

Minutes

Management Team

Date: 27 July 2015
Location: Conference call
Time: 12.00 – 13.00

Present

Anthony Smith	AS	Chief executive
Nigel Holden	NH	Resources director
Guy Dangerfield	GD	Road user director
Ian Wright	IW	Head of insight
Sara Nelson	SN	Head of communications
Linda McCord	LM	Passenger manager
Vivienne Carter	VC	Change manager
Martin Clarke	MC	Business services executive
Douglas Dalziel	DD	Head of innovation

Apologies: David Sidebottom (DS), Mike Hewitson (MH), Jon Carter (JC)

Change process

1. Change update and 3. spending review

AS said that all staff had been briefed on the recent announcements regarding the spending review. We needed to clarify that spending reduction proposals included our road user representation budget. We had been asked to submit our options for 25% and 40% reductions in budget to the department by 7 August.

AS said that we needed to be innovative (and indeed, he welcomed DD to the meeting as our new head of innovation) and to not be an issue for the Department for Transport (DfT).

He stressed his desire to keep both our offices in London and Manchester, and to keep as many current staff members as possible.

AS asked NH to look through the figures to identify options and opportunities that will help us address the challenge posed by the spending review.

MT640	27/07/15	Identify funding options	Identify options for addressing spending review proposals	NH	Sep 2015	
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SN asked how the spending review would affect Scotland and Wales devolution. AS thought that it wouldn't.

DD said we need to be prepared to deliver all options presented to DfT.

2. Organisation structure / recruitment update

VC said that the permanent recruitment processes that had started would be completed, plus a senior passenger team advisor, but after that we would only recruit on fixed-term contracts whilst the spending review process was ongoing. Several staff currently on fixed-term contracts would see their contracts extended.

AS said we also planned to recruit a policy and issues executive and an insight advisor.

MT641	27/07/15	Recruitment update	Provide all staff with an update on recruitment in light of the spending review	VC	Sep 2015	
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Upcoming events

4. September Board events in Edinburgh

Noted. NH queried the relevance of including the event objectives in a particular document, and recommended that MC check that the wording be made suitable for public consumption. SN said that it was important to ensure people were fully briefed about where they would need to be and when, as some of the proposed timings were fairly tight. MC said that the event team would ensure everything works.

5. November Board events in Newcastle

Noted. MC said that he was currently developing an outline theme and programme, and that regular event team meetings would start shortly.

Other issues for discussion

6. Alternative funding group

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AS reported that he had set up a group involving LM, DD, JC, NH and himself to look at alternative funding models. **Noted.**

7. Staff forum

LM reported that Jordan Sargeant would join the Staff Forum. NH said that the main issues raised concerned nominating a single charity for the year and revisions to the notice period for new starters. A new iteration of staff survey 'Changeometer' would take place in September.

Standing items

8. Minutes from previous meeting

The minutes from the meeting on 29 June were **agreed** as a true and accurate record.

9. Management Team action matrix

No.	Meeting	Issue	Action	Who	Due	Notes
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. SN to provide example scenarios.	All	Dec 2014	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	Complete, delete
MT629	30/03/15	Revisions to CRM	Communicate the changes to CRM with staff, including the stakeholder engagement categories	DS	Apr 2015	Aug 15.
MT635	27/04/15	Project framework	Improve the communication and timely delivery of projects	JC/MC	July 2015	Work in progress. New system being trialled, review Sep 15

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MT636	02/03/15	Investors in people re-accreditation	Request 'strategic' assessment to extend our Investors in People accreditation	NH	Apr 2015	Draft assessment report received awaiting NH review Work in progress. Oct 15
MT637	29/06/15	Re-evaluate Workplan priorities	Re-evaluate our Workplan priorities, looking at where we can re-scale activities and whether there's anything we need to cut in light of additional work such as South East Quadrant. Prepare a summary for Interchange	JC/ MH/ IW/ NH	Sep 2015	
MT638	29/06/15	Project process changes	Communicate changes to the project process, including preparing a summary for Interchange	MC	Sep 2015	
MT639	29/06/15	NRUSS	Confirm funding arrangements with regards us taking on producing the current NRUSS in time for July Board Meeting.	GD	Jul 2015	Paper prepared for Board Meeting. Complete, delete

10. Current Board and committees action matrices

The action matrices for the Board and its committees were **noted**.

11. Workplan report

The Workplan Report was **noted**. AS asked colleagues to continue to update the report to ensure it remains up to date.

12. Record of projects

The record of projects was **noted**. AS suggested that we don't highlight projects in red when the end date has passed if we have an expected date captured in the progress comments. MC said that if Management Team notes a change to a project timescale, we

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can display the revised date and thus remove the 'red', but NH agreed that it was important that Management Team does make note of any changes.

MC was working on a more rigorous way of capturing and using the information (action MT635) which should improve our record in this area.

13. Management Accounts

The June Management Accounts were **noted**.

Project framework: project reviews and briefs for approval or amendment

15. Project reviews for noting

1. Franchise reports – **noted**. SN asked that the communications team had more input into the review. AS agreed, but also suggested that we could boost our internal communication concerning publications, and franchise reports in particular.
2. Bus Passenger Survey methodology review – **noted**. NH asked whether the results of the review would affect the costs of running the survey. IW thought that they wouldn't be significantly affected.
3. Plusbus – **noted**.
4. Glasgow Queen Street – **noted**. IW said there were two more waves to come: during the works and once the works are complete.
5. Testing a shorter National Rail Passenger Survey – **noted**.
6. Board Member recruitment – **noted**.

Any other business

IW reported that conversations were ongoing regarding rail passenger compensation research, and said that a project brief would be circulated soon. **Noted**.

The meeting **closed** at **13.00** hrs.

Signed as a true and accurate record of the meeting:

Anthony Smith
Chief Executive

Date

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Freedom of Information Act 2000 Section 22

Proposed publication date	27 January 2016
Publication issues	Certain sections may need to be redacted.
Diary entry to be made by	Martin Clarke
Publication to be authorised by	Jon Carter

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