

Board Meeting	Date	19/05/2020	Time	12.00-13.00	Venue	Zoom
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Time	Item	Subject	Leading	Purpose	Paper
A Public Affairs					
12.00	1	Chair's opening remarks; apologies and introductions	Jeff Halliwell	Information	
	2	Transport Focus response to COVID-19	Anthony Smith	Discussion	
	3	Project Future	Ian Wright/Louise Coward	Discussion	✓
	4	<u>Report from subsidiaries:</u>			
	4.1	Transport Focus Wales	Michelle Roles	Discussion	✓
	4.2	Transport Focus Scotland	Robert Samson	Discussion	✓
	5	London TravelWatch update	Arthur Leathley	Discussion	
13.00		Close			

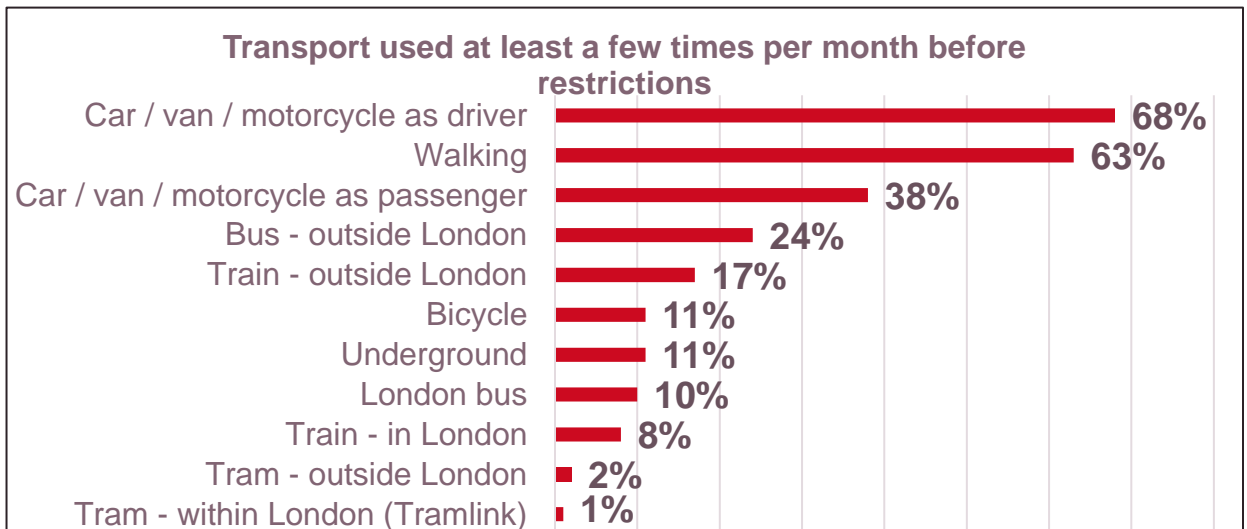
For information only

B Corporate affairs					
	1	Interim Workplan April – July 2020	Anthony Smith	Information	✓
	2	Board meeting minutes: March 2020	Jeff Halliwell	Approval	✓
	3	<u>Committee meeting minutes:</u>			
	3.1	Audit, Risk Assurance and Remuneration	Isabel Liu	Information	✓
	3.2	Statistics Governance Group	Theo de Pencier	Information	✓

Travel during Covid-19: omnibus week 1

Travel patterns before outbreak

Before the outbreak 43% nationally used any public transport at least a few times per month and 80% used a car



Under 25's and those in London had highest use of public transport before Covid 19

	18-24	25-34	35-44	45-54	55-64	65+
Any use Public transport 43% total	61%	46%	41%	39%	36%	41%
Any use of car 80% total	70%	77%	71%	78%	86%	90%

Any public transport use by region

East Mids	Wales	Eastern	South West	West Mids	North West	South East	North East	Yorks & Humber	Scotland	London
29%	32%	33%	33%	34%	38%	38%	43%	43%	49%	80%

