

TravelWatch NORTHWEST

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promoting quality public transport.....

NORTH WEST PUBLIC TRANSPORT USERS' FORUM COMMUNITY INTEREST COMPANY COMPANY LIMITED BY GUARANTEE UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2012

COMPANY REGISTRATION NUMBER 06181713

Company secretary Mr J A Moorhouse

Bankers Lloyds TSB Bank plc 53 King Street Manchester M2 4LQ

DIRECTORS REPORT

The Directors have pleasure in presenting their report and the unaudited financial statements of the company for the year ended 31 March 2012.

Principal Activities

The principal activity of the company during the year was to facilitate an integrated seamless quality public transport network for North West England

Directors

The Directors who served the company during the year were as follows

Mr J T Owen

Mr C N Dale

Mrs L Burns

Mr D J Butterworth

Mr J C Hart

Mr P W Robinson

Mr R W Rollins

Mr J A D Murray (until 7/3/12)

Mr A Pettener

Mr L Green

Mr R Talbot

Mr A P Young

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006

Signed by order of the Directors



MR J A MOORHOUSE
Company Secretary

WEDNESDAY



A32 *A1LPHPZE* 14/11/2012 #154
COMPANIES HOUSE

Approved by the Directors on 12th July 2012

**NORTH WEST PUBLIC TRANSPORT USERS' FORUM COMMUNITY
INTEREST COMPANY COMPANY LIMITED BY GUARANTEE**

PROFIT AND LOSS ACCOUNT YEAR ENDED 31 MARCH 2012

	2012	2011
	£	£
TURNOVER	10,150	12,767
Cost of sales	6,633	13,034
GROSS PROFIT/(LOSS)	3,517	(267)
Administrative expenses	5,253	4,429
Other operating income	532	196
OPERATING PROFIT/ (LOSS)	(1,204)	(4,500)
Interest receivable	10	15
(LOSS)/ PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION	(1,194)	(4,485)
Tax on profit/(loss) on ordinary activities	0	0
(LOSS)/PROFIT FOR THE FINANCIAL YEAR	(1,194)	(4,485)

BALANCE SHEET 31 MARCH 2012

	2012 £ £	2011 £ £
CURRENT ASSETS		
Debtors	0	400
Cash at bank	19548	19110
Total	19548	19510
CREDITORS: Amounts falling due within one year	1352	120
NET CURRENT ASSETS	18196	19390
TOTAL ASSETS LESS CURRENT LIABILITIES	18196	19390
RESERVES		
Profit and loss account	18196	19390
MEMBERS' FUNDS	18196	19390

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act

The directors acknowledge their responsibilities for

- (i) ensuring that the company keeps adequate accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

These financial statements were approved by the directors and authorised for issue on 12 July 2012, and are signed on their behalf by



MR C N DALE

Company Registration Number 06181713

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2012

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

Turnover

The turnover shown in the profit and loss account represents project income, grants and similar income during the year. All turnover is included in the profit and loss account when the Community Interest Company is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants and donations and is included in full in the profit and loss account. Grants, where entitlement is not conditional on the delivery of a specific performance by the Community Interest Company, are recognised when the Community Interest Company becomes unconditionally entitled to the grant.

Turnover from grants, where related to performance and specific deliverables, are accounted for as the Community Interest Company earns the right to consideration by its performance.

Taxation

No provision for Corporation tax is provided on the basis that the company is a non-profit making, community-based company.

2. OTHER OPERATING INCOME

	2012	2011
	£	£
Members income	315	196
Sundry donations	217	0
Totals	532	196

3. DEBTORS

	2012	2011
	£	£
Other debtors	0	400

4. CREDITORS: Amounts falling due within one year

	2012	2011
	£	£
Trade or other creditors	1352	120

5. RELATED PARTY TRANSACTIONS

The company was under the joint control of all the directors throughout the current year. As the company is limited by guarantee there is no share capital.

The directors do not receive remuneration as directors. The company pays fees and expenses to those directors who undertake project work or other work on behalf of the company.

No further transactions with related parties were undertaken such as are required to be disclosed under Financial Reporting Standard for Smaller Entities (effective April 2008).

6. COMPANY LIMITED BY GUARANTEE

The company is a private company limited by guarantee and consequently does not have share capital. Each of the directors is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

7. PROFIT AND LOSS ACCOUNT

	2012	2011
	£	£
Balance brought forward	19390	23875
Profit/(loss) for the financial year	(1194)	(4485)
	-----	-----
Balance carried forward	18196	19390

DETAILED PROFIT AND LOSS ACCOUNT YEAR ENDED 31 MARCH 2012

	2012 £	£	2011 £	£
TURNOVER		10150		12767
COST OF SALES				
Project fees	1303		5819	
Administration fees	5330		<u>7215</u>	
Totals		<u>6633</u>		<u>13034</u>
GROSS (LOSS)/ PROFIT		3517		(267)
OVERHEADS				
Travel and subsistence	2961		3040	
Office costs	784		1186	
Accommodation	1328			
Sundry expenses	79		100	
Bank charges	<u>101</u>		<u>103</u>	
		<u>5253</u>		<u>4429</u>
		(1736)		(4696)
OTHER OPERATING INCOME				
Members income		315		196
Sundry donations		<u>217</u>		<u>0</u>
		532		196
OPERATING (LOSS)/ PROFIT		(1204)		(4500)
Interest receivable		10		15
(LOSS)/PROFIT ON ORDINARY ACTIVITIES		(1194)		(4485)

000 409/15

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

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*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

North West Public Transport Users Forum CIC

Company Number

06181713

Year Ending

31/03/2012

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a fair and accurate description of how they have benefited the community, or section of the community, which the company is intended to serve.

