Workplan report

Full report – 2018/19

Updated: 10/07/2018

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The measures detailed in this plan monitor the performance of Transport Focus in delivering its main Workplan objectives.
The RAG status of each indicator is populated by the owner, and an option from the drop down list should be selected.

	Objective	Success measures	Programme reporting	Owner	RAG
KEY OBJECTIVES					
KO1	Ensure Highways England makes substantial improvement in the accuracy of information about scheduled roadworks. At present road haulage companies and drivers in particular are not given enough or sufficient warning of roadworks to be able to plan deliveries effectively. As a result costs rise, drivers are more stressed and unnecessary pollution is caused.		**Progress so far** **Upcoming work** **Potential barriers to success**	GD	Some concerns
KO2	Ensure bus passengers are at the heart of: - current franchising - new franchising - partnership arrangements between local authorities and bus companies.	Gaining representative roles and /or use of Transport Focus insight and policy work to devleop new partnership/franchise/alliance boards.	**Progress so far** Maintaining senior represetative role on Bus Alliances in Liverpool City Region and West Midlands Combined Authority. In addition we have active contribution to bus partnership in West Yorkshire Combined Authority and its "Bus 18" partnership role. In June 2018 we successfully negotiated roles in helping Cambridgeshire and Peterborough Combined Authority and the West of England Combined Authority develop their bus partnership arrangements. **Upcoming work** in July 2018 we are writing to all Transport Authoities in England (outside of London) to ask how they are developing new powers at their disposal for partnership arrangements from the 2017 Bus Services Act and share what work we've down in other areas and offering to talk/help them develop any plans. **Potential barriers to success** Available resources to progress discussions across many more areas. Lack of appetite across authority araes to develop partnership plans.	DS	Some concerns
KO3	Ensure trust in the rail industry is boosted by: - the improved compliance with requirement to have timetables settled at least 12 weeks in advance - the use of the 'right time' measure of train performance - using the more modern fairer Consumer Price Index in the setting of regulated fares.		**Progress so far** Successfully recruited members for the Independent Penalty Fare Appeal Panel - April Fares reform consultation launched with RDG - June Continuing to monitor T-12: carried out and published analysis of T-6 compliance; public board meeting with Network Rail and RDG to discuss performance. **Upcoming work** Publish NRPS trust 'scores' and analysis (last 3 waves) Delay Repay compensation - awareness research. Awaiting publication in July **Potential barriers to success**	MH/GD/DS	On Track
DEVELOPING USER SATISFACTION					
A01	Journey reliability and disruption	- Monitor, analyse and help improve daily performance through our four tracker surveys - We will work with transport providers where performance is weak to help drive change - Planned improvements works require careful consideration of use engagement, knowledge and communication before, during and after the works. We will continue to work with the transport industry on specific projects - Unplanned disruption is a key driver of dissatisfaction. We will strive to improve the handling of such disruption with a particular focus on communication plus welfare during long road tailbacks	**Progress so far** Planned disruption: Derby research: Waves 1 and 2 published; Wave 3 debrief soon; discussions held re possible work at Euston and Kings Cross Unplanned: May timetable crisis on GTR and Northern: huge effort to identify issues and impact on users; comms and publicity; public meeting in Manchester; specific insight on Lakes line and via panel in general; push for compensation; specific work with GTR on amending wording on websites **Upcoming work** 'Snow' report to be published July (information provided to passengers) **Potential barriers to success**	MH/GD/DS	On Track

A02	Complaints, compensation and redress	- We aim to achieve 70% passenger satisfaction with the way we handled a complaint	**Progress so far** As at 6 July 2018, we have opened 1978 new appeals and closed 1837. Overall passenger satisfaction year to date is 63%. **Upcoming work** Working closely with TOCs to reduce case volumes by conducting bulk case reviews, both via telephone and face-to-face. Need to escalate specific concerns with TOCs such as Northern and TPE. Continuing to report on issues relating to top three TOCs to ORR and DfT monthly. **Potential barriers to success** High case volumes generated by TOCs on back of poor May timetable performance Ability for TOCs to manage complaints volumes alongside additional and complex compensation arrangements and TOC preparedness for introduction of Rail Passenger Ombudsman Scheme	DS	Some concerns
A03	Accessibility	- We will use our survey work to identify issues and priorities for improvement for transport users with disabilities - Produce cross mode reports on the disabled transport user experience identifying priorities for improvement - Continue to host our Accessibility Forum where user experiences can be discussed and understood as well as spreading good practice	**Progress so far** Responded to ORR's consultation on assisted travel Held Accessibility Forum (May) Attended: DfT Roundtable on Inclusive Transport; ORR Assisted Travel Advisory Group **Upcoming work** Presenting results of research on motorists with a disability to Motability conference (June) - full report to be published (date TBC) **Potential barriers to success**	MH/GD	On Track
A04	Boosting the user voice in longer term decision making	- We will explore opportunities arising from the Bus Services Act. - We will actively engage with new and emerging devolved bodies in England to ensure transport users are based at the heart of their work - Start to develop regional multi modal user satisfaction reports - We will continue to provide passenger input during rail franchise replacements - Represent passengers on the emerging Network Rail Route Supervisory Boards - Extend the representation of passengers on local authority and bus company alliances and any new franchising or partnership arrangements - Continue to voice the passenger view during industry and government investment decision making. Among other opportunities this will include the Roads Investment Strategy 2 (2020-5) and rail industry 2019-24 spending period	**Progress so far** Rail franchising: completed bid review reports for southeastern and Wales and Border franchsies; published research on Cross Country and presenting at consultation stakeholder events across the country. **Upcoming work** Franchising: respond to Cross Country consultation; bid reviews for West Coast Partnership (July); East Midland Trains bid reviews (September) **Potential barriers to success**	ALL	On Track

			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%													63%	Individual month results currently not available due to technical issue. KPIs to be updated once issue resolved. Overall case handling time has increased as a knock-on effect of TOC backlogs. As a result of slower responses from TOCs, our average handling time is higher than usual which has been the main driver for passenger dissatisfaction.
PAS2	Passenger evaluation forms returned	>20%														Not yet available due to same issue as above
PAS3	Calls to Ventrica are answered within 20 seconds	>85%	90%	80%	84%										85%	
PAS4	Appeals acknowledged within five working days	>90%	87%	90%	83%										86%	Result of ncreased incoming case volumes due to timetable crisis
PAS5	Appeals closed within 35 working days	>75%	76%	73%	79%										76%	
PAS6	Enquiries closed within 35 working days	>90%	89%	91%	87%										89%	
PAS7	Complaints about Transport Focus	<01%	0.80%	0.40%	0.80%										0.67%	
Resources Team																
RES1	Finance - Expenditure within 5% of budget	<05%	0.0%	-6.3%											-6.3%	Costs are higher than budgeted because project costs have been incurred earlier than anticipoated. This variance will reverse in subsequent periods.
RES2	Finance - Invoices paid within 30 days	>95%	98%	99%												
RES3	Expenses – Aim to pay expenses within 10 working days, and maintain an average expenses payment period of less than 7 working days	7 days	3.5	9.1											5.6	Payment performance dipped in May due to annual audit pressures
RES4	Unplanned absence	<3.4%	1.9%	1.8%											1.80%	
Chief Executive's Team																
CEO1	Electronic papers circulated five w/days before meetir	>90%	0%	100%	0%											
CEO2	Minutes sent to Chairs within ten w/days	>90%	100%	50%	100%											
CEO3	Minutes (V2) agreed with no substantive amends	>90%	100%	50%	100%											
CEO4	Three day turnaround for Members' expenses	>80%	100%	100%												