

## **LONDON TRAVELWATCH Business Plan and Budget Bid 2009–10**

1. This business plan and budget bid have been prepared in the light of the guidance given by the parties' transport leads for the London Assembly and follows the format used in previous years.
2. In line with previous guidance, the total budget bid for 2009–10 and the total indicative figures for 2010–12 are based on those submitted in the 2008–09 budget bid, reworked to reflect changed circumstances and revised priorities. In particular we have identified net savings of 3.27% for 2009-10. The details of the budget bid can be found in appendix A.

### **Introduction**

3. We are an independent, politically neutral, consumer organisation with a wide range of statutory functions which are summarised in appendix C. We have a wide remit, covering all those in London who use the buses, the Underground, taxis, the Docklands Light Railway, trams, Dial-a-Ride, and the principal road network; as well as the National Rail network in and around London. We also speak up for cyclists and pedestrians. Our multi-modal role means that promoting the best possible arrangements to facilitate transfer between different transport modes at key interchanges is a particularly important aspect of our work.
4. We work closely with Passenger Focus who are the national consumer body for rail passengers and will continue to do so, particularly as they develop their new role in representing bus passengers outside London from April 2009.
5. Our aim is that:
  - our work should be properly informed on the basis of information gathered from a wide range of sources including individual transport users; user groups; local authorities; and those who complain to us having been dissatisfied with transport operators;
  - our role and responsibilities should be known to those who might wish to make use of our services; and that
  - when necessary, we can successfully persuade the decision makers and service providers to improve transport in our area to reflect the needs and aspirations of users.
6. As part of our role we see it as important to be able to influence policy making at all levels. We, therefore, regard it as important to prioritise our statutory duty to respond to consultations on proposed industry, Mayoral and Government

strategy and, where appropriate, we will seek changes to reflect what transport users tell us are their priorities. We recognise that lower level transport decisions stem from these high-level strategies and we must give proper consideration to these documents if we are to be successful in securing real improvements to transport facilities in and around London.

## **Current Context**

7. We are entering a crucial phase in the development of London's transport infrastructure. Unprecedented investment heralds major changes in passengers' travel experiences. The renovation and enhancement of the Underground is well under way. The upgrading and extension of the East London line and of the Thameslink route have started. Crossrail is ready to proceed, and other improvements are planned in advance of the 2012 Olympics. On London's National Rail network, the route utilisation strategies and the reletting of operating franchises are setting the framework of services for many years ahead.
8. In addition to these high profile changes to the infrastructure, Transport for London have identified that bus capacity needs to increase by 40%, cycling must quadruple and a million more walking trips must be made to address London's planned growth until 2025. A new Mayor has taken office and is about to review his transport strategy. At such a time London TravelWatch has a crucial role to play in ensuring that the interests of the travelling public are safeguarded and vigorously promoted, not just for today but for the coming decades.
9. We need to continually maintain and develop our expertise and organisational knowledge base to ensure we are able to properly respond to these consultations and events.
10. Internally the past six months have seen major changes at the top of the organisation. The former Chief Executive retired at the end of March after twenty five years in post and the long-serving Deputy Chief Executive is due to take partial retirement in December. Our previous Chair's appointment was terminated prematurely at the beginning of June and he was replaced by one of our existing board members for a four month period pending the appointment of a new Chair for a four year period from the beginning of October. All staff and board members have worked hard to maintain business as usual, but these changes will inevitably have an impact on our ability to deliver all our business plan objectives for 2008-09.
11. As a responsible organisation we are constantly looking for ways to reduce our operating costs. This year, as well as deleting two posts, we have managed to have our rateable value reduced, to cut costs through better procurement of photocopying and printing equipment and to reduce our expenditure on stationery and computer consumables. Moving forward we will continue to seek efficiency savings but, to balance these, there are also areas of unavoidable growth that we need to accommodate: for example, to pay our cleaning staff a London Living Wage, to meet significantly higher fuel bills and to outsource our health and safety administration (which will free up a significant amount of staff time).

## Casework

12. Casework will continue to be a priority for us and the staffing restructure mentioned in paragraph 38 will enable us to focus better on improving performance. Linked to this we will research best practice in customer care and complaint handling in a variety of industries. At the end of 2008-09 we will review our processes and procedures, following which it may be appropriate to change how we measure performance in this activity.
13. We seek regular feedback on how complainants view our handling of their cases, sending out a questionnaire with final replies which asks them to rate our performance in a number of areas. We use a weighted scale to measure their responses where 0 indicates total dissatisfaction and 100 indicates complete satisfaction. Next year we hope to increase the level of satisfaction with how we handle appeals and the speed with which we deal with them. Our target for this is based on current measures but, as stated above, may be amended in the light of the review.

### 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 81, 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

14. Reaching all sections of the community remains a key challenge for us. We will use our feedback questionnaires to help build a profile of those who use our services, and seek similar information from operators, then consider how best to target groups who currently do not seek our help and may not even be aware of our existence.

### 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

15. In order to progress most of the appeal cases referred to us we need to seek a submission from the operator or service provider (sometimes more than one) against which the complaint has been made. Although most respond in a timely way, a small minority do not, something which affects our own ability to close cases as quickly as we would wish. We will continue our efforts to persuade all operators to deal with our information requests as efficiently as possible.

### 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. We will continue to monitor complaints handling record performance by operator and we will make formal referrals to the regulatory authorities as appropriate in respect of operators failing to deliver satisfactorily.*

Lead officer: Director, Public Liaison

16. We will continue to promote good practice both by visiting service providers to discuss their complaints procedures informally and also by undertaking formal audits of the complaints handling systems and the quality of responses sent out by transport operators in our remit. This activity has been well received and a programme of further audits will be drawn up for 2009-10, some of which will be carried out jointly with Passenger Focus. We will also undertake follow-up audits to monitor the extent to which providers have improved their systems in response to our suggestions.

