

## **Appendix Two**

### **Services directorate – Business Plan Priorities 2016/17**

#### **Transport and Mobility**

1. Successfully completing the 2016 Freedom Pass renewal project.
2. Negotiating the Freedom Pass annual settlements with TfL and other bus operators and a new Freedom Pass settlement arrangement with ATOC to keep increases to a minimum for 2017/18.
3. Continuing work with TfL on their Social Needs Transport Review and implementing any agreed proposals for more joint and consistent working between TfL and boroughs, particularly in relation to Dial-a-Ride and Taxicard.
4. Completing the retender process for Freedom Pass contract support for call centre, data management, application processing and card production services.
5. Completing the re-procurement of the provision of electronic data management and data transfer services for the London lorry Control Scheme and managing a smooth transition when the current contract ends.
6. Reviewing and updating where necessary the London Lorry Control Scheme and its signing infrastructure.
7. Publishing an updated parking code of practice and a revised Civil Enforcement Officer Handbook.
8. Continuing to provide debt registration services with the Traffic Enforcement Centre for the majority of London boroughs.
9. Continuing to run the TRACE service and review processes to ensure the service is delivered as effectively and efficiently as possible.
10. Continuing to run the London European Partnership for Transport (LEPT), completing both the STARS and PTP-Cycle LEPT projects and monitoring new European funding and knowledge exchange opportunities, and briefing Boroughs accordingly.
11. Continue to operate the Health Emergency Badge service, implementing recommended actions from the review of practices and processes to ensure the service is delivered as effectively and efficiently as possible.

#### **London Tribunals**

12. Continuing to provide the administrative support and infrastructure to the Environment and Traffic Adjudicators and Road User Charging Adjudicators.
13. Implementing new systems and processes to enable fully electronic transfer of appeals evidence and correspondence with enforcement authorities.
14. Prepare and submit a tender for the retention of the RUCA contract with the GLA.

## **Young People's Education and Skills**

15. Provide regional leadership and influence - lobby for London, shape London's response to national and regional policies, manage relationships with the London Enterprise Panel and its Skills and Employment Working Group, and other stakeholders and strategic partners for both provision of and access to, skills and education.
16. Support the London Jobs and Growth Plan and other strategies through which partners and stakeholders work together to implement the Young Persons' Education and Skills strategy - publish a Statement of Priorities, manage a data and research programme, implement London Ambitions (the London Careers Offer) and support collaborative working.
17. Lead strategic services and activities - support local authorities in their plans to implement major reforms for young people with special educational needs and phase two of Raising the Participation Age through a series of task and finish groups.
18. Work with the London Enterprise Panel and other partners to maximise the impact of investment of the 2014-20 European Structural and Investment Fund youth programmes.

## **Capital Ambition**

19. Support the London Ventures programme through working in partnership with the private sector, as well as promoting and advocating the products and services to London's local authorities.
20. Oversee the completion of the successful procurement of the new London Ventures contract.
21. Support key strategic projects and activities that align with Capital Ambition's core aims and objectives.
22. Manage the completion of the remaining original Capital Ambition programme projects.

## **Community Services and Grants**

23. Successful review of the Grants programme, leading to changes in priorities and budgets, and a new cycle that will run from April 2017 to March 2021.
24. Successful establishment of the new ESF programmes that will run from early 2016 to the end of 2018.
25. Improvement in outcomes as the programmes more effectively combine employment support with support for homelessness and sexual and domestic violence reflecting boroughs' need for sustainable solutions.
26. Development of a new, more sustainable mode for London Care Services.
27. Agreement and implementation of the Notify review in terms of IT and other systems and the engagement and training of services.