



Passenger Focus

Annual Report and Accounts

2009-10



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Who we are and what we do

Passenger Focus is the independent consumer watchdog for Britain's rail passengers and England's bus, coach and tram passengers (outside London). This Annual Report sets out wins for passengers throughout 2009-2010.

Looking ahead, Passenger Focus's approach of making a difference for all passengers – driven by research – will remain.

This year we hope to seek the views of over 120,000 passengers. Change is secured on the ground by our nationwide team of staff and effective national lobbying. Visit www.passengerfocus.org.uk if you want to see more about how we have made a difference in the last 12 months.

Vision

That operators, funders, and regulators of transport systems put passengers first.

Mission

Getting the best deal for passengers.

Values

In order to make a difference for passengers, we need to ensure that we are recognised as being forward-thinking, proactive and clearly helping passengers to have a voice. This will be realised through our four core values, which we try to demonstrate throughout our work:

- **Independence** – we will be impartial, objective and fair in all our activities
- **Credibility** – our work will be evidence based



- **Inclusiveness** – we seek to represent all the passengers covered by our remit
- **Influence** – in order to deliver change, we will constructively and energetically engage with public bodies and private operators on behalf of passengers and other stakeholders.

Priorities

Passenger Focus is a relatively small organisation. We prioritise our work based on passengers' priorities and resources. In developing our choices for work priorities we ask:

- Is the issue of direct concern to passengers?
- How many passengers will be affected and how serious is the actual or potential impact?
- Will addressing the issue improve the service and/or deliver significant improvements to the passenger experience?
- Do we have the resources to deal with the issue?
- Are we best placed to focus on the subject?
- Is the issue within our remit?

Contents

Letter to the Secretary of State	4
1 Chairman's introduction	5
2 Making a difference 2009-10	6
3 Annual accounts	
3.1 Chief executive's report	10
3.2 Management commentary	12
3.3 Remuneration report	16
3.4 Statement of accounting officer's responsibilities	19
3.5 Statement on internal control	20
3.6 Certificate of the Comptroller and Auditor General to the Houses of Parliament	22
3.7 Net expenditure account	24
3.8 Statement of financial position	24
3.9 Statement of cash flows	25
3.10 Statement of changes in tax payers' equity	26
3.11 Accounting policies and notes to the financial statements	27
4 Appendices	
4.1 Appendix one – list of all publications 2009-10	35
4.2 Appendix two – list of consultations responded to 2009-10	38
4.3 Appendix three – list of members of the board	41



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Dear Secretary of State

I have pleasure in enclosing the Annual Report and Accounts for 2009-10 from the Passengers' Council (operating as Passenger Focus), as required under Schedule 5 of the Railways Act 2005.

Yours sincerely

Colin Foxall CBE
Chairman

Chairman's introduction

Passenger Focus's main job, as the independent passenger watchdog, is to make a difference for Britain's rail passengers and England's bus, coach and tram passengers. We make a difference by carrying out research and then using those passenger views to drive change – our nationwide network of staff ensure we have an effective reach.



Passenger Focus's priorities for the next 12 months are clear. Deliver on driving improvements for passengers. Offering passengers transport choices will aid economic recovery but government and the transport industries must continue to focus on understanding what drives passenger satisfaction and what passenger priorities for improvement are as difficult spending choices loom. In particular, our work on rail passenger perceptions of punctuality done in partnership

with National Express East Anglia has started a debate about the 'right time railway' – we are keenly aware of some of the pitfalls in this issue but when it boils down to it passengers want, above all else, their trains and buses to arrive on time. Also, passenger interests need careful representation in the welcome dialogue we have been calling for about ticket and fares simplification and future discussions about rail industry funding. Work will continue on representing rail passengers in Scotland and Wales where more distinct national issues are being tackled.

So what and how have we done this year? There have been some notable wins for passengers in addition to our 'shadow' work building our capacity and capabilities to represent bus passengers:

- persuading Government to limit fare rises on regulated tickets helping to break the pattern of double digit fare rises on protected tickets in January of this year
- lobbying the rail industry to reduce the use of rail replacement buses during engineering work and securing a pledge from the industry to do this. This work is now bearing fruit as the number of bus replacement services gradually decreases
- driving numerous changes arising from passenger feedback, gleaned from the National Passenger Survey and other surveys.

Among our achievements over the past year, we began work to secure local improvements to bus services including better bus stops, timetable information, websites and driver training; Passenger Focus has been involved in refranchising of rail contracts by asking passengers what they want from new operators. We were pleased to see many of the recommendations we made to the Government on the South Central franchise, based on passenger feedback, were included in the final deal.

This report contains more detail about where we have made a difference. There is no doubt that rail passenger satisfaction, largely driven in improved punctuality, has been steadily improving. Four out of five of the 54,000 rail passengers we talk to when carrying out the National Passenger Survey tell us they are broadly satisfied with the journey they have just undertaken. However, serious concerns remain about value for money, the capacity of the railway to cope with ever increasing number of passengers and how delays are dealt with. The picture of bus passenger satisfaction that is emerging from the 35,000 passengers we have spoken to so far is a more mixed one. In some areas a very high proportion of passengers are satisfied – in others the satisfaction is relatively low. Given that punctuality is the key driver of bus passenger satisfaction we are starting to have interesting discussions with bus companies and local authorities about how to boost satisfaction where it is weak.

In addition to finding out about what passengers think of their current services we also do a lot of work on passengers' priorities for improvement. By analysing both these sets of data we can start to build up quite a sophisticated picture of passenger needs. The message coming back from the rail priorities work is clear: value for money – a mix of ticket price; timekeeping; crowding; and disruption management remain the key priority for improvement. On buses, across all the regions, the message is also clear: get more buses on time and you will both make your existing passengers happier but also you will probably attract more.

Colin Foxall CBE
Chairman

Making a difference

We do this by talking to passengers and then working with government, industry and decision makers to ensure they act on what matters most to passengers. Passengers tell us their top priorities are a dependable, punctual service and a seat at an affordable price.



Overall satisfaction (% passengers 'very' or 'fairly' satisfied) by train operating company (TOC)

	Spring 2005	Spring 2009	Autumn 2009
Arriva Trains Wales	82	87	86
c2c	84	91	90
Chiltern Railways	89	90	91
CrossCountry	-	85	85
East Midlands Trains	-	80	84
First Capital Connect	-	76	75
First Great Western	-	81	82
First TransPennine Express	81	87	89
London Midland	-	78	87
London Overground	-	75	82
Merseyrail	91	91	91
National Express East Anglia	71	76	79
National Express East Coast	-	87	89
Northern Rail	79	80	82
ScotRail	86	89	90
Southeastern	71	76	80
Southern	72	80	82
South West Trains	78	84	86
Virgin Trains	80	86	89
Overall	77	81	83

Note: TOC data shown is just for franchised TOCs that existed in 2009

83% of rail passengers across Great Britain say they are satisfied overall with rail services. However, the results show work is needed to improve areas including information during delays and value for money. We use the results from the National Passenger Survey (NPS) and our other research to influence decision makers on where improvements need to happen.

Research

Passenger Focus has carried out £1.8 million of passenger research during the year, talking to over 120,000 passengers, to learn what it is they want from public transport.

The National Passenger Survey (NPS) is the largest published customer satisfaction survey of rail passengers and is carried out each spring and autumn. This year we talked to over 53,500 passengers to gauge how satisfied they were with their last rail journey.

We use our research as evidence to give to industry and governments and identify where passengers want improvements. With passengers being surveyed in the NPS since Autumn 1999, we can track changes and detect trends in satisfaction scores. We can look at and understand how train companies are effecting passenger satisfaction. It is crucial that this passenger feedback is central to decisions made on services.

Passenger focused franchises

As an independent consumer watchdog, Passenger Focus has been asked by Government to ensure passenger views are sought early and included in plans for future rail franchises. This year we spoke to around 13,000 passengers who currently travel on c2c, National Express East Anglia, East Coast and TransPennine Express services. We used this feedback to make recommendations to government about what passengers want from new operators.



Stations

As well as completing and publishing a review of all our research on stations, we also spoke to passengers to ask their views on what improvements should be made to small to medium-sized stations as part of planning for

2009-10

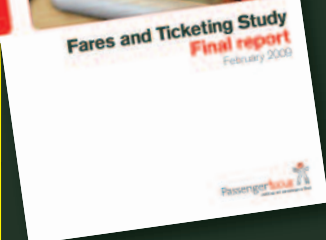


Safety

We continue to ensure passengers are considered in debate about rail safety.

Fares campaign

Passenger Focus was pleased to see that following its lobbying, the Government decided in 2009 to limit the amount by which train companies could raise individual regulated fares in January 2010.



Influencing

We used the results of our research with over 6000 passengers to influence the design of the new South Central franchise and were pleased to see many of our recommendations included in the franchise agreement. Passengers have been promised less crowding, better information, new cycle and car-parking facilities, improved security and later-evening trains. Southern, the train operator appointed, has also pledged to deliver on our recommendation for a more transparent fare system.

the five year National Stations Improvement Programme.

The research found passengers want more station toilets, waiting rooms and better information on train arrival-times prioritised.



Passenger complaints and appeals – helping rail passengers

Appeal complaints by train operator / service provider

Service provider	2006-7	2009-10
Arriva Trains Wales	84	41
c2c	30	19
Chiltern Railways	22	8
CrossCountry	-	121
East Coast Trains*	-	89
East Midlands Trains	-	157
First Capital Connect	88	54
First Great Western	388	225
First Transpennine Express	67	68
Hull Trains	6	2
London Midland	-	92
Merseyrail	12	19
National Express East Anglia	83	118
National Express East Coast	-	352
Northern Rail	132	79
ScotRail	120	118
Silverlink	14	-
Southeastern	128	125
Southern	71	63
South West Trains	130	176
Virgin Trains	55	274
Others	102	62
Info/web/telesales	137	174
Network Rail	13	0
Total	2340	2436

*Note: The East Coast Trains franchise started in November replacing National Express East Coast. To understand how these complaints figures relate to the number of each train company passengers see <http://www.rail-reg.gov.uk/upload/pdf/YEARBOOK0809-v22.pdf>

Where a passenger and a train company cannot resolve a complaint our passenger advice team will mediate in an effort to get a better outcome for the passenger. This year, 86% of passengers said they were satisfied with the way we handled their complaint.



Personal security

Early in 2010 we published the report 'Anti-social behaviour report – Rail passenger views' and presented the findings to key parties including the British Transport Police, train operators and others.

The report set out passengers' concerns and priorities around security at both the station and on the train. While the majority of passengers feel safe, those with concerns are worried about the anti-social behaviour by other people. The solution was equally clear – a visible staff presence at the station and on the train is seen as the best way to allay passengers' fears. Passenger Focus takes every opportunity to stress the importance of staff at the station and on the train to help passengers feel safe.

