

Minutes

Management Team

Date: 01 June 2015
Location: Fleetbank House, London
Time: 1300 – 1500

Present

Anthony Smith	AS	Chief executive
David Sidebottom	DS	Passenger director
Nigel Holden	NH	Resources director
Guy Dangerfield	GD	Road user director
Jon Carter	JC	Head of business services
Ian Wright	IW	Head of insight
Mike Hewitson	MH	Head of policy and issues
Sara Nelson	SN	Head of communications
Linda McCord	LM	Passenger manager
Vivienne Carter	VC	Change manager
Martin Clarke	MC	Business services executive

Change process

1. Change round table update and
2. Organisation structure / recruitment update

VC reported that interviews were taking place for the vacancies created as part of the revised organisation structure. Results of the recruitment process would not be available until after the consultation period for those whose roles had been put 'at risk' had finished. AS thanked JC in particular for his assistance with the changes.

External recruitment would likely be required once the internal tranche had completed, where we were not able to recruit internally.

AS said we would publish the next issue of internal change newsletter *Interchange* soon.

The change team was preparing options for coping with changes to our core funding, which would be shared with Management Team at our next meeting.

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3. Chief executive's objectives

AS said that he had agreed a draft set of objectives with the Jeff Halliwell. GD suggested that a point about rail performance in the South East be included, [REDACTED] which was **agreed**. The objectives would be considered by the remuneration committee before being considered final.

Upcoming events

4. Board/stakeholder events in Cardiff - feedback

JC reported that feedback had generally been good, though it was a shame that Welsh Government wasn't present. He apologised for the sub-standard display screen, and assured colleagues that this would be better in future.

5. July parliamentary reception

SN presented plans for our parliamentary reception, scheduled for 6 July, which were **noted**. AS asked whether the date was right, two days before the budget. Generally, the meeting thought it was best to get on with it

Other issues for discussion

6. Stakeholder feedback

6.1 Scotland – ministerial meeting

AS presented notes from his meeting with the Scottish minister, which was positive. The minister liked our work and wanted more of it.

6.2 Transport for Greater Manchester (TfGM)

AS said that his meeting with Jon Lamonte, chief executive of TfGM, had also been positive. Devolution of the administration of bus services had been in the Queen's Speech, so we needed to get on with making sure we would be ready to represent the interests of bus passengers in any such settlement.

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7. Spending restrictions - reminder

NH reminded colleagues of the spending restrictions in place, which were **noted**.

8. Annual report and accounts update

The annual report and accounts had been sent to the Department for Transport (DfT) for comment, and would be on the agenda for the Audit and Risk Assurance Committee (ARAC) on 3 June. SN said that we were on track to lay the annual report and accounts before parliament on 26 June.

9. IT server migration update

NH set out plans for the IT server migration. This was scheduled to take place over the weekend 20-21 June. The time available was tight, NH proposed that the work would start from 1pm on 19 June. Our systems would be unavailable during this period, including for outsourced contact centre Ventrica. This would include CRM, so Ventrica would use an alternative method of logging contacts during this period. JC proposed using the time to carry out a thorough tidy-up of the office. **Agreed**.

10. Claire Perry Meeting – feedback

GD and IW had recently met with minister Claire Perry, and had presented options for helping to tackle issues for rail passengers in London and the South East. She had said ‘yes please’ to all the available options. We were thinking about more current alternatives to the National Rail Passenger Survey, for example social media monitoring, but to facilitate the development of this we would need to secure extra funding from DfT or the industry.

NH said that he thought the operators involved should pay. AS stressed that we must make sure this would be properly resourced; we mustn’t compromise our agreed Workplan.

Standing items

11. Minutes from previous meeting

The minutes from the meeting on 27 April were **agreed** as a true and accurate record.

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12. 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	Jun 15
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	Tentatively scheduled for July 2015
MT624	30/03/15	NRPS retender	Produce timeline for NRPS retender process for MT info	IW	Apr 2015	Share with Board and MT Jun 15
MT625	30/03/15	NRPS retender	Brief other staff, including passenger managers, on what's happening with the NRPS	IW/ DS	Apr 2015	Jul 15
MT628	30/03/15	Board events funding	Investigate what aspects of the Board events programme could be funded from road user budget	JC/ NH	Apr 2015	Jun 15. Note: there is the opportunity to do a road focussed event in Manchester in Mar 16
MT629	30/03/15	Revisions to CRM	Communicate the changes to CRM with staff, including the stakeholder engagement categories	DS	Apr 2015	Jun 15
MT630	30/03/15	CRM annual cleanse	Conduct an 'annual cleanse' of CRM contacts to ensure information we hold is relevant and up-to-date	DS	May 2015	Cleanse largely completed; only non-email contacts o/s. Complete, delete.
MT631	30/03/15	Team plans	Write team plans based on 2015-16 Workplan, ready to share at April MT	All	Apr 2015	Delete. Agreed team plans do not need to clog up MT meeting
MT632	27/04/15	Satisfaction measure for franchising	Find out what train companies already do by	DS	May 2015	More useful for SGG on 18 June. DS to

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			way of regular customer feedback exercises			attend. Complete, delete.
MT633	27/04/15	Satisfaction measure for franchising	Prepare a narrative of what we can offer by way of more current satisfaction measures as an alternative to NRPS	IW	May 2015	This is part of the NRPS review and is covered by agenda item 9. Delete.
MT634	27/04/15	IT server changeover	Communicate changes to staff, including what people need to do and by when	NH	May 2015	See agenda item 8.1. Complete, delete.
MT635	27/04/15	Project framework	Improve the communication and timely delivery of projects	JC/ MC	July 2015	Work in progress
MT636	02/03/15	Investors in people re-accreditation	Prepare 'strategic overview' of our Investors in People commitment.	NH	Apr 2015	Work in progress

13. Current Board and committees action matrices

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

14. Workplan report

The Workplan Report was **noted**. AS urged colleagues to update the document regularly, and to speak to MC if they had any technical difficulties.

15. Record of projects

Noted.

16. Management Accounts

Noted. AS congratulated NH and Shahid Mohammed on their excellent budget management.

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Project framework: project reviews and briefs for approval or amendment

17. Project briefs for approval

1. Transport Focus parliamentary event – **agreed £1250**. We would invite stakeholders but not media to the event.
2. Board and stakeholder events in Edinburgh – **agreed £9500**, excluding teams' travel and subsistence.
3. Bus passengers' priorities for improvement and trust – **agreed £49,000**. This project combined three products – priorities, trust and also non-users through a filter question "do you use buses?" – thus saving us money. JC stressed that this project would need Board approval if the costs escalated over £50,000. SN asked that the communications team be involved earlier on in the project, to help ensure a timely delivery of the final product. LM asked whether it would be possible to attract joint funding, either for the originally proposed work or to boost certain areas. MH agreed that this was a possibility, but said that it was important to get on with the work. IW suggested that we would combine the qualitative and quantitative strands, and publish the section on non-users separately. This was **agreed**.
4. NRPS consultation – **agreed £2500**. IW also presented the latest consultation document.

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	01 November 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