Travel during Covid-19: omnibus week 1

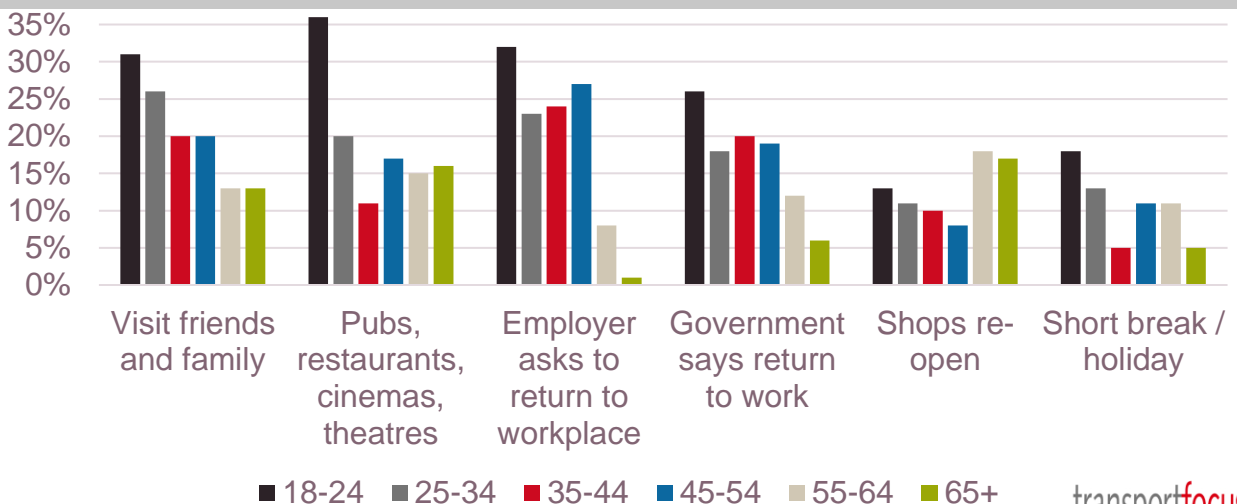
There is no single main prompt to future travel by public transport. Feeling safe is key

53% have not used public transport because they had no reason to and 39% were following government instructions

When those who previously used public transport and haven't in last 7 days will start to travel again....



Under 24's will travel for social reasons. Older groups more prompted by retail . Work reasons across all working ages



Travel during Covid-19: omnibus week 1

Attitudes to using public transport after the lockdown is eased

Overall there is hesitance around resuming public transport use and some plans to change how they travel. People have expectations there will be measures in place to protect them when using public transport.

