

Chief Executive’s report

Agenda item: LTW764

Drafted: 6 November 2024

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Business Plan priorities: update and status

Priority	Lead	Update	Status
1 More seamless journeys	MR	Initial desk research completed. Good post-September Board discussion with member lead (RH). Aim now to hold stakeholder event before March 2025.	Yellow
2 More accessible transport	AS	Submitted evidence as part of the GLA Transport Committee’s inquiry into accessibility/inclusion. Still awaiting government sign-off on relevant schemes, but continue to engage with RDG and DfT.	Yellow
3 Greater TfL ambition in building trust	MR	Two good TfL/LTW sessions held April + October. Aim to hold stakeholder event by March 2025 following good discussion with member lead (SS). Useful engagement with TfL ExCo in October.	Yellow
4 Better transport services	AS	Bus report launching first week of November with stakeholder engagement. Identified the “pinch points” we will be spotlighting, with further desk research and scoping underway.	Green
5 Further action on inclusion	AS	In final stages of organising personal security summit (Nov 22), and continued meetings with transport operators. Digital exclusion mystery shopping underway with findings due December.	Green
6 Closer working with Transport Committee	AS	Continuing regular meetings with AMs and officers, relationships seem positive. Ongoing check-ins on accessibility inquiry and additional research or support we could provide if needed.	Yellow
7 Improved casework operations	SJ	Minor changes to the CRM outstanding. On going engagement with transport providers and ticket retailers. Additional engagement with Transport Focus following concerns with Foundever.	Green
8 Improved LTW insight	AS	Paused future of transport work with Transport Focus due to capacity constraints. Started mapping MPs/new govt post-election, with a view to pulling together an engagement plan.	Red

Completed or going well	Under way or ongoing	Not going well	Not started	No longer applicable
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1 Overview

The RAG status of the business plan priorities are unchanged since the fuller, six-month, update in my last report, with one exception. Priority 8 has turned to red, reflecting the pause to the planned joint work on the future of transport. However, there has been plenty of activity across the three teams in the past six weeks: see the group head reports for further detail.

The digital exclusion mystery shopping has begun, we are preparing for our personal security summit (jointly branded with TfL) later in the month and, by the time of the November Board, our bus report will have been published. The Casework team has been working hard with Transport Focus to address concerns about the performance of our contact centre service provider.

Aside from my time supporting colleagues in finalising the bus report, much of my recent focus has been on business plan priorities 1 and 3, and on engaging with senior stakeholders, as summarised below.

2 Business plan priorities 1 and 3

As agreed at the September Board, I have discussed with member leads the potential next stages of work on more seamless journeys (Rick Hebditch) and greater TfL ambition in building trust (Susan Stockwell). I am grateful to them both for their very helpful suggestions.

We agreed in each case that London TravelWatch should organise a seminar with relevant stakeholders. In the case of seamless journeys, this would involve external contributors presenting on different aspects of connectivity to help generate a collective view about the priorities for action. For TfL and trust, the objective would be to involve people with consumer expertise in testing just how well TfL was listening to and acting on the needs of its customers. The outputs and insights from the two events would then help shape our activity on these topics next year.

Rick and Susan provided ideas about potential participants and I will convert the discussions into proposed programmes for the seminars for further comment before we start preparations to hold them in the new year.

3 Stakeholder engagement

Transport for London

In October, Tricia and I joined the ExCo meeting of Andy Lord and his senior team in a constructive session to talk about the work of both organisations. We raised points about TfL's handling of complaints and customer care strategy, touched on recent issues at Euston station, discussed safety and TfL's *Equity in Motion* strategy, and talked about TfL's response to September's cyber security attack. We agreed to follow up on a number of

issues and to have a regular slot at future ExCo meetings, maybe once or twice a year.

In September, I met Will Norman, the Walking and Cycling Commissioner who reports to the Mayor. The conversation focused on micromobility and the discussions between TfL, London Councils and individual boroughs, for example, on the e-scooter trial. We also talked about our workstream on seamless journeys, where he thought we could play a useful role, and about some of the limitations of PTAL as a measure of connectivity.

I recently met Claire Mann, TfL's Chief Operating Officer, who highlighted as one of her key priorities the goal of joining up different parts of TfL to provide a seamless service to the customer, alongside improving bus safety and addressing operational issues on the Central line and DLR.

Alex and I also recently had a couple of meetings with Mark Evers, TfL's Chief Customer Officer. We focused on TfL's customer strategy and the customer care metric paper that was discussed at TfL's CSOP Panel in October, which unpacked some of the drivers behind the headline survey score. We also did a deep-dive into the headline customer satisfaction score for London Underground services.

National Rail

In October, I met Gary Walsh, Route Director, West Coast South, following our public statement expressing concerns about Euston station and the subsequent announcement of a five point action plan to improve the customer experience there. We walked around the station and discussed potential solutions to the issues on site. Later in the month I joined the Euston Oversight Board which has been formed by Network Rail (with train company participation as well) to ensure the action plan is taken forward. The immediate focus of the Board (which will meet monthly for now) is on what can be done ahead of Christmas before considering potential further options thereafter.

I also recently met Alison Smith, Head of Accessibility and Inclusion at GBR Transition Team. She updated me on the work that has been going on to compile and analyse the results of the accessibility audit of all national rail stations in Britain. The briefing will help shape our thinking about what we might do next (possibly with Transport Focus) to advocate for the needs of Disabled and other passengers who use national rail stations in the London TravelWatch area.

London Assembly

Alongside our regular engagement with the party groupings of Transport Committee Assembly Members, I took part in a panel which gave evidence to the Assembly's Budget and Performance Committee in its review of the draft budget for organisations in the GLA group. The panel focused on TfL's budget, including questions on what the Mayor's priorities for funding should

be, risks to TfL's budget, and fares. I have been invited to attend a further panel session in December as part of the Committee's ongoing inquiry.

3 Organisational development

We held a team awayday at City Hall earlier this week, led and facilitated by Tricia. It was a good chance to talk about the way we work and the external context within which we operate, and there are several things for us to follow up. One of the key take-aways was universal recognition that we had over-committed ourselves in setting our work programme for the current year and the need for realism in shaping next year's business plan.

As previously indicated, we have been looking at ways at which we can be more agile and effective in dealing with external transport developments as they emerge. As part of that, the Heads of Group and I now start our weekly meetings with a more focused review of recent and likely forward media activity, and decisions about where we need (or not need) to engage. This is proving a useful complement so far to our responsiveness on the day on which we can build.

Once a month, we use our weekly all-team meeting to focus on how we approach EDI issues in the course of our work. The most recent meeting served as a mid-term review of things we said we would do earlier in the year. We committed to set some more SMART-style actions for the rest of the year and to review the organisation's EDI strategy agreed a couple of years ago: we intend to come back to the Board on this in the new year.

4 Future Board meetings

The Board is next due to meet in January, the date of which will shortly be confirmed.