Minutes

Management Team

Date: 24 February 2014
Location: Piccadilly Gate, Manchester
Time: 1200 - 1420

Present

David Sidebottom	DS	Acting Chief Executive
Mike Hewitson	MH	Head of Passenger Issues
Jon Carter	JC	Head of Business Services
Nigel Holden	NH	Resources Director
Katie Armstrong	KA	Passenger Team Manager
Francis Gahan	FG	Business Services Executive
Hazel Phillips	HP	Interim Head of Communications
Linda McCord	LM	Senior Passenger Manager

The group noted apologies from Ian Wright, Jon Clay and Martin Clarke.

<u>**Standing items**</u>

1. **Minutes of previous meetings**

Minutes from 27 January 2014 **agreed**.

2. **Management team action matrix**

No.	Meeting	Issue	Action	Who	Due	Notes
MT486	26/11/12	Corporate social responsibility	Develop policy and capture what Passenger Focus already does in this area	NH / EC	Jan 2014	**Work in progress. Exp March 2014**
MT507	03/06/13	Social media	Provide staff guidance on social media usage. Guidance to be cross-referenced again existing policy.	SN/NH	Nov 2013	Draft to go on Connect, followed by workshop. **Mar 2014**
MT 535	30/09/13	Passenger Manager	Conduct risk assessment and prepare job spec	DS, JC	Dec 2013	**Ongoing. Mar 14**
MT 539	21/10/13	Document retention policy	Define a document retention policy for Connect	JC	Dec 2013	**Apr 14**
MT 547	25/11/13	Organisation name	Provide ideas for "Transport users focus" name	All	Jan 2013	**Ongoing. Apr 14**
MT 550	27/01/14	Management	Read and comment	JC	Feb	**Complete delete.**

		assurance statement			14	
MT 551	27/01/14	Equalities survey	Check similar organisations	KA	Feb 14	**Mar 2014**
MT 552	27/01/14	Stakeholder strategy	Review strategy taking into account project feedback	JCl	Apr 14	
MT 553	27/01/14	Project reviews	Review how we ensure that lessons from projects actually get learnt	JC	Mar 14	

3.1 Board action matrix

BM237: This meant keeping a watchful eye on overheads, particularly the reduced travel and subsistence budget, and reassuring the board on the deliverability of the overall budget.

BM239: It was **agreed** that the words 'conduct research' should be removed from the draft action: '*To conduct research, produce recommendations and liaise with ATCO on declining rural area bus services'.*

3.2 ARAC action matrix

Noted: most actions on track.

3.3 SGG action matrix

Noted: no actions being due until March.

4. Work plan – 7 main objectives

PRX001 – Change wording from 'may' to 'will' in reference to requiring more resources for future programmes.

PRX002 – Figures for resolved complaints were out of date. KA to amend.

PRX003 – On track. MH suggested downgrading the risk attributed to potential quality issues arising from the change of supplier. This was in the light of the supplier change having gone smoothly with no noticeable negative consequences.

PRX004 – On track

PRX005 – Ongoing. Currently awaiting a reply from the minister

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PRX006 – On track. The risk concerning online data collection did not appear to cause any problems. It was suggested that this risk be removed.

PRX007 – On track

5. KPI report

The January 2014 KPI report was **noted.**

KA told the group that some analysis is required in to why Ventrica's call answering target is being missed, when Ventrica's average answer time is well within target.

No.	Meeting	Issue	Action	Who	Due	Notes
MT554	24/1/14	Passenger Team KPI (PAS3)	Conduct analysis into call answering data and report back	KA	Mar 2014	

JC confirmed that good progress had been made on the performance management project. He would also be consulting on updated hard measures before the next meeting where they should be agreed. MT agreed that Shahid and Heather should attend a subsequent MT meeting where the main performance report was finalised.

No.	Meeting	Issue	Action	Who	Due	Notes
MT555	24/1/14	KPI measures	Initiate consultation on KPI targets for 2014-15	JC	Mar 2014	

6. Management accounts

The January 2014 management accounts were **noted.**

JC updated on the status of the chair recruitment campaign. The group discussed the need for additional DfT funding for the campaign if the process slips in to the next financial year.

Change

7. Roads

MT **noted** the current status of this process. DS advised that he would post fortnightly updates on Connect to enable staff to keep up to date with progress.

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No.	Meeting	Issue	Action	Who	Due	Notes
MT556	24/1/14	Roads	Post updates to Connect on current progress	DS	Mar 2014	

8. Social media guidance

MT raised some concerns that the new guidance is not entirely aligned with the agreed social media policy. As a result, it suggested that HP and NH reflect further on what additional amendments are required.