See attached "Business Plan 2013-2015 Incorporating Annual Review 2011-2012"

(If applicable, please just state "A social audit report covering these points is attached")

(Please continue on separate continuation sheet if necessary)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are, how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear

See attached "Business Plan 2013-2015 Incorporating Annual Review 2011-2012"

(If applicable, please just state "A social audit report covering these points is attached")

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes) If no remuneration was received you must state that "no remuneration was received" below.

See attached "Business Plan 2013-2015 Incorporating Annual Review 2011-2012 Appendix D" There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for directors' loss of office, which require to be disclosed

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below

No transfer of assets other than for full consideration has been made

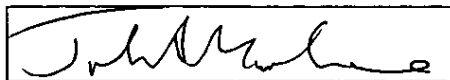
(Please continue on separate continuation sheet if necessary)

(N.B. Please enclose a cheque for £15 payable to Companies House)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed



Date

13 Nov 12

Office held (tick as appropriate) ☐ Director ☒ Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

John Moorhouse

admin@travelwatch-northwest.org.uk

Telephone 07807 768124

DX Number

DX Exchange

When you have completed and signed the form, please send it to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

TravelWatch NORTHWEST

promoting quality public transport.....

Business Plan 2013-2015

Incorporating Annual Review 2011-2012



A summer Saturday at Arnside – any seats left?

***Working for an integrated and
seamless public transport network
across the North West of England***

TravelWatch NorthWest Business Plan 2013-2015

(incorporating Annual Review 2011-2012)

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(Cover Photo, John Owen)

North West Public Transport Users' Forum Community Interest Company trading as TravelWatch NorthWest

Company No 6181713

Registered Office 11 Harvelin Park, Todmorden, Lancs OL14 6HX

Chair's Foreword

The rail industry is now seeing the first developments of the "Lancashire Triangle" electrification scheme with work starting on the Chat Moss line. However, there is some disquiet in Cumbria over the future of services on the Barrow and Windermere lines after the TransPennine Express Scottish services are fully electrified. We are involved in the campaign to reduce the impact of these changes on passengers.

Other good news for rail has been the announcement of full funding for the Northern Hub development and approval of the Trans-Pennine electrification project.

In contrast the bus industry is still subject to severe cuts in funding available to operate marginal services. Operators are faced with increased costs and an impending reduction in Bus Service Operators Grant. Local authorities are cutting their budgets, affecting their ability to subsidise socially necessary services. We are concerned about the effect this will have on more isolated communities and those without alternative transport. We are also faced with a reduction in road-side and bus station information which councils say can be covered by mobile phone and internet services. Unfortunately, not all passengers have mobile phones and many rural areas in the North West have poor network coverage.

Better news from the light rail industry has seen new modern trams on Blackpool's upgraded network and further expansion of Manchester Metrolink coupled with the wholesale replacement of the original fleet of trams, which are becoming unreliable.

TravelWatch NorthWest has welcomed all improvements already introduced, or announced for the future. We will continue to campaign for better services and facilities across the transport industry and fight against cuts to essential services. The next challenge for us concerns rail franchises soon due for replacement. Not least of these is the stalled process for the West Coast Main Line.

We have continued to represent passengers' views throughout the year. This has included responses to many consultations and involvement with regional bodies. Our conferences have continued to be well attended.

One sad note during the year was the death of one of our directors. John Murray was respected for his work to improve the travelling experience for passengers on the Calder Valley line and was a valued member of our team. He will be missed by all.

I thank everyone who has helped us during the last year. Special thanks go to Merseytravel for their continued support and to our Company Secretary John Moorhouse for his hard work and dedication throughout the year.

Finally, looking ahead, we must be prepared to continue our work despite the obvious problems. We will continue to work with other organisations such as Passenger Focus to fully represent passengers' views.



Chris Dale, Chairman October 2012

1. Introduction & Background

1.1 TravelWatch NorthWest (TWNW) was formerly known as the North West Public Transport Users Forum (NWPTUF). The NWPTUF was formed in October 2003 and was named TravelWatch NorthWest in 2006. It is an independent organisation representing all users of public transport in the North West. Membership is open to any not for profit organisation representing the interests of users or potential users of public transport. TravelWatch holds regular conferences open to the public at various locations in the North West where public transport issues are debated. TravelWatches have also been established in South West England, the West Midlands, the East Midlands and Southern England.

1.2 TWNW's chief purpose is to influence, by research and campaigning, public transport policy in the North West always with passengers' interests foremost.

1.3 TWNW's mission statement is -

Facilitating an integrated and seamless quality public transport network for North West England.

