

London TravelWatch Mission and Values

Mission

London TravelWatch is the body established by Parliament to be the official voice of transport users in greater London. It has a statutory role in the appeals and consultations process, and in putting the transport user view on transport issues, to improve the experience of travelling in and around the capital.

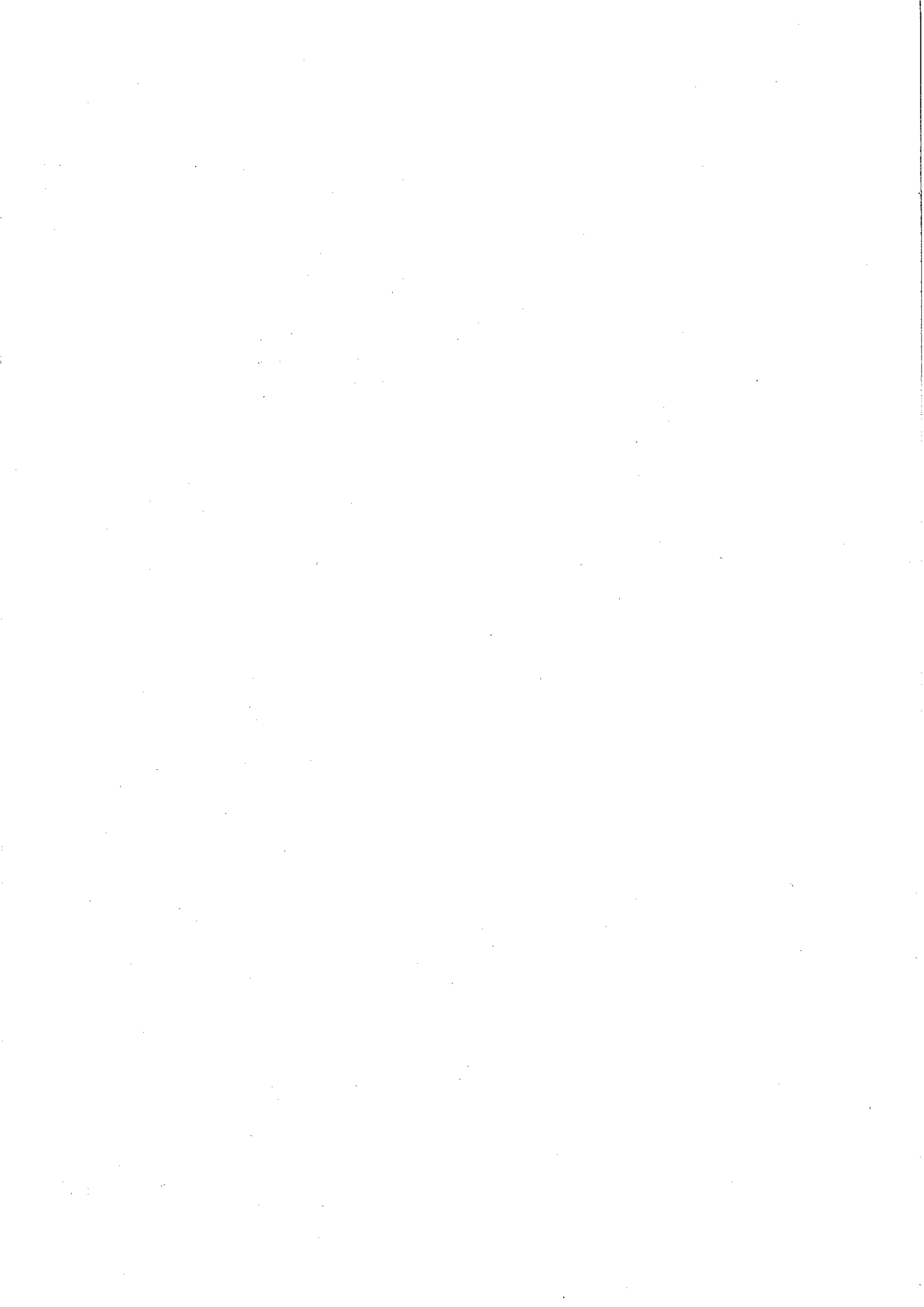
Values

London TravelWatch aims to be:

- **Independent** – we are firmly on the side of the consumer and will not bow to outside pressure.
- **Authoritative** – our work will be evidence-based, rigorous and respected.
- **Open** – we will share information, and accept new ideas.
- **Collaborative** – we will work with stakeholders.
- **Inclusive** – we will represent all transport users in our area.

Vision

That London TravelWatch is the champion of the travelling public in London, successfully influencing decision-making about travel in our area.



