

Minutes

B 01.1 Mar 19 BM

Date: 10 January 2019
Location: Meeting Room A, Piccadilly Gate, Manchester, M1 2WD
Time: 1200-1500

Attended

Cllr William Powell	Board member for Wales, Chair
Arthur Leathley	Board member for London
David Sidebottom	Director
Jon Carter	Head of board and governance
Kate O'Reilly	Contact team manager
Nigel Holden	Corporate services director (for item C2)
Apologies	
Keith Richards	Board member

Item	Subject	Action reference (if any)
A	Standing items	
1	Chair's opening remarks: declaration of interests and apologies <ul style="list-style-type: none">WP wished everyone a happy new year; apologies had been received from Keith and Shelly.There were no declarations of interest	
2	Minutes from previous meeting <p>These were agreed and signed by the Chair</p>	
3	Action matrix <ul style="list-style-type: none">Noted that all actions from previous meetings have now been discharged.	
B	The Rail Ombudsman	
1	RPOS project update – launch report <ul style="list-style-type: none">DS reported that the scheme went live on 26 November. There had been less engagement with DRO or passengers than had been expected. Media had been low-key, although what there had been was generally supportive.Initially, daily operational calls had been held between DRO, Transport Focus and London Travel Watch. There had been some issues, but these were generally quickly resolved. Previous 'what-if' work had clearly been very useful.	

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- DRO had keen to learn and eager to help. They had over recruited to ensure they were ready for any deluge.
- As far as the operators were concerned, there were some emerging issues. These related to an early approach to declaring deadlock on some complaints (although some TOC's had taken a very different course of action) and some confusion over who decides not 'in-scope' (clearly this is TRO)
- The soft launch approach continues – little media, although leaflets at stations – some concern this may serve to underplay Transport Focus / LTW engagement.

2/3 **Issues – casework and reporting**

- The flow of casework to date had been so low it was difficult to draw any major conclusions on types of issues.
- However, the reporting was of such low quality that it was unlikely any trends could be identified even if volumes were higher.
- The Group determined this was a major concern as the reporting of data from TRO had been agreed to be at least as rich as that we had previously generated. It needed to be got right before volumes started to grow.
- It was **agreed** that JC would put down a marker with RDG that in the absence of a clear plan to deal with this problem, DS would consider consulting all Independent Members to discuss the matter.

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JC / Feb 19

4 **ORR licence consultation conclusions**

- The Group **noted** with some concern that the provisional conclusions were dated 19 December 2018 but appeared not have been published until 2 January 2019.
- The Group nonetheless **welcomed** the conclusion that mandatory membership would apply to all licensed operators.
- Clarification would be sought from MH on the application of the measure to station licence holders, Network Rail, and TfL's London concessions. MH would also be asked whether Transport Focus would be responding to the draft conclusions and, if so, to circulate response to the Group beforehand.

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5 Formal accession to scheme

- The Group **considered** the revised scheme accession document as it applied to Transport Focus and **agreed** it adequately reflected the Board's 'red lines' as had been discussed in November 2018.
- The application of English law to a document that included provisions relating to Scotland would be checked.

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C Contact Team Operations and Performance

1 Team report

- KOR reported that total active cases had fallen beyond the 960 reported to around 860. The team were, for the first time in years, closing more cases than they were opening.
- DS estimated that the likely 'new level' of open out of scope cases would be fully established within 4-6 weeks. The last few weeks caseload was a good predictor.
- KOR also reported that YTD passenger satisfaction was back to 68% which included an unusual low in November and high in December 2018
- The 'league table' of complaints by operator was noted with no surprises.
- WP expressed the Group's appreciation of the team's work in challenging circumstances
- The Group **agreed** that team KPI's need a review – we need to think about what are we measuring going forward; speed of response is critical, but what else? To what extent should our KPI's now be aligned with those of TRO? DS to produce proposals for discussion and agreement in March 2019
- The format of complaint handling data for the annual report and accounts needs some thought; KOR to put some thought into this and develop proposal for March 2019.

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2 Change discussion

- The Group discussed the trajectory of caseload volumes now that TRO was established, and the need to respond with an appropriate staffing structure.
- NH provided a briefing. Notes were not taken. One action was recorded.

PCG 1819-026
(Confidential action)
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D Resolver

1 Resolver update

- KOR reported that LNER had now signed the Resolver contract and will go live on 21 January 2019; the benefits remained as previously stated – the platform helps passengers, and facilitates good reporting
- Meetings were ongoing, but no firm commitment from other TOC's yet. It may need the franchising programme to kick off again, as it was good note that participation had been included in two recent bids. RDG like the platform but are not wanting to push it until TRO has settled down.
- Once LNER is live, the Group noted a potential opportunity for an event or similar to 'sell' the platform
- Update in March
- In the meantime, KOR has produced a FAQs document for staff, especially stakeholder staff, which the Group **noted** as work in progress
- KOR also reported that the Decider contact management system still not ready; it will now go live in February 2019 with full functionality; it will, for example, 'talk' directly to TRO CMS. Ventrice is fully in loop; the contract terms are flexible if volumes are out of expectation
- The Group restated its position on the Resolver commercial arrangement; whilst there is an element of reputational risk, the key issue is a reasonable return on public investment. It is also good to be associated with cutting edge consumer contact methodology.

E Any other business

1 Future role of Passenger Contact Group

- The Group discussed its future role, and concluded that whilst most rail appeals were now to be dealt with by TRO, Transport Focus's statutory duty remained and oversight of this (essentially outsourced) activity remained necessary for the foreseeable future.

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- The Group further considered that whilst rail passengers now had the assurance of a regulated process, the same could not be said for bus or road users, and the scope of the Group's discussions might well take this into account in the future
- The Group also committed itself to the principle of universal access to redress and compensation and considered that there could be some useful work in this field over the coming year.
- JC was asked to review and update the terms of reference of the Group to be agreed by the Board in March 2019.

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There being no other business the meeting closed at 1400

Signed as an accurate record of the meeting

Cllr William Powell, Chair

Date

Next scheduled meeting:

Monday 11 March 2019, 1200-1400, London Fleetbank House