

Minutes



Meeting of RPC Board

Date: Wednesday 12 October 2005

Location: Palace Hotel, Oxford Road, Manchester, M60 7HA

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Present

Board Members

Colin Foxall	CF	Chairman
Jessica Barrow	JB	
David Burton	DB	
Brian Cooke	BC	
Phil Davis	PD	
Kate Gordon	KG	
James King	JK	
Christine Knights	CK	
Derek Langslow	DL	
Deryk Mead	DM	
Bill Samuel	BS	
Barbara Saunders	BSA	
Marc Seale	MS	
Nigel Walmsley	NW	

Executive

Jon Carter	JC	Implementation Team Manager
Nigel Holden	NH	Finance Director
Caroline Jones	CJ	Communications Director
Vinita Nawathe	VN	Policy and Research Director
Anthony Smith	AS	Chief Executive

Paul Stott	PS	Implementation Team (Board Support)
Nicola Wilkie	NW	PA to Chairman and Chief Executive (minute taker)
Mark Woodbridge	MW	Passenger Link Director

1. Welcomes and introductions

1.1 Members welcomed Colin Foxall's appointment as Chairman.

2. Apologies

2.1 No apologies had been received.

3. Minutes of the last Meeting

3.1 Members **agreed** the minutes of the last meeting **subject to** the circulation of the health and safety paper.

Action: Eamon Caughey to circulate health and safety paper

4. Matters arising

4.1 Jon Carter (JC) said the legal advice he had received as to the indemnities to be offered by NDPBs to Board members had been passed to the Department of Transport for review.

4.2 Colin Foxall (CF) said he would be shortly be nominating a Board member to be Chairman of the Remuneration Committee, to be appointed initially for one year. A new Chair for the Audit Committee would be nominated in a similar process.

Action: CF to propose the appointments of Chairs for the Remuneration and Audit Committees

5. Chief Executive's Business Report

5.1 Anthony Smith (AS) spoke to the paper, noting the recently received ATOC response to the Passenger Information Report of 2004, and outlined the RPC's developments planned for January 2006.

Action: AS to circulate the RPC Passenger Information Report and ATOC's response.

5.2 Members were content at the proposed January 2006 launch of the RPC's new name, website, corporate plan and NPS publication on the basis of secure preparedness. AS assured the Board that the RPC is ready for the launch.

5.3 Mark Woodbridge (MW) explained the work and commitments of the Passenger Link Managers (PLMs), undertaking to report on their activities against the workplan, and AS agreed to circulate a paper to answer Members' questions about PLMs' job descriptions, training etc.

Action: MW/JM to circulate paper about Passenger Link Managers' role
PLM future board meeting report?

6. Operational Plan report

6.1. Members raised the issue of which decisions should be made by the Management Team and which should be reserved for the Board. The Chairman noted that the Board's terms of reference made provision for this, but asked that a note be circulated for clarification.

Action: JC to circulate guidance on decision making process

6.2 Members **noted** the Operational Plan.

7. Budget and finance report

7.1 Nigel Holden (NH) spoke to the paper.

7.2 CF said the Audit Committee had asked that the financial figures be linked to the business plan and activities. He said he would be meeting with the Executive to discuss the unallocated budgetary expenditure, with a paper to be circulated following the meeting.

7.3 The Board **noted** the paper.

8. Communications Report

8.1 CJ spoke to the paper.

8.2 Members discussed contact and complaint levels and CJ undertook to circulate the standards by which the Contact Centre performance was measured.

Action: CJ to circulate Passenger Contact Centre performance measurements

9. Branding

9.1 CJ circulated the branding report and spoke about progress on the issue to date, including the passenger evidence that supported the two possible names. Both options would be trialled, with a planned discussion meeting with the Secretary of State within three weeks.

Action: CF to inform Board Members as to progress following the Secretary of State meeting

10. Working Groups

• Engaging with Passengers

10.1 Jessica Barrow (JB) spoke to the paper and Members **agreed** the proposed next steps for the Group

• Policy and Research

10.2 Bill Samuel (BS) spoke to the paper and Members **agreed** that the Policy meeting on 9 November would be an opportune time to consider policy issues.

• Work Planning

10.3 Nigel Walmsley (NW) spoke to the paper.

10.4 Board Members **agreed** both recommendations and AS, in conjunction with the Audit Committee, agreed to provide an enterprise risk assessment template.

Action: AS to draw up a enterprise risk assessment paper

- **Access for all**

10.5 Barbara Saunders (BS) spoke to the paper and Members debated the Group's recommendations.

10.6 Members were content for the Working Group to advise the Board on access issues and BS undertook to carry out a mapping exercise in advance of further discussions of the issues.

Action: BS to undertake mapping exercise as to application of the principles of access for all.
Future discussion on subject?

- **NPS Governance**

10.7 VN updated Members on the work to date of the NPS Governance Working Group, including the necessity to establish three groups (for research, industry stakeholders and contract management).

10.8 Members accepted that the work of the NPS Governance Group would be long term.

11 Future of working groups

11.1 CF undertook to circulate a paper regarding the future of working groups

Action: CF to circulate a paper regarding the future of working groups

12 Audit Committee

12.1 Members were informed of the key decisions made by the Audit Committee at its meeting, namely the incorporation of budget expenditure within the workplan, meetings to discuss both the website and budgets, and the drafting of risk model and project review procedures papers.

13. Information flows to Members

13.1 Members supported the principle to conduct an information audit, in addition to the Policy papers that would be circulated to them automatically.

Action: AS to carry out an information flow audit to Board Members

14. Any Other Business

14.1 CF to circulate a paper to Members following a meeting to discuss the RPC website.

Action: CF to circulate a paper to Members following a meeting to discuss the RPC website

14.2 CF to consider the proposed meeting dates for 2006.

15. Date of next meeting; Wednesday 9 November 2005, London, location to be confirmed



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