

Board Meeting Paper	
Jan 16 BM D 3.0	
Purpose of report	<input checked="" type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input type="checkbox"/> Information only ²
Sensitive Information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If sensitive, protective marking³	
Date of Meeting	14 January 2016
Agenda Item	D 3
Report Title	SE Quadrant emotional tracking project
Sponsor	Anthony Smith
Author(s)	Jon Carter



1. Summary

In December, Anthony informally briefed the board on his plans to extend the South East Quadrant Passenger Feedback Emotional Response pilot into a substantive project. The Insight briefing provided to the board at the time said that this was 'Initially a one month pilot measuring emotional reactions to journeys made by a panel of regular passengers on the Brighton to Victoria line. Extended into a six month project across south east quadrant stations and TOCs.' Anthony confirmed the board would be asked for formal approval at the next opportunity, but such was the urgency of project, the work needed to be commissioned without delay.

On 5 January 2016, management team was asked to formally approve the full project brief for the substantive project in advance of it coming to the board. The work is priced at £182,000 for the expected six months. Management team were not prepared to endorse the brief in its entirety, given the continuing uncertainty over our budget next year.

Management team took into account the fact that the work is clearly of some importance and highly regarded by DfT, including ministers, but were concerned that, even on 5 January, it was not yet totally clear how even the costs to the end of the financial year could be met. On the basis, however, that the arrangement with the agency is terminable at a months' notice, and negotiations with DfT to unlock unused funds are ongoing, management team felt able to recommend to the board that funding of £159,000 be approved until the end of March 2016.

2. Recommendations / decision required

- (a) The board is asked to endorse management teams recommendation and formally approve funding of £159,000 for this project;
- (b) The board is further asked to direct that, if it proves impossible to totally fund this sum out of delegated grant in aid, the Chief Executive will write to the DfT's Principal Accounting Officer and Permanent Secretary, explaining that an overspend in the current year is expected in the sum of the balance, giving full reasons why, and inviting him to either note the situation or make an alternative direction.

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

3. Further details

On 2 November 2015, Anthony Smith wrote to Claire Perry, saying “the overall costs for continuing this piece of work are between £180,000 to £220,000. In order to minimise any break in the tracker results we will suspend other planned work to deliver the set up and first month at a cost of £85,000. However, we cannot extend the tracker beyond that period without exceeding our rail grant in aid budget.” Feedback from officials was that the Minister was of the view that as DfT fund Transport Focus, DfT should be able to make specific requests of it.

The set up and first month exceeded the above estimate, but in any event it was agreed we would continue with the project on a month by month basis, hopefully until the end of the financial year.

4. Implications – Financial, Risk, Legal, Staffing

The financial implications are as set out above. There is clearly a risk in not doing what is generally considered very useful work. Recommendation (b) above goes some way to mitigating any consequences of overspend.

5. Background information

Description	Web Link
October 2015 announcement	http://www.transportfocus.org.uk/news/articles/responding-to-rail-disruption-at-london-bridge-and-the-south-east

6. Equalities screen

The proposal has little no relevance to equality of opportunity or good relations and / or is purely technical in nature and will have no bearing in terms of its likely impact on equality of opportunity or good relations for people within the equality and good relations categories.