Improving punctuality

Our research shows that there is a clear relationship between punctuality and passenger satisfaction.

Passenger Focus, with the help of National Express East Anglia (NXEA), found that passengers judge lateness from the first minute the train arrives at the destination after the scheduled time. For every minute that a train is late, passenger satisfaction drops by two percentage points. Passenger Focus is calling for a system which reports to passengers whether trains are arriving on time rather than within five or 10 minutes.

Integrated transport

We commissioned a study with the Association of Train Operating Companies (ATOC) to understand how the rail industry could attract more people onto the network at off peak times.

The research found the industry could attract more passengers by improving perceptions of travelling by train, particularly around value for money, and by working with the industry and local authorities to try to reduce the overall "hassle factor" of switching from the car.

Making a difference

continued...

2009-10



Top five Bus passenger priorities for improvement



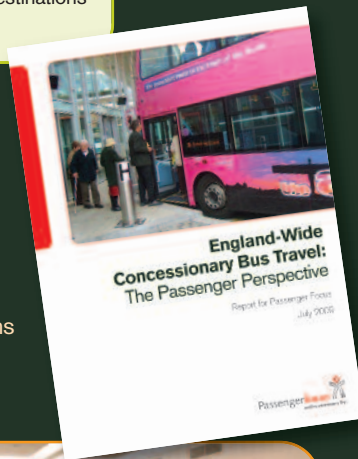
Rank	Improvement
1st	More buses are on time or within five minutes of when they are scheduled to arrive
2nd	Buses run more frequently at times when you want to use the bus
3rd	All passengers are able to get a seat on the bus for the duration of their journey
4th	Tickets and passes are available that entitle you to travel on all bus services in your local area, not just those operated by a specific bus company
5th	Buses go to a wider range of destinations in your local area

Bus passenger priorities

Bus passengers have highlighted where they want the industry to improve their services. Over 3800 bus passengers in England, outside London, took part in this research. They were asked to rate how well their reasonable expectations are currently being met on the bus and at the bus stop, and what their priorities are for improvement. The findings show passengers' expectations are generally being met except on 'real-time' information at the bus stop, information on fares, punctuality and value for money.

Bus passenger survey

Across England we have been talking to bus passengers about services in their towns and cities. Passenger Focus has been using these important findings to explain to local authorities and transport providers about what passenger experiences and expectations are of bus services in their area and where improvements need to happen.



Europe

We continue to promote British rail passengers' interests with the European Commission and Parliament. We are also active members of the European Passengers Federation. Following the dismal Eurostar passenger experience at Christmas, Passenger Focus made strong representations to the subsequent enquiry.

The link team

Passenger managers

We have managers spread across England, Scotland and Wales working to improve services for bus and rail passengers.

Safety

Passenger Focus and the British Transport Police have acted to make the annual policing plan much more passenger focused than has previously been the case and passengers are benefiting from a more visible police presence.

Push for trains

The withdrawal of South West Trains' services beyond Exeter from the December 2009 timetable change would have meant unacceptable gaps in services. Passenger Focus manager Mike Greedy pressed the Department for Transport for the necessary funding to allow First Great Western to operate substitute services. This has since been agreed, and

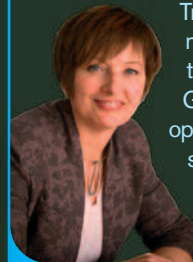
attention will now turn to the detail of the new timetable.

Accessibility

Making the railway accessible to all passengers is a priority for Passenger Focus. Therefore, in a bid to make sure that Birmingham New Street station meets the needs of disabled passengers, Network Rail has welcomed Passenger Focus's advice on accessibility issues. To help with detailed planning of the reconstruction – both for access during work and for the final outcome – Passenger Focus manager Julie Warburton organised a group of passengers with various disabilities to tour the station. Passengers were asked to advise on any barriers to their journey through the station which need to be borne in mind for the new construction.

Disruption

Passenger Focus is also organising focus groups involving passengers that use New Street station. They will help Network Rail in its planning of information requirements during the work, when one



Passenger manager Jocelyn Pearson





Working with train companies

In an effort to improve passengers' experiences of public transport, we have been working with train companies to improve the way they handle passenger complaints when something goes wrong. Over the past 12 months we have undertaken nine reviews in an effort to assist the industry help its passengers better.

83% OF GREAT BRITAIN'S PASSENGERS SATISFIED
But train companies need to improve on delays

The majority of passengers (83%) across Great Britain are satisfied with the overall service they receive on the railway, the National Passenger Survey has revealed today.
 Commenting on the findings of Great Britain's largest passenger survey, Passenger Focus welcomed improvements to London Midland (87%), First TransPennine Express (89%) and Virgin Trains (89%) overall satisfaction scores.
 Anthony Smith, Passenger Focus chief executive, said: "The investment in faster and more frequent Virgin Trains services and London Midland's new trains have resulted in much better scores from passengers."

Media – Putting the passenger voice on the news agenda...

A key part of our influencing role is using our research to back up our arguments – anecdotes won't persuade anyone. If Passenger Focus is clearly seen and heard,

then our ability to influence on behalf of passengers is boosted.



platform at a time will be taken out of service and rebuilt.

Please see the 'our work section' on our website to find out more:

www.passengerfocus.org.uk

Wales

To improve rail services in Wales, Passenger Focus has a dedicated passenger manager and board member based and working for passengers in the country. Poor service issues are picked up and pursued with rail companies and complaints and enquiries from passengers in both Wales and Scotland dealt with. As a consequence of our

Scotland

Passenger Focus has a dedicated passenger manager and board member to represent passengers in Scotland and drive improvements to the nation's railway. Passenger satisfaction with Scotland's railway is consistently high with an overall score of 90%, but Passenger Focus has highlighted passengers' issues including problems with car-parking facilities and how the industry should improve its handling of disruption. On disruption, Passenger Focus, in partnership with ScotRail, has been carrying out workshops to gain a better understanding of why passengers are so dissatisfied with the way train companies handle delays.

ScotRail has subsequently developed action plans to improve the way it communicates delays to passengers. Passenger Focus will be monitoring to see if passengers are reporting improvements and where further work needs to happen.

Communicating our work

Passenger Focus produces quarterly Great Britain, Scotland and Wales rail newsletters and nine regional editions. We have also now introduced a bus, coach and tram version.

Keeping in touch

To help passengers get their point across to senior transport managers and government representatives, give them another opportunity to tell us what matters and communicate passenger priorities we held:

- 8** Board meetings in public
- 15** Passenger Focus events
- 38** Speaking engagements

sustained lobbying, stations in Wales are receiving greater attention and investment. Our work on ticket buying has also paid dividends with Arriva Trains Wales recruiting more conductors and installing new ticket vending machines during the past year with a resulting surge in passenger satisfaction of 15 percentage points. We have also had success working with the industry to improve services to passengers with disabilities.

To give rail user groups, Members of the Welsh Assembly, industry and other decision makers an opportunity to meet with the Passenger Focus Board and staff, the Board met in Cardiff in May 2009 and held a separate and well attended stakeholder event at the Millennium Centre.



Chief executive's report

This is the fifth annual report and accounts for Passenger Focus, covering the year to 31 March 2010. During the year we have been preparing to take on bus, coach and tram passenger representation alongside our existing role as the rail passenger watchdog. Secondary legislation was passed in February 2010 which now expands our role to include bus, coach and tram representation. We are building our knowledge of bus passenger issues through passenger research and through discussions with bus operators, funders and transport regulators and passenger groups as explained in *Making a difference 2009-10*. Our achievements this year are listed in *Making a difference 2009-10* and have been accomplished within the agreed budget for the year, including the additional funding provided for our new role in bus, coach and tram passenger representation.



Nature of business

Passenger Focus is the operating name of the Passengers' Council, previously known as the Rail Passengers' Council, which was officially constituted on 25 February 2010 as a result of an amendment to the Railways Act 2005. It is an executive non-departmental public body sponsored by the Department for Transport and operates from offices in both Manchester and London. This year as reported in *Making a difference 2009-10* the Local Transport Act 2008 paved the

way for the extension of our remit to include bus, coach and tram passenger representation in England (outside London) during the course of the year.

Finance

The organisation is funded through grant in aid from the Department for Transport and £7.4million was received in 2009-10, of which £1.1 million was allocated for work on the National Passenger Survey, £1.6 million allocated to

preparatory work for bus, coach and tram passenger representation and £130,000 to bus mystery traveller research. In addition this year Passenger Focus has secured funding totalling £82,000 of third party income for joint projects. Staff and other administrative costs for the year totalled £7.3m which included expenditure on the National Passenger Survey and preparation for bus, coach and tram passenger representation.

As reported last year we received a contribution of £66,000 to our additional rental costs for the Manchester office following the office move covering the period from July 2008 to December 2009 which was the unexpired period of the previous lease. £33,000 of this contribution was included as income last year and the remaining £33,000 has been included in the current year.

In June 2010 we shall be moving offices in London when the current lease agreement expires which is the same period over which the leasehold improvements are being written off. Consequently there is no additional depreciation on the leasehold improvements as these are being written off over the period. A new lease agreement for 1 Drummond Gate commences from the 1st April 2010 and costs have been included in this year's accounts for preliminary building works and will be amortised over the period of the lease.

Staff

The staff must take credit for the successes this year and deserve thanks for their hard work and contribution over the year to make sure we achieved our business plan objectives, as well as their positive response to the extension of our role to include bus, coach and tram passenger representation.

Over the year 21 staff joined Passenger Focus, some to help prepare for bus, coach and tram passenger representation and some to replace the seven colleagues who have left to take on new challenges. The average number of staff employed increased by 15 in comparison to the prior year.

We continued to operate our simple bonus scheme during the year so that we could recognise staff who have demonstrated exceptional performance – more details are included in the Remuneration Report on pages 16 to 18.

Over the year the level of unplanned absences due to sickness was 3% (2008-09 : 3%) of the total staff time.

We have continued our staff forum which provides an opportunity to consult with staff representatives about future plans including the extension of our role to bus, coach and tram passenger representation and other changes, as well as responding to priorities for staff.

During the year a staff attitude survey was undertaken by an independent organisation. The results of the survey will be discussed with management and staff in the coming months to identify practical actions to address priorities identified by staff.

Details of executive directors' remuneration during the year are set out in the Remuneration Report on pages 16 to 18.

Corporate governance

Passenger Focus has a board of non-executive members who were appointed following a full competition process regulated by the Office for the Commissioner for Public Appointments (OCPA). Their biographies are contained in appendix three on page 41. The board is responsible for setting the strategic direction and main policies of the organisation, and providing corporate governance and oversight of the finances and operations. The board and its committees are set out in the Management Commentary on pages 12 to 15.