Agreement (strongly + tend to agree) with statements

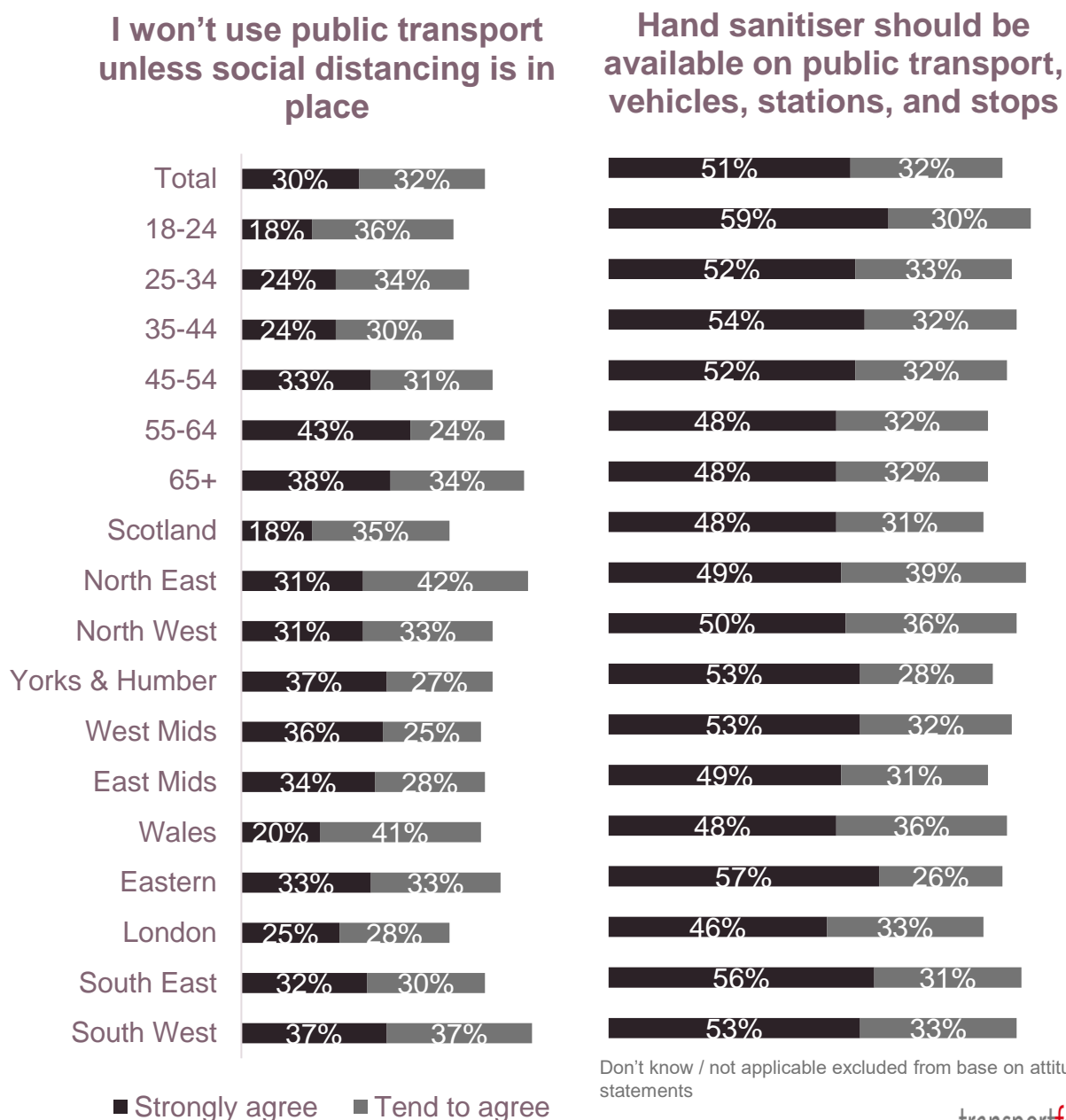
Hand sanitiser should be available on public transport, on vehicles, at stations, and at stops	83%	Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport	51%
I won't use public transport unless social distancing is in place	62%	I expect to work from home more often in the future	40%
Once travel restrictions are relaxed, I will drive more rather than use public transport	60%	For my own and for others' safety I will be wearing a mask when I'm outside my home	38%
I wouldn't be happy using public transport unless passengers are required to wear masks	51%	As soon as travel restrictions are relaxed I'll be happy to travel by public transport again	24%

Don't know / not applicable excluded from base on attitude statements

Travel during Covid-19: omnibus week 1

Social distancing and hand sanitiser

In London there are lower expectations around social distancing and provision of hand sanitiser



Travel during Covid-19: omnibus week 1

Wearing masks

General mask wearing intentions are strongest in London and among those aged 65+. Older people are also more in support of mask wearing to be compulsory on public transport

I wouldn't be happy using public transport unless passengers are required to wear masks

For my own and for others' safety I will be wearing a mask when I'm outside my home



■ Strongly agree ■ Tend to agree

Don't know / not applicable excluded from base on attitude statements

Travel during Covid-19: Omnibus week 1

Changing behaviour by age

Greater intention to switch to cycling and walking and to work from home more often among younger respondents. Intention to drive more is broadly consistent

Total agree (shown)	18-24	25-34	35-44	45-54	55-64	65+
Once travel restrictions are relaxed, I will drive more rather than use public transport	57%	64%	53%	62%	58%	61%
I expect to work from home more often in the future	46%	49%	42%	35%	27%	36%
Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport	61%	62%	56%	44%	45%	40%

Current access to car impacts intentions. Although 29% of those without current access to a car intend to drive more in the future and 58% of this group will walk or cycle more rather than use public transport

Don't know / not applicable excluded
from base on attitude statements

Travel during Covid-19: omnibus week 1

Changing behaviour by region

In all regions there is a high intention to switch from public transport. More working from home is anticipated across GB, but particularly in London where intention to cycle or walk is also highest

Once travel restrictions are relaxed, I will drive more rather than use public transport