Appendix 2



Strategic priorities

Our work in 2018-19 will continue to be driven by the need to improve outcomes for transport users. On behalf of transport users we will work to ensure that:

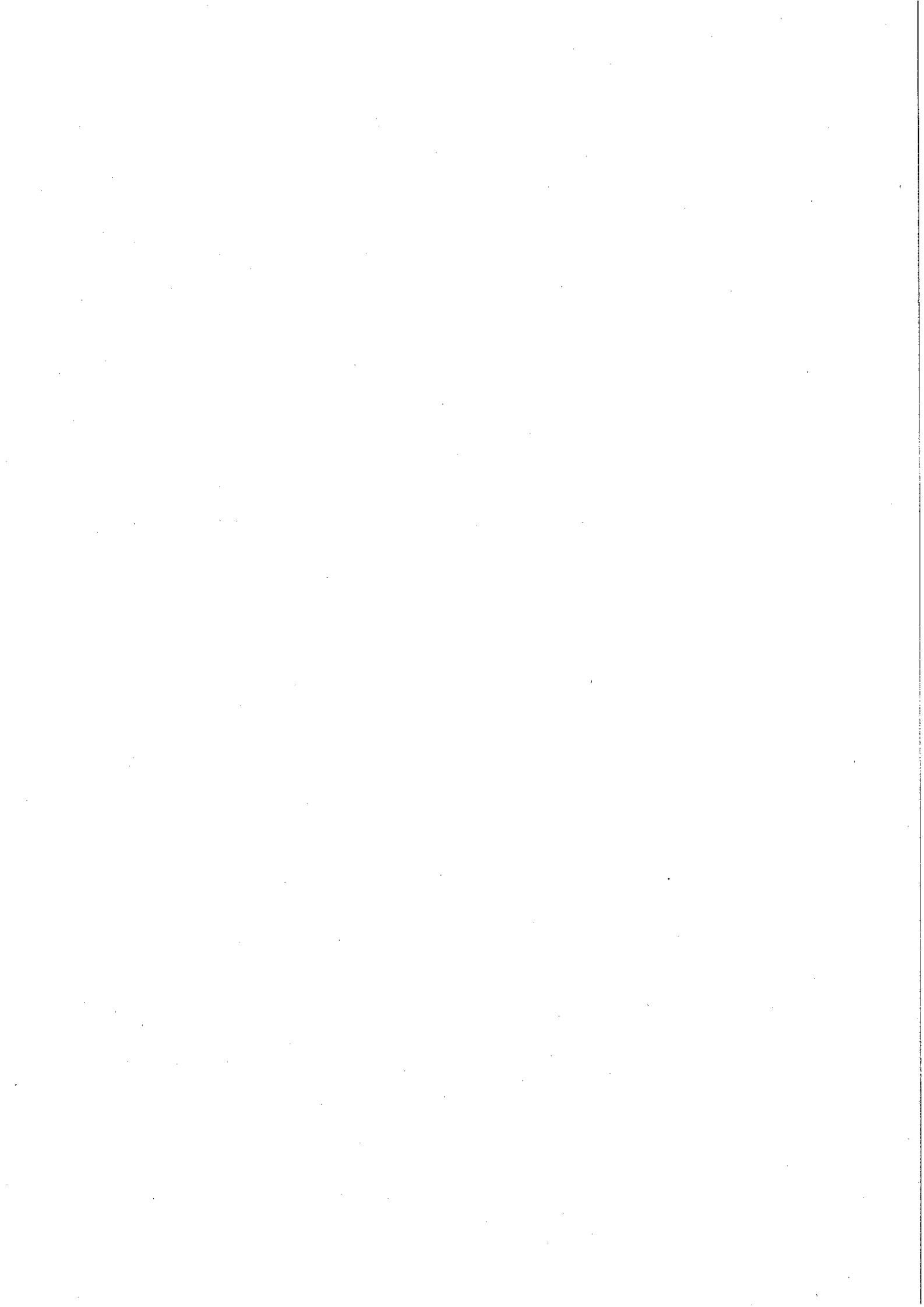
- We support and advocate initiatives which make best use of scarce capacity on all London's transport networks, promoting infrastructure changes that will help do this.
- London has a transport system that is well-integrated and accessible to all, with convenient interchanges, easy-to-use ticketing and good customer service.
- All decisions about transport in London take account of transport users' needs and priorities.
- The travelling public are well-informed by service providers, they get high quality and timely information about services available, fares and ticketing and any disruption to their journeys.
- Our work is delivered by an efficient and responsive organisation.