1.4 The vision of TWNW is to champion the interests of public transport users in the North West so the network can become -

- Accessible to everyone
- Affordable and socially inclusive
- Available where and when it is needed
- Acceptable to all
- Attractive to users

1.5 The key objectives of TWNW are to:-

- Give users a platform to express their concerns and needs
- Promote the use of public transport in the North West
- Contribute to the development of regional transport strategies
- Produce influential best practice reports based on evidence

1.6 TWNW has established a relationship with a wide range of stakeholders, and has addressed a number of key issues within the transport agenda in the region. It is increasingly being seen as an important sounding board for consultation on regional transport policies.

1.7 TravelWatch NorthWest was formally incorporated as a Community Interest Company in March 2007. The Company is made up of members who each agree to a liability of £1 and is run by a Board of Directors (***see Appendices B and E***).

2. Merseyside Integrated Transport Authority (Merseytravel)

2.1 TravelWatch NorthWest welcomes the generous support it receives from Merseytravel. Merseytravel has made great strides in improving the public transport network in Merseyside and continues to be forward looking and inventive.

2.2 We support Merseytravel's initiative in introducing statutory quality bus partnerships on a number of routes – combined/ coordinated timetables and interavailability of tickets among operators on the same routes. A Passenger Focus survey published in March 2012 showed that 86% of bus passengers in Merseyside were happy with their service and this increased to 90% where quality partnerships existed.

2.3 We welcomed Merseytravel's decision in May 2012 to replace the Merseyrail fleet of trains. The current fleet's lifespan is set to expire within the next 6 years so it is good news that new trains are planned to be delivered by 2017.

2.4 We have always applauded Merseytravel's policy to staff stations on the Merseyrail network and trust that the quest for cost reductions mooted by McNulty does not threaten staffing on the City lines within Merseyside.

2.5 Merseytravel has aspirations for Merseyside to be better served by the long distance rail network and ultimately connected to the High Speed Rail network. We share these aspirations. For example we would like to see direct services between Liverpool and Scotland and more frequent through trains to the capital. The former could be facilitated when North West rail electrification is completed.

2.6 We welcome the reintroduction of the customer forums in July 2012, giving an opportunity for passengers to have their say on all matters concerning public transport in Merseyside.

2.7 There have been changes in leadership at Merseytravel. We are confident that our long standing good relationships with the Authority will continue with the forthcoming Chief Executive & Director General and recently appointed Chair of the Authority.

2.8 The proper management of Transport can play a large part in improving the environment, well-being and attractiveness of city and other communities. Merseytravel's approach in seeking to create a new mobility culture with public transport playing a key role is laudable and an example to others.

3. Annual Review 2011/12

3.1 Conferences

3 1 1 TWNW held 3 conferences during the year to debate issues of concern in the North West, to promote best practice to operators and local authorities and to promote the development of forward-looking public transport policies across the region. As well as users, representatives of local transport authorities and public transport providers across the region attended the conferences. At each conference there is an opportunity for delegates to make a short statement on any public transport issue of concern of no longer than a minute's duration.

3 1.2 The conferences were held in Southport on 16th June 2011, Lancaster on 13th October 2011 and Wigan on 9th February 2012

3 1 3 At Southport presentations were made by -

- Mrs Beverley Bell, NW Traffic Commissioner
- Les Burton, Operations Director, Stagecoach Merseyside
- Rudi Boersma, Media & Corporate Affairs Manager, Merseyrail,
- Steve Christian, Tourism Marketing & Visitor Services Manager, Sefton MBC
- John Austin, Vice Chair, National Association of Taxi Users

62 delegates attended and we thank **First TransPennine Express** for their kind support.

3 1 4 The conference at Lancaster was preceded by the Company's fourth AGM. Presentations were made by

- Tim Gornall, Bus and Supported Transport Manager, Lancashire County Council
- Susan Williams, Campaign Director, North West Rail Campaign
- George Thomas, Commercial Contracts Manager, First TPE (on the arrangements made for passengers during the large scale repairs to Arnsdale viaduct)
- David Sidebottom, Passenger Team Director, Passenger Focus

52 delegates attended and we thank **Passenger Focus** for their kind support

3 1.4 At Wigan Town Hall a precedent was set by with the conference being opened by Councillor Eunice Smethurst a member of the Transport for Greater Manchester Committee and a Wigan Borough Councillor. Speakers were –

- David Golding, Programme Sponsor Electrification, Network Rail
- Gillian Merron, Chair Bus Users UK
- Sophie Allain, Public Transport Campaigner, Campaign for Better Transport
- Jeff Clayton & David Leonard, First Bus
- Eddie Fisher, Project Manager, Community Ambassadors, Northern Rail
- Paul Fawcett on the Competition Commissions report into local bus services

57 delegates attended and we thank **First UK Bus** for their kind support

3.2 Engineering Work disruption

3 2 1 In December 2011 we published a report entitled "Disrupted Rail Journeys " This report followed up some previous work published in 2006 which examined train passenger experiences of trains replaced by buses due to engineering work and set out a number of recommendations for improvement The 2011 report was compiled following a series of observations made during 2011 to see what improvements had been made

3 2 2 Whilst many of the recommendations from the 2006 report do appear to have been heeded there was still much cause for concern The report highlighted the good practice when the Furness line in South Cumbria was closed for 5 months during the rebuilding of Arnside Viaduct, but at the same time witnessed indifferent attitudes in the Rochdale area and elsewhere on the rail network. Lessons had been learnt but there was still a large degree of inconsistency. For example rail replacement bus services during times of disruption were still extremely variable