Scotland	North East	North West	Yorks & Humb	West Mids	East Mids	Wales	Eastern	London	South East	South West
57%	54%	64%	59%	60%	60%	62%	59%	53%	64%	58%

Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport

Scotland	North East	North West	Yorks & Humb	West Mids	East Mids	Wales	Eastern	London	South East	South West
51%	43%	54%	47%	47%	53%	51%	51%	61%	46%	44%

I expect to work from home more often in the future

Scotland	North East	North West	Yorks & Humb	West Mids	East Mids	Wales	Eastern	London	South East	South West
39%	40%	38%	37%	41%	39%	39%	42%	48%	42%	34%

Don't know / not applicable excluded from base on attitude statements

Travel during Covid-19: omnibus week 1

Who is most comfortable in returning to public transport use?

18-24's are most comfortable in returning to public transport. People in Scotland and the West Midlands are the most likely, with those in the North West are least happy to return

As soon as travel restrictions are relaxed I'll be happy to travel by public transport again (total agreeing)

**Total
24%**

Age and gender	
18-24	40%
25-34	27%
35-44	28%
45-54	21%
55-64	19%
65+	16%
Male	28%
Female	21%

Region	
Scotland	32%
North East	24%
North West	19%
Yorks & Humber	23%
West Mids	29%
East Mids	22%
Wales	23%
Eastern	20%
London	27%
South East	21%
South West	26%

Don't know / not applicable excluded from base on attitude statements

Travel during Covid-19: omnibus week 1

Who is most comfortable in returning to public transport use?

People who used public transport before the outbreak and those without vehicle access are feeling more comfortable about travelling again

As soon as travel restrictions are relaxed I'll be happy to travel by public transport again (+ agreeing)

Total
24%

Disability

Any disability	19%
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No disability	26%
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Access to car

Access to car	22%
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No access to car	31%
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Journeys made by modes before Covid-19

NET: Car	21%
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NET: Bus	29%
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NET: Train	35%
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NET: Tram	30%
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NET: Any public transport	31%
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NET: London transport	30%
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Travel during Covid-19: omnibus week 1

How do you think travelling will be different when the lockdown is eased?

*"I believe there will be **people who still won't want** to be travelling far and going places after lockdown like myself and there will be others who will choose to travel more because of the lockdown."*

"Maybe it will take a while for people to start trusting that transport is safe."

"I'm not sure; it will probably get busier than it ever has been as people are very eager to get out"

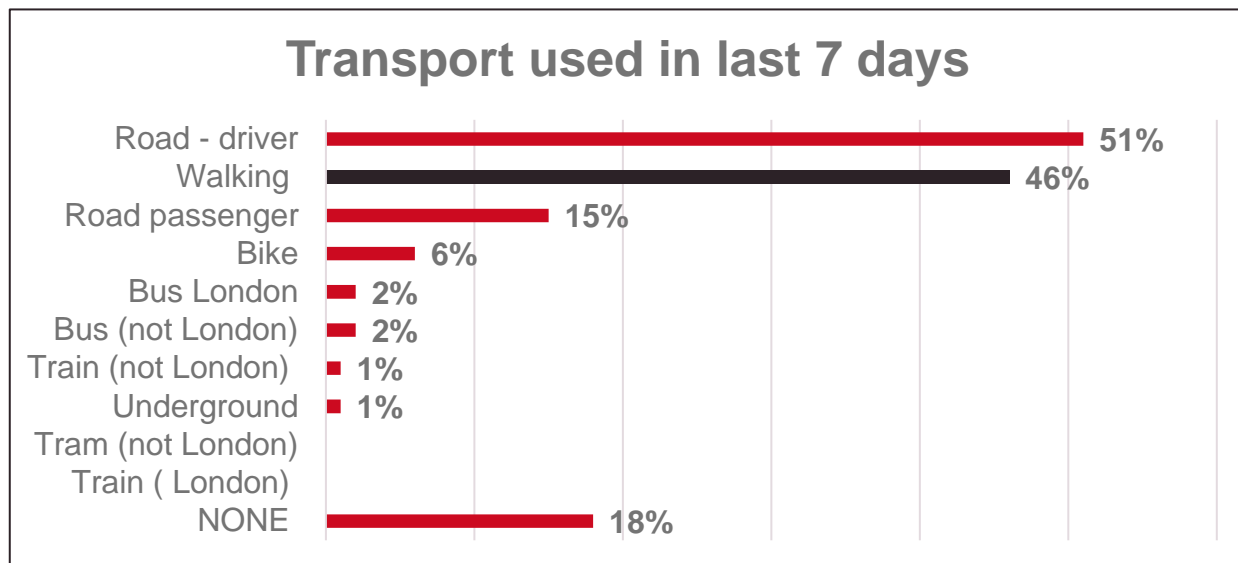
"People will respect social distancing and be scared to sit next to each other on tube or bus or train. People will want to wear masks and gloves. Still prefer to travel by car than public transport."