**TARGET 4**

*To complete at least 4 audits (or follow-up audits) of service providers' complaints handling procedures.*

Lead Officer: Director, Public Liaison

**Stakeholder liaison and communications**

17. In recent years we have increased our liaison with stakeholders but we want to strengthen these links further to help ensure that our work is evidence-based and properly reflects the needs and aspirations of transport users across our area. In recognition of the importance we attach to this work, in our restructure the responsibility for it will be transferred into the Chief Executive's team where it will be co-ordinated by the Communications Officer.

18. We have established member-level liaison with the transport leads in many London borough councils which has added to the good officer-level links we have developed over many years. This work will be developed further in the coming year to ensure that we have good relations with the councils and understand their local travel and transport issues, and that they understand our role and remit. We recognise that different authorities work in different ways and our aim will be to link into whatever local networks they have established to consider transport issues.

19. With limited staff and member resources we will have to take a more strategic approach to stakeholder liaison so that we can target our activity where it is most needed. We will use stakeholder mapping combined with a system of capturing and recording local issues to assist us to do this. We will also seek to strengthen links with the councils around London so we can better understand the issues which affect passengers travelling into and out of the capital. In respect of National Rail our boundary extends well beyond that of Greater London, and we have a specific duty to keep under review the needs of passengers travelling throughout our area.

**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

20. Following the business breakfast we held in February 2008, we will continue to meet with business groups to help us understand the travel and transport issues affecting them and their employees. We propose to organise further focussed meetings in future years to develop links with other parts of our constituency.

**TARGET 6**

*To arrange two local passenger consultation exercises in 2009-10.*

Lead Officer: Communications Officer

21. We wrote our first communications strategy last year and will regularly review and update this.
22. We have successfully raised our media profile and will work to maintain it over the coming years in accordance with the aims set out in our communications strategy.
23. We will review and expand our website in 2009 and hope to continue to increase the number of visitors it attracts. During 2007-8, we had an average of 6,983 unique visitors per month to our website. We have a target to increase the number of unique visitors to our website to 7,332 per calendar month by 31.3.09, and aim to increase this by another 5% during 2009-10 (to 7,700 based on current projections).

**TARGET 7**

*To achieve a 5% growth in the number of unique visitors to our web site during 2009-10.*

Lead Officer: Communications Officer

24. We will continue to produce a regular electronic newsletter and work to achieve higher levels of take-up in the future. We have a target to increase the number of people signed up to receive our e-newsletter to 1,134 by 31.3.09; and aim to increase this by at least 5% during 2009-10 (to 1,191 based on current projections).

**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

**Equalities**

25. We remain aware of the importance of promoting transport accessibility and wider equalities issues. We will continue to work to ensure that we deliver the commitments contained in our Disability Equality Statement.
26. We will continue to arrange equalities training for all new Board members and staff.
27. Our Transport Accessibility Committee has a broad remit to consider anything which will make transport more usable for everyone and have established links with a number of disability groups which have helped inform our discussions. We remain committed to examining the major interchanges in our area to consider what recommendations we can make to providers to make the total journey experience as easy as possible for everyone.

28. There have been major changes to the way health care is provided and many more are being planned. Our Access to Healthcare Task Force examines the many problems faced by people needing to travel by public transport to such facilities in London. We successfully managed to engage with the Ministers of Transport and Health on this issue during 2008, suggesting changes that would lead to improvements nationwide. This meeting led to our involvement with the officers who are planning transport for the London Strategic Health authority. We will maintain this dialogue in 2009-10 as well as continuing to review access to key healthcare sites across London.
29. Following concerns expressed to us by several faith communities we have started to investigate the provision of transport links between key locations.

**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

**Research and Development**

30. We shall be continuing our successful policy of liaising with local bus users groups, local authorities, London Assembly members and MPs on proposed bus service changes to ensure that our responses are meaningful and informed. At Transport for London's suggestion, we have agreed to integrate its consultation process with ours, achieving administrative savings while safeguarding our autonomy.
31. We shall continue to assist the London Assembly with its programme of scrutinies and the House of Commons Transport Select Committee with its inquiries.

**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 and Development

32. We shall continue to undertake, or commission, research as necessary to inform our policies and pronouncements. Our research programme will be developed taking account of issues in our postbag, as well as issues our Board and staff identify as being worthy of investigation on the basis of their knowledge of emerging consumer issues. We are also anxious to ensure that the information we have on passenger views remains up to date and during the year will review this to identify any gaps.
33. Two areas that we will be watching closely, to monitor their impact on passengers over the coming year, are the Thameslink improvement works and the increasing shift towards using vending machines to sell travel tickets. It may become appropriate to commission specific research into one or both of these.

34. As in previous years, where possible we will identify issues on which we can work collaboratively with Passenger Focus or other organisations in order to pool expertise and share costs.
35. It is essential for us to be able to be flexible in planning our research activities to enable us to respond to external events over which we have little or no control and which can be unpredictable. We need to address the agendas of other organisations, including the Assembly's own Transport Committee and the House of Commons' Transport Select Committee as well as the industry's operators and regulators. To be relevant our research must be rooted in the current concerns of transport users. Our business plan makes provision for such work in general terms, but the actual projects to be undertaken will be identified by our Board during the lifetime of the plan.

**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

**Financial Management**

36. The procedures we put in place during 2007 are working well. Our annual audit proceeded very smoothly with no recommendations for further action. Officers at City Hall have confirmed they are very satisfied with the regularity and scope of our financial reporting.

**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

37. As summarised in paragraph 11, we have managed to find efficiency savings of 3.27% against the budget submitted last year for 2009-10. Any reductions beyond this would adversely affect our plans for the coming year and mean that we would have to scale back our research activity and engagement with user groups.

