	
	4. Write up report	Jan 10	Apr 10	
	5. Report to CAC	Jul 10	Jul 10	Report written and with operator for comment

Progress as at: 13.05.10

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Stakeholder liaison and communications				
Target 5 – To establish member level links with 100% of London Boroughs and make at least one contact with all county councils which border London. Lead Officer: Communications Officer				
	1. Update existing details of arrangements for member and officer contact with London boroughs	Aug 09	Aug 09	Met
	2. Initial proposal for more strategic approach discussed informally with Board	Mar 09	Mar 09	Further discussion needed
	3. Member level meeting with London Councils to discuss best approach to joint working	June 09	June 09	Held
	4. Report to Executive Group	July 09	Sept 09	Met
	5. Discuss with Board	Oct 09	Dec 09	Competing priorities delayed
	6. Letters to be sent to each LA setting out approach taken on with some of linked members	Dec 09	Dec 09	
	7. Members sent details of local passenger issues	Oct 09	Oct 09	
	8. Support individual members to make direct contact with their link borough			Contacts made between Jan and March
	9. Summarise member level local activity	Dec 09	Mar 10	

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Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 6 – To arrange two local passenger consultation exercises in 2009-10. Lead Officer: Communications Officer				MET
Event 1 – Croydon Transport Users Surgery	1. Agree purpose of event	June 09	July 09	Complete
	2. Project plan developed	Aug 09	Aug 09	
	3. Event confirmed	Sept 09	Sept 09	
	4. Event held	Nov 09	17.11.09	
	5. Post-event evaluation	Jan 10	Dec 09	
Event 2 – Romford Transport Users' Surgery	1. Agree purpose of event	Sept 09	Oct 09	Original proposal rejected Sept 09
	2. Project plan developed	Oct 09	Dec 09	Bad weather delayed site visit
	3. Event confirmed	Dec 09	Dec 09	
	4. Event held	Feb 10	05.03.10	
	5. Post-event evaluation	Mar 10	May 10	Report to board in May 10 on both events will include summary of data collected

Progress as at: 13.05.10

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Target 7 – To achieve a 5% growth in the number of unique visitors to our web site during 2009-10. Lead Officer: Communications Officer EXCEEDED				
To increase the number of unique visitors to website from an average of 7559 per month in 2008/09 to an average of 7936 per month in 2009/10	1. Upgrade website	June 09	Mar 10	Basic proposals agreed, and order placed April 09
	2. Monthly usage statistics circulated to Board	Ongoing		Behind the scene work, still to be launched publicly (July 2010)
	3. Agree format for re-design forum/survey builder - Implement redesign	Sept 09	Not going ahead	Delayed pending discussion of updated communications strategy. However average visits year to date 7970.
	4. Updated Communications strategy to increase visits	Oct 09		Carry forward to 2010/11.
	5. Average figure for year			Average per year of 9096.
Target 8 – To achieve a 5% increase in the number of people signed up to receive our e- newsletter during 2009-10. Lead Officer: Communications Officer. EXCEEDED				
To increase the number of subscribers to our stakeholder newsletter from 1275 to 1338 by 31.3.10	1. Updated Communications strategy to increase distribution	Sept 09	Feb 10	Action delayed by completing priorities.
	2. Seek feedback from subscribers re. content / format	Oct 09		Consider for 2010/11, as part of ongoing work on modernising web
	3. Implement			
	4. Subscribers at year end			1421 subscribers at 31.3.10

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Equalities				
Target 9 - To continue to develop our work in this area, using what opportunities we can to make travel and transport in and around London more accessible. Lead Officer: Director, Research and Development. MET				
1. Equalities Training	1. Arrange training for staff and Board members recruited since 2007	Nov 09	Nov 09	Complete
2. Faith Communities	1. Produce Board report on research into travel needs of faith communities in the Stamford Hill / Golders Green area	May 09	May 09	Complete
	2. Consult with representatives of these communities on findings to date	May 09	May 09	Complete
	3. Promote findings to TfL as agreed with Board	June 09	June 09	Complete
	4. Evaluation of impact	Ongoing		
	5. Agree focus, if any, of next tranches of research	Aug 09		New target date – TBC
3. Faith Communities (2)			Feb 10	<p>The lack of a Sunday service on route 607 is a great concern to the Sikh and Hindu communities of Ealing and Southall. LTW has been promoting the need for this for approximately 5 years and service started on the 10th April 2010.</p> <p>Access to Transport Committee presentation on access to transport issues for black and minority ethnic women.</p>

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
4. Access to Healthcare	1. Work of Task Force absorbed into work of Access to Transport Committee	May 09	May 09	
	2. Produce report on good practice	July 09	July 09	Done
	3. Publicise good practice report	July 09		Done
	4. Letters to be sent to 10 hospitals and related PCT quantifying identified issues	Aug 09		Done
	5. Maintain watching brief on progress	Ongoing		
	6. Investigate ways of continuing LTW input to major NHS reconfigurations on a cost recovery basis	Dec 09	Mar 10	Partially completed. We contribute to the North East London reconfiguration and aim to recover other costs.
5. Bus Stop Accessibility	1. Presentation to Access to Transport Committee, to raise awareness of issues	May 09	May 09	Visit since made to see new accessible bus stop design.
	2. Have regard to bus stop accessibility when responding to local consultations	Ongoing		
	3. Liaise with Casework Team to identify related issues of concern to passengers	Ongoing		
	4. Report to Access to Transport Committee on how DDA is being applied across London re. bus accessibility	Mar 10	June 10	Report delayed to a later meeting due to political sensitivities during the pre-election period.

