

# Minutes

## Remuneration Committee

May 13 BM 8.2

**Date:** Wednesday 1 May 2013

**Location:** Fleetbank House  
Salisbury Square  
London EC4

**Time:** 11.00

### Present

#### Committee Members

Nigel Walmsley  
Deryk Mead CBE

NW Chairman  
DM

#### Executive

Nigel Holden  
David Sidebottom  
Jon Carter

NH Resources Director  
DS Passenger Team Director  
JC Head of Business Services

#### Apologies

Anthony Smith

AS Chief Executive

### 1 Welcome and apologies

The Chairman welcomed everyone to the meeting and noted apologies from Anthony Smith.

### 2 Minutes from previous meeting

The Committee **approved** the minutes of the meeting held on 14 March 2012 and authorised the Chairman to sign them.

### 3 Action matrix

The Committee noted no outstanding issues from previous meetings other than as provided for on the agenda.

**4 Civil Service terms and conditions review**

NH introduced the Cabinet Office inspired review and the benchmarking exercise which had provided some comparisons with the public and private sectors. NW thought these less than helpful although the report made interesting reading and contained useful background data. DM wondered about mobility – moving people from one part of the country to another raised real issues for spouses and children. NH agreed that ‘reasonable’ was subject to interpretation but historically Passenger Focus had not encountered any concerns with its interpretation. The committee **noted** the review as work in progress which is unlikely to have any immediate impact.

**5 Principal Civil Service Pension Scheme**

NH outlined the changes to contributions to the scheme made in 2012-13 and further expected increases in 2013-14 which the committee **noted**.

**6 Pay remit**

The committee **endorsed** the pay remit proposals as set out in NH’s update to his report as follows:

**2012:** a 1 per cent pay increase with an increase of £250 for any staff earning under £21,000 the increase will be backdated to 1 April 2012 and were paid to staff who joined Passenger Focus before 1 January 2012. The increase in salaries and arrears were paid with the March salaries, and the increase and arrears for any allowances were included with the April salaries

**2013:** a 1 per cent pay increase with an increase of £250 for any staff earning under £21,000 the increase will be applied from 1 April 2013 and will be paid to staff who joined Passenger Focus before 1 January 2013. We will increase the starting pay for new staff in paybands A to D by 1 per cent with effect from 1 April 2013.

**7 Staff absence report**

The committee discussed the staff absence report for Q3 2012-13 which it thought good but not great. NH explained the instances of unusual longer term sickness absence, the majority of which had now resolved and the improvement would be reflected in the Q4 report. The committee discussed and **noted** the HR arrangements NH had put in place following Lesley Sherwin’s departure.

**8 Staff attitude survey**

The committee discussed the staff attitude survey and how survey monkey had been used as an anonymous way of contributing – the participation rate was both good and stable. The results were satisfactory although in common with many other organisations staff understanding of the role of the board was lower than desirable.

The Committee discussed and rejected the suggestion of including a question on the subject of bullying and harassment partly although not exclusively on the grounds that any such occurrences should not wait until an annual survey to be reported.

## **9 Staff handbook – policies for approval**

### **9.1 Flexible working policy**

NH reminded the committee of the background to this policy, whereby informal arrangements had developed over the years and, having reviewed these arrangements, management team had concluded that a framework should be developed to help manage these and any new arrangements. The committee was concerned that fairness should prevail with respect to new / existing employees and, on the proviso of inserting a formal annual review of agreed flexible working arrangements between members of staff and their line managers, **approved** the policy.

### **9.2 Social media policy**

Management team had made some revisions to this policy since the committee had seen it last, with the result of being clearer where it had been necessary to be so. NH added that changes had been made to the availability of guest wifi within the London and Manchester offices (primarily as a data security measure) and, together with the quota controlled access to personal and social browsing on computers connected to the server, a reduction in use of smartphones at work had been observed. The committee **approved** the social media policy.

## **10 Performance related pay**

The committee formally **approved** the PRP scheme for 2012-13 for which a sum of £15,000 had been set aside. As usual, NW had been consulted on management team bonus nominations. The committee also felt that the size of the pot was inadequate as a performance incentive and, would formally recommend to the board that it should be doubled.

## **11 Non cash benefits**

NH reported that following discussion with the staff forum no further work was planned on this topic. Benefits such as a bike purchase scheme and child care vouchers had been suggested but were disproportionately complex to administer; other schemes already existed for sports, motoring and insurance. Other proposals would be considered on an 'as raised' basis but with no commitment. The committee agreed that enough management time had been spent on this matter for the present.

## **12 Any other business**

There being no further business the meeting closed at 12.00 hrs

Signed as a true and accurate record of the meeting.

---

**Nigel Walmsley**  
Chairman  
Remuneration Committee

---

Date