**Staff**

38. Staff salaries are by far the largest element of the London TravelWatch's expenditure.
39. During November 2008 London TravelWatch will implement a minor staff restructure (within the current resource envelope) to reassign the duties currently undertaken by the Deputy Chief Executive and by the Accessible Transport Officer (whose post has been vacant and unfunded since the end of 2007-08). Both posts will be deleted from the organisation's staffing establishment.
40. As well as redistributing this work the restructure has also been designed to improve focus on and accountability for key areas of work, as well as building in better cover arrangements for absences. Significant investment in training and

development is being made this year to help improve the organisation's capacity and, once we have had time to consolidate these changes, we anticipate that they will lead to improved effectiveness. As well as delivering more training in-house to reduce costs we are investigating other sources of funding for this important activity.

41. With the retirement of the Deputy Chief Executive and, last year, of the previous Chief Executive, the organisation will have lost a significant amount of experience. To compensate for this we have negotiated with the Deputy Chief Executive to continue working as a part-time Policy Adviser to the organisation (this will be on a two days per week basis one of which will be recharged to Passenger Focus who are also keen to retain access to his expertise in rail safety issues). In this capacity he will continue to lead on most safety related issues and also will write up an internal directory of guidance on key transport issues and London TravelWatch's policies in respect of these, so that we do not lose organisational memory. This will be particularly helpful for new members and staff.

42. Our staffing budget supports our work as follows (on the basis of the staff expected to be in post as of 1.4.09):

	£ '000
• Research, policy development, consultation responses and committee administration	331
• Casework and public liaison	366
• Corporate management, stakeholder engagement and communications	171
• Financial control, personnel and premises management	178

Details of our staffing structure are shown in appendix B.

### **Risk Assessment and Business Continuity**

43. We have already put in place a series of measures relating to business continuity and continue to regularly review and update our systems according to changing circumstances. Similarly we regularly review our activities and update systems in the light of changing circumstances and changes to levels of perceived risk.

44. An important new risk that we face is the loss of expertise and organisational memory due to the retirement of several key staff. We have already put in place mechanisms to ameliorate this (as set out in paragraph 41) but intend to develop a comprehensive strategy for knowledge management generally during 2009-10.

**TARGET 13**

*To lead the development and implementation of a knowledge management strategy for London TravelWatch*

Lead Officer: Director Finance and Personnel



45. We have identified several issues that may affect the delivery of our business plan commitments and budget submission:

- An unexpectedly high surge in appeals complaints would require redeployment of research staff away from their planned work
- Our rent review is now more than a year overdue although we have raised the matter with our landlords. We have made provision for this in our accounts but it remains a risk to the budget until it is finally agreed.
- We may be called upon to respond to a major policy consultation or to carry out our functions in relation to rail closure proposals.
- With the recruitment of a new Chair, and the arrival of a number of new Board members in January 2009 we are planning an awayday to review the work of the organisation. This could result in some changes to our business plan.

## **Reserves**

46. Although we have made some planned calls on our reserves in recent years we consider that it would be an unacceptable risk to allow these to fall below the level needed to continue running the organisation if for any reason our monthly transfer from the GLA was delayed. We also want to maintain a small cushion that could be used to meet higher than anticipated research costs, particularly if we needed to respond to a major consultation and are unable to secure additional funds to cover this.

47. We therefore do not propose to make any calls on our reserves over the life of this business plan, but if some of the risks referred to in paragraph 45 materialise this may become necessary.

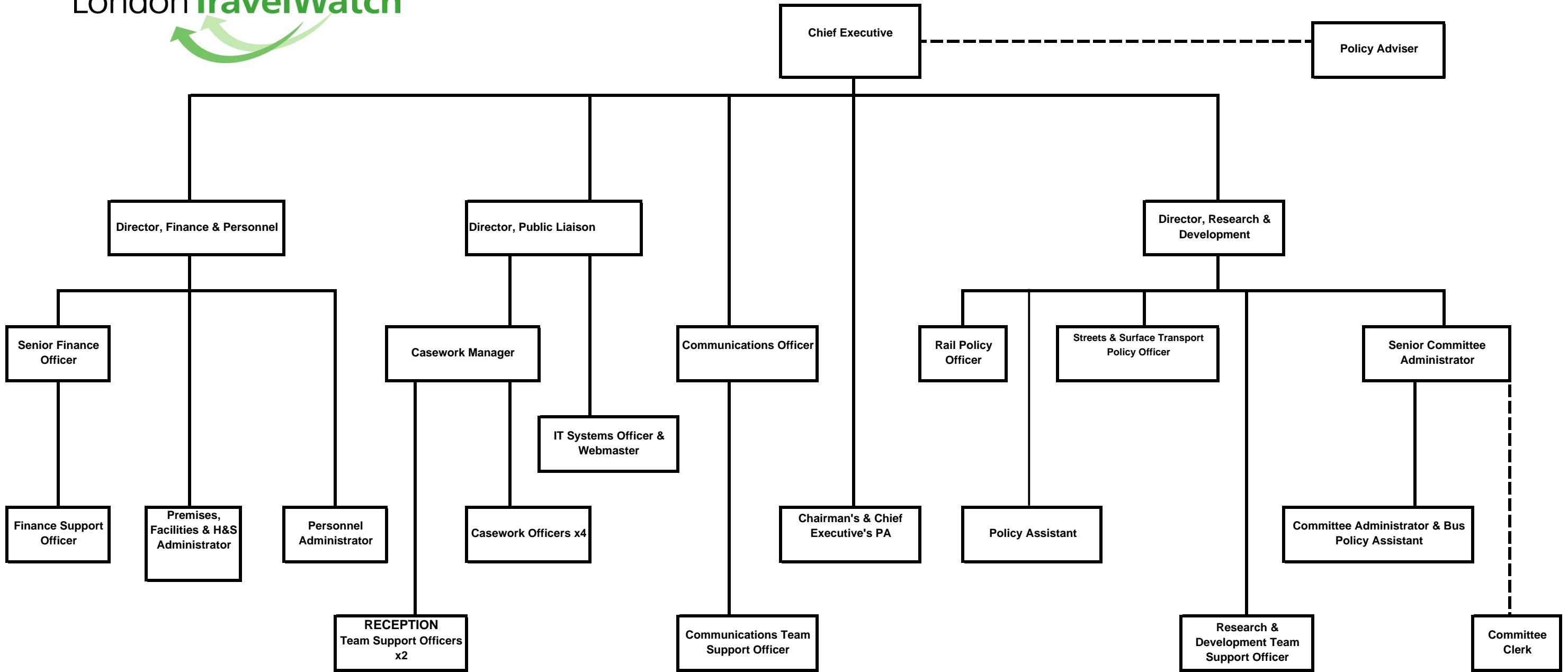
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APPENDIX A  
03/10/2008

