

# Minutes

## Minutes of Passenger Focus Board

**Date:** Wednesday 13 September 2006  
**Location:** Whittles House, 14 Pentonville Road, London, N1 9HF  
**Time:** 10:00 – 16:00

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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	
Derek Langslow	DL	
Deryk Mead	DM	
Bill Samuel	BS	

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Barbara Saunders	BSA	
Marc Seale	MS	
Stella Mair Thomas	ST	
Nigel Walmsley	NW	
<b>Executive</b>		
Caroline Jones	CJ	Communications Director (Items 3.2 and 4 only)
Mike Hewitson	MH	Acting Policy Manager (Items 3, 6, 8 and 9)
Peter Thompson	PT	Acting Research Manager (Item 3.1)
Jan Ovenden	NW	PA to Chairman and Chief Executive (minute taker)
Kafil Badar	KB	Business Planning Manager
<b>Apologies</b>		
Anthony Smith	AS	Chief Executive

## Welcome and Apologies

The Board noted the apologies received.

### 1. Minutes of Meeting held 13 June 2006

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

Minute 7.2 – CK requested that the details of the update on the Scottish Passenger Transport Executive be included for clarity.

### 2. Action Matrix

2.1 KB updated members on the progress of a number of items:

BM001 (Health & Safety). Health & Safety and first aid representatives are currently being identified.

BM016 (Board meeting in regions). CF highlighted that this needs to be considered as part of the Comprehensive Spending Review (CSR) proposal.

BM017 and 028 (Involvement in regional planning assessments and impact and interaction with PTEs). Proposed that these two actions combine and Board advised that this would be done in conjunction with a regional visit.

CF highlighted to members that the Franchises response were published and attracted significant regional interest and thanked the executive and staff for their work on this area.

### 3. POLICY

3.1 **Mystery Shopper** Peter Thompson (PT) spoke to the papers previously circulated. Members had a broader discussion on expanding the evidence base and for Passenger Focus to be able to articulate the passenger vision. It was agreed that this would be discussed at a later meeting.

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PT highlighted that mystery shopper is an opportunity to strengthen the discussion with TOCs, as the National Passenger Survey (NPS) is based on perception at a top level, whereas mystery shopper is based on experience and provides the detailed information. Some in-house mystery shopper had been undertaken by the PLMs on an ad-hoc basis, which provided areas for further focus. PT advised that Southern has expressed an interest in funding a pilot.

Board endorsed the general principle of undertaking mystery shopper, and agreed for discussion to be progressed with Southern on a pilot, but not to commit resources at this stage. Once mid year review of budgets had been completed, it was agreed to give this project priority.

It was agreed that mystery shopper should form a central part of the workplan. Members asked for a generic guidance to be developed that would set the context when discussion with TOCs.

**Action:** PT was asked to develop generic standards for future use and progress discussion with Southern.

KB to ensure pilot is given priority following mid year budget review. (BM043)

**3.2 Hot Issues** Caroline Jones (CJ) updated members on developing the 'hot issues'. The website would be ready end September. Consideration was currently being given to how issues covered could be incorporated into the stakeholder bulletin. First update to be circulated to Board early October.

**Action:** CJ to circulate first update to Board early October (BM044)

## 4. PLANNING

**4.1 Board Events.** CJ provided an outline of the proposed events for the forthcoming months. Board discussed the option of holding a stakeholder reception the evening before the conference in November. Phil Davis (PD) offered to provide a list of guests.

**Action:** CJ to consider options within current budget and advise Board (BM045)

## 5. PERFORMANCE

**5.1 Finance update** CF spoke to the papers, commenting that the organisation remained on target financially. Members noted the figures and the procurement register. Members requested that this item should be taken in closed session as values of contracts are included as part of the procurement register.

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## 6. For information/noting

- 6.1 **Personal Security** CK provided an outline to the papers, and highlighted that a number of the recommendations are already in place. CF advised that BTPA was moving towards a neighbourhood policing model and had expressed interest in engaging with Passenger Focus to help shape this.

It was recognised that work in this area needed to be considered in the wider context of resource and the workplan. It was agreed that the executive would respond to the contents of the paper in detail at the December Board meeting.

**Action:** KB to include on forward plan for December Board meeting (BM046)

## 7. Any Other Business

- 7.1 No matters were raised. CF closed the public part of the meeting at 11.45am.

## 8. Board closed session

- 8.1 **Fares** CF updated members on the work with ATOC on simplifying fares. Papers circulated were still work in progress and reflected discussions to date. Members were asked to note that the papers remain private and confidential.

Discussion took place on the proposals and the need for a code of practice. Timing for implementation would be June 2007, dependent on getting all TOCs to agree. Board endorsed the need for a code of practice to underpin proposals and simplifying the terminology used by the TOCs.

Board agreed that if the final proposal still contained areas of concern, then Passenger Focus would not endorse it.

- 8.2 **Contact Centre and Complaint Handling** CJ spoke to the papers, highlighting that an interim solution had been put in place, and the increase in level of contact was being managed within current resource, by reassigning staff.

Board discussed the need to reassess customer contact, including complaints, and develop a strategy, with a fundamental review of all passenger contact. It was proposed to do this as part of the review of the Passenger Voices contract in early 2007.

It was recognised that there may be changes resulting from the customer contact strategy, which would need to be considered as part of the CSR.

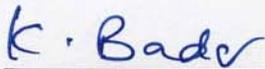
**Action:** AS to update Board as part of mid-year review in November (BM047)

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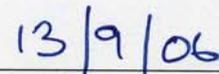
9. DfT and Network Rail presented to Board on issues that are being considered as part of developing their business plans.
10. **Any other business – closed session** Derek Langslow (DL) updated Board on a report received by the Audit Committee on the Fares conference. Members discussed options including charging for attendance. Sponsorship and exhibition space. CF asked for these to be considered by the executive. In addition, it was agreed that only staff required for the event should attend in future.

**Action:** Communications Director (CJ) to consider options for future conferences.

CF thanked attendees, meeting closed at 16.00



Kafil Badar  
Business Planning Manager, Passenger Focus  
(Minute Taker)



Date



Colin Foxall CBE  
Chairman, Passenger Focus



Date