

<b>Board Meeting Paper</b>	
<b>Sept 12 BM 5.1</b>	
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 <sup>1</sup>	
Date of Meeting	19 September 2012
Agenda Item	5.1
Report Title	Chief Executives work plan report for Q1 2012-13
Sponsor	Anthony Smith
Author(s)	See below (compiled by Matt Ayson)



<b>1. Chief Executives Overview (Anthony Smith)</b>
<p><b>Update on significant issues – April to September 2012 (including quarter one reporting period)</b></p> <ul style="list-style-type: none"> <li>• Successful launch of <i>Ticket to Ride</i> report – now being followed up with industry. Development of code of practice for how Unpaid Fare Notices are used.</li> <li>• Continued high level of rail ‘appeal’ complaints being referred to Passenger Focus.</li> <li>• Significant match funding secured for Autumn Bus Passenger Survey.</li> <li>• June launch of Spring wave of rail National Passenger Survey.</li> <li>• Development of policy lines in on-going debates about bus quality partnerships and contracts.</li> <li>• Secured significant funding from Department for Transport for research into passenger views on smartcards and smarter ticketing products for bus and rail.</li> <li>• Widespread coverage for Passenger Focus views on July inflation figure and potential fare rises.</li> <li>• Strong media presence in debate about West Coast franchise.</li> <li>• Board recruitment well underway.</li> <li>• London office move finally signed off and scheduled.</li> </ul> <p><b>Looking forward, significant issues – September to December 2012 (including quarter two reporting period)</b></p> <ul style="list-style-type: none"> <li>• Scope, commission and deliver further elements of smartcard research.</li> <li>• Maintain input to franchise replacement process.</li> <li>• Comment on Government decision in relation to regulated fare level rises in January 2013.</li> <li>• Develop and commission more bus passenger research – value for money and disruption.</li> <li>• Maintain passenger satisfaction levels with our rail complaints handling.</li> <li>• First outputs from bus punctuality work.</li> <li>• Ensure late September 2012 London office move does not disrupt business.</li> </ul>

<sup>1</sup> ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

## 2. Research (Ian Wright) (see annex 5.2)

### Update – Quarter one 2012-13

- We ran a research briefing for Short and Tweet that attracted a large number of industry social media practitioners, and generated such a substantial amount of useful debate that Anthony's suggestion of reconvening later in the year was warmly welcomed. The work will also be the subject of an article in New Transit magazine, and a talk at the Travel 2020 conference.
- We researched the customer propositions for flexible commuter products that could be delivered via Smart Ticketing as part of the South East Flexible Ticketing programme, on behalf of the DfT, which was very well received by the department, TOCs, ATOC and TFL.
- We began to scope out the options for the renewal of our research framework, which reaches the end of its minimum three year contract term in January 2013.

### Forward look - Quarter two 2012-13

- Mixed blessings with regard to the team. One member of the team returned from maternity leave, initially on three days per week, but one other began a period of long term sick leave which at the time of writing is of undetermined length. Apart from the emotional impact on the team and others, it has also necessitated immediate recruitment to cover the smart ticketing research programme.
- Fieldwork for the Autumn waves of NPS and BPS begins in September, the latter bringing in a significant number of third party funders that have been detailed elsewhere, thanks to the hard work of Murray and others.
- Joint research with NRES and ORR is underway to ascertain passenger preferences for how right time information for the rail industry should be put into the public domain to make it as useful and accessible as possible.
- We received formal notice from the Department that Ministers have agreed to provide up to an additional £0.4m per annum to fund research into smart ticketing for 12/13 and 13/14. During 13/14 we will review whether to extend the project and the resources we will need to do so. In the meantime we have been undertaking desk research and making contacts to both underpin the research, and scope the parameters of the research, to be agreed with the Department. We are also recruiting an interim to back fill the resource we are committing to this, as agreed with the Department.
- We are firming up the details of a preferred supplier list that will replace our research framework in January 2013, prior to advertising this opportunity at the start of October.