London TravelWatch Budget Submission 2009/10				
£K	2008/09 £000	2009/10 £000	2010/11 £000	2011/12 £000
<b>Corporate Plan 08/12</b>	<b>1,586.0</b>	<b>1,633.0</b>	<b>1,627.0</b>	<b>1,632.0</b>
<b>General Pay and Price Inflation at 3%:</b>				
Chair, Members & Staff Costs-pay		29.0	27.8	33.5
Chair, Members & Staff Costs-non-pay (New CEO advertising in 2008/9 only)		-11.6	1.5	1.5
Accommodation & Supplies & Services		12.8	13.2	13.3
<b>Budget Requirement-pre growth and savings (below)</b>		<b>1,663.2</b>	<b>1,669.5</b>	<b>1,680.2</b>
Chair, Members & Staff Costs-pay: Incremental growth		18.8	8.0	3.8
<b>2009/10 Budget Requirements as bid (2010/11 &amp; 2011/12 as adjusted)</b>		<b>1,682.0</b>	<b>1,677.5</b>	<b>1,683.9</b>
<b>Unavoidable growth in excess of general inflation and incremental growth in pay:</b>				
<b>Accommodation costs:</b>		17.4	14.3	24.4
<b>Chair, Members' &amp; Staff costs-pay:</b>				
Growth above inflation		17.5	18.0	17.5
<b>Members' costs- non-pay</b>		0.0	0.0	0.0
<b>Other Staff related costs-non-pay</b>		0.0	0.0	0.0
<b>Supplies &amp; Services</b>		2.3	2.0	2.3
<b>Total unavoidable growth</b>		<b>37.1</b>	<b>34.3</b>	<b>44.1</b>
<b>Projected Savings:</b>				
Bank interest receivable-not in budget		4.0	4.0	4.0
<b>Accommodation costs</b>		12.7	10.0	10.1
<b>Chair, Members' &amp; Staff costs-pay</b>		37.4	25.0	25.0
<b>Members' costs- non-pay</b>		5.6	5.6	5.6
<b>Other Staff related costs-non-pay</b>		9.2	9.2	8.7
<b>Supplies &amp; Services</b>		23.2	30.0	30.6
<b>Total savings</b>		<b>92.1</b>	<b>79.9</b>	<b>80.1</b>
<b>Application of reserves</b>		0.0	0.0	0.0
<b>Budget Requirement-after growth and savings</b>		<b>1,627.0</b>	<b>1,632.0</b>	<b>1,648.0</b>
Excess over guideline		0.0	0.0	0.0
<b>Potential additional growth</b>		0.0	0.0	0.0



# Proposed London TravelWatch Staff Structure



**STATUTORY DUTIES OF OR AFFECTING LONDON TRAVELWATCH**
**Appendix C**

Note : In the interests of concision, the wording of some duties has been condensed or paraphrased. A key to the statutory references and other abbreviations used appears at the end of the table. Where statutes have been subsequently amended, the amendments have been incorporated to show the current law, not the original or any other previous wording now replaced. While every care has been exercised in the compilation of this table, it should not be treated as an authoritative statement of the law without reference to the relevant statute or statutory instrument.

Duties placed on London TravelWatch (known officially as the London Transport Users Committee) shown in shaded cells

Duties placed on other bodies directly affecting London TravelWatch are shown in unshaded cells.

Discretionary duties are shown in *italics*. Duties shown in [square brackets] have not been activated or are in abeyance as at 1.9.08.

