Minutes

Management Team

Date: 2 March 2015
Location: Piccadilly Gate, Manchester
Time: 1200 – 1410

Present

Anthony Smith	AS	Chief executive
David Sidebottom	DS	Passenger director
Ian Wright	IW	Head of research
Mike Hewitson	MH	Head of passenger issues
Nigel Holden	NH	Resources director
Sara Nelson	SN	Head of communications
Katie Armstrong	KA	Passenger team manager
Linda McCord	LM	Passenger manager
Vivienne Carter	VC	Change manager
Martin Clarke	MC	Business services executive
Louise Casserley-Gore	LCG	Human resources executive

Apologies: Jon Carter, Head of business services (JC)

Change process

1. Change update

AS updated the meeting on progress with the change process since the last meeting. The Infrastructure Bill had received Royal Assent. Everything was on-track to launch Transport Focus on 30 March.

2. Organisation structure

A draft structure chart had been shared with all staff, and everyone had been invited to provide feedback. VC reported that lots of feedback had been received, much of which was positive, and that it was good that people were engaged. The suggestion boxes in the London and Manchester offices, created to facilitate confidential feedback from staff, were to be retained for any additional comments on the change process.

AS was keen to stress that the process was an evolution, not a revolution, and that any changes would be made in line with the HR resource we had available. As such, we would need to prioritise any changes.

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![Passengerfocus logo - putting passengers first]

Upcoming events

3. Staff and Board Awayday

The information pack was **noted**. In his introduction, AS would speak about our funding structure and our future in an increasingly digital world. Ticket to Ride Two had been a significant achievement in recent weeks, and our 10th birthday was something to celebrate this coming year. There was increasing competition to be the representative voice of transport users, so we needed to keep improving. Other areas to mention would be politics, with the election looming and further devolution on the cards.

IW and DS would design six questions, or audiences, for the "designing Passenger Focus apps" session.

Other issues for discussion

4. Data to Improve the Customer Experience competition

IW drew the meeting's attention to the "Data to improve the customer experience" competition, which the Rail Safety and Standards Board (RSSB) had suggested entering as a consortium. There was up to £200,000 for grabs. MH suggested we consider just working with whoever won, as we're open to working with anyone. We wouldn't want an exclusive agreement. AS agreed it was worth pursuing.

5. Revisions to CRM

The meeting thanked David Beer for his work on this, but felt that some work was needed to devise a model that works across the organisation. For example, we should check with the Passenger Team Executives, and SN, what the most useful method for establishing or reforming the stakeholder engagement levels should be. The system also needed updating to fully cater for our road user stakeholders.

| MT621 | 02/03/15 | Revisions to CRM | Revise the proposals for updating CRM based on input from the Passenger Team Executives and Communications Team | DS | Mar 2015 | |

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Standing items

6. Minutes from previous meetings

The minutes from the meeting on 2 February were **agreed** as a true and accurate record.

7. Management Team action matrix

No.	Meeting	Issue	Action	Who	Due	Notes
MT571	28/04/14	Projects log	Clarify how passenger survey work is logged, and generally simplify the log. Tie in with publications process to avoid duplication.	JC	Jun 2014	**Ongoing. Prepare for 2015-16 record of projects. Apr 15**
MT588	30/06/14	Connect	Set up a Connect user group	NH	Aug 2014	**Complete, delete**
MT594	28/07/14	Management Team programme	Consult with MT colleagues before drafting options for improving MT effectiveness	JC	Sep 2014	**Postponed – revisit later in change process. Oct 15**
MT604	29/09/14	Ventrica	Phone Ventrica to experience service first-hand	All	Dec 2014	**Mar 15**
MT612	24/11/14	Investors In People re-accreditation	Investigate postponing the re-accreditation until after the change process	NH	Jan 2015	**Investigation complete, report outcomes Mar 15**
MT613	24/11/14	NRPS re-contact panel	Remind colleagues about this work and about how the panel can be used effectively across the organisation	IW/ DS	Feb 2015	**Delete**
MT615	05/01/15	Communications session for Board Members	Schedule a short session with the Board looking at how Passenger Focus communicates	MC/ SN	Jul 2015	
MT616	05/01/15	Information Risk Training	All staff to carry out Information Risk Training	All	Jan 2015	**Mar 15**
MT617	05/01/15	Equality and diversity action plan	Update the equality and diversity action plan the workplan has been agreed. Talk to IW, MH, DS and KA about our existing work in relation to equality and	NH	Apr 2015	

			diversity including in collecting research data and using results			
MT618	02/02/15	Ventrica	Ensure Ventrica is set up for signposting road users as well as passengers	KA	Mar 2015	
MT619	02/02/15	New organisation structure chart	Draw up and circulate with staff a list of FAQs and their answers	VC	Feb 2015	**Complete, delete**
MT620	02/02/15	Research publications	Plan research publication timeline and briefing sessions for all staff	IW	Mar 2015	

8. Current Board and committees action matrices

The action matrices for the Board and its committees were **noted**. AS asked that we note BM250, to consider the 'passenger satisfaction with us' KPI, in particular. DS said that the Passenger Contact Group would consider this, along with response times, at its next meeting, to be held in April.

9. Workplan report

The Workplan Report was **noted**. MC suggested that Management Team consider the next one to be the final 2014-15 report, and that by the end of April we will start populating a new one. **Agreed**.

10. Record of projects

Noted. NH asked that we make sure any changes in project funding are noted by Management Team and the finance team.

11. Management accounts

Noted. NH reported that the finances were largely on track.

Project framework: project reviews and briefs for approval or amendment

12. Project briefs for approval

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1. Greater Anglia multi-pass smart pilot – **agreed £27,500**, of which £12,500 this year and £15,000 next. DfT Smart Ticketing programme. AS said that it was great to be involved with this, and good for Abellio to commit to it.
2. Maps and apps – **agreed £20,000**. IW said that we needed to understand how accurate people's recognition of using the SRN is and their attitude towards being tracked. AS wondered whether it would be better just to use an app rather than pressure people into reading maps. Staff and Board Members should get involved. From Roads budget.

3. 76S Revised budget – Innovation in ticketing – **agreed £45,450,** increased from £30,000 previously agreed. Funded from DfT Smart Ticketing programme. £18,360 last year and £27,180 this. AS asked whether we could get more concrete feedback or a way of measuring success for the Smart Ticketing programme – an annual summary perhaps?

4. 83S Revised budget – Norfolk smart evaluation – **£29,000 agreed**, previously £24,000. AS said we should hold a Smart Ticketing event, seminar or Board session, to which we should invite the new minister.

MT622	02/03/15	Smart Ticketing	Hold a Smart Ticketing event, and invite the new minister	IW	Nov 2015	

13. Project reviews for noting

1. **Chair recruitment.** AS said we were looking at where applications for Board and Chair positions come from, and the quality of applications, so we can more effectively advertise positions in future. **Noted.**

2. **Rail passenger priorities.** IW said there were plenty of lessons here to carry across to bus and road user priority work in the future. NH said that we should check who owns the methodology so that we make sure future contracts state that we own it. **Noted**.

AOB – App testing service

IW asked whether, with an ever-increasing number of apps available to transport users, should we offer an app testing service? He would produce a formal paper for the next meeting.

MT623	02/03/15	App testing	Produce a paper looking at whether we should offer an app testing service	IW	Apr 2015	

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The meeting **closed** at **14.10** 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	2 September 2015
Publication issues	Certain sections may need to be redacted.
Diary entry to be made by	Martin Clarke
Publication to be authorised by	Jon Carter