

Board Meeting Paper	
Sep 13 BM 5.0	
Report for	Decision <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If confidential, protective marking ¹	
Date of Meeting	Thursday 12 September 2014
Agenda Item	5
Report Title	Chief Executives work plan report for Q1 2013-14 April – June 2013
Sponsor	Anthony Smith
Compiled by	Martin Clarke



1. Chief Executives Overview (Anthony Smith)

Update – Quarter 1 2013-14

- development of *Passenger Power!* themes in relation to franchising. Government response to Brown review published in June
- Passenger and franchising seminar on June 5
- Government rail Fares and Ticketing review now due for publication in early summer
- Publications: South East Flexible Ticketing, Bus value for money, Oxford Smartzone, spring wave National Passenger Survey June 19
- New outsourced call centre started contact on May 8
- New improved access to National Passenger Survey and complaints data via website from end June

Forward looking – Quarter 2 2013-14

- Seminar to push development of *Passenger Power!* campaign in relation to bus passengers
- Seminar to showcase bus punctuality work – Manchester September 19
- Publication of bus value for money research and evaluation of Oxford Smartzone project
- Continue to develop *Passenger Power!* theme in relation to franchising
- Publish update on *Ticket to Ride* report – how the industry deals with absence of 'valid' tickets
- Fieldwork commences for Autumn rail National Passenger survey and Bus Passenger Survey
- Commence planning for national Tram Passenger Survey

¹ ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

2. Research (Ian Wright)

Update- Quarter one (April-June) 2013-14

- The Preferred Supplier List to be used for procuring non-OJEU research came into effect on 1st April. We held a very successful Agency briefing to bring all agencies up to speed on who we are and how we work, with contributions from across Passenger Focus.
- The NPS Spring 2013 wave was published on 19th June. In addition to the familiar outputs, we also produced a more engaging, visual summary document, aimed at key stakeholders, but which should also be more user friendly for interested passengers. This received positive feedback from many quarters so we shall continue with it, and potentially expand its content for the next wave.
- The BPS Spring wave, covering Centro and all Go Ahead businesses outside of London, was completed. We changed BPS supplier from GFK NOP Ltd to BDRC on mutually agreeable terms, after consistent underperformance from GFK.
- We conducted small pieces of qualitative work amongst small/medium bus operators in Norfolk, and County Council stakeholders, about their views and knowledge of smart ticketing, prior to a roll out as part of the Managed Service pilot
- Ian spoke about the Tram Passenger Survey at the Light Rail Conference in Manchester on 15th May, to further our aims of a national roll out
- We briefed the Department's Local Directorate team on relevant research
- We attended a Network Rail workshop of HS2 phase 2, as background to potential further research for the Department/ NR
- We commissioned qualitative and quantitative research on behalf of MerseyTravel to feed into the procurement and design of new rolling stock for Merseyrail. The research programme will run until 2015. Stakeholders are so far very pleased with the research, and it has added to our knowledge bank in that it has reinforced the fact that passenger expectations of rolling stock can vary not inconsiderably around the country.
- Ian spoke at the Department's Rail Research and Innovation Board, and at a workshop on urban transport arranged by The Knowledge Transfer Network, an arm of the Technology Strategy Board
- Ian attended Norman Baker's Roundtable on Smart Ticketing and spoke about the Oxford Smartzone research

Forward look - Quarter two (July-September) 2013-14

- We conducted qualitative research in England, Scotland and Wales to understand to what extent passengers trust train companies and other players in the railways, and if trust is lacking, how this might be improved. This is the research that was in part instigated by a desire to understand the gap between the NPS and the Which survey earlier this year.

- Ian spoke again at the European Training College for Railways.
- By the second quarter the team member who was off on long term sickness returned to full time work, bringing the team back up to full strength
- We input into the Rail Delivery Group's retail strategy
- We will conduct focus groups in Norfolk to assess passengers' knowledge, experience and views on smart ticketing before roll out commences as part of the Managed Service pilot. This will include assessment of potential new ticketing products
- We will speak at the Transport Card Forum on the passenger perspective on smart ticketing
- We will continue discussions with the Department and others about the role of NPS in franchising, as the Autumn wave goes into the field in September
- The first wave of fieldwork for our Tram Passenger Survey will begin. At the time of writing, Centro and Blackpool were on the verge of boost funding the survey, and there were ongoing talks with other tram promoters (including TramLink, with the blessing of the Department, TfL and London TravelWatch).
- The Autumn wave of the BPS will go into the field with its largest sample to date, thanks to boost funding, remarkable given the supplier issues we had so recently. The sample includes First Glasgow and Lothian Buses.
- On a related topic, Centro have cancelled their own customer satisfaction research on rail, bus and tram, and will use and boost NPS, BPS and TPS going forward as their sole source of this data. This is a very gratifying endorsement of our research, and hopefully Centro are the first of several to follow this path
- We will conduct joint research with ORR, qualitative and quantitative, focusing on the passenger experience from a consumer point of view. This will feed into ORR's strategic planning on consumer protection, and will also increase our knowledge of pre-journey planning, an area that has evolved a great deal in the last few years and where we have gaps in our research
- We will carry out a check of Passenger Assist, which replaced the Assisted Passenger Reservation System, to see if it has improved, after recommendations coming out of our previous research. This is co-funded by the Department and Network Rail
- Ian will meet with RSSB to ascertain where we could work together on research. This would potentially mean a passenger research intervention at early stages of technological development
- Ian will speak at Norman Baker's High Level Tram Summit
- We are likely to conduct research at Waverley Station to get the passenger assessment of recent improvements, and the priorities for improvement going forward. This would be joint work with Network Rail and First.
- We will meet with Norman Baker to brief him on the smart ticketing research to date