Statutory source	Duty holder	Duty	Resource costs
<b>TRANSPORT FOR LONDON</b>			
GLAA '99 S248	LTUC	<b>Consider</b> and where it appears desirable <b>make recommendations</b> with respect to any functions of the GLA or TfL relating to transport (other than freight) which .... has been the subject of representations (other than frivolous) made by or on behalf of users any of the services provided, authorised or licenced by TfL, or .... has been referred to it by TfL or the GLA, or .... otherwise appears to it to be a matter to which consideration should be given.	H
GLAA '99 S248	LTUC	When making any recommendation regarding a highway for which TfL is the highway or traffic authority, <b>consider</b> the interests of all those who use the highway for passenger transport, including cyclists and pedestrians.	M
GLAA '99 S248	LTUC	<b>Refer</b> any representation received about an alleged breach of law or a licence condition affecting a taxi or private hire vehicle to TfL and <b>notify</b> the person who made it.	L
GLAA '99 Sch16	TfL	[ <b>Consult</b> LTUC before publishing a notice varying the times between which free travel would be available to holders of concessions under the (reserve) free travel scheme.]	–
<b>BUSES</b>			
GLAA '99 S183	TfL	<b>Consult</b> LTUC, when proposing to provide or vary a bus route (or an agreement with another person to provide a bus route), about the route, termini, stops and turning arrangements.	H
GLAA '99 S184	TfL	<b>Consult</b> LTUC when proposing to discontinue a bus route (or an agreement with another person to provide a bus route).	H
GLAA '99 S185	TfL	<b>Consult</b> LTUC when deciding whether to grant a permit for another person to operate a bus route.	M
GLAA '99 S185	TfL	<b>Notify</b> LTUC of the particulars of a bus route for which it has granted a permit.	L
GLAA '99 S191	Mayor	<b>Consult</b> LTUC when preparing or revising the guidance document setting out the criteria by which applications for permits to operate bus services will be decided.	L
<b>NATIONAL RAIL</b>			
GLAA '99 S252A	LTUC	<b>Keep under review</b> matters affecting the interests of the public affecting the provision of railway passenger services wholly or partly within, and station services within, the London railway area and <b>make representations</b> to and <b>consult</b> such persons as it thinks appropriate about these matters.	H
GLAA '99 S252B	SoS	<b>Refer</b> to LTUC for investigation matters relating to the quality of rail passenger services wholly or partly within and station services wholly within the London railway area.	L
RA '93 S78	RPC	<b>Refer</b> to LTUC any matter which is the subject of a representation received by it by a user or potential user of railway passenger services which appears to it to relate solely to the provision of such services, or of station services, wholly within the London railway area.	M

GLAA '99 S252B and TA '00 Sch26	LTUC	<b>Investigate</b> any relevant matter affecting franchised railway passenger services wholly or partly within, and station services within, the London railway area which .... is the subject of a representation (other than frivolous or vexatious) made by a user or potential user of these services, or  .... has been referred to it by the Secretary of State, the Office of Rail Regulation, the Rail Passengers Council, the London .... appears to it that it is a matter that it ought to investigate.	H
GLAA '99 S252B	LTUC	<b>Assist</b> the SoS, on request, in ascertaining whether a rail franchise operator is meeting the standards set for the franchise.	L
GLAA '99 252C	LTUC	On investigating any matter affecting franchised passenger services, <b>make appropriate representations</b> on any relevant matter to the person providing the service and (in certain cases) the SoS	H
GLAA '99 252C	LTUC	<b>Refer</b> a matter to the SoS where, having made representations affecting franchised passenger services, it is unable to obtain a satisfactory resolution, or it has reason to believe that a rail licence holder is contravening a condition of the licence or is likely to do so, or that a rail franchisee is contravening a provision of the franchise agreement or is likely to do so.	M
R(LRU)R '05 R19	LTUC	[ <b>Refer</b> a matter to the SoS or the ORR where it has reason to believe that any holder of a European rail licence is contravening a condition of the Statement of National Regulatory Provisions held by it or is likely to do so.]	-
GLAA '99 S252C	SoS	<b>Refer</b> to ORR a matter referred to him by LTUC where he considers that it would be dealt with more appropriately by the exercise of ORR's powers	L
GLAA '99 252C	LTUC	<b>Not make</b> any recommendation or referral affecting franchised passenger services unless it is satisfied that on the basis of the information about costs and benefits available the expenditure involved represents good value for money.	L
GLAA '99 S252D	LTUC	<b>Prepare</b> a report on any matter referred to it by the SoS for investigation, if required by him to do so, and (optionally) on any other matter it has investigated relating to the provision of franchised railway passenger services.	H
GLAA '99 S252D	LTUC	<b>Not include</b> in any report it makes regarding the provision of franchised rail passenger services any proposal to take any steps unless it is satisfied that on the basis of the information about costs and benefits available the expenditure involved represents good value for money.	L
GLAA '99 S252D	LTUC	<b>Send</b> a copy of every report it makes regarding the provision of franchised rail passenger services to the RPC.	L
GLAA '99 S252D	SoS	<b>Arrange</b> the publication of any report prepared by LTUC at his request, in any manner he thinks appropriate.	L
	LTUC	<b>Publish</b> its report on any matter referred to it by the SoS for investigation, if required by him to do so, and (optionally) on any other matter on which it has prepared a report regarding the provision of franchised rail passenger services, in any manner it thinks appropriate.	H
RA '05 S145	LTUC	<b>Include</b> in any report made by it any information relating to the affairs of any individual or business which has been obtained by it by virtue of the provisions of the Railways Act 2005 which would not otherwise be disclosable without the consent of that individual or person carrying on that business.	L
TA '62 S56 and TA '00 Sch28	LTUC	[ <b>Consider</b> and where it appears desirable <b>make recommendations</b> with respect to any matter affecting any service provided by the British Railways Board, other than under a franchise agreement, which : .... has been the subject of representations (other than frivolous) made by or on behalf of users of that service, or .... has been referred to it by the SoS or the Board, or .... appears to it to be a matter to which consideration should be given.]	-
GLAA '99 S252E	SoS	[With or without conditions, <b>exclude</b> from any part of LTUC's remit (or modify the remit in relation to) particular rail services, rail services of a particular type, or rail services provided by a particular person.]	-
GLAA '99 S252E	SoS	[Before excluding any rail services from LTUC's remit, <b>consult</b> LTUC and RPC.]	-