3 2.3 Recognising that dealing with emergency situations can present challenges, where engineering work is planned in advance passengers should have a right to expect a good, comfortable and reliable bus service to get them to their destinations with minimal inconvenience

3 2 4 The report made a number of recommendations advocating the development of a best practice guide incorporating the following -

- Aim to offer the least disruption to passengers
- Proper advance planning taking into account road works affecting bus replacement services
- Customer care training & adequate provision of customer facing staff, including bus drivers who should have full route knowledge
- Proper supervision of the operation
- Consistent provision of reliable information
- Sufficient buses to be made available to provide capacity as well as contingency arrangements
- Consider whole operation as it would appear to someone unfamiliar with the area and the routes

3 2 5 We received a positive response from Merseyrail to the report and a useful meeting ensued where our recommendations were considered with a view to action being taken where appropriate Unfortunately our offer to follow up similarly with Northern Rail was not taken up

(Report available on our website www.travelwatch-northwest.org.uk)

3.3 Bus users representation

3.3 1 We continued to have concerns about threats to the level of bus services due to funding constraints, especially in rural areas Some of these issues were explored at our conference in Lancaster in October 2011 We expressed concerns that the proposed reduction in Bus Service Operators Grant (a scheme that refunds some of the fuel duty incurred by bus operators) by 20% from 2012/13 We support the initiative by Passenger Focus to ensure that proper consultation is carried out with users in all instances where services are threatened

3.3.2 The House of Commons Transport Committee commented on the effects of extensive cuts to rural, evening and weekend bus services in its report on Bus Services after the Spending Review published in August 2011. We have made clear that we want to see full consultation with bus users and representative organisations before any such cuts are made and that alternatives such as the use of Community Transport and taxibuses are fully considered

3.3.3 One of the chief causes of bus unreliability is disruption arising from road works. We took the matter up with CPT who referred to the existence of a North West Punctuality Working Group which was in dialogue with NW LTAs/ highways departments to address these issues. We trust that this group can make progress with ensuring road works are co-ordinated to keep adverse effects on bus reliability to a minimum

3.3.4 A particular concern during the year was the downgrading of information displays at bus stations and bus stops. The former concerned Lancashire bus stations at Burnley, Chorley, Skelmersdale, Nelson and Lancaster where electronic departure information displays were switched off to save money. Whilst this was not real time information the displays were very useful and easy to read for passengers. We protested and understand that there have subsequently been some moves at some locations to get them reinstated but with no success so far. At bus stops timetables have been removed and passengers asked to rely on phoning an information line. This is clearly unacceptable especially if passengers do not have a mobile phone to hand. We also believe that the removal of electronic displays is a false economy and conspires against growth in the use of bus travel by new markets and in comparison with other regions of the UK where such displays have been retained it demonstrates national inconsistencies and shows the North West in a poor light. Some help appears to be coming from operators to maintain proper timetable information, but this falls short of what is desirable. The pressure on the provision of what is fairly basic information is in sharp contrast to rail where information provision is continually improving

3.3.5 During the year we made two submissions to the Competition Commission on its inquiry into competition in the bus industry. We agreed that LTAs should be given greater powers to introduce and reform multi-operator ticketing schemes in their local areas and that there should be restrictions on bus operators making changes to service frequency to discourage "overbussing" and predatory competition. However we did not agree with the Final Report's finding that there was no case for endorsing Quality Contracts, nor that off road competition "for the market" (franchising) need necessarily be more expensive than on the road competition "in the market". We also put these views to the House of Commons Transport Committee in February 2012

3.4 Taxis

3.4.1 Following our representations to HOCTC on the Licensing of Taxis and Private Hire Vehicles we produced a paper setting out the complexities of the legislation surrounding small passenger carrying vehicles buses and taxis. We understood that HOCTC had referred the matter to the Law Commission who were looking at some of the issues including dual licencing (by Traffic Commissioners and Local Transport Authorities) of Buses and Taxis and the rationale for there being two categories of "taxis" – private hire and hackney. We continue to be interested in exploring the

feasibility of trialling more taxi bus services to help to alleviate the difficulties caused by bus service cuts We are continuing our links with the National Association of Taxi Users

("The provision of Registered Local Services using Small Passenger Carrying Vehicles and Minibuses to replace Buses" - available on our website www.travelwatch-northwest.org.uk)

3.5 High Speed Rail (HSR)

3 5 1 We continued to support the concept of a high speed railway to connect London with the North West of England and in May 2011 we updated a position paper on High Speed rail which had originally been published two years previously In the same month we responded to the HOCTC on its enquiry into HSR and in July to the DfT on its consultation on HSR proposals. In October 2011 our Lancaster conference featured it as an agenda item

3 5 2 In spite of more recent scepticism expressed by a number of cognoscenti we continue to broadly support the concept of HSR but look for a much longer term rolling strategy for the provision of a network of new lines to connect the various nations and regions of the UK with London and each other. In particular when the North West is linked to the high speed network this must be in the context of the strategy for the eventual link with Scotland. The main argument for HSR is primarily an increase in capacity to meet growth beyond the capacity of the existing system and it is vitally important that concentration on HSR does not deprive the existing route network of investment or continuing development.

