

Minutes

Management Team

Date: 28 April 2014
Location: Fleetbank House, London
Time: 1205 - 1500

Present

Anthony Smith	AS	Chief executive
David Sidebottom	DS	Passenger team director
Ian Wright	IW	Head of research
Mike Hewitson	MH	Head of passenger issues
Jon Carter	JC	Head of business services
Nigel Holden	NH	Resources director
Linda McCord	LM	Passenger manager
Katie Armstrong	KA	Passenger team manager
Martin Clarke	MC	Business services executive
Hazel Phillips	HP	Head of communications
Jon Clay	JCI	Senior passenger team executive

Standing items

1. Minutes of previous meetings

The minutes from the meeting on 24 March were **agreed** as a true and accurate record.

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 May 2014
MT507	03/06/13	Social media	Provide staff guidance on social media usage. Guidance to be cross-referenced against existing policy.	SN/ NH	Nov 2013	Draft to go on Connect, followed by workshop. On agenda. Delete.
MT535	30/09/13	Passenger Manager	Appoint FGW Passenger Manager	DS, JC	May 2013	Ongoing (revised action). May 14
MT539	21/10/13	Document retention policy	Define a document retention policy for Connect	JC	Dec 2013	May 14. Outstanding

Minutes

MT547	25/11/13	Organisation name	Provide ideas for “Transport users focus” name	All	Jan 2013	Ongoing. New action MT569. Jun 14
MT552	27/01/14	Stakeholder strategy	Review strategy taking into account project feedback	KA	May 2014	Louise Collins now leading. May 14
MT554	24/02/14	Passenger Team KPI (PAS3)	Conduct analysis into call answering data and report back	KA	Mar 2014	Complete, delete
MT558	24/02/14	Work plan / team plans	Create team plans for sharing at next meeting	All MT	Mar 2014	May 14
MT559	24/02/14	Security policy redraft	Add guidelines on sending sensitive information outside of the office	NH	Mar 2014	Complete, delete
MT562	24/02/14	Revised HS2 Passenger panel budget	Send to the board for approval out of meeting	IW	Mar 2014	Delete
MT563	24/03/14	Equalities survey	Inform staff of the launch of the equalities survey on Connect	KA	Apr 2014	Complete, delete
MT564	24/03/14	Management accounts	Inform NH of likely costs this month	All	Apr 2014	Complete, delete
MT565	24/03/14	Project documents	Post Connect briefing about changes to the templates	JC	Apr 2014	Complete, delete
MT566	24/03/14	Project documents	Check equalities categories for the assessment screen on project briefs	JC	Apr 2014	Complete, delete
MT567	24/03/14	Project documents	Include option for a review six months after the project has finished on the original brief.	JC	Apr 2014	Complete, delete
MT568	24/03/14	Connect	Collect feedback from staff following the Connect training	NH	Apr 2014	May 14

New action:

MT569	28/04/14	Organisation name	Conduct a brainstorming session for staff and Board members	IW	Jun 2014	
MT570	28/04/14	Projects	Share the definition of a project with staff	JC	May 2014	

Minutes

3. Current action matrices

The action matrices for the Board, Audit and risk assurance committee, Statistics governance group, Remuneration committee and Passenger contact group were **Noted**.

4. Workplan update – seven main objectives

Noted. This was the last version of the workplan update in its current format, before the new workplan report is introduced for the May meeting.

5. December 2013 KPI report

The March 2014 KPI report was **noted**. MC highlighted the large number of projects running behind schedule. NH asked for more clarity surrounding budgets for the coming year, particularly surrounding the way work on the passenger surveys is logged.

MT571	28/04/14	Projects log	Clarify how passenger survey work is logged, and generally simplify the log	MC/ NH	Jun 2014	
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KA highlighted improvements over last year to Passenger Team scores, which was welcomed.