"I'm hoping there will be a lessening of the "rush hour crush" as employers will hopefully know by now that their employees can both work from home effectively and can stagger start/finish times with no negative effects to the business. As someone who suffers bad anxiety, panic attacks, and claustrophobia this would be very welcome!"

"Roads will become more congested, with people using their own vehicles more often because of worries over using public transport (risky infection)."

Travel during Covid-19: omnibus week 1

In the last 7 days, there has been minimal travel by public transport



Satisfaction with these aspects of the individual public transport modes is being collected. Will be reported in future as journeys increase and sample size therefore permits

- Ease of finding service running
- Ease of finding special arrangements to keep safe
- Service frequency
- Ability to socially distance
- Cleanliness
- Staff availability
- Journey time.

Travel during Covid-19: omnibus week 1

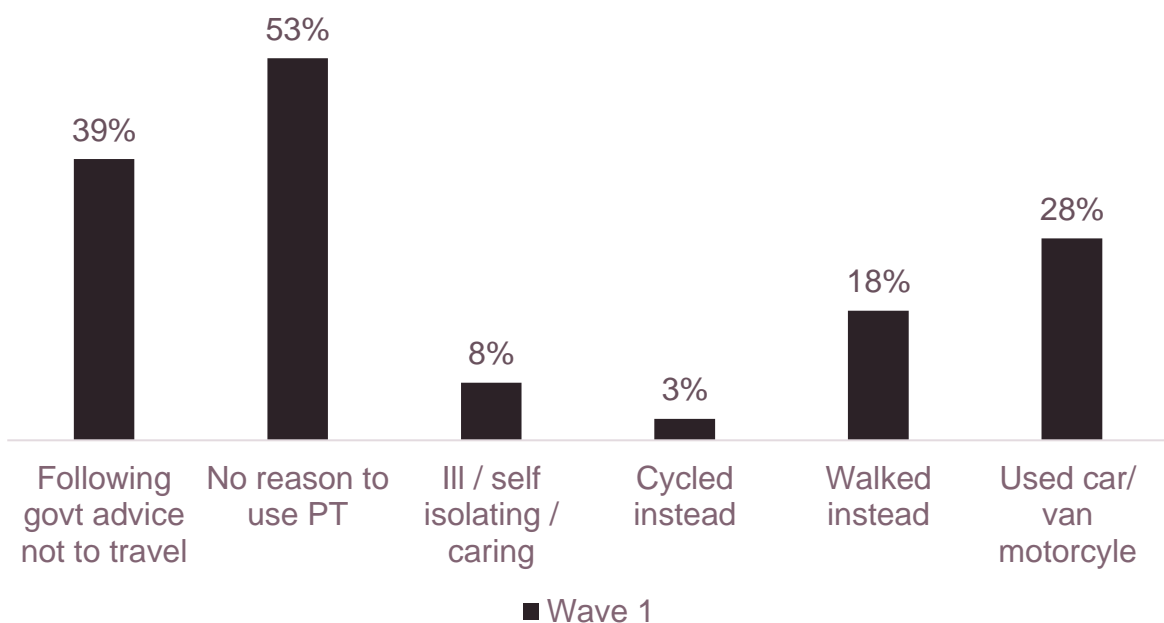
Reasons for making journeys and non-use of public transport

Reasons for making any journeys in last 7 days:

Work **22%**
Visiting / caring for
friends / family **16%**
Shopping **83%**

Personal business
(medical etc) **13%**
Other 14%
Prefer not to say **1%**

Reasons Public Transport not used in last 7 days



Survey method

- 2000 online interviews per week, nationally representative of Great Britain population
- Fieldwork 1-3 May 2020
- Using Populus weekly Omnibus
- To be repeated each week.

