

## Sharing Best Practice Workshop – London & the South East

2 March 2012, 11.00 – 15.15

2nd Floor, One Drummond Gate, Pimlico, London SW1V 2QY

### Agenda

11:00	<b>Coffee and tea</b>	
11:10	<b>Introduction</b>	Anthony Smith
11:20	<b>Passenger Focus</b> Why we have to change	David Sidebottom
11:40	<b>London TravelWatch</b>	Tim Bellenger
11:50	<b>“The Railway Doctor”</b> Working together and looking forward	Prof Paul Salveson
12:20	<b>Lunch</b>	
13:05	<b>Discussion Groups</b> Sharing of groups’ priorities for working with Passenger Focus	All Attendees
13:45	<b>Feedback from groups</b> Discussion	All Attendees
14:10	<b>Passenger Focus</b> The toolkit – initial ideas on what we can offer	David Beer & Matthew Andrews
14:30	<b>Question &amp; Answer Session</b>	
15:15	<b>Close</b>	