3. Communications (Dervish Mertcan)

Update – Quarter 1 2013-14

- Published the annual report and accounts 2012-2013
- Launched the *Giving passengers a voice in rail services* research at a seminar event which brought together 80 key industry and government players. This seminar discussed the research findings in detail and looked at practical ways to make *Passenger Power!* a reality
- E-published three editions of Passenger Voice. Each edition was sent out to more than 10,000 people
- Published the following pieces of research:
 - rail *National Passenger Survey* Spring 2013 wave
 - *Tram Passenger Survey* pilot in the West Midlands
 - *Bus passengers' experience of delays and disruption*
 - *Presenting 'right-time' performance information to rail passengers*
 - *Understanding rail passengers – festive travellers* which is the first in a series of reports.
- Responded to media enquiries on a range of issues:
 - the Government's spending review and infrastructure announcements
 - ORR's draft determination for the 2013 Periodic Review
 - ORR's publication of rail financial information
 - Network Rail's annual assessment
 - disruption to services on the Great Western Main Line
 - overcrowding
 - Network Rail bonuses
 - rail investment in Scotland
 - ScotRail's simplification of its pricing structure
 - parking at stations.

Forward looking – Quarter 2 2013-14

- Respond to the expected high level of media interest in the publication of July's inflation figure in August
- Publish the following pieces of research:
 - *Smart ticketing – what passengers want*
 - *Understanding rail passengers – the average commuter*
 - *Understanding rail passengers – delays and compensation*
 - *Anti-social behaviour on buses*
 - *Oxford Smartzone*
 - *Value for money on buses.*

4. Resources (Nigel Holden)

Update – Quarter one 2013-14

Human Resources

- 2013 pay awards implemented
- New HR arrangements implemented which seem to be bedding in satisfactorily
- There were two resignations in the period – a Passenger team executive and the Head of Communications
- Successful recruitment for Communications Assistant intern post and Passenger team executive, and maternity cover for Senior passenger team adviser, and appointment of a permanent Head of Communications
- Management of the return to work of two members of staff following long term sick absence

Facilities, ICT and procurement

- Launch of the on line Staff directory on Connect
- Advising on a contract dispute with supplier which was resolved satisfactorily
- Updating the Information and Communication Technology (ICT) Strategy and Business continuity plans

Finance

- Annual accounts for 2012-13 received an unqualified audit opinion and were laid in Parliament on 27 June 2013
- A summary of expenditure to 31 May 2013 is shown in the finance report (Sep 13 BM 5.3).
- At 31 July 2013 expenditure, excluding Smart ticketing work, totalled £1,185,000 against the forecast of £1,193,000 a variance of less than 1%

Forward look - Quarter two 2013-14

- New payroll service parallel testing in August and September prior to go live on 1 October 2013
- Procurement of printers because the current contract ends in December 2013
- Securing further graduates trainees in Manchester and London paid for by the Network Rail Track and Train scheme
- Ensuring maternity cover arrangements are in place for the Head of Communications
- Refresher HR training for line managers

5. Corporate governance (Jon Carter)

Board and governance programme

- The Board met informally in April, May and June and formally in May.
- The conference programme in Bristol in July was very well received and was an excellent example of internal collaborative working. We especially appreciated the generosity of First Bus who organised a briefing at their Hengrove bus depot.
- The Audit Committee met in May and July; Statistics Governance met in June; and the Management team met in April, May and June.

Board appointments

Diane McCrea was appointed by the Welsh Government as the new board member for Wales with effect from 1 May 2013.

Formal letters of appointment to the new audit committee members have been issued, and the population of the other committees and 'champion' roles completed.

Business and project management

- The project management arrangements continue to work well with the discretionary fund approximately a third committed at the end of the quarter. This is an important indicator that work plan commitments are being delivered.
- The 2013-14 internal audit plan is on track with both business continuity and third party funded research assignments concluding fieldwork and due to report at the October ARAC meeting.
- There were no serious data handling incidents during the first quarter

Forward looking – Quarter 2 2013-14

- Work will begin on developing the campaign for the recruitment of a new Chairman whose appointment we hope to be announced in June 2014. The campaign is likely to be managed by us with funding provided by DfT.
- The planning for Edinburgh and Cardiff will absorb much team time but will we hope ultimately prove well worth the effort
- We will discuss with Resources the prospect of a Network Rail graduate trainee joining the team for a six month period from September 2013.