(Position paper and consultation responses available on our website www.travelwatch-northwest.org.uk)

3.6 Light Rail

3 6 1 We follow with great interest the expansion of Manchester Metrolink with its new trams and route extensions, all improving the Manchester public transport scene for many In September 2011 we responded to TFGM's consultation on a 2nd City Crossing which will be needed to relieve the present route as more extensions are added to the network We support the plan to use Cross Street but feel that an additional stop in the Albert Square area to the one planned at Exchange Square should also be included We also need reassurance that the project will not result in a substantial reduction in accessibility for buses

(Consultation response available on our website www.travelwatch-northwest.org.uk)

3 6 2 In October 2011 the closure of Mosley Street station was ratified by the Office of Rail Regulation We had objected to this proposal in February 2011 (see Appendix C) We were disappointed as we feel that passengers will be inconvenienced and that the station will be needed even more as the system expands.

3.7 Consultations

3 7 1 TWNW responded to various consultations throughout the year These were –

- New West Coast Franchise (Department for Transport April 2011)* – we emphasised the need to enhance the passenger experience, improve journey quality and cater for growth
- High Speed Rail (TWNW position paper May 2011)* – see above
- The Strategic Case for High Speed Rail (House of Commons Transport Committee May 2011)* - see above
- Competition in the bus industry (Competition Commission May 2011)* - see above.
- Passenger Information (Office of Rail Regulation June 2011)* - we stressed the importance of good accurate information for passengers in published material on websites and real time information on stations and on trains We called for greater consistency in the style, design and user friendliness of information provision
- Air Passenger Representation (Civil Airports Authority June 2011) – changes would mean a new Consumer Advocate Panel We emphasised the need for this body to effectively represent air passengers' interests
- In July 2011 we responded to a consultation by the DfT which included, inter alia, the question of the non-statutory roles carried out by Traffic Commissioners. We particularly emphasised the desirability of Traffic Commissioners continuing to take an interest in stakeholder liaison especially in view of our own good relationships with Mrs Beverley Bell, Traffic Commissioner for the North West and now Senior Traffic Commissioner
- High Speed Rail (Department for Transport July 2011)* - see above
- Metrolink 2nd City Crossing (Transport for Greater Manchester September 2011)* - see above
- National Planning Policy Framework (Dept for Communities & Local Government October 2011) – we felt that care should be taken in attempting to speed up and simplify the planning process In particular we emphasised that developments should be sited close to good public transport links and great care should be taken when planning park and ride sites.
- Localism Act 2011 (Department for Communities & Local Government December 2011) – we expressed concerns about the role of elected mayors vis a vis Integrated Transport Authorities, the relationship between Neighbourhood Planning and local transport plans and the need for revenue support as well as capital investment in public transport
- Competition in the Bus Industry (House of Commons Transport Committee February 2012) – see above.
- The role of ORR in regulating passenger franchises (Office of Rail Regulation March 2012) – we supported ORR having a greater role - rail regulation is currently split between the DfT and the ORR, a situation which is sub optimal and ambiguous One area we emphasised was the need for regulating complaints handling to ensure maximum benefit for passengers.

**on website www.travelwatch-northwest.org.uk*

4. Current Workstreams (2012/13)

4.1 Conferences

4 1 1 Blackpool 14th June 2012 The conference was opened by Councillor Fred Jackson, Deputy Leader of Blackpool and there were presentations from -

- Trevor Roberts, Managing Director, Blackpool Transport Services Ltd
- Phil Nixon, Senior Project Manager, Blackpool Council on the Tramway upgrade
- Kathryn O'Brien, Head of Franchise Development and David Langton, Timetable Strategy Manager, TransPennine Express

66 delegates attended

4 1 2 31st October 2012 to be held in Liverpool and planned to feature Giles Fearnley, Managing Director, First UK Bus, Phil Halewood, Head of Integrated Transport, Merseytravel and Professor Paul Salveson, Huddersfield University

4 1 3 7th February 2013 – planned to be in Manchester and feature Metrolink

4.2 Rail Electrification & Investment

4 2 1 We very much welcome plans to electrify a significant part of the North West rail network by 2016. The timeline is as follows –

- By December 2013 – Manchester to West Coast Main Line and Newton le Willows via Chat Moss
- By December 2014 – Newton le Willows and Wigan to Liverpool
- By May 2016 – Preston to Blackpool
- By December 2016 – Manchester Victoria to Preston
- No fixed date – Manchester to Leeds and York

4.2.2 An immediate consequence of the Manchester to WCML link will be a full TransPennine Express electric service linking Manchester and Scotland by this route using new 4 car Class 350 trains. An unfortunate spin off of this will be a reduction in through services between Manchester and Barrow and even more so between Manchester and Windermere. Along with others TOWNW has been able to alleviate the situation somewhat on the Barrow line

4 2 3 We are concerned that the new electric trains for the Scotland - Manchester Airport services will seat only 35 more passengers than current stock - hardly enough to cover present standing passengers much less growth. With the possibility that Barrow and Windermere will be cut off from direct services the new trains will have to additionally accommodate these passengers as well as continually growing numbers for Lancaster and other calling points