Disability Equality Scheme

The scheme, published in November 2007, was updated to ensure it remains appropriate, and will be reviewed again in 2010-11. Our progress against the action plan included in the scheme is set out in the Management Commentary on pages 12 to 15.

Health and safety

It is our policy to provide a safe and healthy environment for our staff and visitors. Our two bases, in London and Manchester, have been refurbished to provide a modern working environment for staff. We have also provided health and safety training including lone worker training for all staff.

Charitable and political donations

Passenger Focus did not make any charitable or political donations during the year.

Data handling

The Cabinet Office published a review of information security in government which set out a wide range of actions required to improve data security. As a non-departmental public body we are required to comply with the stricter guidelines on the handling of sensitive personal data. Over the year we have implemented policies and procedures to ensure that we have appropriate measures in place for handling any sensitive personal data. These include monthly assurances from information asset owners and quarterly and annual assurances to the Department for Transport.

Disclosures to auditors

As Accounting Officer, so far as I am aware, there is no relevant audit information of which Passenger Focus's auditors are unaware and I have taken all reasonable steps I ought to have to make myself aware of any relevant audit information and to establish that Passenger Focus's auditors are aware of that information.



Anthony Smith

Chief Executive and Accounting Officer
25 June 2010

3.2 Management commentary

Nature of business

Passenger Focus is the operating name of the Passengers' Council, previously known as the Rail Passengers' Council. The change in the statutory name to Passengers' Council is as a result of an amendment on 25 February 2010 to the Railways Act 2005 which extended our remit to include representing the interests of bus, coach and tram passengers in England (outside London), as well as rail passengers in England, Scotland and Wales. During the year Passenger Focus has been undertaking preparatory work in anticipation of its extension to its role of bus, coach and tram passenger representation. Passenger Focus is a Non-Departmental Public Body (NDPB) and is sponsored by the Department for Transport and funded by grant in aid.

Board

Non-executive board members are appointed by the Secretary of State for Transport (Chairman and no more than 12 members), the National Assembly for Wales (one member), Scottish Ministers (one member) and the London Assembly (one member) in line with the Code of Practice issued by the Office of the Commissioner for Public Appointments. Board members are hands-on and provide a valuable contribution and guidance to the ongoing work of Passenger Focus. Contributions vary from short term input to one-off operational projects to longer term relationships and external-facing support for route utilisation strategies

Non-executive board members

	Date of original appointment	Date current appointment commenced	Term (years)	Board	Audit Committee	Remuneration Committee
C Foxall (<i>Chairman</i>)	23 Sept 2005	23 Sept 2009	4	•		
D H Burton	24 July 2008	24 July 2008	4	•	•	
P M Davis	24 July 2008	24 July 2008	2	•		
K Gordon	24 July 2005	24 July 2005	See note below	•		•
J A King	24 July 2005	24 July 2009	1	•		
C E Knights	24 July 2008	24 July 2008	3	•		•
D Langslow (<i>Chairman of Audit Committee</i>)	24 July 2008	24 July 2008	3	•	•	
D Leibling	9 January 2009	9 January 2009	4	•		
D Mead	24 July 2005	24 July 2009	4	•		
W E Samuel	24 July 2005	24 July 2009	4	•	•	
B Saunders	24 July 2005	24 July 2009	4	•	•	
M J Seale	24 July 2008	24 July 2008	2	•		•
S M Thomas	1 May 2006	1 May 2009	4	•		
N Walmsley (<i>Chairman of Remuneration Committee</i>)	24 July 2005	24 July 2009	4	•		•

Kate Gordon retired from the Board on 23 July 2009

The board has corporate responsibility for ensuring that Passenger Focus fulfils the aims and objectives agreed with the Secretary of State for Transport and for promoting the efficient and effective use of staff and other resources by Passenger Focus.

The primary purpose of the audit committee is to support Passenger Focus on all matters relating to corporate governance and financial management (including the statement on Internal Control) and to oversee the process of internal and external audit. This entails providing advice, guidance and support to the Chief Executive in discharging the role of Accounting Officer.

The primary purpose of the remuneration committee is to support Passenger Focus on all matters relating to pay and grading policy and terms of employment.

Operational performance

Our 2009-12 corporate plan sets out how we plan to deliver our seven main objectives over the three years, and identifies our priorities for each of the seven objectives.

Our seven corporate objectives up to 31 March 2012 are as follows:

- make a difference for all rail passengers
- tackle examples of poor rail passenger service
- improve access to services for rail passengers with particular needs
- promote good practice in rail complaint handling and provide advice and advocacy to complainants
- build and deliver effective passenger representation for bus, coach and tram passengers
- increase awareness of Passenger Focus and our influence with stakeholders
- boost Passenger Focus's capacity and capability to get the best deal for passengers.

Our progress against these corporate plan objectives is reported in *Making a difference 2009-10*, including our achievements this year.

IFRS

This is the first year we are preparing our accounts to international financial reporting standards (IFRS). To comply with HM Treasury's Trigger Point 4 requirements, 2008-09 accounts were restated to IFRS during the year and were reviewed by our auditors. The revised figures for 2008-09 are shown in these accounts. The main amendment to the accounts is the inclusion of a holiday pay accrual.

Current year

As highlighted in the chief executive's report, the organisation incurred net costs of £7.3 million in the year to 31 March 2010. Some 25% (2008-09 : 24%) of our spending has been invested in research on passenger issues which ensures we are able to provide objective evidence to support our campaigns for improvements.

Our costs have been funded through grant in aid received from the Department for Transport who sponsor Passenger Focus. In addition this year we have secured joint funding totalling £82,000 for a number of projects.

Total tax payers' equity showed a balance of £1,000 at the end of the year and the total grant in aid drawn down during the year was £7,414,000, of which £154,000 was deployed on non-current assets.

Pension Liabilities

Passenger Focus participates in the Civil Service Pension arrangements which are described in the Remuneration Report and note 1.6 of the accounts explains how pension liabilities and costs are accounted for.

Payment of suppliers

Passenger Focus endeavours to comply with the Better Payment Practice Code and seeks to pay invoices within 30 days of receipt and during the year paid 99.6% (2008-09 : 98%) of invoices within 30 days, and 91.5% within 10 working days.

Staff

During the year twenty one members of staff joined the organisation and seven members of staff left the organisation. The majority of the additional staff were recruited in preparation for the extension of our remit to include bus, coach and tram representation.

We are committed to equality of opportunity for all our staff, and do not condone discrimination on the grounds of gender, race or national origin, colour, religious belief, disability, marital status, age or sexual orientation.

We are keen to provide our staff with a range of training and development opportunities to ensure they have the knowledge and skills necessary to carry out their responsibilities effectively. During the year we have spent £91,000 to support improved staff performance, including development and communication of the business plan. We have also introduced an induction programme for all new starters.

Resources

The key strength of the organisation is the influence it is able to exert through the knowledge and expertise gained from targeted passenger research, and by working closely with key stakeholders in the rail and bus industry. Our investment in passenger research over the year totalled £1,810,000, including the National Passenger Survey and bus mystery traveller research. The main research projects this year have been highlighted in *Making a difference 2009-10* on pages 6 to 9, and the full details of our research can be found on our website.

Passenger Focus's main asset is its staff and for the coming year we will continue to work closely with staff to improve the frameworks in place to ensure we continue to have the right skills and expertise to meet the future corporate plan objectives, including bus, coach and tram passenger representation.

Future years

Last year we published our 2009-12 Corporate Plan which set out what we intend to do over the next three years. Our objectives, which are summarised below demonstrate Passenger Focus's future plans to deliver our mission of 'getting a better deal for passengers':

- make a difference for all rail passengers
- tackle examples of poor rail passenger service
- improve access to services for rail passengers with particular needs
- promote good practice in rail complaint handling and provide advice and advocacy to complainants
- build and deliver effective passenger representation for bus, coach and tram passengers
- increase awareness of Passenger Focus and our influence with stakeholders
- boost Passenger Focus's capacity and capability to get the best deal for passengers.



Our investment in passenger research over the year totalled **£1.8 million**

Social and environmental issues

As explained in the chief executive's report, the organisation does not make financial donations to charities.

We have introduced recycling for office waste where feasible. In addition Passenger Focus encourages staff and board members to use public transport wherever possible when undertaking official business.

Disability Equality Scheme

Following consultation with three groups of disabled passengers Passenger Focus published a Disability Equality Scheme in December 2007 which included our action plan. The scheme is updated on a yearly basis and we continue to make progress against the actions we have committed to including developing the website in line with the "See it right" standards and ensuring equality and accessibility considerations are included as part of our work plans. We are currently developing a new Single Equality Scheme in line with the New Equality Bill that has been passed. We continue to promote awareness on Disability and Equality amongst staff by training sessions, and always encourage a diverse and open internal working environment. Improving the reliability of the Assisted Passenger's Reservation System (APRS) has continued to be a priority. We have worked with the Department for Transport (DfT) and the Association of Train Operating Companies (ATOC), and in the coming year we anticipate a radical improvement to the infrastructure the APRS system uses. We are planning further research into APRS this coming year to assess if progress is being made in delivering a reliable assistance service to those who book it. We are also developing our work with organisations that represent passengers with disabilities. We seek to support their work and to learn from them.

Essential contractual arrangements

The primary contractual arrangements for the organisation are for passenger research, including the National Passenger Survey (NPS), and our outsourced IT support and infrastructure provider.

The contract for the NPS is managed through regular reports on performance against service levels, and will be retendered during 2010 because the current contract ends in May 2011.

Following an OJEU procurement process we awarded a three year market research framework arrangement in January 2010.

Principal risks and uncertainties

The work of Passenger Focus relies heavily on its credibility and the primary risk is that the reputation of the organisation is not maintained, which would reduce its ability to influence key stakeholders to secure improvements for passengers. To mitigate this risk the organisation has established an enterprise risk model which, amongst other things, is used to identify whether a project or piece of work will jeopardise the reputation of Passenger Focus.

Financial structure of business

Passenger Focus is funded by grant in aid from the Department for Transport (DfT). An initial payment was made to provide the organisation with working capital. Subsequent monthly payments have been made by the Department based upon actual expenditure in the previous month, and forecast future requirements.

3.3 Remuneration report for the year ended 31 March 2010

The remuneration committee is made up of three non-executive board members who are Nigel Walmsley (chairman), Marc Seale and Christine Knights.

The remuneration committee considers:

- the overall pay and grading structure for the employees of Passenger Focus
- annual cost of living and performance pay increments
- any proposed changes to the terms of conditions of employment of Passenger Focus employees
- any proposed changes to the occupational pension arrangements
- the broad policy for the remuneration of executive level staff
- individual remuneration arrangements for executive level staff, and approval of any proposals for subsequent changes to those arrangements
- the level and structure of remuneration for executive level staff.