Underpinning our work will be our belief that passengers should get the best value for money possible for the price they pay for their ticket; that services should keep pace with demand, running frequently and reliably at all reasonable times of the day and week; and that journeys should not just be safe but also feel safe. All transport users should have easy access to an effective complaints service from transport operators and providers, backed up by a robust appeals system when they are not satisfied with the response they receive.

Corporate strategy

The strategic priorities that underpin our work are:

- Maintaining an efficient system for handling appeals casework and for responding to consultations.
- Developing an independent evidence base of the views and needs of current and future transport users in London, especially those facing barriers to travel.
- Maintaining awareness of current transport service and future policy issues in our area.
- Becoming increasingly influential advocates on behalf of the travelling public to policy makers, regulators and operators.
- Building effective partnerships with stakeholders where it is in the interests of travellers to do so.
- Ensuring transport users feel their concerns are represented.
- Further developing as an efficient and responsive organisation.



Appendix 3

How we prioritise our work

London TravelWatch will keep its work priorities under review by means of a simple set of criteria. These criteria are similar to those used by other consumer protection and enforcement bodies and will allow London TravelWatch to plan and co-ordinate its activity with other consumer bodies and the London Assembly.

The criteria set out below will be used to assess the strength of the case to undertake the work. These will help to demonstrate the extent to which the issue is relevant for London TravelWatch and the extent to which it impacts on transport users (either generally or on a particular group which London TravelWatch wishes to target, for example due to vulnerability or linked to a specific geographical area).

If there is a strong case according to these two sets of criteria, then consideration can be given to the resource implications and timing of the work.

Relevance of the issue for London TravelWatch

We will define the relevance of the issue to London TravelWatch according to the following criteria:-

- Confirm that it is in the scope of London TravelWatch's remit and the extent to which we have discretion over becoming involved.
- Does London TravelWatch have a distinct contribution to make?
- Why is it important?
- Is this a problem now or is it likely to be one in future?
- What is the cost of inaction?
- How strong is the evidence?
- What opportunities will there be for London TravelWatch to influence the situation?

Impact on transport users in the London TravelWatch area

To identify the impact of the issue on transport users in the London TravelWatch area we will look at what the evidence shows about the impact of the problem.

We will consider whether there is a detriment or benefit to transport users. To do this we will define the impact taking into account the following criteria:-

- Numbers of transport users affected
- Whether it has implications for more than one mode of transport
- Distribution of impact on transport users in Greater London and the wider London Railway area
- Impact on transport users in vulnerable situations, especially the elderly and those with mobility impairments or those that London TravelWatch has judged should be given greater priority
- Impact on future transport users

- Impact on or links to of other London TravelWatch policies or previous research
- Whether there is a strong, very strong or escalating effect on users.

The tests above will be applied to establish whether or not London TravelWatch should become involved in new activities as well as the extent and timescales of involvement.

We apply these broad principles to our day to day work but also to new projects and research that we may undertake from time to time as part of our agreed Business Plan.

June 2013

**London TravelWatch
Budget Submission 2018/19**

£k 2018/19
Corporate Plan 18/19 £000

2017/18 Budget 1,035.3

Budget requirement pre growth and savings (below) 1,035.3

Unavoidable growth:

Accommodation costs:	29.6	Rent increase not predicted in previous budget but partially offset by reduction in demise
Chair, Members' & Staff costs-pay:	6.9	Cost of living, pensions contribution re- New Chair
Members' costs- non-pay	0.0	
Other Staff related costs-non-pay	0.1	
Supplies & Services	3.2	IT, telephony
Depreciation & Asset Replacement	6.0	Office removal costs depreciation over shorter period
Total unavoidable growth	45.7	

Projected Savings:

Accommodation costs	0.0	
Chair, Members' & Staff costs-pay	36.7	New staff on lower scale, apprentice post deleted
Members' costs- non-pay	0.3	
Other Staff related costs-non-pay	6.5	No IIP costs
Supplies & Services	2.3	Efficiency savings IT support, website.
Depreciation & Asset Replacement	0.0	
Total savings	45.7	