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London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
6. Interchange improvements	1. Take all opportunities to promote interchange improvements	Ongoing		New Mayor's Transport Strategy places greater emphasis on this work and improving smaller inner London interchanges.
	2. Document activity during 2009/10			Ongoing
	3. Report to Access to Transport Committee proposing focus of activity during 2010-11	Feb 10	Feb 10	Report on station standards to main Board 23 rd May 2010 will contribute to this item.

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Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Research and Development				
Target 10 – To respond in a timely way to all requests from Committees of the London Assembly for assistance with their scrutinies and from the House of Commons Transport Select Committee for submissions to its inquiries. Lead Officer: Director, Research & Development MET				
1. Request to assist with scrutinies	1. London Assembly Budget Committee Investigation into the Mayor's fare decision - Request received 13.5.09; written evidence submitted 16.6.09, attendance at committee Chair of Fares & Ticketing Committee & Director R&D 18.6.09.			Targets met
	2. London Assembly Transport Committee Scrutiny of Overcrowding on the Underground - Request received 22.6.09; evidence submitted 6.7.09, attendance at committee Chair of LTW & Director, R&D, 8.7.09.			Targets met - Officers of LTW also met with GLA Scrutiny Officers in June to assist with their scoping work.
	3. London Assembly Transport Committee Review examining congestion in Oxford/Regent and Bond Street - Request received 5.10.09, attendance at committee Chair or LTW & Streets & Surface Policy Officer 15.10.09.			Target met
	4. Information on cycle parking submitted to GLA Scrutiny Officers as background for a possible future scrutiny.	June 10		Target met
	5. House of Commons Transport Select Committee – Priorities for Rail investment	Oct 09	Oct 09	Target met
	6. House of Commons Transport Select Committee – PPP	Oct 09	Oct 09	Target met
	7. London Assembly Transport Committee Scrutiny of Dial-A-Ride and accessible transport services – request received 05/01. Written evidence sent 18/02 for meeting 02.03.10			Target met

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London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
2. Monitor requests made/responses to statutory consultations	Database established to monitor statutory consultation activity in May 2009			466 consultations responded to: <ul style="list-style-type: none"> • 77 bus • 3 Underground • 152 National rail • 227 streets • 7 other
Target 11 – To identify and complete at least two projects for the benefit of transport users and travellers in the London TravelWatch area. Lead Officer: Director Research and Development. <div style="text-align: right;">MET</div>				
1. Complete ongoing work from 08/09	1. Cycling - publish and distribute report 2. Crossing the Border – publish and distribute report 3. Bus Dead Mileage research - report to Board - Publish and distribute research 4. Travel Needs of Faith Communities - initial report to Board - Further work plan to be developed in light of Board decision 5. Travel Patterns Across London – - scoping for research - commission research - report to Board	May 09 May 09 May 09 Oct 09 May 09 Feb 09 Mar 09 June 09	May 09 May 09 May 09 Oct 09/ May 10 May 09 June 09	Complete Complete See also Target 9 - 2.1 Unedited consultants report available on the website from Sept 09. Published report to go to Board on 25 May 2010. Complete Complete

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London TravelWatch Business Plan Delivery 2009/10

Performance at end of quarter four

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
2. 09/10 Research programme	1. South London Line usage – - Identify research needs - Commission research - Research published	May 09 June 09 July 09 Aug 09	May 09 June 09 July 09 Sept 09	PF agreed to contribute to costs.
	2. Tube upgrade – - Alternative approaches to programming upgrade works to Piccadilly Line	Aug 09	Aug 09	Research to Transport Committee and LTW Board in Sept 09.
	3. First class travel – - Research scoped - Tenders requested - Research commissioned - Report to Board / report published	July 09 Aug 09 TBC	May 09 May 09 Oct 09 May 09	An alternative approach to the research was explored after tender was received as the original tender was unaffordable and the lowest tenderer (IPSOS-MORI) using an online passenger panel. Results received 4/10 and will go to board 25/5/10.
	4. Ticket Vending Machines (TVMs)	Mar 10	Jan 10	Board decided not to proceed with project on advice of Director, R & D
	5. Passenger priorities for improvement – Buses	Dec 09	Dec 09	Target met. Joint research with Passenger Focus commissioned and delivered by April 2010. Report of findings made to board meetings 23.03.10 and 25.05.10

Progress as at: 13.05.10

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
Financial Management				MET
Target 12 – To submit monthly financial reports to officers of the GLA and six monthly accounts to the Transport Committee. Lead officers: Director, Finance and Personnel/Chief Executive.				
To submit financial and performance reports to officers and members of the GLA at agreed intervals	1. Monthly financial reports submitted to officers of GLA	By end of month following reporting period		Reports submitted on time.
	2. Six monthly performance report and accounts submitted to Transport Committee - • draft report to Executive Group	June 09	June 09	Reports submitted on time.
	• report to Transport Committee	July 09	July 09	Reports submitted on time.
	• draft report to Executive Group	Dec 09	Dec 09	Reports submitted on time.
	• report to Transport Committee	Jan 10	Jan 10	Reports submitted on time.
Risk Assessment and Business Continuity				
Target 13 - To lead the development and implementation of a knowledge management strategy for London TravelWatch. Lead Officer: Director Finance and Personnel				
To lead the development of Knowledge Management Strategy	1. Establish project group	Aug 09	Re-scheduled	Progress on this item has slipped due to competing work priorities, although a variety of work that will contribute to it has already been started. This includes succession planning, developing policy guide, archiving and off site records storage. To be continued in 2010-11
	2. Define purpose and scope of strategy	Sept 09	Re-scheduled	
	3. Identify relevant work already in hand or completed	Sept 09	Re-scheduled	
	4. Develop plans to deliver new projects	Oct 09	Re-scheduled	
	5. Put in place arrangements for regular review and updating of strategy	Feb 10	Re-scheduled	