Any annual increase in the remuneration of board members is agreed between the chairman of the board and the Department for Transport. Members of the remuneration committee have not been involved in decisions relating to their own remuneration.

The arrangements for changes to the remuneration of

executive management team members are the same as for other employees of the organisation. Pay increases awarded to staff and executive directors with effect from 1 April 2009 were the same as those awarded to other members of staff and were approved by the remuneration committee and agreed with the Department for Transport.

Our simple Annual Bonus Scheme was continued in 2009-10 and 16 staff received bonus payments in respect of 2008-09 totalling £15,000. The Bonus Scheme recognises exceptional performance by staff in delivering exceptional value, or high levels of professionalism or personal commitment in delivering high quality work. All staff, including members of the Management Team are eligible to participate in the Bonus Scheme and any awards are approved by the Chairman of the Remuneration Committee.

Elements of the remuneration of the Chief Executive are linked to achievement of key business objectives which have been agreed with the Chairman and the Department for Transport. The actual level of any payment is assessed by the Chairman and has to be agreed by the remuneration committee.

Board members (audited)

Remuneration paid to the non-executive board members for the period to 31 March 2010 is set out below

	Board fees paid in the period ended		Date of Appointment	Appointment Expiry date
	31 March 2010 £000's	31 March 2009 £000's		
C Foxall (<i>Chairman</i>)	47	39	23 September 2009	23 September 2013
D H Burton	16	16	24 July 2008	23 July 2012
P M Davis	16	16	24 July 2008	23 July 2010
K Gordon	5	16	24 July 2005	23 July 2009
J A King	16	16	24 July 2009	23 July 2010
C E Knights	16	16	24 July 2008	23 July 2011
D Langslow (<i>Chairman of Audit Committee</i>)	16	16	24 July 2008	23 July 2011
D Leibling ¹	–	–	9 January 2009	8 January 2013
D Mead	16	16	24 July 2009	23 July 2013
W E Samuel	16	16	24 July 2009	23 July 2013
B Saunders	16	16	24 July 2009	23 July 2013
M J Seale	16	16	24 July 2008	23 July 2010
S M Thomas	16	16	1 May 2009	30 April 2013
N Walmsley (<i>Chairman of the Remuneration Committee</i>)	16	16	24 July 2009	23 July 2013

Kate Gordon retired from the Board 23 July 2009

¹ Mr D Leibling is appointed by the London Assembly and does not receive any fees from Passenger Focus for the appointment.

The remuneration shown in the table excludes Employers National Insurance Contributions payable by Passenger Focus in respect of these appointments.

Passenger Focus does not make any pension provision for board members, and no other taxable benefits were provided for board members in the period.

All the board members have a three month notice period, and no compensation terms for early termination in their contracts. There have been a number of re-appointments within the year to the Board and the date of appointment stated is the date of the latest appointment by the Secretary of State.

Executive management team (audited)

Members of the executive management team are on continuing contracts and their remuneration, together with their pension benefits, is set out below:

Executive management team (audited)

remuneration and benefits

Name and title	Start Date / End Date	2009-10 Salary in £5,000 bands [2008-09 Comparative] (£000's)	2009-10 Real increase in pension and related lump sum at age 60 (bands of £2,500) (£000's)	Total accrued Pension at age 60 at 31 March 2010 and related lump sum (bands of £5,000) (£000's)	Cash Equivalent Transfer Value at End date (£000's)	Cash Equivalent Transfer Value at Start of year (nearest £000's)	Real increase in Cash Equivalent Transfer Value nearest £000's
• A Smith chief executive	1 April 2009 - 31 March 2010	115-120 [105-110]	2.5-5.0 (N/A)	20-25 (N/A)	309	243	47
• N R Holden resources director	1 April 2009 - 31 March 2010	60-65 [60-65]	0-2.5 (N/A)	15-20 (N/A)	228	196	17
• A Kumar rail passenger director	1 April 2009 - 31 March 2010	75-80 [70-75]	0-2.5 (2.5-5)	10-15 (30-35)	150	125	15
• D Sidebottom bus passenger director	1 Jan 2010 - 31 March 2010	15-20 [N/A]	0-2.5 (5-7.5)	10-15 (40-45)	218	176	30

Mr D Sidebottom became Bus Passenger Director on 1 January 2010 so the salary for 2009-10 is for the three month period from that date. The full year equivalent is 70-75.

Mr A Kumar was entered into the wrong pension scheme in the previous year and as a result the pension disclosures in the 2008-09 accounts were incorrectly based on membership of the classic plus scheme. The position has been resolved in the 2009-10 accounts and the pension disclosures are now correctly based on classic scheme.

Mr N Holden's pension disclosure has increased considerably as a result of the aggregation for disclosure purposes of his preserved classic award which was not included in previous years' figures.

"Salary" includes gross salary and any performance pay or bonuses awarded.

There were no benefits in kind or non-cash benefits received by the executive management team during the period.

All the directors are members of the Classic, Premium or Classic Plus Pension Schemes, the main provisions of which are set out below.

Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 30 July 2007, civil servants may be in one of four defined benefit schemes; either a 'final salary' scheme (classic, premium or classic plus); or a 'whole career' scheme (nuvos). These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under classic,

premium, classic plus and nuvos are increased annually in line with changes in the Retail Prices Index (RPI). Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a good quality 'money purchase' stakeholder pension with a significant employer contribution (partnership pension account).

Employee contributions are set at the rate of 1.5% of pensionable earnings for classic and 3.5% for premium, classic plus and nuvos. Benefits in classic accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years' pension is payable on retirement. For premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike classic, there is no automatic lump sum.

Classic plus is essentially a hybrid with benefits in respect of service before 1 October 2002 calculated broadly as per classic and benefits for service from October 2002 calculated as in premium. In nuvos a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with RPI. In all cases members may opt to give up (commute) pension for lump sum up to the limits set by the Finance Act 2004.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 3% and 12.5% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of three providers. The employee does not have to contribute but where they do make contributions, the employer will match these up to a limit of 3% of

pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over pension age. Pension age is 60 for members of classic, premium and classic plus and 65 for members of nuvos.

Further details about the Civil Service pension arrangements can be found at:

www.civilservice-pensions.gov.uk

Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme.

A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their purchasing additional pension benefits at their own cost. CETVs are calculated in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken

Real increase in CETV

This reflects the increase in CETV effectively funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

A. J. C. 

Anthony Smith
Chief Executive and Accounting Officer
25 June 2010



3.4 Statement of accounting officer's responsibilities

Under paragraph 8(2) Schedule 5 of the Railways Act 2005, the Secretary of State for Transport with the approval of the Treasury, has directed Passenger Focus to prepare a statement of account for each financial year in the form and on the basis set out in the Accounts Direction. The accounts are prepared on an accruals basis and must give a true and fair view of Passenger Focus's state of affairs at the year-end and of its income and expenditure and total recognised gains and losses and cashflows for the financial period.

In preparing the accounts, Passenger Focus is required to comply with the requirements of the Government Financial Reporting Manual and in particular to:

- observe the Accounts Direction issued by the Secretary of State, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis
- make judgements and estimates on a reasonable basis
- state whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed, and disclose and explain any material departures in the financial statements and
- prepare the financial statements on a going concern basis, unless it is inappropriate to presume Passenger Focus will continue in operation.

The Director General Rail, as Additional Accounting Officer for the Department for Transport, designated the chief executive of Passenger Focus as Accounting Officer. His relevant responsibilities as Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is responsible, for keeping proper records and safeguarding Passenger Focus's assets, are set out in HM Treasury's 'Managing Public Money'.



3.5 Accounting officer's statement on internal control

Scope of responsibility

As Accounting Officer I have responsibility for maintaining a sound system of internal control which supports the achievement of organisational policies, aims and objectives as set by the Management Statement and Financial Memorandum agreed with the Department for Transport whilst safeguarding the public funds and organisational assets for which I am personally responsible, in accordance with the responsibilities assigned to me in Managing Public Money. I am responsible to the Director General Rail, the Department for Transport's Additional Accounting Officer, and to Parliament for ensuring value for money, regularity and propriety in deploying all the organisation's resources.

Passenger Focus is supported by board members who are responsible for:

- setting the organisation's strategies and enabling frameworks
- monitoring performance against annual workplan objectives and targets
- identifying the central activities required to support delivery of the corporate plan and approving the annual budget and
- evaluating the impact of emerging issues or significant divergences from corporate and work plan delivery.

The board comprises 13 non-executive members and is chaired by a non-executive appointee. An audit committee has been established to support the chief executive through monitoring and reviewing the adequacy and effectiveness within the organisation of:

- corporate governance arrangements
- processes for managing risks
- internal audit and related activity
- management responses to the recommendations resulting from internal audit work and
- Accounting Officer statements on internal control.

The chief executive and Passenger Focus's senior managers meet with senior officials from within the Department for Transport at regular intervals. These meetings usually occur on a quarterly basis and issues discussed include performance against operational plans, financial expenditure and policy development. In addition, Passenger Focus's chairman regularly meets with Ministers.

The purpose of the system of internal control

The system of internal control is designed to manage risk to a reasonable level rather than eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise risks to the achievement of organisational policies, aims and objectives, to evaluate the likelihood of those risks being realised, the impact should they be realised and to manage risks and associated controls effectively, efficiently and economically.

The system of internal control has been in place in Passenger Focus for the year ended 31 March 2010 and up to the date of approval of the annual report and accounts, and accords with Treasury guidance. The System of Internal Control continues to be reviewed and developed with further improvements in the process.

Capacity to handle risk

As Accounting Officer, I have responsibility for reviewing our capacity to handle risk. To effect this Passenger Focus has developed and has implemented the following:

- A risk management policy reflecting the purpose and underlying approach to risk management and the role of the staff and senior management team, which has been made available to all staff on the intranet and
- An organisational risk register that identifies the main operational risks assigned to individual risk owners. The risk register Passenger Focus has implemented includes mitigating actions to eliminate or reduce this risk and is reviewed at the monthly management team meetings together with regular reporting to the Audit Committee.

The risk and control framework

The Passenger Focus risk management framework takes account of the Code of Good Practice on Corporate Governance in Central Government Departments issued by HM Treasury, and is put into practice through:

Board

The board consisted of a non-executive chairman and 12 non-executive members and met six times during the period to:

- consider and approve the Passenger Focus workplans for the period including the allocation of resources to deliver those plans
- monitor progress against the workplans for the period through regular reports from the management team

- consider regular financial reports
- consider and approve policies and procedures to be adopted by Passenger Focus and
- consider and approve expenditure in accordance with the procurement policy adopted by Passenger Focus.

