

Minutes

Management Team conference call

Date: 5 January 2015

Time: 1110 – 1240

Present

Anthony Smith	AS	Chief executive
Nigel Holden	NH	Resources director
Ian Wright	IW	Head of research
Mike Hewitson	MH	Head of passenger issues
Jon Carter	JC	Head of business services
Sara Nelson	SN	Head of communications
Katie Armstrong	KA	Passenger team manager
Linda McCord	LM	Passenger manager
Martin Clarke	MC	Business services executive

Apologies – David Sidebottom (passenger director)

Change process

1. Round table update

Passenger issues –

MH reported that DfT had decided to postpone making a decision on Alternative Dispute Resolution (ADR) until next year. We would still continue to consider the implications for us and for our passenger contact function, but without the pressing need for implementation.

MT614	05/01/15	Alternative Dispute Resolution	Report DfT postponement to Board	MH	Jan 2015	
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Corporate governance –

Colin Foxall's term as Chair of Passenger Focus would end on 6 February, and Jeff Halliwell's would start on 9 February. Jeff would be attending the January Members' Event and stakeholder reception. AS would be meeting with Jeff on 16 January and Colin would be meeting with him the following week.

SN asked that a session with the Board looking at communications be scheduled, as this had been due as part of the Board Members' original inductions but hadn't yet happened.

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	
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Business planning

2. Draft 2015-16 workplan

AS introduced the first draft of the 2015-16 workplan. He said that although it needed editing and some trimming down, the products were broadly correct.

There was a consensus that we need to convey a sense of ambition to demonstrate to and convince politicians and our new Chair, Jeff Halliwell, of the value of our work.

SN said that we can better explain how we increase our profile and reputation in the workplan. MC agreed, clarifying that while this was the purpose of Aim 6 – *Increasing the influence of Transport Focus through building trust in our work*, the wording needed refining to highlight this.

NH suggested that the workplan focus more on tangible industry outcomes rather than just our products that we use to achieve the outcomes. AS agreed that these should be kept in sight, warned that we shouldn't set ourselves up to fail. Some of the overarching goals can take years of work to achieve, and the workplan just sets out in practical terms what we want to do this year. Nonetheless, the wider goals of improving the experiences of transport users would be reflected in AS's introduction to the workplan, and would be revised when we look again at the three-year Corporate Plan.

AS asked whether the order of the Aims was correct, and whether we should focus on user experiences and long-term planning before talking about carrying out research, especially as we now have a wealth of evidence about passengers in our armoury. He concluded that this would be reflected in his introduction.

LM suggested that the model of having a franchise-specific Passenger Manager position funded by the operator was something to include in the workplan, as the model was being expanded to include more franchises.

3. Management Team awayday

The programme for the awayday was **noted** as set out in the information pack circulated before Christmas, and an agenda for the sessions would follow shortly. Colleagues were encouraged to book their train tickets as set out in the pack.

4. Information risk training

AS stressed that all staff must complete the Information Risk Training by the end of January. NH had produced a list setting out who had and who had not completed the training.

MT616	05/01/15	Information Risk Training	All staff to carry out Information Risk Training	All	Jan 2015	
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5. Equality and diversity

NH asked that we look at progress against the Equality and Diversity action plan. AS said we actively used research data, including at our accessibility forum and sharing with relevant stakeholders.

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 diversity including in collecting research data and using results	NH	Apr 2015	
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Project framework: project reviews and briefs for approval or amendment

6. Project briefs for approval

- Road user priorities – **Agreed £90,000**, subject to Board approval, funded from the Roads budget. This would be phase one as it would only represent motorists. It would be ready for the Transport Focus launch event in July.
- Brighton and Hove Buses – smart ticketing managed service – DfT have asked us to look at this as part of the Smarter Ticketing programme. **Agreed £21,000** from DfT smarter ticketing programme budget.
- Testing a shorter NRPS – This was a pilot project looking at other options for carrying out the NRPS while the survey retender had been postponed for a year to consider options following the methodology review recommendations. The pilot would take place alongside the Spring Wave. This pilot would just be a shorter, paper questionnaire, though AS asked that a shorter, online pilot be

carried out shortly. He congratulated David Greeno for taking this task on on top of the existing NRPS work. NH clarified that the outcomes would be mirrored in the BPS in due course. **Agreed £26,520** from unallocated project budget.

- Rail passengers' opinions via social media – There would be a live piece of research during January, and this would highlight links between NRPS and social media. **Agreed £31,000.**
- Communicating disruption caused by suicides on the railway – This would be funded by Network Rail, and would attract a 10% management fee. We would cover the cost of publishing the results. This follows on from a scheme of work related to communicating disruption more generally. **Agreed £27,000 research costs funded by Network Rail, £3000 management fee from Network Rail to Passenger Focus and £750 publishing costs funded by Passenger Focus.**
- Passenger priorities for punctuality – **Agreed £60,000** of which £30,000 funded by ORR.
- REVISED: Review of existing road user satisfaction surveys – **now agreed £40,000**

7. One-off spend requests for approval

- Intellectual property rights – NH queried whether there was enough money here to cover all permutations of our names (Passenger Focus and Transport Focus), particularly in relation to Scotland and Wales. **Agreed £4000.**
- Stock photography (Passenger transport) – SN said that we were running low on new pictures to use, and that publications would start to look rather tired if we started using the same pictures again. **Agreed £2000.**

NH warned that all available resources, including contingency, were now fully committed, although there was still a small amount of flexibility in the Roads budget.

Any other business

- Jordan Sergeant had been carrying out due diligence work on the [REDACTED] website. We needed to understand what we wanted to do with it, should we take it over. Traffic appeared to be about 20,000 visitors per annum, though many of those visiting were just looking for information rather than actually having a problem. AS said he didn't think we could afford to take it on time-wise or money-wise at the moment, but that we wouldn't rule it out in the future.
- AS asked KA about the progress on the review of our passenger contact function. KA reported that she had held a meeting before Christmas to consider options for

Minutes

improving the efficiency in the short term, and for looking at how we remain relevant to passengers in the longer term, including how visible, digital and effective we are.

The meeting **closed** at **12.40** 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	5 July 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