No.	Meeting	Issue	Action	Who	Due	Notes
MT557	24/1/14	Social media policy and guidance	Review what further changes need to be made to the policy or guidance	NH/ HP	Mar 2014	

9. Data and document security

The group **agreed** the proposed changes to the data and document security policy to be implemented in the new financial year, and subject to being endorsed by the board as organisational policy. Workshops will be run for staff to explain the new classification system and amendments were being made to the meeting templates.

10. Converting the work plan in to team plans

DS asked that as the board had now endorsed the work plan, MT should start to think about how they will implement this within their teams.

JC requested that MT start to think about team plan risks so that registers can be repopulated for the new business year.

No.	Meeting	Issue	Action	Who	Due	Notes
MT558	24/1/14	Work plan / team plans	Create team plans for sharing at next meeting	All MT	Mar 2014	

11. Security policy redraft paper

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The group discussed issues in the policy concerning the sending of confidential information via email. The group **agreed** that guidelines should be added to the policy about sending sensitive information outside of an encrypted network area.

No.	Meeting	Issue	Action	Who	Due	Notes
MT559	24/1/14	Security policy redraft	Add guidelines on sending sensitive information outside of the office	NH	Mar 2014	

12. ICT support services contract retender

Some concern was expressed that there was no helpdesk cover over early morning / evening or weekend periods in the existing contract, and none proposed in the new. The cost of 24-hour cover could potentially be significant. MT agreed that the core hours of support should be between 0800 and 1800, with a costed option of hours outside this core time. KA also pointed out that Ventrica were not currently included in the document as a supplier and user of CRM and the helpdesk. KA agreed to identify what the working hours of Ventrica staff were so that this information could be fed in to the document.

No.	Meeting	Issue	Action	Who	Due	Notes
MT560	24/1/14	ICT support services	Identify Ventrica's working hours in order to feed in to the document	KA	Mar 2014	

13. Annual report

HP suggested producing an 'at a glance' summary document of the year's achievements to be published alongside the annual report and accounts (NH reminded colleagues that these documents must be utterly distinct to ensure there was no confusion in the mind of NAO) which MT agreed. JC and HP would discuss detailed timings as set out by Shahid Mohammed (who also owned the governance statement). MT also wondered whether permission needed to be sought before using quotes and callouts in the report.

No.	Meeting	Issue	Action	Who	Due	Notes
MT561	24/1/14	Annual report	Check whether permission needs to be granted to use quotes	HP/ KA	Mar 2014	

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14. March away day

MT **noted** the good progress of the away day planning and reiterated that unless travelling back home or to Manchester, the afternoon of the second day was to be regarded as normal working time.

15. Project briefs for approval

None

16. Revised project budget/scope for approval

16.1 Bus punctuality – Came in under budget. **Agreed** that the surplus £2,539 is returned to the project pot.

16.2 Passenger experience – Surplus of £3000. **Agreed** that this is returned to the project pot.

16.3 Priorities research – Extra £11,920 + VAT requested for changes in methodology and parallel online survey. This funding can be sourced from surplus funds from other projects and the NRPS pot. This approach was **agreed**.

16.4 Passenger assist – MT **noted** that there will be a spare £1000 at the end of the project.

16.5 HS2 Passenger panel research – MT **noted** that HS2 have provided PF with a total budget of £145,000 (an increase of £45,000 from previous budget). This revised budget will go to the board for approval.

No.	Meeting	Issue	Action	Who	Due	Notes
MT562	24/1/14	Revised HS2 Passenger panel budget	Send to the board for approval out of meeting	IW	Mar 2014	

17. Project reviews for noting

MT **agreed** that these be looked at in the next management team meeting due to absence of papers.

18. One-off spends for approval

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None

Any other business

19. Management team away day evaluation

The group **noted** the responses from the evaluation questionnaire.

20. Extra resources

NH informed the group that an additional member of staff had been employed, initially on a short-term contract which the potential to extend permanently. The new member of staff will work in the Research and Passenger Issues teams.

There being no further business the meeting closed at 1420 hrs.

Signed as a true and accurate record of the meeting:

Anthony Smith Chief Executive	Date

Freedom of Information Act 2000 Section 22

Proposed publication date	August 2014
Publication issues	Certain sections may need to be redacted.
Diary entry to be made by	Martin Clarke
Publication to be authorised by	Jon Carter