The audit committee

The audit committee consists of four non-executive members and met five times during the period to consider:

- the quarterly financial reports
- the draft annual report and accounts
- the policies and procedures to be implemented by Passenger Focus
- the planned activity and results of the external and internal audit
- the adequacy of management response to issues identified by audit on a quarterly basis and
- the risk management policy and procedures managed by the executive.

The chairman of the audit committee provided the board with regular reports on the audit committee's activities and any findings concerning internal control.

Internal audit

Internal Audit report to the audit committee and agree a rolling programme of audit for each forthcoming year according to the board's priorities. Regular audit reports are made, along with the end of year internal audit annual report, as defined by the Government Internal Audit Standards. This includes an independent opinion by the Head of Internal Audit on the adequacy and effectiveness of the organisation's system of internal control.

The Head of Internal Audit gave overall acceptable assurance for the year in his annual report. There were six internal audit assignments completed over the year and there were no high risk recommendations made.

The audit assignments this year covered the transfer of responsibility for Bus Passenger Representation, Information Management and Dissemination within Passenger Focus, the classification of the National Passenger Survey as an official statistic and follow up reviews on the Effectiveness of Research, Data Handling, and Financial Systems including payroll and pensions.

Managers have been assigned responsibility and timescales for implementing the audit recommendations which have either been or are in the process of being completed. Progress against the actions is reported to the audit committee periodically to ensure the findings are being addressed.

Risk management

The risk management framework, in addition to the organisational risk register, is informed by the following process:

- periodic reviews of the risk register
- identification of key risks when issues are submitted to the board for consideration
- inclusion of risk management as a regular item on the audit committee agenda
- a management team which meets regularly to consider the operational plans and strategic direction of the organisation
- ensuring Passenger Focus's operations and system of internal control comply with the principal recommendations from the government departments such as the Cabinet Office and Office of Government Commerce (OGC) with regards to best practice.

Data handling and information risks

I am aware that the handling of information and data is a risk to the organisation. Detailed guidance to all staff on this subject has been issued, and further training is planned during 2010-11. Passenger Focus's Senior Information Risk Owner (SIRO) implements Cabinet Office guidance, as appropriate, through Information Asset Owners (IAOs) which have been appointed across the organisation and who meet quarterly. As he is required to do, the SIRO has written to me at year end with his opinion on information risk, and has published this opinion via our website. I accept this opinion and note that there were no reportable data handling incidents during the year.

Review of effectiveness

As Accounting Officer I have responsibility for reviewing the effectiveness of the system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the executive managers within the organisation who have responsibility for the development and maintenance of the internal control framework, and comments made by the external auditors in their management letter and other reports. I have been advised on the effectiveness of the system of internal control by the audit committee and a plan to address weaknesses and ensure continuous improvement of the system is in place.

A. J. C. 

Anthony Smith

Chief Executive and Accounting Officer

25 June 2010

3.6 The Certificate and Report of the Comptroller and Auditor General to the Houses of Parliament

I certify that I have audited the financial statements of Passenger Focus (the operating name for Rail Passengers' Council, and with effect from February 2010, The Passengers' Council) for the year ended 31 March 2010 under the Railways Act 2005. These comprise the Net Expenditure Account, the Statement of Financial Position, the Statement of Cashflows, the Statement of Changes in Taxpayers' Equity and the related notes. These financial statements have been prepared under the accounting policies set out within them. I have also audited the information in the Remuneration Report that is described in that report as having been audited.

Respective responsibilities of Passenger Focus, the Accounting Officer and auditor

As explained more fully in the Statement of Accounting Officer's Responsibilities, Passenger Focus and the Accounting Officer are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. My responsibility is to audit the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require me and my staff to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the Audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to Passenger Focus's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by Passenger Focus; and the overall presentation of the financial statements.

In addition, I am required to obtain evidence sufficient to give reasonable assurance that the expenditure and income reported in the financial statements have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

Opinion on Regularity

In my opinion, in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

Opinion on financial statements

In my opinion:

- the financial statements give a true and fair view of the state of Passenger Focus's affairs as at 31 March 2010 and of its net expenditure, changes in taxpayers' equity and cashflows for the year then ended; and
- the financial statements have been properly prepared in accordance with the Railways Act 2005 and the Department for Transport's directions issued thereunder.

Opinion on other matters

In my opinion:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with the Railways Act 2005 and the Department for Transport's directions issued thereunder; and
- the information given in *Making a difference 2009-10*; the Chief Executive's Report; the Management Commentary; and Appendix 3 (Board Biographies) for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which I report by exception

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records or returns; or
- I have not received all of the information and explanations I require for my audit; or
- the Statement on Internal Control does not reflect compliance with HM Treasury's guidance.

Report

I have no observations to make on these financial statements.

Amyas C E Morse

Comptroller and Auditor General
National Audit Office
157-197 Buckingham Palace Road
Victoria, London SW1W 9SP
30 June 2010

3.7 Net expenditure account for the year ended 31 March 2010

	Note	2009-10 £000	2008-09 (Restated) £000
Expenditure			
Staff costs	4	3,191	2,528
Depreciation	5	32	63
Other expenditures	5	4,115	3,669
		<u>7,338</u>	<u>6,260</u>
Income			
Income from activities	6	115	106
Net Expenditure		(7,222)	(6,154)
Cost of capital	7	(5)	(7)
Interest receivable	8	1	13
Net expenditure after cost of capital charge and interest		<u>(7,226)</u>	<u>(6,148)</u>

The Accounting Policies and Notes on pages 27 to 34 form part of these financial statements

3.8 Statement of financial position as at 31 March 2010

	Note	2010 £000	2009 (Restated) £000	1st April 2008 (Restated)
Non-current assets:				
Property, plant and equipment	9	165	43	103
Total non-current assets		<u>165</u>	<u>43</u>	<u>103</u>
Current Assets				
Trade and other receivables	10	119	164	114
Cash and cash equivalents	11	785	556	901
Total current assets		<u>904</u>	<u>720</u>	<u>1,015</u>
Total assets		<u>1,069</u>	<u>763</u>	<u>1,118</u>
Current liabilities				
Trade and other payables	12	1,068	955	609
Other liabilities		–	–	–
Total current liabilities		<u>1,068</u>	<u>955</u>	<u>609</u>
Non-current assets plus/less net current assets/liabilities		<u>1</u>	<u>(192)</u>	<u>509</u>
Non-current liabilities				
Provisions	13	–	–	(22)
Total non-current liabilities		<u>–</u>	<u>–</u>	<u>(22)</u>
Assets less liabilities		<u>1</u>	<u>(192)</u>	<u>487</u>
Taxpayers equity				
Revaluation reserve		–	2	4
General reserve		1	(194)	483
Total equity		<u>1</u>	<u>(192)</u>	<u>487</u>

The Accounting Policies and Notes on pages 27 to 34 form part of these financial statements

The financial statements on pages 10 to 34 were approved by the Board on 16 June 2010 and were signed on its behalf by



Anthony Smith

Chief Executive and Accounting Officer
25 June 2010

3.9 Statement of Cashflows

for the year ended 31 March 2010

	Notes	2009-10 £000	2008-09 (Restated) £000
Cashflows from operating activities			
Net expenditure after cost of capital and interest		(7,226)	(6,148)
Adjustments for cost of capital charge	7	5	7
(Increase) / decrease in trade and other receivables		45	(50)
Increase in trade and other payables		113	346
Use of provisions	13	–	(22)
Add : Depreciation		32	63
Net cash outflow from operating activities		(7,031)	(5,804)
Cashflows from investing activities			
Purchase of property, plant and equipment	9	(154)	(3)
Net cash outflow from investing activities		(154)	(3)
Cashflows from financing activities			
Grants from parent department		7,414	5,462
Net financing		7,414	5,462
Net (decrease)/increase in cash and cash equivalents in the period		229	(345)
Cash and cash equivalents at the beginning of the period	11	556	901
Cash and cash equivalents at the end of the period	11	785	556

The Accounting Policies and Notes on pages 27 to 34 form part of these financial statements

3.10 Statement of Changes in Tax Payers' Equity

for the year ended 31 March 2010

	Note	Revaluation Reserve £000	General Reserve £000	Total Reserves £000
Balance at 1 April 2008		4	483	487
Changes in reserves 2008-09				
Non-cash charges – cost of capital	7	–	7	7
Realised element of depreciation transferred to the General Reserve		(2)	2	–
Retained Surplus/Deficit		–	(6,148)	(6,148)
Total recognised income and expense for 2008-09		(2)	(6,139)	(6,141)
Grant in Aid received from the Department for Transport		–	5,462	5,462
Balance at 31 March 2009		2	(194)	(192)
Changes in taxpayers' equity for 2009-10				
Non-cash charges – cost of capital	7	–	5	5
Realised element of depreciation transferred to the General Reserve		(2)	2	–
Retained Surplus/Deficit		–	(7,226)	(7,226)
Total recognised income and expense for 2009-10		(2)	(7,219)	(7,221)
Grant in Aid received from the Department for Transport		–	7,414	7,414
Balance at 31 March 2010		–	1	1

The Accounting Policies and Notes on pages 27 to 34 form part of these financial statements

3.11 Notes to the Accounts

1 Statement of accounting policies

Passenger Focus is the operating name of the Passengers' Council, previously known as the Rail Passengers' Council. The change in the statutory name to Passengers' Council is as a result of an amendment on 25 February 2010 to the Railways Act 2005 which extended our remit to include representing the interests of bus, coach and tram passengers in England (outside London), as well as rail passengers in England, Scotland and Wales. Passenger Focus is a Non-Departmental Public Body (NDPB) and is sponsored by the Department for Transport and funded by grant in aid.

These financial statements have been prepared in accordance with the 2009-10 Government Financial Reporting Manual (FReM) issued by HM Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context. Where the FReM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstances of Passenger Focus for the purpose of giving a true and fair view has been selected. The particular policies adopted by Passenger Focus are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

1.1 Accounting convention

These accounts have been prepared under the historical cost convention modified to include the revaluation of non-current assets at their value to the business by reference to their current costs.

1.2 Income from operating activities

Income from operating activities represents income in respect of co-funding of expenditure on rail passenger research projects and is accounted for on an accruals basis.

1.3 Tangible non-current assets

Expenditure on tangible non-current assets is capitalised. The minimum level for the capitalisation of tangible non-current assets is £2,500. Assets are revalued annually as described in note 9.

1.4 Depreciation/amortisation

Depreciation/amortisation is provided on all non-current assets, at rates calculated to write off the cost or valuation of each asset, less any estimated residual value, evenly over its expected useful life. The expected useful lives of the principal categories are:

- Furniture and fittings – five years
- Computer equipment – three years
- Leasehold Improvements – remaining length of lease

1.5 Government grants

Grant in aid used to finance activities and expenditure which support the statutory and other objectives of Passenger Focus are treated as financing and credited to the General Reserve when received because they are regarded as contributions from a controlling party.

