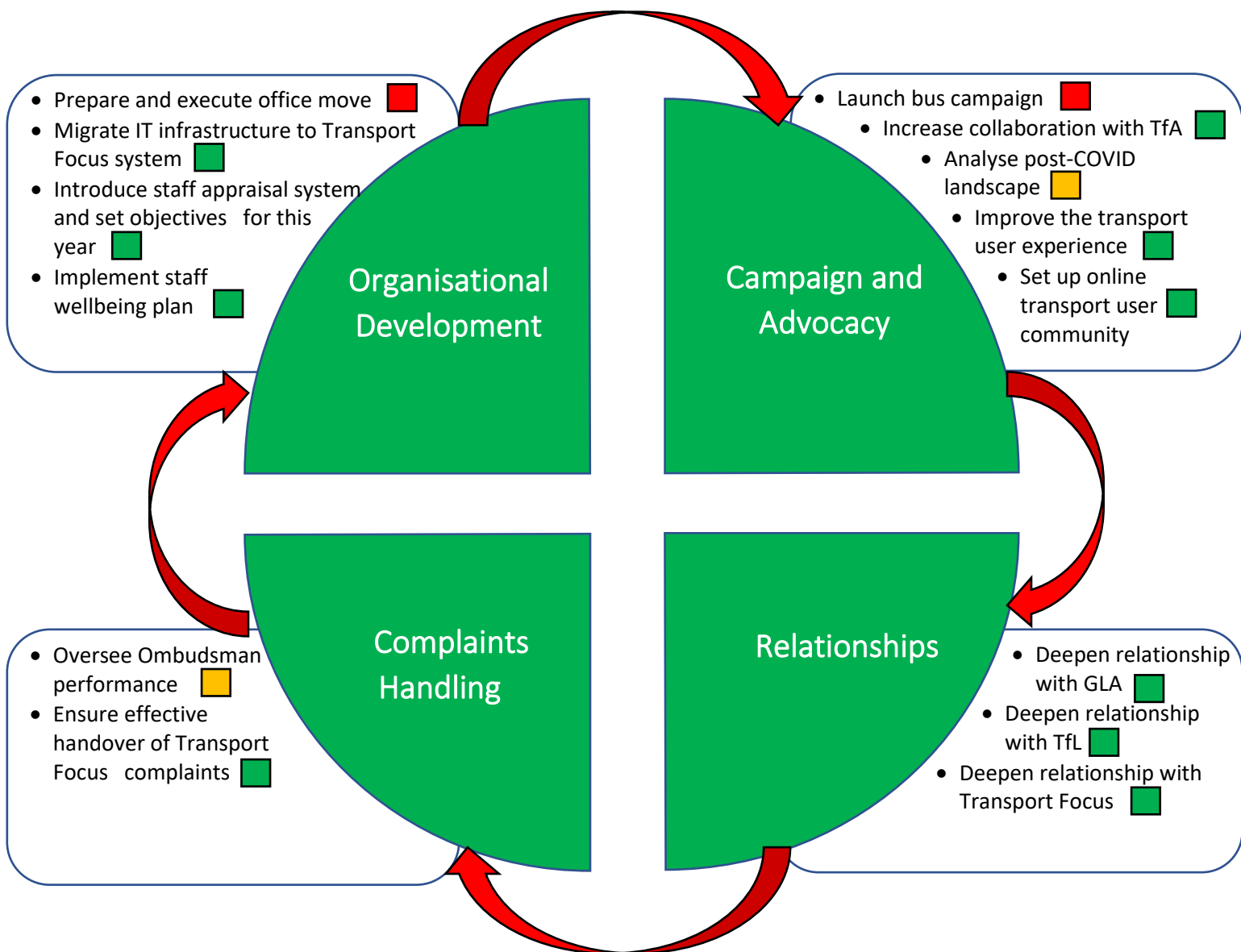


Objectives Dashboard



Key

- Not started or going badly
- Underway or ongoing
- Completed or going well

1. Introduction

London TravelWatch continues to advocate for the needs of transport users during the pandemic, and we have initiated a new project designed to find out what the future transport needs of Londoners could be.

We're excited by the growth of our new digital transport- user community and we'll be involving them in this project by asking them for their views.

We continue to receive excellent feedback about our casework team, who are working hard to resolve a very varied mailbag of transport complaints from Londoners.

All of this is happening against the backdrop of looming budget cuts, which provides great uncertainty and will inevitably affect the type and scale of work that we'll be able to do in the future.

2. Progress against our objectives

Campaign and Advocacy

Again, a lot of progress has been achieved against these objectives since the last Board meeting in September.

Our Active Travel Project, aimed at letting Londoners know how to make a comment to their Council or TfL about the changes that are happening to their streets has been successful, with almost 600 people downloading our 'Have your say guide' so far. We'll continue to look for opportunities to promote the Guide on social media, where debates about local low traffic neighbourhoods are happening. We were particularly pleased when London MP Vicky Foxcroft tweeted a link to the Guide.

