
Secretariat memorandum

Author: Janet Cooke

Agenda item 11
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London TravelWatch 6 monthly performance report

1 Purpose of report

- 1.1. To update the Board on the organisation's progress towards meeting the key business plan targets agreed with the Transport Committee for 2009-10.

2 Recommendation

- 2.1. That the Board review progress to date towards delivering the key business plan targets agreed with the Transport Committee for 2009-10.

3 Issues for consideration

- 3.1. The attached table sets out progress against the internal milestones we have set ourselves to facilitate work planning through the year.
- 3.2. This is the first year that we have tracked progress in such a way and inevitably this will be something of a learning process for us. However this monitoring will also help us better understand how and why projects slip.
- 3.3. It should be noted that the plan does not record the wide range of other ongoing work that takes place within the organisation, only what directly contributes to the key business plan targets. It is interesting to note within what was already an ambitious plan, how the volume of work in some categories has increased since last year.
- 3.4. For example in target 10 where, only half-way through the year, we have already contributed evidence to six scrutinies or inquiries compared to only one in 2008-9. Within the same category we are also recording for the first time the number of responses made to statutory consultations (other than to those regarding alterations to bus routes or consultations about traffic orders and planning applications) and have dealt with over 40 to date. Similarly the amount of work included within target 0 is substantially more than was envisaged when the business plan was originally agreed with the Transport Committee in October 2008.
- 3.5. An internal training programme has been put in place to assist managers and directors develop a consistent approach to project management. This will place greater emphasis on quantifying the staffing resources needed to undertake major pieces of work and not just the financial resources.

- 3.6. It is already clear that target 13 was too ambitious and will not be met in full this year. However, other than that, the organisation is broadly on target to meet the other headline targets by the end of the year even if some of the individual milestones we have set ourselves are not completely met.
- 3.7. The Executive Group review progress against the work plan every quarter.

4 Equalities and inclusion implications

- 4.1. Targets 2 and 9 have direct equalities implications.

5 Legal powers

- 5.1. 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.
- 5.2. 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.

6 Financial implications

- 6.1. Target 12 relates to financial performance.