4 2 4 We would trust that after electrification of the direct route between Manchester and Preston via Bolton the TPE Scottish services will revert to that route. This would reinstate the services from Bolton which is an important railhead and would enable

the trains to make use of the shorter route

4.2.5 The North West is also receiving further investment in rail with the Northern Hub package of works –

- Construction of the Ordsall chord to provide a direct link between Manchester Victoria and Manchester Piccadilly stations, passing to the west of Manchester city
- The upgrade of Manchester Victoria station
- The provision of 2 new platforms at Manchester Piccadilly
- Enhancements to track capacity between Liverpool and Leeds and between Manchester and Sheffield to permit more and faster services

We had lobbied for the full investment in the Northern Hub to be made and were pleased when full funding was announced in July this year

4.2.6 We were most concerned to learn about the delay to the West Coast Rail franchise renewal and the consequent effects that it will have on other franchises due for renewal in the next few years. Whilst we recognise that the re-tendering process will take some time we trust that this will not affect the planned rail investment in the North West and that no attempt will be made to recoup the losses incurred by government through the future fare box

4.3 Bus Services

4.3.1 Our concerns about funding constraints continue. We are doing some work to get a feel for the impact that various spending cuts are having on service and information provision. We are also examining ways in which prospective bus passengers plan their journeys.

4.4 Light Rail

4.4.1 The extension of Metrolink to Oldham finally opened in June 2012 after a considerable delay. Work continues on extensions and it is planned to replace all the original trams with new build. This is all good news but it is still frustrating that no real time visual service information is provided at city centre stations.

4.5 Consultations

4.5.1 Responses made and in process include –

Devolution of funding for major transport schemes (Dept for Transport 2.4.12)

Reform of the Railways (House of Commons Transport Committee 18.4.12)

Network RUS Alternative Solutions (Network Rail 30.4.12)

Rail Decentralisation (DfT 20.6.12)

Rail fares & Ticketing (DfT 28.6.12)

Aligning Incentives to improve efficiency (ORR 11.7.12)

Air Passenger Rights (Cabinet Office - Red Tape Challenge) (25.7.12)

Government's High Level Output Specification for rail for 2014-19 (HOCTC 22.8.12)

Formalising the Rail Delivery Group (ORR 13.9.12)

Financial Issues in CP5 (ORR 25.9.12)

Network Rail's Output framework for 2014-19 (ORR 28.9.12)

5. Plans for 2013/15

Conferences

5.1 Continuation of the pattern of 3 conferences per year at locations in the North West. Operators and procurers will also be invited. Conferences will feature presentations, discussion and input into the planned workstreams as well as on the subject of specific consultations. Opportunities will also be presented for users to make representations on any public transport issue at the forums.

Projects

5.2 TWNW is considering a number of areas of proactive work on behalf of public transport users and these are listed below. However, in addition TWNW appreciates that it must have the capacity to react to issues as they arise and in particular to matters on which it may be consulted.

5.3 Also TWNW is keen to continue with its growing track record of project/consultancy work. TWNW has within its membership a considerable depth of resource of experienced public transport users together with professional transport expertise. This makes the organisation well capable of carrying out passenger based research to inform and assist Regional and Local Authorities, PTEs and Operators in their transport planning and operational functions.

5.4 As well as working with other TravelWatches on interregional issues, TWNW is committed to work in partnership with other user bodies including Passenger Focus, Bus Users UK, the Campaign for Better Transport and Railfuture.

The following areas of work are being considered for 2013/15 -

5.5 Buses/ Coaches

- Further work on monitoring passenger travel experience on buses, potentially in conjunction with Passenger Focus
- Encourage the creation and sustainability of local passenger groups

5.6 Rail

- Further monitoring of the passenger experience including overcrowding and station facilities
- Value for money of rail fares and anomalies in fares structures

5.7 Multi modal issues

- A review of progress with multi modal ticketing (including PLUSBUS) since the publication of TWNW's report on this subject in December 2005
- Information – the availability of multi modal information on transport websites and at rail/ bus stations and transport interchanges

5.8 Consultation

- TOWNW will respond to consultation on public transport developments on behalf of users. In determining its responses TOWNW has the capacity to conduct independent passenger based research as appropriate, subject to the availability of funding.

5.9 Passenger Transport User Representation

- TOWNW will continue to be well placed to feed user input into consultations on regional and local government planning issues.
- TOWNW will continue to strive to bring forward passenger concerns to the attention of the appropriate providers and procurers and to achieve improvements on their behalf.

Appendix A Administration

TWNW is managed by a Board of Directors. The Board considers topical issues for debate at the forum and manages the actions arising from each forum. It also considers and determines the issues that the company should give its attention to.

The work of the Company is administered by a part-time Company Secretary, with other support.

A National Liaison Group comprising TravelWatch Chairs has also been established to promote TravelWatch nationally and to co-ordinate work on national issues.

TravelWatch NorthWest is most grateful for the generous support it has received and receives from various sponsors as follows-

- Merseytravel, National Express, First TransPennine Express, First UK Bus, Cheshire County Council, Stagecoach NW, Passenger Focus, Blackpool Council, Greater Manchester ITA

More information can be found on our website www.travelwatch-northwest.org.uk. This website has links into the other websites so far established in the other regions which have TravelWatch organisations.