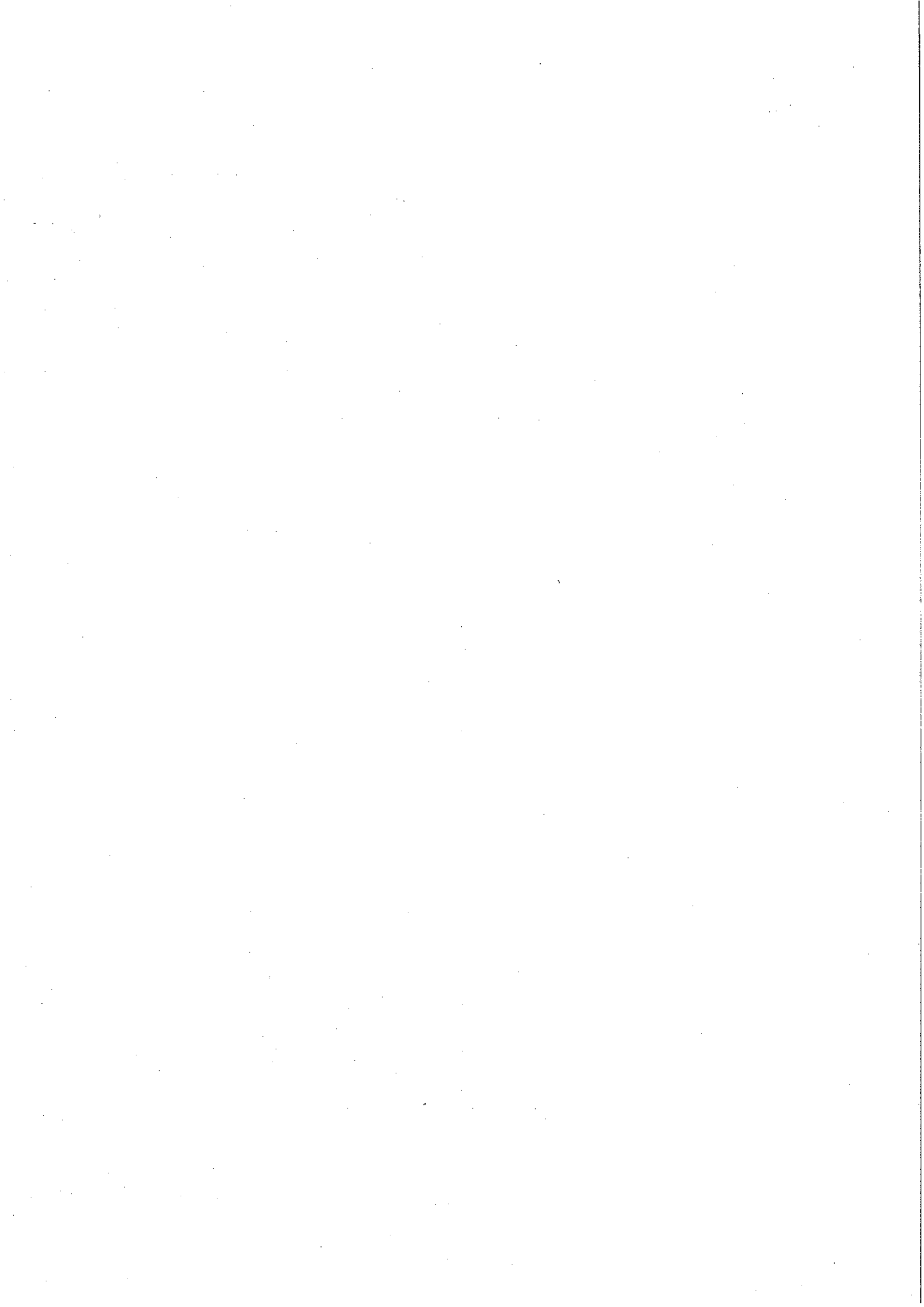
Application of reserves 0.0

Budget Requirement-after growth and savings **1,035.3**

Guideline target **1,035.3**

Excess over guideline 0.0

NB Growth and savings in the same headings have been offset above.



**London TravelWatch
Budget Submission 2018/19**

£k Corporate Plan 18/19	2017/18 £000	2018/19 £000	Net movement £000
Budget	1,035.3	1,035.3	0.0
Accommodation costs:	132.1	161.7	29.6
Chair, Members' & Staff costs-pay:	785.7	755.8	-29.9
Members' costs- non-pay	0.6	0.2	0.1
Other Staff related costs-non-pay	13.6	7.3	-6.3
Supplies & Services	91.2	92.2	1.0
Depreciation & Asset Replacement	12.1	18.1	6.0
Use of reserves	0.0	0.0	0.0
Total	1035.3	1035.3	0.0

