

<b>Board Meeting Paper</b>	
<b>Feb 10 BM 6.3</b>	
Report for	Decision <input type="checkbox"/>
	Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/>
	No <input checked="" type="checkbox"/>



If confidential, protective marking <sup>1</sup>	
Date of Meeting	17 <sup>th</sup> February 2010
Agenda Item	6.3.0
Report Title	Work Plan 2010-2011
Sponsor	Anthony Smith
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**1. Summary**

Attached is the final draft of the Work Plan 2010-11 for the Board's consideration, this draft takes into account feedback from Members, the management team, external stakeholders and staff.

It is intended that the plan stands alone to provide a useful reference tool for staff and members and for those unfamiliar with Passenger Focus and its aims and objectives; however it does carry through the themes and objectives laid out in the Corporate Plan.

It will act as a useful management tool allowing the management team to track performance and individual staff members to see how they contribute towards the success of the organisation.

**2. Recommendations**

The Board is invited:

1. To approve the Work Plan 2010/11
2. To delegate any further editing or minor amendments to the Chief Executive

**3. Further details**

This plan is intended to provide a narrative that could be picked up by a passenger or stakeholder and, from one document, they could find out who Passenger Focus is, what we are trying to achieve and why. The measurement of success, as for many non-profit organisations, remains difficult but we have stuck to the course set by the Board in the corporate plan. The key measure of our success is whether the people we seek to influence think we are influential.

However, we hope that the detail and explanation will provide a clear sense of what we think we can promise to deliver in another year of significant change. The main detail and a more recognisable business plan is contained in the various team plans, we will use these as standing items at our Management Team meetings to monitor and manage progress. With years of experience we feel this is the best way to structure this work and ensure accountability.

We will underpin this work with a comprehensive programme of work to support Passenger Focus's operations by our communications, finance, resources and corporate services teams. The plan has been developed by the management team within the broad parameters of the corporate plan and is an essential vehicle for planning activity, resources and measuring performance over the course of the new financial year. Activities have been prioritised and in due course our Risk Register will be updated to the new plan – as it currently relates to the 2009/10 business plan.

<sup>1</sup> ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

The chief executive will update the board on progress against the plan at every Board Meeting although financial reporting will be provided on a quarterly basis. As discussed at the last board meeting these reports will be brief and generally will report by exception.

### **Next Steps**

Management team are now developing the detailed team and campaign plans which will be drafted in order to ascertain the cross team resource implications and to allow managers in the organisation to agree individual performance objectives with staff by April 1 2010.

## **4. Implications – Financial, Risk, Legal, Staffing, Equalities**

### **1. Financial**

The Business Plan priorities for 2010-11 have been aligned with the draft Budget allocation to demonstrate that the plan is achievable. In the event that this turns out to be significantly different to what has been anticipated, the plan will have to be amended accordingly.

### **2. Risk**

Risk is that corporate and business plans are not delivered effectively because resources are not focussed on the correct priorities. The creation of annual business plan is a key commitment to the Department for Transport as detailed in our Management Statement.

### **3. Legal**

No specific legal issues arise from this proposal

### **4. Staffing**

Resources need to be matched with business plan priorities

### **5. Equalities**

There are no specific implications arising from this report.