

# Minutes



## Minutes of Passenger Focus Board

**Date:** Tuesday 7 February 2006  
**Location:** Carlton Hotel, North Bridge, Edinburgh  
**Time:** 1500 – 1730

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### Present

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#### 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	
Bill Samuel	BS	
Barbara Saunders	BSA	
Nigel Walmsley	NW	(From item 1)

#### Executive

Anthony Smith	AS	Chief Executive
Caroline Jones	CJ	Communications Director
John Mooney	JM	Passenger Link Director (from item 5 onwards)
Nicola Wilkie	NW	PA to Chairman and Chief Executive (minute taker)
Kafil Badar	KB	Business Planning Manager

#### External delegates

Heather Battson	HB	Rail Quality Improvement Manager, Transport Scotland
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Dr Malcolm Reed

MR

Chief Executive, Transport  
Scotland

## Apologies

Derek Langslow

Deryk Mead

Marc Seale

## Welcome and Apologies

The Board noted the apologies received.

## Board closed session

The Chairman informed Members that he had met with Phil Davies (PD) to talk about Passenger Transport User Forums and it had been agreed that the Chairman would meet with the Chairs of all PTUFs to establish good working relationships.

**Action:** AS and CF to meet with Chairs of all PTUFs to establish good working relationships.

PD and Bill Samuel (BS) would also attend a future Passenger Link Managers meeting to brief them on to the opportunities offered by PTUFs and Regional Development Agencies to Passenger Focus.

The Chairman said he was pleased at the Secretary of State's invitation for the organisation to participate in the discussion about saver fares. It was important for the organisation to research passengers' viewpoints, even if some commentators felt Passenger Focus should be running a "Save Our Savers" campaign.

Kate Gordon (KG) said the Public Accounts Committee report on stations offered the organisation an opportunity to become involved in the issue and could widen the debate to include the responsibilities of local authorities in such areas as lighting and access. Anthony Smith (AS) said improvements to stations were not the highest priority for passengers, according to current research, but it was an area that has to be included in the organisation's work plan.

## 1. Minutes of Meetings 14 December 2005 and 11 January 2006

1.1 Members agreed the minutes of the meeting held 14 December 2005.

1.2 The minutes of the meeting held 11 January were amended as follows: Jessica Barrow suggested that more consideration be given to potential audiences for events such as the launch, with a clear analysis of how those audiences be reached. Action: JB and CJ to discuss segmenting audiences

1.3 Members discussed the style of minutes currently used by the organisation and agreed that AS and the Chairman would find a form which would meet the expectations of stakeholders.

**Action:** AS and CF to agree a style of Board meeting minutes that will include action points, as well as a reflection of Members' discussion and decisions reached

## 2. Action Matrix

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2.1 Members discussed the items within the Action Matrix, noting that the Passenger Focus website offered an area from which to download documents.

### 3. PERFORMANCE AND PLANNING

3.1 **Launch update and review.** Caroline Jones (CJ) spoke to the papers previously circulated, highlighting the positive response received to date, which included over 15600 entries to the Metro competition.

3.2 CJ said the Passenger Contact Centre dealt with an increased level of contact in the week, with interest in both the launch and the organisation. Resources at the Centre may need to be reviewed if the number of campaigns remained at their current pace.

3.3 Board members thanked Caroline Jones, members of the Communications team and all Passenger Focus staff for their work.

3.4 **Audit Committee update.** David Burton (DB) asked Members to agree the revised Terms of Reference for the Audit Committee, noting that the amendments to strengthen the parameters of the Committee's role.

3.5 Members discussed the papers and, subject to the noting of the CEO's standing invitation to attend meetings, as well as the addition of the word "probity" within clause 2.1, the amended **Audit Committee Terms of Reference were agreed.**

3.6 **Quarterly Finance report.** Members debated the variances within the budget figures. AS said the totals of the figures were correct and matched forecasts.

3.7 The Chairman said small movements within budgets were understandable; larger, significant sums should be explained within the text commentary. This commentary, in turn, should be linked to actual lines of expenditure and the corporate plan objectives.

3.8 DB said the Audit Committee had drawn the Executive's attention to the variances, which would be more significant as time passed.

3.9 AS said confirmation had been received from the Department for Transport that the re-profiling of £200K of expenditure could be carried forward to next year.

3.10 DB said the organisation should be congratulated on receiving reports of full assurance from its internal auditors.

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3.11 **Baseline for stakeholder influence.** AS said it was important for the organisation to establish a baseline of awareness, carried out within the present financial year, in the form of a questionnaire/interviews with approximately twenty major stakeholders by an external agency. Stakeholders' responses can, if so wished, be anonymous.

3.12 Members were in favour of carrying out such a survey but discussed the timing and costs of such a research project. CJ undertook to circulate a paper in advance of the Board's next meeting in March, which would include the proposed questionnaire.

**Action:** CJ to circulate a paper about the baseline project to Board Members in advance of the Board meeting to be held 7 March 2006

3.13 **Fares research.** AS spoke to the paper previously circulated, noting that the Board's approval was required in light of the increase in costs.

3.14 Members debated the additional costs arising from the wish to see additional focus groups added to the brief, covering such issues as the exclusion of certain groups of travellers on economic grounds.

3.15 The Board wished to know the background to the tender by Outlook, an independent research company.

**Action:** AS to provide an update to the Board on the background to the tender by Outlook, including a rationale for the decision, and to recommend the Board's adoption of the proposals.

3.16 The Board endorsed the paper subject to the CEO's recommendation with regard to the tender.

## 4. FOR INFORMATION

4.1 **Public Accounts Committee report into Energywatch and Postwatch.** Members agreed that the agenda item would be carried forward to the Board meeting of 7 March 2006.

## 5. PRESENTATION BY DR MALCOLM REED, CHIEF EXECUTIVE, TRANSPORT SCOTLAND

5.1 Dr Malcolm Reed gave a presentation to the Board. (Copy attached).

5.2 Dr Reed answered Members' questions on infrastructure, revenue and staffing, the importance of transport in Scotland, inflation in the rail supply industry and Scottish Ministerial expenditure on travel.

5.3 The meeting closed at 1730.

# Minutes

*Nicola Wilkie*

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Nicola Wilkie  
PA to the Chairman and Chief Executive, Passenger  
Focus (Minute Taker)

*8 March 2006*

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Date

*A. J. C. Egg*

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Anthony Smith  
Chief Executive, Passenger Focus

*8/3/06*

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Date

*Colin Foxall*

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Colin Foxall CBE  
Chairman, Passenger Focus

*4/7/06*

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Date