1.6 Pension costs

Past and present employees are covered by the provisions of the Principal Civil Service Pension Scheme (PCSPS) in respect of their pensions. The PCSPS is an unfunded multi-employer defined benefit scheme but Passenger Focus is unable to identify its share of the underlying assets and liabilities. A full actuarial valuation was carried out as at 31 March 2007. Details can be found in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice-pensions.gov.uk). Passenger Focus makes payments to the PCSPS of amounts to cover the accruing liabilities of the Treasury in respect of superannuation benefits for persons who have been employed in the funded operations, and in respect of the administrative expenses attributable to the liabilities and their discharge.

1.7 Operating leases

Rental payments due under operating leases are charged to the Net Expenditure Account on the basis of actual rentals payable which fairly reflects usage.

1.8 Capital charge

A charge, reflecting the cost of capital utilised by Passenger Focus, is included in the Net Expenditure account. The charge is calculated at the real rate set by HM Treasury currently 3.5 per cent per annum for the year ended 31 March 2010 (2008-09: 3.5%), on the average carrying value of all assets less all liabilities, except for property, plant and equipment and intangible assets where the cost of capital charge is based on opening values, adjusted pro rata for in-year:

- additions at cost
- disposals as valued in the opening statement of financial position (plus any subsequent capital expenditure prior to disposal)

- impairments at the amount of the reduction of the opening statement of financial position value (plus any subsequent capital expenditure)
- depreciation of property, plant and equipment and amortisation of intangible assets

1.9 Taxation

Passenger Focus has no corporation tax liability because funding is provided through grant in aid from the Department for Transport.

1.10 Intra-Government balances

Intra-Government receivables and payables have been analysed in accordance with the Government Financial Reporting Manual.

2

First-time adoption of International Financial Reporting Standards (IFRS)

	General fund £000	Revaluation Reserve £000
Taxpayers' equity at 31 March 2008 under UK GAAP	515	4
Adjustments for:		
International Accounting Standard 19 – Holiday Pay Accrual	(32)	–
Taxpayers' equity at 1 April 2008 under IFRS	483	4
Taxpayers' equity at 31 March 2009 under UK GAAP	-170	2
Adjustments for:		
International Accounting Standard 19 – Holiday Pay Accrual	-24	–
Taxpayers' equity at 1 April 2009 under IFRS	-194	2
		£000
Net Expenditure for 2008-09 under UK GAAP		(6,162)
Adjustments for:		
International Accounting Standard 19 – Holiday Pay Accrual		8
Net expenditure for 2008-09 under IFRS		(6,154)

The statement of cashflow for 2008-09 has been restated to reflect the changes arising from the adoption of IFRS. The principle changes are the net expenditure has changed as shown above and trade and other payables has changes to reflect the inclusion of the holiday pay accrual.

Analysis of net expenditure by segment

	Rail Passengers £000	Bus and Coach £000	2009-10 Total £000	2008-09 (Restated) Total £000
Gross Expenditure	5,710	1,627	7,337	6,260
Income	(97)	(18)	(115)	(106)
Net Expenditure	5,613	1,609	7,222	6,154
Interest receivable	1	-	1	13

Costs have been directly allocated to the two activities wherever possible, and shared costs have been apportioned between the two activities on the basis of average staff numbers for each activity.

Funding of £1,600,000 was agreed with the Department for Transport for 2009-10 to cover the additional costs of preparing for bus, coach and tram passenger representation. The costs shown above for this activity include costs directly related to this work plus an apportionment of fixed overheads.



4

Staff numbers and related costs

Staff costs comprise:

	2009-10			2008-09
	Total £000	Permanently employed staff £000	Others £000	(Restated) Total £000
Wages and Salaries	2,515	2,381	134	1,988
Social security costs	199	199	–	171
Other pension costs	477	477	–	369
Total net costs	3,191	3,057	134	2,528

The Principal Civil Service Pension Scheme is an unfunded multi-employer defined benefit scheme but Passenger Focus is unable to identify its share of the underlying assets and liabilities. The scheme actuary valued the scheme as at 31 March 2007. You can find details in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice-pensions.gov.uk).

For 2009-10, employers' contributions of £477,000 (2008-09: £369,000) were payable to the PCSPS at one of four rates in the range 16.7 to 24.3 per cent of pensionable pay (2008-09: 17.1 to 25.5 per cent), based on salary bands. The Scheme Actuary reviews employer contributions every four years following a full scheme valuation. From 2010-11, the rates will be in the range 16.7% to 24.3%. The contribution rates are set to meet the costs of the benefits accruing during 2009-10 to be

paid when the member retires, and not the benefits paid during the period to existing pensioners.

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £4,947 were paid to one or more of the panel of three appointed stakeholder pension providers. Employer contributions are age-related and range from 3% to 12.5% of pensionable pay. Employers also match employee contributions up to 3% of pensionable pay. In addition, employer contributions of £540, 0.8% of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of these employees. Contributions due to the partnership pension providers at the balance sheet date were £327.

Average number of persons employed

The average number of full-time equivalent persons employed during the year was as follows.

	2009-10			2008-09
	Total Number	Permanent Staff Number	Others Number	Total Number
Directly employed	60	48	12	42
Other	2	–	2	5
Total	62	48	14	47

5

Administration costs and other expenditure

	2009-10 £000	2008-09 £000
Running Costs		
Passenger research	1,810	1,500
Travel and subsistence, room hire and recruitment	633	497
Printing, postage and office costs	262	326
External services and support	222	318
Information technology support and maintenance	400	297
Board remuneration	254	256
Rent, rates and utilities	318	253
Training and development	91	121
Telecommunication costs	97	74
External audit fee*	23	23
Operating lease rentals (excluding rent)	5	4
Non-cash items		
Depreciation	32	63
Total	<u>4,147</u>	<u>3,732</u>

* The external audit fee includes £1,500 in respect of work undertaken reviewing adjustments required from 2009-10 for compliance with International Financial Reporting Standards.

6

Income

	2009-10 £000	2008-09 £000
Income in respect of joint projects	82	73
Contribution to additional rent costs	33	33
	<u>115</u>	<u>106</u>

7

Notional cost of capital

	2009-10 £000	2008-09 £000
At 3.5% per annum on average of total assets less total liabilities for the year	<u>5</u>	<u>7</u>

8

Interest receivable

	2009-10 £000	2008-09 £000
Interest on bank deposit	1	13

9

Property, plant and equipment

	Leasehold Improvements £000	Information Technology and fittings £000	Total £000
Cost or valuation			
At 1 April 2009	281	11	292
Additions	124	30	154
At 31 March 2010	405	41	446
Depreciation			
At 1 April 2009	245	4	249
Charged in year	29	3	32
At 31 March 2010	274	7	281
Net book value at 31 March 2010	131	34	165
Net book value at 31 March 2009	36	7	43
Net book value at 1 April 2008	96	7	103
Asset financing			
Owned	131	34	165
Finance Leased	-	-	-
Net book value at 31 March 2010	131	34	165

Leasehold Improvements were revalued in 2006-07 using Public Sector Construction Works Quarterly Building Price & Cost Indices, March 2007. However there has been no further revaluation because the adjustment in respect of the remaining assets is not considered material to the accounts.

During the year preparatory building work costs have been incurred for the relocation of our London office which have been capitalised and have been included as additions to Leasehold Improvements. No depreciation has been charged to date as costs were incurred at year end.

During the year to 31 March 2009 we relocated our Manchester offices which resulted in a write-off of the balance of refurbishment costs in respect of our previous offices which were included in non-current assets. Our previous landlord has borne all the costs for our relocation so no costs have been included in non-current assets for the fit-out work completed in the new offices which totalled £88,000.

10

Trade receivables and other current assets

	2009-10 £000	2008-09 £000	1 April 2008 £000
Accounts falling due within one year:			
Trade receivables	35	88	40
Other receivables	6	5	4
Prepayments and accrued Income	78	71	70
	<u>119</u>	<u>164</u>	<u>114</u>

Other receivables include season ticket loans to 7 staff (2008-09 : 6) totalling £6,125 (2008-09 : £4,726).

Amounts in the above figures due from other entities included in the Whole of Government Accounts :

Balances with other Central Government bodies	12	2	–
Balances with Local Authorities	7	–	–
Balances with NHS Trusts	–	–	–
Balances with public corporations and trading funds	44	100	44

11

Cash and cash equivalents

	2009-10 £000	2008-09 £000
Balance at 1 April	556	901
Net change in cash and cash equivalent balances	229	(345)
Balance at 31 March	<u>785</u>	<u>556</u>

The bank balance is held at a commercial bank.

12

Trade payables and other current liabilities

	2009-10 £000	2008-09 (Restated) £000	1 April 2008 (Restated) £000
Amounts falling due within one year			
Other taxation and social security	78	69	58
Pension contributions payable	44	37	33
Trade payables	323	105	–
Other payables	16	18	9
Accruals and deferred income	607	726	509
	<u>1,068</u>	<u>955</u>	<u>609</u>

Amounts in the above figures due to other entities included in the Whole of Government Accounts:

Balances with other Central Government bodies	163	155	145
Balances with local authorities	1	3	–
Balances with NHS Trusts	–	–	–
Balances with public corporations and trading funds	–	–	–

13

Provision for liabilities and charges

	2009-10	2008-09
	£000	£000
Redundancy Cost Provision		
Balance at 1 April	–	22
Provided in the year	–	–
Provisions utilised in the year	–	(22)
Balance at 31 March	–	–

14

Capital commitments

	2009-10	2008-09	1 April 2008
	£000	£000	£000
Contracted capital commitments at 31 March 2010 not otherwise included in these financial statements.			
Property, plant and equipment.	299	–	–
	299	–	–

The capital commitments relate to the move of our office in London and will be included in non-current assets in subsequent years, amortised over the period of the lease.

15

Commitments under leases

Operating leases

Total future minimum lease payments under operating leases are given in the table below for each of the following periods.

	2009-10	2008-09	1 April 2008
	£000	(Restated) £000	(Restated) £000
Obligations under operating leases comprise:			
Buildings			
Not later than one year	296	172	183
Later than one year and not later than five years	935	43	215
Later than five years	643	–	–
	1875	215	398
Other			
Not later than one year	8	12	12
Later than one year and not later than five years	–	8	12
Later than five years	–	–	–
	8	20	24

Passenger Focus has a licence to occupy offices in London which has been included as a lease obligation because it has similar terms and conditions.