**OTHER TRANSPORT SERVICES**

CTA '97S41	LTUC	<b>Consider</b> and where it appears desirable <b>make recommendations</b> with respect to any matter affecting .... international railway passenger services provided (other than by the Channel Tunnel concessionaire) in Great Britain between any place in Great Britain within the London railway area and any place outside Great Britain by way of the tunnel .... facilities so provided which are intended for use primarily in connection with such services, which .... has been the subject of representations (other than frivolous) made to it by or on behalf of any users of any services or facilities so provided, or .... has been referred to it by the provider of such services or facilities, or .... otherwise appears to it to be a matter to which consideration ought to be given.	M
CTA '97 S41	LTUC	<b>Not consider</b> the charges made for any service or facility provided by or for, or any question relating to the reduction or discontinuance of railway services by, any provider of international railway passenger services	L
CTA '97 S41	LTUC	<b>Send</b> to the provider of any international rail passenger services via the Channel Tunnel or related facilities copies of its minutes, conclusions and recommendations relating to it.	L
CTA '97 S41	Service provider	On reaching a decision with respect to any matter affecting any international rail passenger services via the Channel Tunnel or related facilities which has been the subject of a recommendation from LTUC, <b>give notice</b> to it in writing of that decision.	L
HERA '91 S41 and HER(E)O '02 S22	LTUC	<b>Consider</b> and, where it appears desirable, <b>make recommendations</b> with respect to any matter affecting the services and facilities provided on the Heathrow Express Railway or at its stations which .... has been the subject of representations (other than frivolous) made to it by or on behalf of users of those services and facilities, or .... has been referred to it by the SoS or the company operating the railway, or .... appears to it to be a matter to which consideration ought to be given.	M
HERA '91 S41 and HER(E)O '02 S22	LTUC	<b>Not consider</b> the charges made for any service or facility, or any question relating to the reduction or discontinuance of railway services, provided by the operator of the Heathrow Express Railway.	L
HERA '91 S41 and HER(E)O '02 S22	LTUC	<b>Send</b> to the company operating the Heathrow Express railway and to the RPC copies of its minutes, conclusions and recommendations relating to the railway.	L
CTA '94 S50	LTUC	[While the functions of TfL relating to the Croydon Tramlink system are vested in a transferee, <b>consider</b> and, where it appears desirable, <b>make recommendations</b> with respect to any matter affecting such services which is .... the subject of representations (other than frivolous) made to it by or on behalf of users of those services and facilities, or .... referred to it by TfL, the Mayor a the transferee, or ,,, is in its opinion a matter to which consideration ought to be given.]	—
CTA '94 S50	LTUC	[ <b>Not consider</b> the charges made for any services, or any question relating to the reduction or discontinuance of railway services, provided by the transferee of the Croydon Tramlink system, or any matter which is the subject of a monopoly reference to the Director General of Fair Trading under the Croydon Tramlink Act.]	—
TA '62 S56	SoS	[ <b>Give</b> a direction specifying that the duties of LTUC under the Transport Act 1962 shall apply to a ferry service.]	—

TA '62 S56	LTUC	[If the SoS has given a direction that the duties of LTUC under this Act shall apply to a ferry service, <b>consider</b> and where it appears to it to be desirable <b>make recommendations</b> with respect to any matter affecting that service which : .... has been the subject of representations (other than frivolous) made by or on behalf of users of that service, or .... has been referred to it by the SoS or the person providing the service, or .... appears to it to be a matter to which consideration should be given.]	–
TA '62 S56	SoS	[Where he has received a recommendation from LTUC under this Act relating to a ferry service, <b>give</b> such directions as he thinks fit relating to the matters dealt with in the recommendation.]	–
GLAA '99 S249	LTUC	[Subject to the consent of the Assembly, <b>enter into</b> arrangements with any person providing public passenger transport services in London not falling within its statutory remit to consider any matter relating to those services.]	–
GLAA '99 S248	LTUC	<b>Refer</b> any representation received about land or water transport in Greater London which falls outside its remit to the most appropriate person to consider it, and <b>notify</b> the person who made it.	L
<b>NEW RAILWAYS OR TRAMWAYS</b>			
T&W(A&OP)R '06 R13 and Sch5	Applicant	<b>Serve</b> on LTUC a copy of the application and specified supporting documents when making an application under the Act for authority which would affect the operation of any existing railway passenger or tramway services provided under statutory powers, or for the construction of a new railway for the provision of public passenger transport or of a new tramway.	M
<b>RAILWAY CLOSURES</b>			
RA '05 S25	SoS	[ <b>Designate</b> a rail service operating wholly in Greater London as an "excluded London service" (other than a service operated by TfL or a subsidiary of TfL, which are automatically so designated).]	–
RA '05 Sch7	Rail operators	<b>Send</b> to LTUC a copy of any notice published giving details of a proposed railway closure affecting its area (other than of an "excluded London service"), and a summary of the results of the initial assessment.	X
RA '05 Sch8	Rail operators	<b>Give</b> notice of any proposed closure of an "excluded London service" in a prescribed manner, including a statement that any objections may be sent to LTUC before a prescribed day not less than six weeks after publication of the notice.	X
RA '05 Sch8	Rail operators	<b>Send</b> to LTUC a copy of any notice published giving details of the proposed closure of an "excluded London service".	X
RA '05 Sch8	Rail operators	<b>Not give</b> effect to the proposed closure of any "excluded London service" before the end of the period specified for making objections.	X
RA '05 Sch8	LTUC	Immediately <b>inform</b> the Mayor and the rail operator of any objection made to it about the proposed closure of an "excluded London service" by or on behalf of any user of the service.	X
RA '05 Sch8	LTUC	As soon as possible after the closing date for making objections to the proposed closure of an "excluded London Service" : .... <b>consider</b> any objections made during that period, .... <b>consider</b> any representations made by the service operator, and .... <b>report</b> to the Mayor on any hardship it considers will be caused by the closure.	X X X
RA '05 Sch8	LTUC	<b>Hold</b> a public hearing to hear oral objections to the proposed closure of an "excluded London service" and oral representations from the service operator.	X
RA '05 Sch8	LTUC	<b>Include</b> in its report to the Mayor on any hardship it considers would be caused by the closure proposals for alleviating any such hardship.	X
RA '05 Sch8	LTUC	<b>Send</b> to the service operator a copy of every report it makes relating to the proposed closure of an "excluded London service".	X
RA '05 Sch8	Mayor	After receiving a report from LTUC on any hardship it believes would be caused by the closure of an "excluded London service", <b>require</b> further reports from LTUC relating to the proposed closure.	X
RA '05 Sch8	Mayor	After receiving a report from LTUC on any hardship it believes would be caused by the closure of an "excluded London service", and any further reports from LTUC relating to the proposed closure he may have required, <b>decide</b> whether or not to	X