Any enquiries about this research should be addressed to:
Louise.coward@transportfocus.org.uk

Travel during Covid-19

tracking research - week 2

14 May 2020

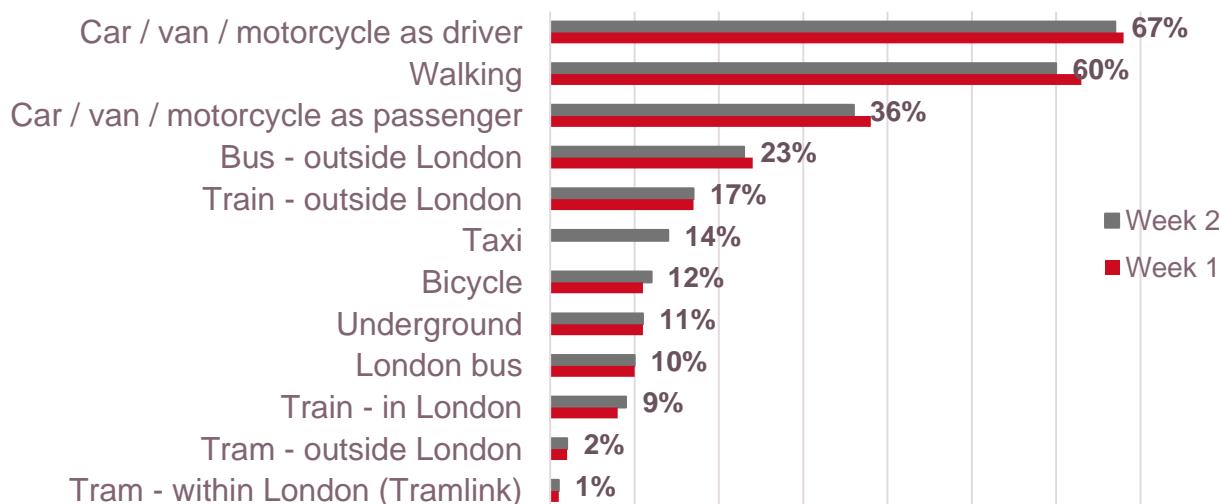


Travel during Covid-19: omnibus week 2

Travel patterns before outbreak – car and walking most commonly used

Before the outbreak 42% nationally used any public transport at least a few times per month and 79% used a car

Transport used at least a few times per month before restrictions



Under 25's and those in London had highest use of public transport before Covid 19

	18-24	25-34	35-44	45-54	55-64	65+
Any use Public transport 42% total	56%	49%	36%	38%	33%	43%
Any use of car 79% total	63%	74%	78%	78%	87%	88%

Any public transport use by region

Wales	East Mids	North East	Eastern	South West	West Mids	North West	South East	Yorks & Humber	Scotland	London
27%	30%	30%	31%	33%	35%	39%	40%	41%	47%	79%

Travel during Covid-19: omnibus week 2

Travel patterns before outbreak

Reasons for use of modes used regularly

Before the outbreak leisure trips were the most common purpose for using all modes. Among those who used rail regularly, 36% used it to commute and the corresponding proportion for bus was 31% outside London. Almost half (47%) of regular car users make commuting journeys