16 Contingent liabilities disclosed under International Accounting Standard 37

There was an outstanding claim lodged against Passenger Focus at the date the balance sheet was signed. The claim is being robustly defended and any liability is considered remote but it is considered to be a contingent liability date of the accounts.

There were no other reportable contingent liabilities or contingent assets at 31 March 2010 and the claim reported last year as a contingent liability was withdrawn by the claimant. There were no contingent liabilities at 1 April 2008.

17 Related-party transactions

Passenger Focus is an executive non-departmental public body sponsored by the Department for Transport and is regarded as a related party.

Although Passenger Focus works with train operating companies (TOC) to deliver improvements for passengers, the TOCs are not considered to be related parties.

None of the board members or key management staff has undertaken any material transactions with Passenger Focus, other than their remuneration, or its related parties during the year and none has a financial interest in the TOCs such as to influence their work with Passenger Focus.

18 Events after the reporting period

There are no reportable events after the reporting period. These accounts were authorised for issue on 30 June 2010.

19 Financial instruments

As the cash requirements of Passenger Focus are met through grant-in-aid provided by the Department for Transport, financial instruments play a more limited role in creating and managing risk than would apply to a non-public sector body. The majority of financial instruments relate to contracts to buy non-financial items in line with Passenger Focus's expected purchase and usage requirements and Passenger Focus is therefore exposed to little credit, liquidity or market risk.

4.1 Appendix one

– list of all publications 2009-10

March 2010

- Bus passenger priorities for improvement
- What passengers want - Towards a 'right time' East Anglian railway
- Passenger Focus response to the Association of Train Operating Companies rail fares policy
- Passenger Focus response to South West Trains proposals to reduce ticket office opening hours
- Passenger Voice - Bus, Coach and Tram - Spring 2010
- Passenger Focus - Making a difference for all passengers

February 2010

- Proposed changes to ticket office hours on South West Trains
- Anti-social behaviour report - Rail passenger views
- National Passenger Survey Autumn 2009
 - NPS Autumn 2009 - TOC report - Arriva Trains Wales
 - NPS Autumn 2009 - TOC report - c2c
 - NPS Autumn 2009 - TOC report - Chiltern Railways
 - NPS Autumn 2009 - TOC report - CrossCountry
 - NPS Autumn 2009 - TOC report - East Midlands Trains
 - NPS Autumn 2009 - TOC report - First Capital Connect
 - NPS Autumn 2009 - TOC report - First Great Western
 - NPS Autumn 2009 - TOC report - First TransPennine Express
 - NPS Autumn 2009 - TOC report - Grand Central
 - NPS Autumn 2009 - TOC report - Heathrow Connect
 - NPS Autumn 2009 - TOC report - Heathrow Express
 - NPS Autumn 2009 - TOC report - London Midland
 - NPS Autumn 2009 - TOC report - London Overground
 - NPS Autumn 2009 - TOC report - Merseyrail
 - NPS Autumn 2009 - TOC report - National Express East Anglia
 - NPS Autumn 2009 - TOC report - National Express East Coast
 - NPS Autumn 2009 - TOC report - Northern Rail
 - NPS Autumn 2009 - TOC report - ScotRail
 - NPS Autumn 2009 - TOC report - South West Trains
 - NPS Autumn 2009 - TOC report - Southeastern
 - NPS Autumn 2009 - TOC report - Southern
 - NPS Autumn 2009 - TOC report - Virgin Trains
 - NPS Autumn 2009 - TOC report - Wrexham & Shropshire
 - National Passenger Survey Autumn 2009 - Questionnaire - Welsh translation
- Issues to consider in the development of Station Travel Plans

January 2010

- Integrated Transport - perception and reality
- Passenger Focus response to 'National Rail Penalty Fares Rules, Policy & Charge Change Proposals'
- Passenger Focus response to Eurostar inquiry
- What passengers want from the Intercity East Coast rail franchise - a submission from Passenger Focus
 - Summary - What passengers want from the Intercity East Coast rail franchise
- What passengers want from the Essex Thameside rail franchise - a submission from Passenger Focus
 - Summary - What passengers want from the Essex Thameside rail franchise
- Passenger Focus response to Southern's 'East Coastway December 2010 timetable' consultation
- National Station Improvement Programme - Final report
 - National Station Improvement Programme - Summary report - Anglesey Stations
 - National Station Improvement Programme - Final report - Balham Station
 - National Station Improvement Programme - Final report - Bodorgan Station
 - National Station Improvement Programme - Final report - Carmarthen Station
 - National Station Improvement Programme - Final report - Chester Station
 - National Station Improvement Programme - Final report - Crystal Palace Station
 - National Station Improvement Programme - Final report - East Grinstead Station
 - National Station Improvement Programme - Final report - Finsbury Park Station
 - National Station Improvement Programme - Final report - Gipsy Hill Station
 - National Station Improvement Programme - Final report - Halifax Station
 - National Station Improvement Programme - Final report - Hatfield Station
 - National Station Improvement Programme - Final report - Hersham Station
 - National Station Improvement Programme - Final report - Horsham Station
 - National Station Improvement Programme - Final report - Llanfair PG Station
 - National Station Improvement Programme - Final report - Norwood Junction Station

- National Station Improvement Programme - Final report - Peckham Rye Station
- National Station Improvement Programme - Final report - Penzance Station
- National Station Improvement Programme - Final report - Queens Road Peckham Station
- National Station Improvement Programme - Final report - Rhosneigr Station
- National Station Improvement Programme - Final report - Selhurst Station
- National Station Improvement Programme - Final report - Severn Tunnel Junction Station
- National Station Improvement Programme - Final report - Smitham Station
- National Station Improvement Programme - Final report - Streatham Hill Station
- National Station Improvement Programme - Final report - Ty Croes Station
- National Station Improvement Programme - Final report - Uckfield Station
- National Station Improvement Programme - Final report - Valley Station
- National Station Improvement Programme - Summary report

December 2009

- Passenger Focus - Making a difference for all passengers
- Passenger Focus response to Network Rail's Great Western Route Utilisation Strategy Draft for Consultation
- Building accessibility into the redevelopment of Birmingham New Street station
- Passenger Voice Autumn 2009 Great Britain
- Passenger Voice Autumn 2009 East Midlands
- Passenger Voice Autumn 2009 East of England
- Passenger Voice Autumn 2009 London
- Passenger Voice Autumn 2009 North East
- Passenger Voice Autumn 2009 North West
- Passenger Voice Autumn 2009 Scotland
- Passenger Voice Autumn 2009 South West
- Passenger Voice Autumn 2009 Wales
- Passenger Voice Autumn 2009 South East
- Passenger Voice Autumn 2009 West Midlands
- Passenger Voice Autumn 2009 Yorkshire and The Humber
- Passenger Focus Freedom of Information Act publication scheme

November 2009

- Passenger Focus response to Network Rail's Wales Route Utilisation Strategy Draft for Consultation
- Wales RUS response - Welsh translation - Ymateb Passenger Focus i Ddrafft Ymgynghori Network Rail o Strategaeth Defnyddio Llwybrau (RUS) yng Nghymru
- What do we know about stations

- Passenger Focus response to Network Rail's East Midlands Route Utilisation Strategy Draft for Consultation
- Passenger Focus response to DfTs 'The Rail Passengers' Rights and Obligations Regulations 2009 Consultation' (02.11.2009)
- Just the ticket

October 2009

- Bus mystery traveller survey annual results 2008 - 2009 (revised 1 February 2010)
- Bus mystery traveller survey Q2 2009 - 2010 report (revised 10 February 2010)
- Passenger Focus response to DfTs 'Developing a strategy for smart and integrated ticketing'
- Research report - Kent routes
- Letter from Passenger Focus to DfT - Bus, coach and tram passenger remit
- Handling complaints and appeals from bus passengers
- Bus complaints handling research - JMP report
- Passenger Focus response to Network Rail's Sussex Route Utilisation Strategy Draft for Consultation
- Executive summary - Passenger Focus response to Network Rail's Sussex Route Utilisation Strategy Draft for Consultation

September 2009

- Busfocus - September 2009
- Passenger Focus response to Network Rail's Kent Route Utilisation Strategy Draft for Consultation

August 2009

- Making a difference - Business Plan 2009-10

July 2009

- England-wide Concessionary Bus Travel: The Passenger Perspective
- Welsh passenger insights: Passenger satisfaction with rail services in Wales
- Welsh passenger insights - Welsh translation - Dealldwriaeth teithwyr yng Nghymru: Bodlonwydd teithwyr gyda gwasanaethau tren yng Nghymru
- Research report - Gloucester route
- Research report - Merseyside routes
- Passenger Voice Summer 2009 Great Britain
- Passenger Voice Summer 2009 Wales
- Passenger Voice Summer 2009 Scotland
- Passenger Voice Summer 2009 East of England
- Passenger Voice Summer 2009 East Midlands
- Passenger Voice Summer 2009 London
- Passenger Voice Summer 2009 North East
- Passenger Voice Summer 2009 North West
- Passenger Voice Summer 2009 Yorkshire and The Humber
- Passenger Voice Summer 2009 West Midlands
- Passenger Voice Summer 2009 South East

- Passenger Voice Summer 2009 South West
- Research report - Reading
- Passenger Focus Annual Report and Accounts 2008-9
- Passenger Focus Annual Report and Accounts 2008-9 - Welsh translation - Adroddiad Blynyddol
- Passenger needs during King's Cross redevelopment
- Executive summary - Passenger Focus response to Network Rail's Kent Route Utilisation

June 2009

- Welsh Language Scheme - English translation
- Welsh Language Scheme - Welsh translation - Cynllun Iaith Gymraeg
- Passenger Focus response to DfTs March 2009 consultation 'Reforming the framework for the economic regulation of UK airports'
- Passenger Focus corporate plan 2009-2012
- National Passenger Survey Spring 2009
 - NPS Spring 2009 - TOC report - Arriva Trains Wales
 - NPS Spring 2009 - TOC report - c2c
 - NPS Spring 2009 - TOC report - Chiltern Railways
 - NPS Spring 2009 - TOC report - CrossCountry
 - NPS Spring 2009 - TOC report - East Midlands Trains
 - NPS Spring 2009 - TOC report - First Capital Connect
 - NPS Spring 2009 - TOC report - First Great Western
 - NPS Spring 2009 - TOC report - First ScotRail
 - NPS Spring 2009 - TOC report - First TransPennine Express
 - NPS Spring 2009 - TOC report - Grand Central
 - NPS Spring 2009 - TOC report - Heathrow Connect
 - NPS Spring 2009 - TOC report - Heathrow Express
 - NPS Spring 2009 - TOC report - London Midland
 - NPS Spring 2009 - TOC report - London Overground
 - NPS Spring 2009 - TOC report - Merseyrail
 - NPS Spring 2009 - TOC report - National Express East Anglia
 - NPS Spring 2009 - TOC report - National Express East Coast

- NPS Spring 2009 - TOC report - Northern Rail
- NPS Spring 2009 - TOC report - South West Trains
- NPS Spring 2009 - TOC report - Southeastern
- NPS Spring 2009 - TOC report - Southern
- NPS Spring 2009 - TOC report - Virgin Trains
- NPS Spring 2009 - TOC report - Wrexham and Shropshire
- Passenger Focus / Help The Aged workshop flyer

May 2009

- Designing the future: Passengers' preferences for new national intercity rolling stock from 2012
- Research report - Welsh routes
- Research report - Welsh routes - Welsh translation - Adroddiad Ymchwil - Llwybrau yng Nghymru
- Research report - Calder Valley route
- Research report - Airedale route

April 2009

- England-wide concessionary bus travel: the passenger perspective
- Busfocus - Annual Conference 2009 edition
- Passenger Voice Spring 2009 Great Britain
- Passenger Voice Spring 2009 East of England
- Passenger Voice Spring 2009 East Midlands
- Passenger Voice Spring 2009 London
- Passenger Voice Spring 2009 North East
- Passenger Voice Spring 2009 North West
- Passenger Voice Spring 2009 South East
- Passenger Voice Spring 2009 Scotland
- Passenger Voice Spring 2009 Wales
- Passenger Voice Spring 2009 South West
- Passenger Voice Spring 2009 Yorkshire and the Humber
- Passenger Voice Spring 2009 West Midlands

All publications are available on the website, if you would like this document or any other in larger print, audio, Braille, alternative format or in a different language please contact us on **0300 123 2350** and we will do our best to help.