TA '62 S56	LTUC	<b>Consider</b> and if it thinks fit <b>object</b> to any proposal for the discontinuance of a railway service made in an application for an order, or made by the SoS, under the Transport & Works Act 1992.	X
HERA '91 S41 and HER(E)O '02 S22	SoS	On receiving notice from the company operating the Heathrow Express Railway of a proposal to discontinue all passenger services on the railway or at or from its stations, <b>consult</b> the LTUC and, having done so, <b>consider</b> what measures, if any, he should take.	L
<b>RAILWAY SAFETY</b>			
R&OGTS(S)R '06 R17	Applicant	<b>Copy</b> to LTUC (or notify it of the place where the documents may be accessed) any application for the issue, amendment or revocation of a safety certificate or authorisation made under the Regulations.	M
R&OGTS(S)R '06 R17	ORR	<b>Copy</b> to LTUC (or notify it of the place where the documents may be accessed) any notice relating to the issue, amendment, refusal or revocation of a safety certificate or authorisation made under the Regulations.	M
R&OGTS(S)R '06 R17	LTUC	<b>Make representations</b> in writing to the ORR regarding any application for the issue, amendment or revocation of a safety certificate or authorisation under these Regulations.	M
R&OGTS(S)R '06 R17	ORR	<b>Consider</b> , in making its decision on, any representations received from LTUC regarding, any application for the issue, amendment or revocation of a safety certificate or authorisation made under the Regulations.	L
<b>BOARD MEMBERS AND MEETINGS</b>			
GLAA '99 S247	Assembly	<b>Appoint</b> the Chairman and members of LTUC (after consultation with the SoS).	M
GLAA '99 S247	Assembly	<b>Designate</b> one or more members of LTUC to be deputy chairman/chairmen	L
GLAA '99 S247	Assembly	<b>Not appoint</b> as a member of LTUC a member or employee of the Assembly or TfL.	L
HCDA '75 S1 & Sch1	Assembly	<b>Not appoint</b> as a remunerated member of LTUC a member of the House of Commons.	L
GLAA '99 S247	Assembly	<b>Have regard</b> when appointing members of LTUC to the desirability of ensuring that they represent the interests of users of passenger transport services in Greater London and rail passenger services in the wider LTUC area	L
CS&DPA '70 S14	Assembly	<b>Have regard</b> when appointing members of LTUC to the desirability of including one or more persons with experience of work among, and the special needs of, disabled persons and to that person or persons being or including a disabled person or	M
RA '05 S19	Assembly	<b>Appoint</b> a member of the RPC from among the members of LTUC.	L
RA '05 S19	Assembly	<b>Consult</b> the SoS before fixing the terms and conditions of its appointee to the RPC.	L
GLAA '99 Sch18	LTUC	<b>Meet</b> at least twice a year, and whenever convened by the chairman (including at the request of any three members).	H
GLAA '99 Sch18	LTUC	<b>Keep</b> minutes of meetings and <b>send</b> copies to the Assembly, the SoS and the RPC.	M
GLAA '99 Sch18	LTUC	<b>Determine</b> its own procedure including the quorum at meetings.	L
GLAA '99 Sch18	LTUC	<b>Delegate</b> any of its functions to sub-committees.	L
GLAA '99 Sch18	LTUC	Subject to the Assembly's approval, <b>co-opt</b> non-members to sub-committees.	L
GLAA '99 Sch18	LTUC	<b>Hold</b> its (full) meetings in public.	M
GLAA '99 Sch18	LTUC	<b>Give</b> notice of its meetings and of the business to be taken for the purpose of bringing them to the notice of interested members of the public.	M
GLAA '99 Sch18	LTUC	<b>Exclude</b> members of the public from any part of any meeting if .... their presence would result in the disclosure of information provided in confidence by ORR or the SoS, or .... by reason of the nature of the business, it is in the public interest to do so, or .... their presence would result in the disclosure of information relating to an individual or body which would seriously and prejudicially affect their interests.	L



