Workplan report – 2015/16

Updated: 06/05/2015

transportfocus

The measures detailed in this plan monitor the performance of Transport Focus against delivering its Workplan objectives. The status of each indicator is populated by the owner, and is an indication as to how well they

	Exceeding Expectations	Please include reasons for success
	On Track	
	Some concern over our ability to meet all of the objective	Please include reasons for barriers to success
	Significant conern over our ability to meet any part of the objective	Please include reasons for barriers to success

Please keep the entries as succinct as possible and update any items in the recent achievements column with anything achieved through work in progress/outstanding work from the previous reporting period.

If the entry is growing beyond a few bullet points it may be that a separate paper is needed.

Do not duplicate what others have written- it will be up to the responsible owner (or a deputy) to edit.

If something is not changing for a long period comment on this.

1. Work to improve the transport user experience

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
	Key Objectives:				
1.1	Use our Bus Punctuality Project to refocus the bus industry, local government and Traffic Commissioners, including road shows on our research and the Traffic Commissioners' guidance		Six seminars on punctuality(one in each transport commission area) are to be held across England in June and July with. The transport commisionner for each area will speak at the seiminar and we will present our research. Bus operators and local transport authorities will be invited.		MH
1.2	Identify road users' priorities, and work with Highways England to improve their experiences				GD
	Bus:				
1.3	work with Passenger Transport Executives and local authorities to improve bus passenger services • use our work on demand-responsive transport to identify solutions to bus service cuts		The team is targeting areas to implement actions for improvement		DS
1.4	encourage bus operators to value BPS results and see them as an important measure of their success and of their customers' feedback on areas to improve • work with operators with low scores to develop an action plan to improve		As above - with view to achieving positive outputs and case studies		DS
	Road:				
1.5	publish initial qualitative research work on road users' experiences of the SRN. Use research to commence discussions with Highways Agency about policies and operations				GD
1.6	Use research published on at least one road user priority identified and use results to make a difference for road users				GD
	Rail:				
1.7	work with operators to improve passengers' experiences during disruption by publishing and using reports looking into winter resilience and extreme weather, communicating suicides on the railway and keeping passengers informed during engineering work (for example at Bath Station) • encourage greater transparency of performance data • look into the suitability of compensation regimes for season ticket holders who endure persistent delays		Transparency - ongoing meetings with NR about quarterly Proactive publications. April meeting included further discussion about disaggregation and providing time series of right time figures. Also discussed scope to open up NRPS data from NR boost and cross-promotion opportunities for the August tranche which will be passenger focused.		MH
1.8	investigate initiatives to improve understanding of and tackle overcrowding, and promote best practice				DS
1.9	encourage Train Operating Companies (TOCs) to value NRPS results and see them as an important measure of their success and of their customers' feedback on areas to improve • work with TOCs with low scores to develop action plan to improve				DS
1.10	• highlight passenger 'value for money' perceptions, and respond to Government policy regarding fares and ticketing • improve ticket retailing, including smartcards • work with ORR on its retail market study and proposed ticket information code of practice				MH
1.11	ensure the passenger voice is heard in policy consultations – for example on revisions to the National Rail Conditions of Carriage				MH

2. Make a difference for transport users through long-term planning

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
	Key Objectives:				
2.1	strengthen the passenger voice in rail franchise replacement and monitoring	Franchise strategy DfT additional budget for 15/16 confirmed at £190k. Franchise programme activity completed - Caledonian Sleeper and ScotRail franchises commenced operations. - East Coast - handover meeting with Passenger Team completed. Franchise competitions in progress Northern and TPE - Bid review input to evaluation process confirmed. Direct Awards FGW DA2 - Passenger Manager budget confirmed.	Franchise strategy - Allocation of budget between staff and research to be discussed. - Final negotiations on working agreement with DfT. - Discussion of approach to quality outcomes. MH to brief MT. MH/IW/SH to consider response to requirements. Franchise competitions in progress - in chronological order Northern and TPE - Bidder meetings continue and include discussion of proposals and exploration of joint working opportunities. - Detailed requirements for bid review to be discussed with DfT. East Anglia - Follow-up discussions about consultation responses and development of specification. - Consideration of quality measures for new franchise. West Coast - Initial meeting with DfT project team to consider scope of franchise plus data/research needs. West Midlands - Initial meeting with DfT project team to consider scope of franchise plus data/research needs. Direct Awards Great Western DA2 - briefing on award scheduled for 28/4. TPE - briefing on award postponed from 17/4. New date tbc. West Midlands - Research to be scheduled for publication after election. East Midlands - Follow-up on input and consider NRPS targets proposed in response to RFP. SWT - Follow-up on input and consider NRPS targets proposed in response to RFP. Follow-up to completed competitons - Essex Thameside - updated NEx Bid Director on working relationships in new franchise. To agree an appropriate time to schedule discussion of joint working opportunities agreed at bid stage. Franchise research projects Passenger Charter - Revisions to first stage report underway to include feedback from DfT. - Expert interviewees identified and introductions being made.	General - Managing high level, and diverse range, of franchise activity.This is now exacerbated by a gap in resource and expertise available in P&I team following Guy Dangerfield's move to RD role. Franchise strategy - Level of resource that can be negotiated for research for specific franchise competitions. - Changes to DfT approach to requirements for and measurement of quality in franchises	MH
	Rail:		-		
2.3	continue the HS2 Passenger Panel				IW
2.4	increase the passenger voice in the next High-Level Output Strategy (HLOS) 2019-24 – in particular punctuality targets				MH
	Road:				
2.5	use road user evidence to understand how we can influence the second RIS				GD
	Bus:				
2.6	work to ensure any revised regulation of bus services focuses on improving the things that matter most to passengers				MH
	Cross-Modal:				
2.7	ensure any devolution in administering and delivering transport services focuses on improving the things that matter to users				DS

