

# Minutes

## Minutes of Passenger Focus Board

**Date:** Tuesday 13 June (pm) and Wednesday 14 June (am)  
**Location:** Whittles House, 14 Pentonville Road, London, N1 9HF  
**Time:** (Tuesday 13 June) 1200-1500; (Wednesday 14 June) 1000 – 1200

Item	Subject	Page
	<b>Welcomes and apologies</b>	2
	<b>Board closed session</b>	2
1	<b>Minutes of Meeting held 10 May 2006</b>	2
2	<b>Action matrix</b>	2
3	<b>POLICY:</b>	
	3.1 NPS Spring Wave – results	2
	3.2 Passenger Charters	2
	3.3 GNER car parking	2
	3.7 Network Rail membership	3
	3.9 Regional Assemblies	3
4	<b>PLANNING:</b>	
	4.1 Stakeholder Survey	4
	4.4 Corporate Plan	4
	4.5 Production Log update	4
5	<b>PERFORMANCE</b>	
	5.1 Annual Report and Accounts	4
	5.4 Financial update	4
	5.6 Performance reporting update	5
6	<b>For information</b>	5
7	<b>Any Other Business</b>	5

### Present

---

#### Board Members

Colin Foxall	CF	Chairman (13 June only)
Jessica Barrow	JB	
David Burton	DB	
Brian Cooke	BC	
Phil Davis	PD	
Kate Gordon	KG	
James King	JK	
Derek Langslow	DL	(13 June only)
Deryk Mead	DM	
Bill Samuel	BS	
Barbara Saunders	BSA	

# Minutes

---

Christine Knights	CK	(13 June only)
Nigel Walmsley	NW	
<b>Executive</b>		
Anthony Smith	AS	Chief Executive
Kafil Badar	KB	Business Planning Manager
Mike Hewitson	MH	Senior Policy Adviser (14 June only)
Caroline Jones	CJ	Communications Director (items 4 and 5 only)
Vinita Nawathe	VN	Policy and Research Director (Items 2 to 7 only)
Peter Thompson	PT	Passenger Research Manager (item 3.1 only)
Nicola Wilkie	NW	PA to Chairman and Chief Executive (minute taker)
<b>Apologies</b>		
Marc Seale	MS	
Stella Mair Thomas	ST	

## Welcome and Apologies

The Board noted the apologies received.

## Board closed session

Members held a closed session, at which AS was present for the second half.

## 1. Minutes of Meeting held 10 May 2006

1.1 Members agreed the minutes of the meeting, subject to the following amendments:

Minute 3.6 – Nigel Walmsley said the letter should state that Passenger Focus expects “the vast majority of tickets to remain protected”

Minute 5.5 – Brian Cooke said he had reservations about Passenger Focus requesting a full Board position on the TfL Board, in order to represent the passenger interest that is rarely raised within the paper. An observatory role might be easier for the organisation to secure.

## 2. Action Matrix

2.1 AS updated members as to the progress of a number of items:

BM028 – The date for the item’s submission to the Board has been revised to September 2006

BM010 – Completion of this item will be progressed at the request of BC

BM012 – This paper will now reflect the forward looking communications strategy

2.2 Members discussed incorporating a review of planning assessment work with a fact finding visit to an English region, possibly to Birmingham in early 2007.

# Minutes

2.3 CF updated Members as to his recent meeting with the Secretary of State, as well as the forthcoming meeting with Derek Twigg MP with regard to the regulation of fares.

## 3. POLICY

3.1 **NPS Spring wave – results** Peter Thompson spoke to the papers previously circulated and updated Members on key areas of the NPS Spring wave results. CF said Members would find commentary on trends within the NPS useful in future. Members thanked Peter Thompson for his good work on the survey.

3.2 **Passenger Charters** VN spoke to the paper, which clarified the organisation's viewpoint on the issue. Members endorsed the paper.

3.3 **GNER car parking** AS spoke to the paper and updated Members as to content of a letter of reply received from the CEO of GNER.

3.4 Members discussed the best use of the information, and gave examples of current charging structures for station car parks by different TOCs.

3.5 The Board endorsed recommendation 1 within the paper, namely to issue a press release at the time of the announcement of the new charges.

