

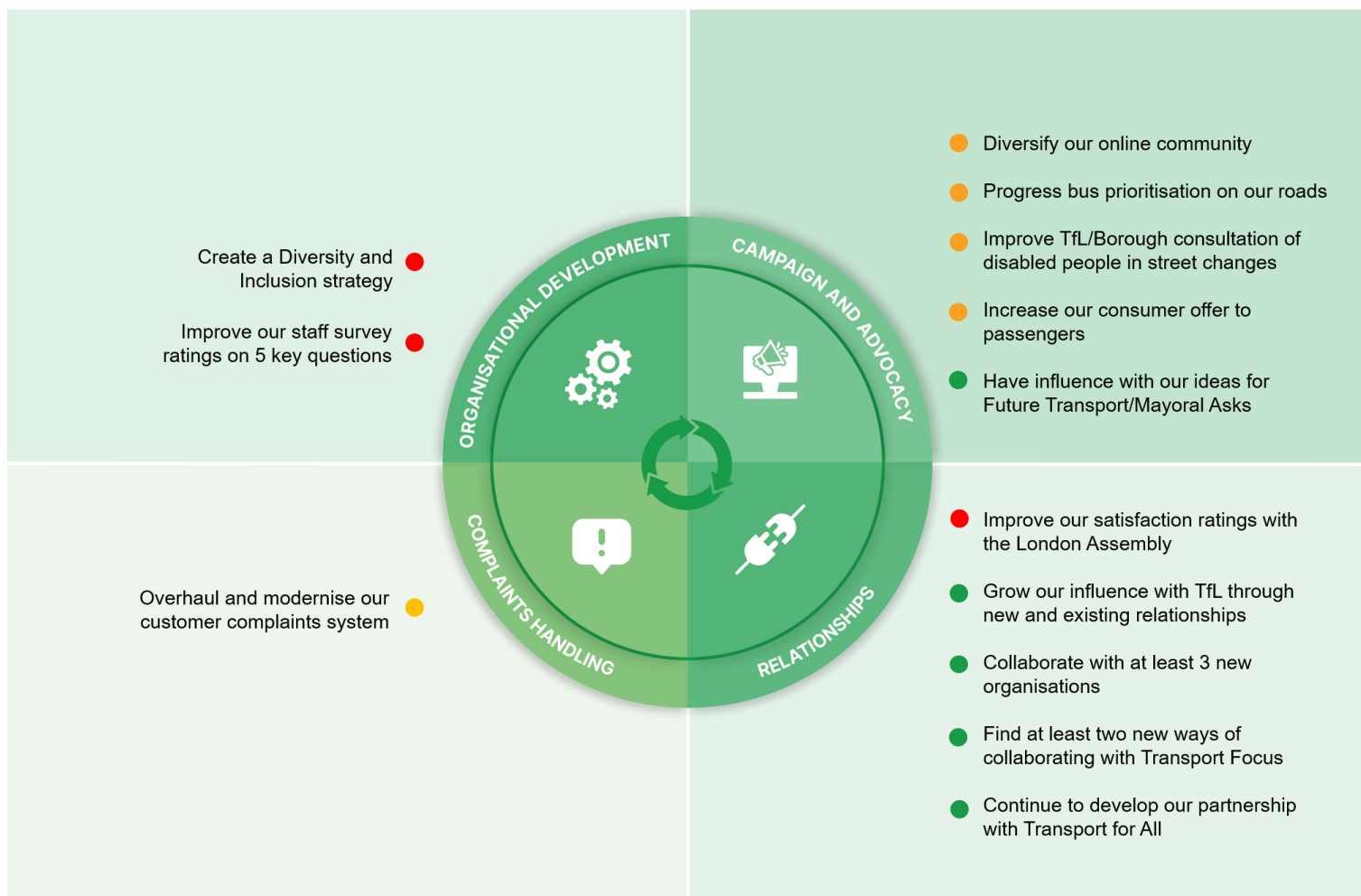
Director's report

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Agenda item: 4

LTW650

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

1 Review of objectives

Campaigns and advocacy

In relation to our objective of influencing the manifestos of the London Mayoral candidates, we had considerable success:

- After meeting with Sadiq Khan’s team, we were delighted to see a number of our asks reflected in his manifesto: undertaking a programme of bus priority, improving the reliability of the bus network across the city; improving bus networks in outer London, including consideration of express buses; better consultation on Streetspace schemes; and working better with disabled people’s organisations; and keeping bus fares in particular as low as possible. The only LTW ask that was not addressed was keeping the option to pay by cash on London’s transport network.
- After meeting with Green Mayoral candidate Sian Berry, we were pleased to see a commitment in her manifesto to freeze bus fares for 3 years; and increase buses in outer London. Sian is now the Green Party’s lead on the London Assembly’s Transport Committee.
- After sending a copy of our Mayoral asks to Shaun Bailey’s team, he committed in his manifesto to ‘restore much needed bus routes in outer London’. Shaun retains his membership of the Transport Committee this year.