We've been using this project to recruit members to our new Digital Community of Transport Users. We had hoped to have recruited 5,000 new members, via ads on Facebook during the project but in fact have recruited 3,730. During the execution of the campaign, we found that the London Facebook 'market' was saturated with our ads much more quickly than we anticipated, which meant that our value for money was decreasing as the ad campaign went on. Our rate of recruitment did increase in the final weeks of October after we changed some of the targeting but we decided to stop the ads at the end of the month after the cost of acquiring new members started to cost far more than our upper limit.

However, the people who have signed up seem very engaged and we had a high response rate to the survey we sent out asking them more about themselves and the kind of journeys they made.

We are now moving on from the Active Travel project to a project designed to find out how people think London's future transport needs to change, as a result of the pandemic.

We have come up with 4 possible scenarios and are reaching out to a wide range of stakeholders to ask them which scenario they think is most likely or desirable. We're also putting out a call for evidence to the public (including our new digital community), to ask for their opinions. We plan to hold a webinar in December to report back on our findings.

At the time of writing, a 5-month finance deal has just been agreed between the Government and TfL. There is more detail yet to emerge, including how TfL will make savings of £160m. There could still be some nasty surprises ahead for transport users which may require us to advocate on their behalf.

On the positive side, the proposal to stop free bus travel for some under 18's has been dropped from the deal. London TravelWatch can take a share of the credit for this because of interventions such as our widely praised research into how young people would be affected by the change.

In terms of other work that we've been doing during this period, here are some highlights:

- We've been continuing to meet Councils in London, jointly with Transport for All, to make the case for a collaborative approach to undertaking Equality Impact Assessments about the Streetspace changes. We have so far had meetings with 6 councils.
- We wrote to London MP's, drawing their attention to research showing that the introduction of free under 18's travel has resulted in fewer car journeys being made and has made young people less likely to be car owners in future. We pointed out that our Omnibus survey was showing that a third of Londoners expected to drive more in future, with that figure rising amongst parents.
- In advance of negotiations about the Government/TfL finance deal we wrote to the Secretary of State for Transport and the Mayor of London outlining what we thought the transport user priorities should be in the new deal. This included a request to keep bus fares as low as possible so that lower income Londoners would not be negatively impacted.
- As part of our statutory duties, we were asked to get involved in a public consultation on Govia Thameslink's (GTR's) proposed closure of their ticket office at Haringay Station. As a mitigation measure, we requested that a new help point be installed at the station's entrance. GTR wanted this help point to be taken from its existing platform location, as a new staff information office will be built on that platform. However, after we highlighted that the view from the current help point to the staff office was potentially blocked, and thus passengers might be unable to see staff based further down the platform, GTR agreed to install the new help point in the station entrance as well as retain the existing help points.
- In response to TfL's proposal to make all ticket machines at London Underground stations cashless, we have started to undertake some

research into the potential impact on transport users. We have yet to hear when the consultation process about this change will start.

- Although our campaign to prioritise the bus is on hold, we continue to progress our lobbying where we can and recently spoke at the 'Future Bus Summit' organised by TfL and Urban Design London.
- One notable success during this period was the announcement that TfL would be adding Thameslink stations to the tube map before the end of the year. This was the result of campaigning done by London TravelWatch over the summer, in conjunction with Assembly Member Caroline Pidgeon. And after a long campaign by the London Assembly Transport Committee.

Organisational Development

All indicators are green in this section apart from our office move, where attempts continue to sub-let our office in Lavington Street.

During this period we received confirmation that we have been accredited under the Mayor's [Good Work Standard](#) which sets the benchmark the Mayor wants every London employer to work towards and achieve. This replaces our previous Investors in People accreditation.

Relationships

Our relationship with Transport Focus continues to go from strength to strength and we are currently conducting a 6- month review into how things are going between the two organisations.

Our relationship with Transport for London is still developing well and we have received further confirmation that our Omnibus survey results are being discussed the highest levels.

We have recently analysed the results of a satisfaction survey that we conducted with Transport Committee Members and their staff which showed that overall, 86% were satisfied or very satisfied with the work of London TravelWatch. And that 71% thought that our usefulness had improved since July 2019. This is really encouraging and gives us data that we can use to improve our usefulness over time.

Complaints handling

Positive feedback about the London TravelWatch casework team continues to stream in, and the casework team are dealing effectively with a range of new complaints related to the pandemic situation. Only 12% of cases in the last quarter had an unsuccessful outcome, which is even better than the previous quarter.

We've had an initial conversation with Transport for All about the potential for collaboration with them on casework affecting disabled people.

As a result of our questioning of the Rail Ombudsman at the last Board meeting, they have now increased the number of case studies on their website. We will continue our scrutiny of their performance at the next ADR Scheme Council meeting in December.

3. Finance update

Our financial situation is sound, and a full finance report is circulated with these papers. We are still undergoing our annual audit which will conclude shortly.

4. Conclusion and recommendations

London TravelWatch has been doing a good job of responding to events as they unfold and then advocating for the needs of transport users. The details of the finance deal between the Government and TfL is now getting clearer, and we are close to finding out what level of budget cuts London TravelWatch will experience in the next financial year. These two pieces of information will enable us to start formulating our Business plan for the year ahead.

Recommendations:

- 1) The board are asked to note the report

Emma Gibson
Director