3.6 The Board also agreed to explore the legal position of GNER with regard to its car park monopoly position, via ORR, and to write to the company, explaining the organisation's concern at the increase and to request more information.

**Action:** The Policy and Research Director (VN) and the Passenger Link Director London were asked to progress the issue and update the Board at their next meeting

3.7 **Network Rail membership** DM has been nominated to the Network Rail membership body and would report to the Board on Network Rail issues.

3.8 Members would consider whether Passenger Focus wished to remain a substantive member of Network Rail once DM has reviewed the organisation's work over a one year period.

**Action:** The Business Planning Manager to note the Board's decision to review the Network Rail membership position in twelve months' time

3.9 **Regional Assemblies** PD said he would continue to keep a watching brief on the issue of Regional Assemblies but that he would not formally be representing Passenger Focus.

# Minutes

## 4. PLANNING

- 4.1 **Stakeholder Survey.** Members discussed the paper previously circulated and considered the two options available to the organisation.
- 4.2 Members debated the benefits and disadvantages of the differing sample sizes as part of the survey, as well as the suggested organisations to participate
- 4.3 Members agreed that Option A should be adopted and that the benchmark survey of MPs, MSPs and AMs should be considered in a separate process. Board agreed that the survey would be carried out on an annual basis for the first two years of the organisation and that it should include an option for further work on detailed areas once its initial results had been considered.

**Action:** The Communications Director (CJ) was asked to progress the issue

- 4.4 **Corporate Plan** Members were informed that the Corporate Plan had been circulated to key stakeholders
- 4.5 **Production log update** AS said work was progressing on this issue and that the subject would be included on the agenda for 12 July 2006 meeting

## 5. PERFORMANCE

- 5.1 **Annual Report and accounts.** Members discussed the Chairman's introduction and other sections of the document, commenting on the text and structure of the draft report.
- 5.2 KB advised that the text and accounts within the draft annual report had already received NAO verbal clearance and that significant changes to the document would need approval by the organisation.
- 5.3 The Board agreed that the document should be amended to reflect the Board's discussion and DL undertook to contact the NAO to advise them of the Board's meeting. The revised document would be circulated for Member approval.

**Action:** The Communications Director (CJ) was asked to progress the issue

- 5.4 **Financial update** DL spoke to the papers previously circulated and said that the Audit Committee acknowledged that in terms of media coverage, the April Fares Conference was a success. However, the Committee requested an analysis of the costs against the budget of the conference as the budget had been exceeded by 70%. Furthermore, they asked for a report on the finance, attendance and authorisation process.

**Action:** The Finance Director (NH) would be asked to provide an analysis on the costs incurred for the fares conference with commentary for next Audit Committee meeting

# Minutes

5.5 DL said the organisation had received substantial assurance from its internal auditors in the areas of risk management, internal control and its governance arrangements. The NAO will also be recommending an unqualified opinion on the Annual Report and accounts.

5.6 **Performance reporting update** AS said the subject would be included on the agenda of the 12 July 2006 meeting

## 6. For information/noting

6.1 Members were informed that the Department for Transport had given approval for the retendering of the NPS contract to take place.

## 7. Any Other Business

7.1 Members agreed that the organisation should keep a watching brief on the CrossRail issue and BC requested that London TravelWatch and Passenger Focus establish a joint taskforce for this purpose. A joint approach would also be taken with regard to the provision of transport to the 2012 Olympic Games.

7.2 CF asked AS to provide an updated Policy paper on CrossRail to the Board

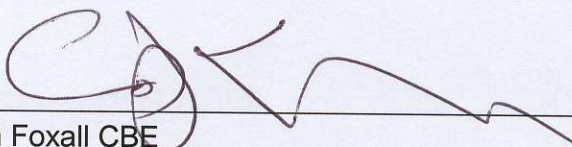
**Action:** AS to ask the Policy and Research Director (VN) to progress the issue

*Nicola Wilkie*

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

*14 June 2006*

\_\_\_\_\_  
Date



\_\_\_\_\_  
Colin Foxall CBE  
Chairman, Passenger Focus

*12 July 2006*

\_\_\_\_\_  
Date