3.Understand the needs of transport users

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
	Key Objectives:				

Ref			Work in progress/outstanding work		Owner
3.1	boost the voice of of bus passengers, through bus passenger priorities research and through reaching 50,000 passengers via the Bus Passenger Survey (BPS)				IW
3.2	enhance the usefulness and value for money of the National Rail Passenger Survey (NRPS) and Bus Passenger Survey through new research methods, ensuring they continue to be fit for purpose for years to come.				IW
3.3	promote the voice of road users, trialling new research methods with a view to developing a satisfaction survey for the future				IW
	Bus:				
3.4	investigate effectiveness of demand responsive transport as compared with scheduled services		Demand responsive transport in research completed in three areas and intial findings will be presented by provided on 30 April - Findings planned to be published in June/July 2015.		IW
3.5	publish research enabling us to better understand passengers' trust in the bus industry				IW
3.6	working with industry and Welsh Government to promote and develop the commissioning of a bus passenger survey in Wales				DS
	Rail:				
3.7	publish autumn and spring National Rail Passenger Survey – including more route-based NRPS data, at-a-glance charts and open data on our website				IW
3.8	publish research looking into passengers' views on punctuality and performance				IW
	Road:				
3.9	• publish our initial qualitative exploration of road user opinions and experiences • conduct research to understand user priorities				IW
3.10	• conclude and publish a road user research methodology study, and discuss with stakeholders • trial new research methods with a view to developing a new satisfaction survey for the future				IW
	Tram:				
3.11	• use the results from the first and second TPS to drive improvements for passengers • repeat the TPS, and secure a longer-term funding model • secure buy-in from more areas				IW
	Coach:				
3.12	• carry out a coach passenger satisfaction survey • present it to the industry and discuss any issues of concern highlighted in the survey results		Head of Insight to meet National Express in May/June 2015 to discuss.		DS / IW
	Cross-Modal:				
3.13	produce regional, cross-modal satisfaction reports where possible				IW
3.14	continue to develop the Smarter Ticketing programme, including • publish research looking at passenger issues surrounding ticket innovation • promote the views of passengers in the South East Flexible Ticketing scheme • publish our report on the c2c Smart Ticketing pilot • publish reports on local smart ticketing bus pilots, for example Brighton and Hove and Norfolk • prioritise the interests of passengers in the Smart Ticketing for Wales scheme				IW

4. Promote good practice in complaints handling and providing advice and advocacy

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
	Key Objective:				
4.1	handle cases where companies and passengers are deadlocked following a complaint, and gather intelligence to inform other areas of our work. We will achieve over 70% satisfaction with the way we deal with cases	Achieved 68% overall passenger satisfaction with our service in March 2015. This is below our target of 70% but may reflect a system issue end February/early March with sending out surveys at the point of case closure. This issue has been fixed but the delay may have caused passengers to have a lower rating of their satisfaction with us. We will monitor it next month to see if it was a blip or becoming a pattern. Resolved 217 passenger appeals in March with an average resolution of 22 working days. As at 1 April 2015, the operators with the most active passenger complaint appeals are Abellio Greater Anglia, Northern Rail and First Great Western. For the appeals we resolved in March 2015, the top comments raised by passengers were about complaints handling, fares, retailing and refunds and train service performance.			KA
	Rail Passengers:				