The registered title, company no. and registered address of the Company is -

***North West Public Transport Users Forum Community Interest Company
trading as TravelWatch NorthWest Company No. 6181713
Registered Office (and address for all correspondence):
11 Harvelin Park, Todmorden Lancs OL14 6HX***

Appendix B Principal Persona and Contacts

TravelWatch NorthWest is chaired by **Chris Dale**. A retired hospital theatre technician, living in Macclesfield, he has been actively involved in public transport campaigning for over 25 years and is a dedicated user of public transport. Chris chairs the East Cheshire Lines Rail Users Group, the Crewe to Manchester Community Rail Partnership and the Cheshire local group of the Campaign for Better Transport. He is also involved with the Campaign for Better Transport at a national level and has served as a member of their Board of Directors.

The Company Secretary is **John Moorhouse**. John was Secretary of the Rail Passengers Committee for North West England from 1985 until 2004. He is also a Director of the Settle-Carlisle Railway Development Company. See contact details below.

Advisory and Research Consultant **Paul Fawcett** is a semi-retired University lecturer in transport studies, now Honorary Visiting Fellow at Sheffield Hallam University. He is a former transport adviser (Northern England) to the Countryside Agency and the author of over 20 transport text books, papers and monographs.

Current members of the Board are –

Chris Dale (Chair)
Alan Pettener
David Butterworth
Lillian Burns
John Hart
John Owen

Leonard Green
Peter Robinson
Richard Rollins
Robert Talbot
Tony Young

For further details about the work of TravelWatch NorthWest or about this Business Plan, please contact:-

*John Moorhouse
TravelWatch NorthWest
11 Harvelin Park
Todmorden OL14 6HX*

*telephone 07807 768124
email admin@travelwatch-northwest.org.uk*

Appendix C Previous Activities

2010.11

Bus Services

During the winter of 2010/11 we undertook some bus survey work in conjunction with Passenger Focus. This involved carrying out observations at a number of bus stop locations with frequent services to monitor reliability and service gaps/ bunching. Passenger facilities at bus stops were also recorded and some on - bus travel was carried out. There was much of interest in individual experiences and much to commend. Chief overriding themes were of the need for more real time information at bus stops and the effects of road traffic congestion and disruption on service reliability.

In December 2010 we responded to the House of Commons Transport Committee's enquiry into Bus Services after the Spending Review. The general theme of our responses was to caution against reducing the overall level of support for unremunerative but socially desirable registered local bus services arising from the following –

- Planned reductions in Bus Service Operators Grant
- Reduction in local authority grant support to bus services
- Any reduction, either intended or consequential, in funding LTAs and through them operators for their statutory requirement to offer free concessionary bus travel.

In February 2011 TWNW published a report* on Bus Services and facilities in the more rural parts of the region, resulting from a survey carried out in the Autumn of 2010 by mystery shoppers who had travelled on 105 bus journeys in various parts of the region.

The report revealed that bus services varied considerably but in general the standards of buses and bus driving were relatively good. However in rural areas many bus stops lacked basic facilities and exhibit inadequate information.

Taxis

In December 2010 TWNW responded to consultation by the House of Commons Transport Committee on the Licensing of Taxis and Private Hire vehicles. We stressed our view that hackney carriage vehicles (taxis) and private hire vehicles (PHVs) are integral components of public transport provision and also pointed out that passengers have difficulty in distinguishing between the two. We also commented on the potential of taxi buses.

We gave oral evidence to the Committee in March 2011 in company with the National Association of Taxi Users. We commented on the lack of consumer representation for taxi users, the need for wider licensing areas and the potential for taxi buses to operate in (rural) areas where conventional buses are usually uneconomic.

Light Rail

TWNW objected to the proposed closure of Mosley Street station on a number of

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grounds. It is one of the busiest stations on the network and there would be major inconvenience for passengers, obliging them to divert to Market Street or Piccadilly Gardens stations both of which are heavily used and will become more crowded anyway as the Metrolink network expands.

The primary justification for closure appeared to be a reliance on the benefits to through passengers being substantially higher than the disbenefits to boarding passengers. This could be applied to justify the closure of most stations on the rail or light rail network as the numbers of through passengers will almost always be higher than the numbers boarding.

Futures NW

A vacuum was created by the dismantling of the NW Regional Assembly (NWRA with its Rail Transport Advisory Group and the 4NW leaders' Forum) and the NWDA. We trusted that the new Local Enterprise Partnerships will furnish the means to deal with transport planning and promote the use of public transport when determining local economic priorities. .