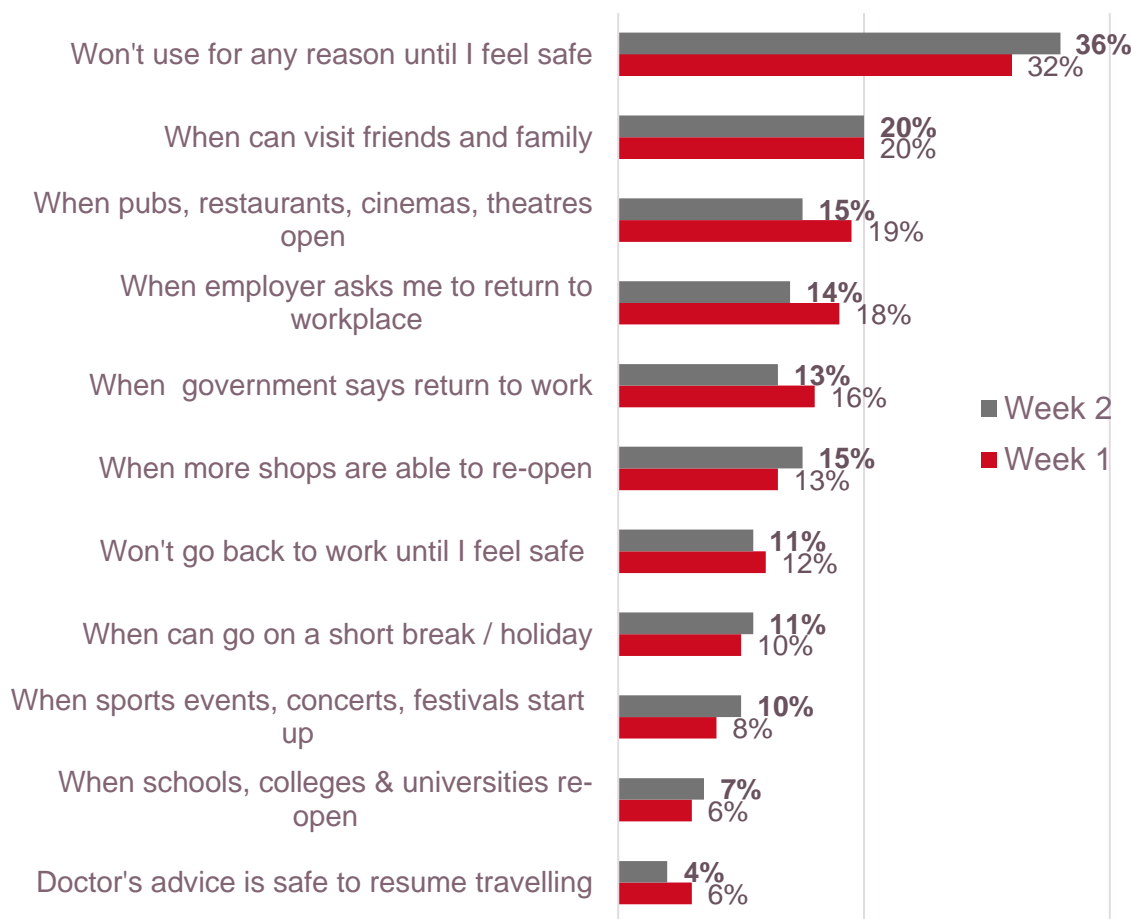
	Car	London bus	Bus - outside London	Under-ground	Train	Bicycle	Walking	Taxi
Unweighted base	1659	179	461	204	454	226	1230	256
Travel to or from work / education	47%	48%	31%	42%	36%	35%	29%	18%
Travel on business (inc. self-employed)	14%	18%	5%	21%	17%	7%	5%	10%
Travel for leisure (shopping, friends and family, trips out etc)	87%	79%	80%	76%	76%	74%	82%	75%
On personal business (doctor, job interview, bank, etc.)	46%	31%	35%	21%	17%	21%	38%	30%
Other reason(s)	4%	*	3%	1%	2%	14%	11%	4%

Travel during Covid-19: omnibus week 2

In general people are feeling more cautious regarding when they are likely to use public transport again

55% have not used public transport because they had no reason to and 44% were following government instructions

When those who previously used public transport and haven't in last 7 days will start to travel again....



Travel during Covid-19: omnibus week 2

Summary attitudes to using public transport. Excludes those who 'don't know' or for whom the question is 'not applicable'

Overall there is increasing hesitance around resuming public transport use and many plan to change how they travel. People continue to expect there will be measures in place to protect them when using public transport

Agreement (strongly + tend to agree) with statements, Week 2 data in white.