<b>ADMINISTRATION</b>			
GLAA '99 S250	LTUC	<b>Send</b> copies of its minutes, conclusions and recommendations to the Assembly, the Mayor and TfL.	L
GLAA '99 S250	Assembly, Mayor and TfL	<b>Notify</b> LTUC of any decision reached on any matter dealt with in any recommendation received from LTUC.	L
GLAA '99 S251	Assembly	<i><b>Issue</b> guidance or general directions to LTUC about the exercise of its functions.</i>	M
GLAA '99 S251	LTUC	<b>Exercise</b> its functions in accordance with any guidance or general directions issued by the Assembly.	M
GLAA '99 S250	LTUC	<b>Make</b> an annual report to the Assembly and the Secretary of State	M
GLAA '99 Sch18	LTUC	<b>Appoint</b> officers in accordance with any rules made by the GLA and subject to the approval of the Assembly.	H
FOIA '00 S1 & Sch1	LTUC	<b>Inform</b> in writing any person making a request for information whether it holds information of the description specified in the request and, if that is the case, <b>communicate</b> the information to him.	M
LGA '74 S25 & 26	Local Ombudsman	<b>Investigate</b> any written complaint made by or on behalf of a member of the public who claims to have sustained injustice in consequence of maladministration in connection with action taken by or on behalf of LTUC (including its members, officers and sub-committees).	M
LTUC(TP)O '00 S3&4	LTUC	Continue to <b>exercise</b> all of the functions of the former London Regional Passengers Committee and to <b>do anything</b> which was in the process of being done by or in relation to that body, and to <b>have vested in it</b> all property, rights and liabilities acquired or incurred by and subsisting in that body not otherwise transferred.	L
GLAA '99 S408	SoS	<b>Make</b> an order transferring to LTUC any property, rights of liabilities of any body or office abolished or dissolved by the GLAA '99 1999.	L
GLAA '99 Sch18	Assembly	After consulting the SoS, make arrangements to <b>provide</b> LTUC with office accommodation.	H
<b>FINANCE, REMUNERATION &amp; SUPERANNUATION</b>			
GLAA '99 Sch18	LTUC	<b>Keep</b> accurate accounting records of its financial transactions and status.	M
GLAA '99 Sch18	LTUC	<b>Prepare</b> an annual statement of its financial status and income and expenditure in accordance with any guidance issued by the Assembly.	M
GLAA '99 Sch18	Assembly	<b>Appoint</b> as LTUC's auditor a person eligible to act as an auditor under the provisions of the Companies Acts.	L
GLAA '99 Sch18	Auditor	<b>Audit</b> LTUC's accounts, and send a copy to the Assembly.	M
GLAA '99 Sch18	LTUC	Not less than 2 months (or such other period as the Assembly may specify) before the start of the financial year, <b>send</b> to the Assembly a statement of the expenses it expects to incur.	M
GLAA '99 Sch18	Assembly	<b>Consider</b> the statement of expected expenses sent by LTUC and <b>approve</b> it with or without modifications.	H
GLAA '99 Sch18	Assembly	<b>Pay</b> remuneration to the chairman and members of LTUC.	H
GLAA '99 Sch18	Assembly	<b>Pay</b> or make payments towards a pension for a former chairman of LTUC	H
GLAA '99 Sch18	Assembly	<b>Pay</b> compensation to a chairman or member of LTUC ceasing to hold office.	L
GLAA '99 Sch18	Assembly	<b>Provide</b> LTUC with funds to pay any remuneration, pension, compensation and travelling or other allowances to members that the Assembly has determined.	H
GLAA '99 Sch18	Assembly	<b>Provide</b> LTUC with funds to pay any remuneration or travelling and other allowances to officers that it has determined with the Assembly's approval.	H
RA '05 Sch5	LTUC	<b>Pay</b> to its member appointed to the RPC the remuneration and allowances provided for by his terms of appointment.	M
GLAA '99 Sch18	Assembly	<b>Pay</b> or arrange payment of any pensions approved by the Assembly to present or former officers of LTUC.	H
GLAA '99 Sch18	Assembly	<b>Provide</b> LTUC with funds to pay any pensions to officers which the Assembly has approved.	H
LTUC(TP)O '00 S3&4	Minister for the Civil Service	<b>Transfer</b> to the Principal Civil Service Pension Scheme all rights, liabilities and property relating to the superannuation scheme of the former London Regional Passengers Committee.	L

GLAA '99 S389	LTUC	<b>Make payments</b> to the Minister for the Civil Service in respect of any employees who are members of a pension scheme to which the provisions of the Superannuation Act 1972 applies.	H
RA '05 Sch5	LTUC	<b>Pay</b> or make provision for payment to its member appointed to the RPC the pension and allowances provided for by his terms of appointment.	M
RP(CELG)O '99 S3 & Schs1 & 2	LTUC	<b>Be subject</b> to the provisions of this Order relating to the determination of employees' entitlements to and the amounts of any redundancy payments under the Employment Rights Act 1996.	L
GLAA '99 Sch18	LTUC	<b>Pay</b> co-opted members of sub-committees such travelling and other expenses as it may determine.	L
GLAA '99 Sch18	Assembly	<b>Provide</b> LTUC with funds to defray any other expenses the Assembly may approve.	H

<b>KEY TO STATUTES (incorporating subsequent amendments)</b>	
CSDPA '70	Chronically Sick & Disabled Persons Act 1970
CTA '87	Channel Tunnel Act 1987
CTA '94	Croydon Tramlink Act 1994
FOIA '00	Freedom of Information Act 2000
GLAA '99	Greater London Authority Act 1999
HCDA '75	House of Commons Disqualification Act 1975
HERA '91	Heathrow Express Railway Act 1991
HER(E)O '02	Heathrow Express Railway (Extension) Order 2002
LGA '74	Local Government Act 1974
LTUC(TP)O '00	London Transport Users Committee (Transitional Provisions) Order 2000
RA '93	Railways Act 1993
RA '05	Railways Act 2005
R(LRU)R '05	Railway (Licensing of Railway Undertakings) Regulations 2005
ROGTS(S)R '06	Railways & Other Guided Transport Systems (Safety) Regulations 2006
RP(CELG)O '99	Redundancy Payments (Continuity of Employment in Local Government, etc) (Modification) Order 1999
TA '62	Transport Act 1962
TA '00	Transport Act 2000
T&W(A&OP)R '06	Transport & Works Act (Applications & Objections Procedure) (England & Wales) Rules 2006
<b>OTHER ABBREVIATIONS</b>	
GLA	Greater London Authority
LTUC	London Transport Users Committee
ORR	Office of Rail Regulation
R	Regulation or Rule
RPC	Rail Passengers Council (now operating as Passenger Focus)
S	Section
Sch	Schedule
SoS	Secretary of State
TfL	Transport for London
	<b>Resource costs</b>
H	High
M	Moderate
L	Low
X	Variable (activity arising from rail closure proposals cannot be forecast)
-	Negligible (activity currently in abeyance)