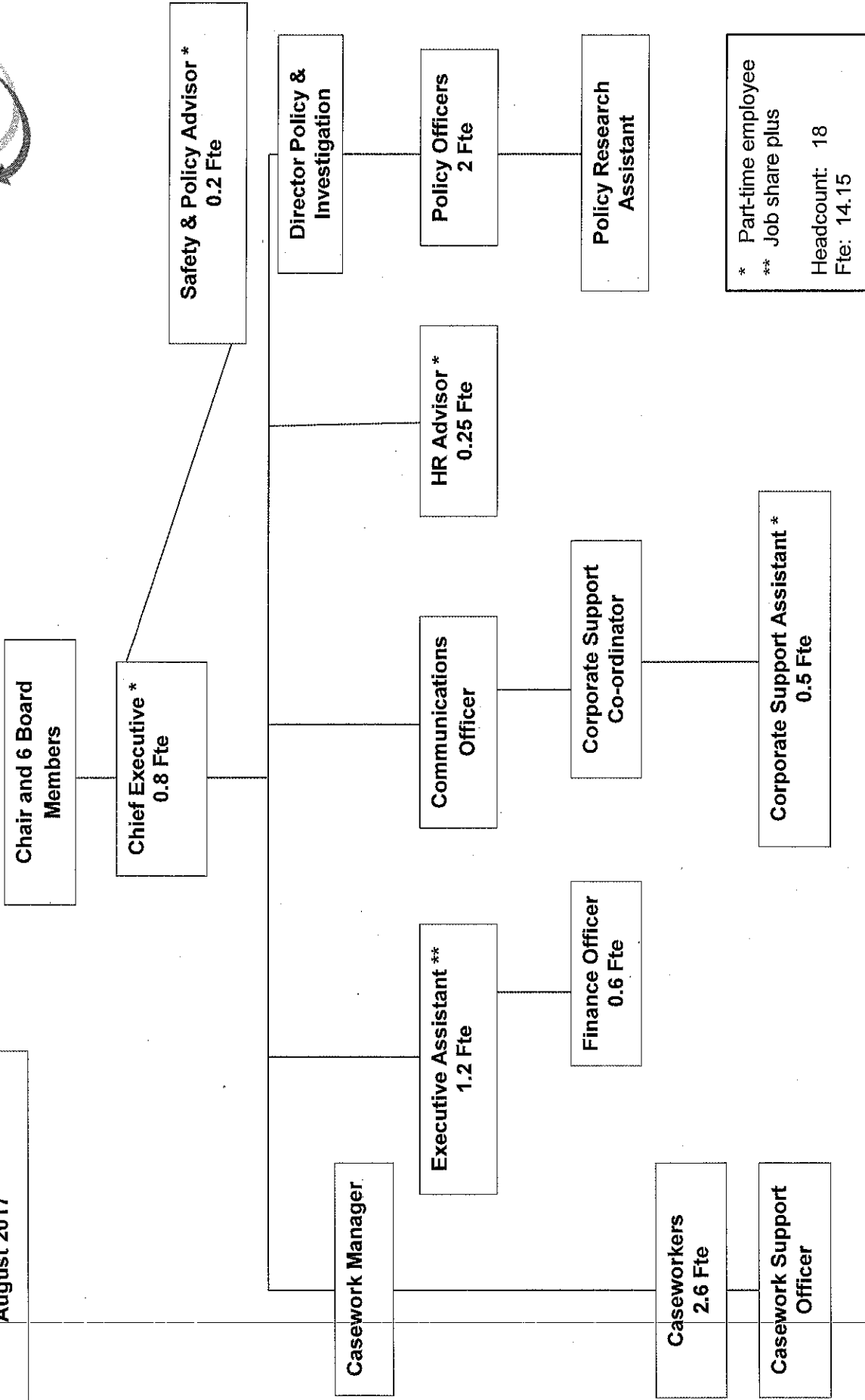


**London TravelWatch
Budget Submission 2018/19**

£k Corporate Plan 2018/19	2018/19 £000
2017/18 Budget	<u>1,035.3</u>
Budget requirement pre growth and savings (below)	1,035.3
Unavoidable growth:	
Accommodation costs:	29.6
Chair, Members' & Staff costs-pay:	6.9
Members' costs- non-pay	0.0
Other Staff related costs-non-pay	0.1
Supplies & Services	3.2
Depreciation & Asset Replacement	6.0
Total unavoidable growth	45.7
Projected Savings:	
Accommodation costs	0.0
Chair, Members' & Staff costs-pay	36.7
Members' costs- non-pay	0.3
Other Staff related costs-non-pay	6.5
Supplies & Services	2.3
Depreciation & Asset Replacement	0.0
Total savings	45.7
Application of reserves	0.0
Budget Requirement-after growth and savings	1,035.3
Guideline target	1,035.3
Excess over guideline	0.0
NB Growth and savings in the same headings have been offset above.	



Structure of London TravelWatch
August 2017



* Part-time employee
 ** Job share plus
 Headcount: 18
 Fte: 14.15