After launching our report: *The Journey Ahead: What people need from London Transport* in March, LTW have been invited to speak about the findings at a number of conferences and Rail Industry events. Our research has also been quoted in print media.

One of the key issues that came up in our research was around people’s concerns about their personal security when moving around London. After the tragic murder of Sarah Everard, we decided to take that research to the next level and have commissioned an agency to do some further in-depth research for us on this topic.

In terms of improving bus priority, we have now planned out the first stage of our campaign, which starts with a ‘bus summit’ on July 6th, to which we’ve invited a wide range of people with influence, who are interested in increasing bus ridership.

In terms of our objective to diversify our digital community: our Head of Advocacy, Operations and Communications will now be accountable for achieving the targets agreed at the last Board meeting. And the first step towards meeting this objective is expected to be delivered through collaborating with other organisations as part of the new personal security research project. Here’s a reminder of those targets:

TARGET	Current baseline	End of 2021	Long- term
% of women	34%	40%	50%
% of BAME people	12%	20%	40%
% of 18-25’s	4%	7%	10%

In terms of increasing LTW's consumer offer: we produced research in time for the May 17th re-openings, that compared the main apps on the market in terms of how much information they gave customers about how busy their train or tube services were likely to be. This was circulated on social media and was covered by the BBC.

Organisational development

We've been laying the groundwork for writing our Diversity and Inclusion Strategy in the middle of the year:

- All staff have now taken part in 3 workshops, including Disability Equality training delivered by Transport for All; and Respect and Racism in the workplace.
- At our staff away day in May, we reflected on what we've learnt from the workshops, and came up with suggestions for what could be included in the D&I strategy.
- The Head of Casework and the Head of Advocacy, Operations and Communications have both agreed to lead on a strand of the new strategy when it's completed.

We'll conduct a joint staff survey, with Transport Focus, later in the year, and this could give us some ideas for what could be included in the strategy. The full strategy will be presented at the September Board meeting.

Since the last Board meeting, our communications team have been on training to help us to make the graphics we use more accessible to transport users.

Complaints handling

We have been continuing to streamline our complaints system and are currently testing out a new form of words in our initial emails to complainants, which sets out more clearly what we are and are not able to help with. We're hoping that this will reduce the number of people who come back to us when they don't get the outcome that they had hoped for.

Relationships

We've had some successes in our influence with TfL since the last report:

- Our suggestion that TfL tell the good news story about how well the London Underground is ventilated (backed up by research from Transport Focus about how important passengers think this is at the moment), resulted in TfL making a [video](#) about ventilation on all of their modes.

- We were pleased to see that TfL will include publicity about how fares capping works once more people have returned to public transport. This was a suggestion of ours at one of our regular meetings with them.
- TfL shared research internally that we conducted with our digital community about why they use Oyster cards instead of Contactless. They told us that the research was useful.
- We are waiting to see if our recent publication of a league table of the best travel apps for crowding information spurs TfL into improving their website information and TfL Go app, in time for June 21st.
- We are pleased that after our lobbying, TfL have agreed to reduce the minimum amount with which you can auto-top your Oyster card to £10. This was something we asked for at the end of last year, to meet the needs of Londoners who are struggling financially because of the pandemic. But disappointingly, they will not be able to bring this change in until January 2022, due to a lack of staff in their technical delivery team.

Our partnership with Transport for All is still strong and we are collaborating in a number of areas. We recently supported them in their successful campaign to persuade Westminster Council to make its streets more accessible.

In terms of our objective to collaborate with at least 3 new organisations this year: we are already partnering with the Young Women's Trust and Girls Friendly Society on our personal security project. And WHICH? Have shown interest in working with us on a campaign to persuade TfL to retain the option to pay by cash on the Tube and rail. We've also had some meetings with Costain, who are one of TfL's contractors, with a view to collaborating in future.

Our partnership with Transport Focus is still strong and we've found a number of new areas of collaboration recently:

- For the first time LTW and Transport Focus submitted a joint response to the National Rail Conditions of Travel
- We estimate that LTW saved around £15,000 by copying the Transport Focus website design, instead of paying for our own
- We were able to invite key Assembly Members to observe focus groups that Transport Focus were conducting into attitudes to social distancing on transport. This research will feed into the Government review of social distancing
- The recent Rail White Paper endorsed Transport Focus continuing their partnership with London TravelWatch, which is evidence of the perceived benefits by Government of the partnership.

- We continue to receive useful and timely intelligence from Transport Focus on a number of issues, which allow us to be better prepared when lobbying TfL and representing transport user's interests

Other updates

- Since the last Board meeting, we have created a new LTW website
- In our staff away day in May, we co-produced a hybrid working plan that we intend to trial when we're all able to return to the London Office
- We persuaded Southeastern Railway to include [information on their website](#) about how well ventilated their different models of train are
- The campaign that we started to save the Zip Card won an award at the [Sheila McKechnie Foundation Awards](#)

2 Finance update

We received a full grant of £1,089,000 from the London Assembly on April 1st. A full finance report will be presented by the Finance Manager at this Board meeting.

3 Conclusion and recommendations

The Board is asked to note the report.

Emma Gibson

Director