## 3. Communications (Sara Nelson)

### Update – Quarter one 2012-13

- The website was relaunched in early June and has gone well so far. We continue to work with Browser on snagging issues, and will shortly be scoping out the second phase of the overhaul.
- The communications team sent out a press notice and organised a well-attended event to promote *Short and Tweet*. There was good coverage of this report and it also generated some interesting online chatter.
- The *Ticket to Ride* campaign was successfully launched in Q1, including a well-liked Facebook page, and interviews across all major print and broadcast media.

- The June National Passenger Survey generated coverage across all major print and broadcast media, plus we have used the statistics to inform media interviews on other topics.

#### **Forward look - Quarter two 2012-13**

- Event and press notice for launch of bus reduction research and toolkit.
- The annual report.
- August RPI fares announcement.
- Recruitment of a new communications assistant.

### **4. Resources (Nigel Holden) (see annex 5.3)**

#### **Update – Quarter one 2012-13**

##### Human Resources

- One of our Senior Passenger Team Advisers resigned in May 2012 and the vacancy was filled in June 2012 following an internal selection process, followed by a successful recruitment for a Passenger Team Assistant (fixed term contract) vacancy created as a consequence.
- An interim Head of communications was recruited to provide maternity cover.
- Successful internal selection for the interim posts of Passenger team executive – team leader and Passenger contact team leader to provide maternity cover for the Passenger team manager.
- Our Investor in People accreditation was formally confirmed in April 2012.
- Board member recruitment activities have taken a significant amount of the HR manager's time in this quarter.

##### Facilities and ICT

- The main activities in the period were the formal signing of the agreement for Fleetbank House, and planning the London office fit out ready for the move in September.

##### Finance

- The annual report and accounts for 2011-12 received an unqualified audit certificate.
- Successful submission on time of the consolidation pack for the 'Clear line of sight' project.
- A summary of expenditure to 30 June 2012 is shown in the finance report (Sept 12 BM 5.3).

#### **Forward look - Quarter two 2012-13**

- Support for Board member selection in September.
- Commencement of Welsh board member recruitment.
- Support for changes in Passenger team as a consequence of the maternity cover interim appointments.
- Corporate induction for new staff.
- Implement replacement HR system.
- London office fit out and move, including moving the telephone switchboard to our hosted data centre.
- Procurement advice and support for Research Framework retender.
- Forecast outturn review with budget holders to ensure costs will remain within the agreed funding for the year.

## 5. CEO Team (Jon Carter)

### Update – Quarter one 2012-13

#### Board recruitment

- Sifting took place (158 applications) for up to six GB appointments to be made in two tranches (2012/2013) and a shortlist of 18 agreed with the Secretary of State.
- Sifting (50 applications) and interviewing (5 candidates) for the appointment to the Board in the gift of Scottish Ministers took place and the appointment of Philip Mendelsohn announced with effect from 1 September. A process compliance certificate was issued by the Independent Public Appointments Assessor.

#### Board and governance programme

- A busy period for the Board. The Board met formally in May and informally in April and June. The Audit Committee met in April and May, and the Statistics Governance Group in June. Management team met in April, May and June.

#### Annual report and accounts 2011-12

- This annual slog was largely undertaken by the team in the absence of sufficient capacity within the Communications Team, who was heavily involved in the development of the new website. Apart from the time and effort needed to steer the report through its internal stages, the House of Commons appeared unable to decide at key points what was acceptable for laying or not, and the situation was recovered only through the utter flexibility of our design team at TU-ink and a great team effort here.

#### Key performance indicators (KPI's)

- Team business performance remained good with all KPI's on target

#### Project framework

- Matt spent a significant part of this quarter driving improvements to the project management regime, parts of which were highlighted as needing some attention following an internal audit. Working with both the Passenger and Resources teams alignment has been achieved between project planning and execution, accounting and budgeting, and review and reporting. The final outcomes of this work were reviewed by Audit Committee in July.

### Forward look - Quarter two 2012-13

- The annual report and accounts were laid in the House of Commons on 10 July
- GB Board member interviews are scheduled for 12-14 September
- We have concluded a services agreement with the Welsh Government to manage the process of appointing a Welsh board member with effect from April 2013
- A cross-organisation review of business plan deliverables has begun and will conclude with a report to the Board in November.