6. Management accounts

The March 2014 Management Accounts were **noted**. NH reported that the year 2013-14 had come in on budget. AS congratulated NH for his team's work.

Change

7. How's it going?

Management Team welcomed AS back as chief executive following his sabbatical. Members of the meeting gave a brief update of progress and lessons learnt. AS congratulated everyone on Passenger Focus's ongoing success during his absence.

8. Roads

The DfT was to publish conclusions from its consultation looking at the future of the strategic road network, including giving Passenger Focus a new remit as the independent watchdog for users of the strategic road network. A provisional budget for our additional

work had been agreed. Organisational restructuring would include the appointment of a director-level role for one year to focus on existing work, whilst AS would initially focus his attention on the new roads remit. Further restructuring would probably follow the new appointment.

9. New performance reporting framework

The meeting welcomed Heather Minshull and Shahid Mohammed, who gave an overview of the performance project to date. We wanted to be clearer about the purpose of reporting, and to promote more collaboration across the organisation. JC presented the new draft report format that MT members had had an opportunity to contribute to for the second time, and welcomed feedback from the meeting. He said that it would be something that would evolve over time as we get accustomed to using the new format. The meeting suggested that the name of the document be “workplan report”. The meeting congratulated Heather and Shahid on the project.

10. Update on Annual Report and Accounts for 2013-14

NH said that the Audit and Risk Assurance Committee (ARAC) would look at the draft report on 15 May. The final audit would take place 19-20 June, after which time ARAC would recommend the report to the Board for out-of-meeting approval and then publication before parliamentary recess begins on 22 July. The Board would view the report in public during its meeting in September.

11. Budget 2014-15

NH reported that there was very little room for manoeuvre beyond our workplan commitments for the coming year. The meeting would need to be careful in scrutinising spending proposals, particularly those not already in the workplan. NH also said that we also still need to find £20,000 for the Chair recruitment campaign, and a potential 3% budget saving as specified by the DfT.

12. Staff guidance on social media

HP presented the draft guidance on social media usage. There was a potential conflict with the organisation’s policy. The meeting suggested changing and clarifying the purpose to a guide for personal social media usage. AS said that part three of the document should become the main section, with parts one and two being annexes.

13. May 2014 Board events - Manchester

Noted.

MT572	28/04/14	Board events	Invite Highways Agency and ORR to the May Board events	MC	May 2014	
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14. June 2014 Board events – Edinburgh and Glasgow

Noted.

15. February 2015 Board events

JC suggested that we hold this in Plymouth to look back at the disruption, one year on. AS said that we should target the greatest number of people, and Plymouth may not do that. NH expressed concern about the budget given that we were holding an additional event in Scotland. **Noted.**

Project framework: project reviews and briefs for approval or amendment

16. Project briefs for approval

- Chair recruitment. NH expressed concern that the money isn't enough. **Agreed.** £20,000.

MT573	28/04/14	Chair recruitment	Agree figures	JC/ NH	May 2014	
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- BPS methodology review. IW said there was a potential of attracting a management fee for BPS. **Agreed.** £15,000

MT574	28/04/14	Workplan priorities	Revisit commitments and consider savings	NH	May 2014	
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- TPS wave two. **Agreed.** £65,000 plus £80,000 external funding
- Online data tool – BPS scoping. **Agreed,** but explore sponsorship options for stage two. £16,000

MT575	28/04/14	Open data	Explore sponsorship options	AS	May 2014	
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Minutes

17. Revised project budget/scope for approval

None

18. Project reviews for noting

█ East Coast Passenger Aspirations feedback exercise. **Noted.** █
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Any other business

KA reported that South West Trains complaints handling team was struggling to recover from the winter disruption, and had a three month backlog of cases. There was no immediate prospect of the issue being resolved, and all other TOCs had recovered from the high caseload due to the disruption. The meeting agreed that we should address the issue and push South West Trains for a resolution.

The meeting **closed** at **15.00** 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	28 October 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