4.2 Appendix two

Consultation title	Issued by
Bus and Coach	
EC Proposal for new regulation on bus and coach passenger rights	Department for Transport
Extension of remit of Passenger Focus to bus and coach issues and the requirement to display information	Department for Transport
Possible changes to the administration of concessionary travel	Department for Transport
Quality contracts schemes: draft regulations and guidance	Department for Transport
Local Bus Services: market study	Office Fair Trading
Report by the OFT on the market study and proposed decision to make a market investigation reference	Office Fair Trading
Traffic Commissioners: driving forward a modernised licensing system – a strategy for 2009 and beyond	Traffic Commissioners
Rail	
• Association of Train Operating Companies fares review	Association Train Operating Companies
• British Transport Police Strategic Assessment	British Transport Police
• Regulatory options for further market opening in passenger rail transport	Consultants for the European Commission
• A sustainable future for transport: towards an integrated, technology-led and user friendly system	Department for Transport
• Developing a Strategy for Smart and Integrated Ticketing	Department for Transport
• European Union consultation Freight Orientated Network	Department for Transport
• Manchester Metrolink - proposed exemptions	Department for Transport
• National Rail Penalty Fares Rules, Policy & Charge Change Proposals	Department for Transport
• The Rail Passenger Rights and Obligations Regulations 2009 consultation	Department for Transport
• Better Rail Stations	Department for Transport – 'Station Champions'
• East Sussex Local Transport Plan	East Sussex County Council
• Passenger Charter	First Capital Connect
• Eurostar Inquiry	Garnett Inquiry
• Priorities for Investment on Rail	House of Commons Transport Committee
• Future Railway Infrastructure in Wales	National Assembly for Wales
• Major Sporting Events	National Assembly for Wales
• National Assembly for Wales (Legislative Competence) (Transport) Order 2010	National Assembly for Wales
• Network Rail Utilisation Electrification Strategy	Network Rail
• Consumer programme 2010-11	Office of Rail Regulation
• Empowering Stakeholders through enforcement	Office of Rail Regulation
• Track Access Applications (93 responses)	Office of Rail Regulation
• Brighton Station Cycle Centre	Southern
• Complaints Handling Procedure	Southern
• Disabled People's Protection Policy	Southern
• East Coastway December 2010 timetable' consultation	Southern
• Passenger Charter	Southern
• Relocation of Oyster Validator at Victoria Station	Southern
• Service Quality Management System & Weighting	Southern
• Station Travel Plans	Southern
• Timetable and Train Plan for Marshlink Community Rail Festival 6 and 7 June 2009	Southern

• Use of the Minor Works Budget for Accessibility Improvements	Southern
• Transport in the South West - call for evidence	South West Regional Select Committee
• South West Trains ticket office hours reductions	South West Trains
• Station Car Park Policy in Scotland	Transport Scotland
• Fares Flow requests (numerous)	Various
• Station changes (41 responses)	Various
• Station minor modifications (18 responses)	Various
• Aberdyfi easy access area trial	Welsh Assembly Government
• National Transport Plan	Welsh Assembly Government
• West Sussex Local Transport Plan	West Sussex County Council
Rail Safety Related	
Application for amended Safety Authorisation for Channel Tunnel Rail Link Operation	Network Rail (CTRL) Ltd
Application for a Safety Certificate	Devon & Cornwall Railway Ltd
Application for a Safety Certificate and Authorisation	Southern East Coast Main Line Company DB Regio Tyne & Wear Ltd Nexus
Final ROGS monitoring and evaluation survey	Bomel (for Office of Rail Regulation)
Draft report on review of handling of recommendations resulting from rail accident investigations	Department for Transport
Review of handling of recommendations resulting from rail accident investigations	Department for Transport
Draft Guide to Security in Design of Stations	Department for Transport (Transec)
Proposed consultation documents and impact assessment for guide to Security in Design of Stations	Department for Transport (Transec)
Rail Passenger Security Screening - Passenger and stakeholder perceptions	Department for Transport (Transec)
Security in design of stations (SIDOS) - stakeholder consultation	Department for Transport (Transec)
Revision of safety rules relating to passenger trains transiting the Channel Tunnel	Eurostar (for IGC)
Draft Statement of Agreed Facts for Potters Bar inquest	Herts Coroner
Policy on dealing with incidents on or near railways	Metropolitan Police
Draft Guidance on Level Crossings (chapter 1)	Office of Rail Regulation
Proposed HSWA (Health & Safety at Work etc Act) Enforcement Policy Statement	Office of Rail Regulation
Review of RAIL SAFETY AND STANDARDS BOARD's functions, governance and funding arrangements	Office of Rail Regulation
Using level crossings safely	Office of Rail Regulation
Draft Report on improvements in the safety of passengers and staff involved in train accidents	Rail Safety and Standards Board
Final draft of research report on Occupant Protection in Rail Vehicles Post incident Strategies for Evacuation and Escape	Rail Safety and Standards Board
Proposed Fundamental Operating Principles (for Rule Book)	Rail Safety and Standards Board

Proposed Guidance Note on Station Platform Geometry	Rail Safety and Standards Board
Proposed RGS on Requirements for Operational Security Planning	Rail Safety and Standards Board
Proposal to publish Railway Group Standards on a quarterly (rather than bi-monthly) basis	Rail Safety and Standards Board
Railway Community Safety Forum questionnaire	Rail Safety and Standards Board
Research & Development Customer Satisfaction Survey 2009-10	Rail Safety and Standards Board
Review of interiors crashworthiness research 1989-2009	Rail Safety and Standards Board
Revision of RGS on Accident and Incident Investigation	Rail Safety and Standards Board
Revision of Guidance Note on Accident and Incident Investigation	Rail Safety and Standards Board
Risk Management Forum 2010 survey	Rail Safety and Standards Board
Risk Team Stakeholder Support Survey	Rail Safety and Standards Board
Survey of monthly railway safety statistical bulletins	Rail Safety and Standards Board
Sentencing for corporate manslaughter and health and safety offences causing death	Sentencing Guidelines Council

4.3 Appendix three

Board biographies

All members are appointed by the Secretary of State for Transport unless otherwise indicated

Colin Foxall CBE is chairman of Passenger Focus and is also a member of the British Transport Police Authority. Colin also chairs Passenger Focus's Statistics Governance Group.

David Burton was managing director of West Anglia Great Northern Railway from 1996 -1999

Philip Davis was chairman of the Rail Passengers Committee for the Midlands. A former trade union negotiator and voluntary sector CEO, he serves on a number of public and community bodies, including the Commission for Integrated Transport (CfIT). He led Telford and Wrekin Borough for 5 years and remains closely involved with local and regional public policy development

Kate Gordon CB was a member of the Rail Passengers Committee for Eastern England and was previously a senior civil servant at the Health and Safety Executive. She is currently Chair of the Queen Elizabeth NHS hospital trust, King's Lynn. Kate retired from the board in July 2009.

James King is a member of the British Transport Police Authority and Convener of Passengers' View Scotland (the Public Transport Users Committee for Scotland). A former director of two international advertising agencies and marketing director of Sybase Inc., he has run a strategic business and marketing consultancy since 1996. [Appointed by Scottish Ministers]

Christine Knights was chair of the Rail Passengers Committee for North East England. She is a member of the British Transport Police Authority and is experienced in the development of consumer organisations and consumer policy in Europe and the UK

Dr Derek Langslow CBE was chairman of the Rail Passengers Committee for Eastern England and was previously chief executive of English Nature. He holds a number of non-executive roles including Chair of the East of England Tourist Board and is a trustee of the Natural History Museum. Derek chairs Passenger Focus's Audit Committee.

David Leibling has been a member of the London TravelWatch board since 2005 and currently chairs its Fares and Ticketing Committee and is a member of its Executive Group and its Transport Services Committee. He was formerly the Director of Communications for Lex, the motoring group, and was a non-Executive Director of the Driving Standards Agency for eight years [Appointed by the London Assembly]

Deryk Mead CBE was chief executive of NCH, the leading children's charity, from 1996 to 2004 after a career as a chief officer in local government. He is a Public Member of Network Rail and is a non-executive director of NHS West Midlands.

Bill Samuel was previously chief executive of the East of England Regional Development Agency and prior to that was chief executive of Peterborough City Council. He holds a number of non-executive positions and is Deputy Chair of the Thurrock Thames Gateway Development Corporation

Barbara Saunders OBE is an independent consumer consultant with experience of public policy in the UK and European Union. She has held a number of non-executive positions and is a member of the Legal Services Board.

Marc Seale is currently the chief executive and registrar of the Health Professions Council and was previously public interest director for the Centre for Rail Skills

Stella Mair Thomas is a communications, media and marketing consultant, and was formerly Head of the Independent Television Commission for Wales and the West of England and a director of the Millennium Stadium, Cardiff. She is also currently a Member of the Sports Council for Wales. [Appointed by the National Assembly for Wales]

Nigel Walmsley is a Council Member of the Advertising Standards Authority and Chairman of the Broadcast Audience Research Board. He was formerly chairman of Carlton Television and, earlier, chief executive of the Capital Radio Group. Nigel chairs Passenger Focus's Remuneration Committee.



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