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
4.2	explore new methods of handling passenger contact/appeals • work with the DfT on the implementation of Alternative Dispute Resolution (ADR) within the rail industry	We are undertaking a review of our approach with passengers, focusing firstly on short term amendments to our processes. This involves consultation with internal and external stakeholders, and an analysis of the passenger feedback we have received over the last year. From April 2015, we will broaden this out to explore longer term aspirations. We are in discussion with other organisations and industries that are in the process of implementing ADR. Within rail, the proposal is that the rail industry will signpost to the ADR scheme, as per the requirements in the ADR directive, but passengers will be advised to contact Transport Focus as normal with their unresolved rail complaints.			KA
4.3	work with the ORR on the development and implementation of the new rail industry complaints handling procedure and quality measures • work with the industry to formalise a TOC complaints handling audit programme, with a view to developing a "complaints handling audit" product	Currently awaiting circulation of the ORR's complaints handling guidance for consultation. This will propose the new guidelines upon which TOCs will produce their complaints handling procedures, as well as the data requirements, against which quality of complaints handling will be measured.			KA
4.4	Ongoing work: • handle enquiries from passengers, and intervene in issues raised from complaints • engage proactively with TOCs to help improve first-time complaint resolution • carry out in depth complaints reviews with up to four train companies • ensure the results of these reviews are understood and are acted upon • comment on, and seek to make improvements to, proposed complaints handling procedures by TOCs and their application • release complaints handling data onto our online data explorer	- Provided one train operating company with the full report for their follow up complaint handling review In March 2015, provided feedback on draft complaints handling procedures for MTR Crossrail and Abellio ScotRail.	- Completed follow up reviews for two train operating companies and in the process of writing the full reports and arranging meetings to feedback and discuss the recommendations for improvement. - Updating the complaint appeal data in the data explorer for the period January - March 2015		KA

5. Improving access to services for transport users

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
5.1	investigate the experiences of bus passengers with disabilities • analyse NRPS, TPS and BPS to assess the views of those with disabilities • ensure that the views of those with disabilities are captured in our research programme • publish research looking into disabled passengers' views of Smart Ticketing • comment on and seek to improve operators' proposed Disabled People's Protection Policies and their application • hold two meetings of our accessibility forum each year				MH
5.2	present research among young people more effectively, including analysis of Bus Value for Money research, NRPS, BPS • consider using tighter age bands for more specific data.				IW

6. Increasing the influence of Transport Focus through building trust in our work

Ref	What we want to achieve	Recent achievements	Work in progress/outstanding work	Barriers to success, risks/issues	Owner
6.1	Communicate: • develop and introduce a new brand • refresh and maintain an easy to use website - seek and publish feedback • publish monthly newsletters for passengers and road users • expand social media usage, and use technology to our advantage – for example webinars, interactive websites and instant messaging • maintain a 24 hour press office • increase awareness of our publications • increase access to and usefulness of our research data • publish proceedings				SN
6.2	Track: • number of transport users we engage with through consultation, research and our contact team • stakeholders we have influenced • staff attitudes through an annual survey • stakeholder views through a survey				DS
6.3	Report: • six times a year in public at Board Meetings, held in different locations around the country • Audit and Risk Assurance Committee reports to the board • monthly performance and financial reports • annual published report on performance, activity and expenditure • examine other ways to gather and report our effectiveness • update our online data tool each quarter				JC
6.4	Change: • reaffirm commitment to all stakeholders as we take on our expanded remit • conclude the change process with a clear picture of roles and structure across the organisation				VC

6.5	Organisation: • run organisation efficiently, with proportionate governance that allows us to operate with transparency and accountability • strengthen internal and external communication • ensure office accommodation is fit for purpose			JC / NH
6.6	develop an alternative funding model to ensure Transport Focus is able to continue to campaign on behalf of transport users whilst improving the value for money of its products.			JC / NH

Key business performance measures 2015-16

	Too early to say	Target hit	Target missed

		Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Notes
Passenger Team																
PAS1	Passengers satisfied with the service they receive	>70%														
PAS2	Passenger evaluation forms returned	>20%														
PAS3	Calls to Ventrica are answered within 20 seconds	>85%														
PAS4	Appeals acknowledged within five working days	>90%														
PAS5	Appeals closed within 35 working days	>75%														
PAS6	Enquiries closed within 35 working days	>90%														
PAS7	Complaints about Passenger Focus	<01%														
Resources Team																
RES1	Finance - Expenditure within 5% of budget	<05%														
RES2	Finance - Invoices paid within 30 days	>95%														
RES3	Finance - Expenses paid within 10 working days	>95%														
RES4	ICT - System availability	>95%														
RES5	Unplanned absence	<3.4%														
RES7	Corporate induction completed within 30 days	100%														
Chief Executive's Team																
CEO1	Papers produced five w/days before meetings	>90%	67%												67%	Apr ME papers delayed due to awaiting road user representation papers
CEO2	Minutes sent to Chairs within five w/days	>90%	67%												67%	
CEO3	Minutes agreed with no substantive amends	>90%	100%												100%	
CEO4	One day turnaround for Members' expenses	>80%	83%												83%	
CEO5	Upheld compliance incidents	0													0	