

Table 1 Draft Key Lines of Enquiry

We will direct our work towards these Key Lines of Enquiry

	Key Line of Enquiry
1	What is the impact of residents' views and demand on delivery of services? How does the PTE understand demand, capture and use residents' and users' views to improve delivery of services? Is the user at the centre of service design? (consultation and understanding local communities was covered in the bus study, so this mainly extends and updates that work)
2	Outcomes - how has the ITA/PTE contributed to improved wellbeing of district populations? How effectively does it deliver district priorities (e.g. LAA targets)? (includes specific actions for children and young people; actions to tackle congestion; and ongoing Quality Contract development work)
3	How has the PTE used its professional capabilities to influence district strategies and priorities? How have ITA/Metro inputs influenced the content and direction of district LSP/LAA agendas?
4	How have ITA/PTE inputs contributed to the delivery of individual district priorities especially those beyond transport (jobs, carbon reduction etc)? What has Metro contributed to LSPs?
5	How effective is integrated working among the ITA, Metro, districts and other partners?
6	6 Do the working culture and practices support the future delivery of ITA/Metro aims? Include likely provisions of post 2014 LTPs.

Audit Commission

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