Consultation

TWNW responded to various consultations throughout the year. These were –

- The Future of Rail Franchising (Department for Transport)
- Improving Bus Passenger Services through the Regulatory Framework (DfT)*
- Transport and the Economy (House of Commons Transport Committee)*
- Local Transport Funding (DfT)*
- Futures NW (4NW/NWDA)*
- Reforming Rail Franchising (DfT)
- Public Transport Ticketing Schemes Block Exemption (Office for Fair Trading)*
- Reimbursement Arrangements for the Concessionary Bus Travel Scheme in England (DfT)*
- Merseyside LTP3 (Merseytravel)
- Licensing of Taxis & Private Hire Vehicles (House of Commons Transport Committee)*
- West Coast Track Access (Office of Rail Regulation)
- Bus Services after the Spending Review (HOCTC)*
- Northern RUS (Network Rail)
- Proposed closure of Mosley St Tram stop (DfT)*
- West Coast RUS (Network Rail)*

(*available on website www.travelwatch-northwest.org.uk)

2009-10

Concessionary fares

TWNW responded to consultation on changes to the administration of concessionary travel. We made a number of points including ring fencing the special grant, giving consideration to a national reimbursement formula and direct reimbursement by DfT to operators.

Information about bus fares

In June 2009 we published a report on "Information about Bus Fares"* We demonstrated that from a sample of 14 randomly chosen and mainly multi operator bus journeys information about fares was difficult to obtain Recommendations included -

- Local Transport Authorities should use their powers under the Transport Act 2000 to make ticketing schemes and/or their powers under the Local Transport Act 2008 to include ticketing agreements within Quality Partnerships. Such ticketing schemes should include an obligation to make fares information more widely available
- Drivers should either carry relevant fare tables or be able to print these out on their Electronic Ticket Machines
- Bus station information offices should be able to give fares information more readily - this should become easier with electronic capture. The example of Northwich appears to show that it can be done

Overcrowding on Rail

We raised concerns about chronic overcrowding on trains in the region and the lack of any action to alleviate this, highlighting the postulated loss of rail rolling stock from the NW following the closure of the Oldham Loop line in October 2009, prior to conversion to Metrolink. Following pressure from several sources and financial input from GMITA the trains were retained

High Speed Rail

In October 2009 we produced a position paper on High Speed Rail*, strongly supporting the concept of a new high speed railway linking London and the North West, designed as part of a strategically planned network of high-speed railways linking the nations and regions of the United Kingdom to London and to each other

The "Weakest Link" Rail Stations*

In February 2010 TWNW published a report on the facilities provided by 12 of the North West's major stations This followed a report "Better Rail Stations" prepared for the Department for Transport by Sir Peter Hall and Chris Green which identified 7 out of the 10 worst scoring National Interchange stations to be in NW England. Our report closely examined these 7 stations and 5 other large stations in the region, concluding that the condition of the majority of these stations was well below what passengers should expect in the 21st century. Extra government spending of £50 million spread across 10 stations was welcome but would barely scratch the surface

A discussion paper on rail seat reservations*was published in March 2010 The paper aimed to highlight passengers' experiences and shortcomings in reservation procedures suggesting possible improvements. The paper generated wide ranging responses from train operators and users.

(*Reports on website www.travelwatch-northwest.org.uk)

Appendix D Accounts 2011/12

PROFIT AND LOSS ACCOUNT YEAR ENDED 31 MARCH 2012

	2012 £	£	2011 £	£
TURNOVER		10150		12767
COST OF SALES				
Project fees	1303		5819	
Administration fees	5330		<u>7215</u>	
Totals		<u>6633</u>		<u>13034</u>
GROSS (LOSS)/ PROFIT		3517		(267)
OVERHEADS				
Travel and subsistence	2961		3040	
Office costs	784		1186	
Accommodation	1328			
Sundry expenses	79		100	
Bank charges	<u>101</u>		<u>103</u>	
		<u>5253</u>		<u>4429</u>
		(1736)		(4696)
OTHER OPERATING INCOME				
Members income		315		196
Sundry donations		<u>217</u>		<u>0</u>
		532		196
OPERATING (LOSS)/ PROFIT		(1204)		(4500)
Interest receivable		10		15
(LOSS)/PROFIT ON ORDINARY ACTIVITIES		(1194)		(4485)

Fees paid to Directors for specific assignments and Directors Expenses

Name	Fees (£)	Expenses (£)
Chris Dale	100.00	336.73
John Murray	0.00	84.10
John Owen	1200.00	149.18

Appendix E Membership (at October 2012)

Organisation/Name

Blackpool & Fylde RUA
Bus Users UK
Campaign for Better Transport Cheshire
Campaign for Better Transport Lancashire
Cheadle & District RUG
Cheshire West & Chester Council
Copeland Rail Users Group
Crewe & Shrewsbury Passengers Association
CTC
East Cheshire Lines RUG
Friends of Eccles Station
Goyt Valley RUA
Greater Manchester Transport Campaign
Kendal & District Bus Users
Lakes Line RUG
Lancaster & Skipton RUG
Merseytravel
North Cheshire RUG
NWTAR & CPRE(NW)
Ormskirk Preston Southport TA
Railfuture NW
Ribble Valley Rail
Skipton East Lancashire Rail Action Partnership
STELLA
STORM
University of Chester
Wirral Transport Users Association
Wrexham Birkenhead RUA
Mr JF Aaron
David Butterworth
Adrian Dunning
Phil Edwards
Leonard Green
Philip Harrison
John Hart
Christopher Holmes
Peter Johnston
Geoff Kerr
Tom Lunt
Stuart Murray
Brendan O'Friel
John Owen
Keith Pennyfather
Malcolm Richardson
David Robinson
Peter Robinson
Ian Stuart
Mr JM Warner
Ian Watson
Tony Young