Hand sanitiser should be available on public transport, on vehicles, at stations, and at stops (1938)	85% 83%	Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport (1582)	54% 51%
I won't use public transport unless social distancing is in place (1601)	70% 62%	I expect to work from home more often in the future (1018)	47% 40%
Once travel restrictions are relaxed, I will drive more rather than use public transport (1456)	63% 60%	For my own and for others' safety I will be wearing a mask when I'm outside my home (1717)	39% 38%
I wouldn't be happy using public transport unless passengers are required to wear masks (1659)	54% 51%	As soon as travel restrictions are relaxed I'll be happy to travel by public transport again (1653)	20% 24%

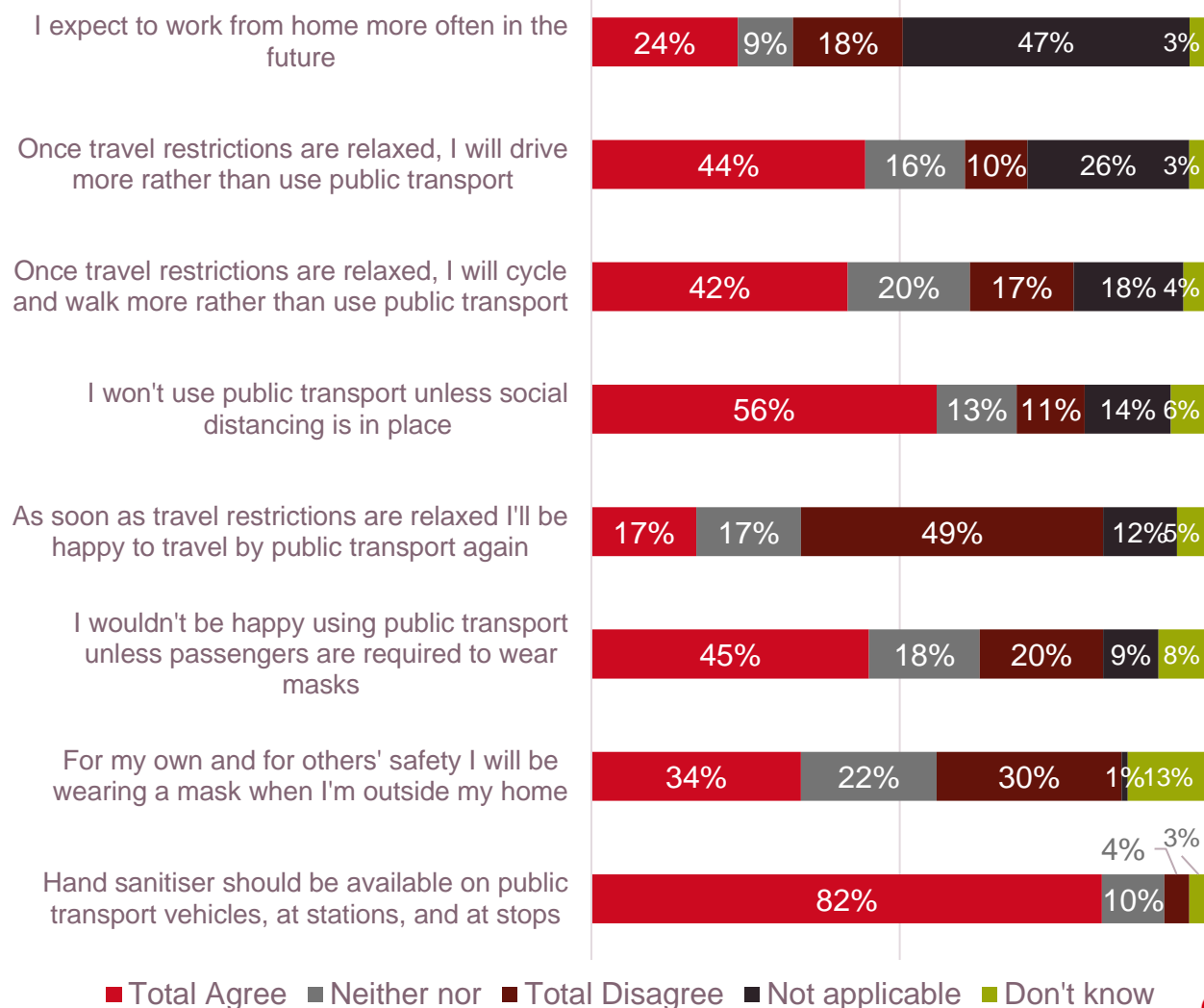
Those who 'don't know' or for whom the question is 'not applicable' are excluded from the analysis

Week 2 base size shown for each statement

Travel during Covid-19: omnibus week 2

For some statements – there is a significant proportion of don't know / not applicable

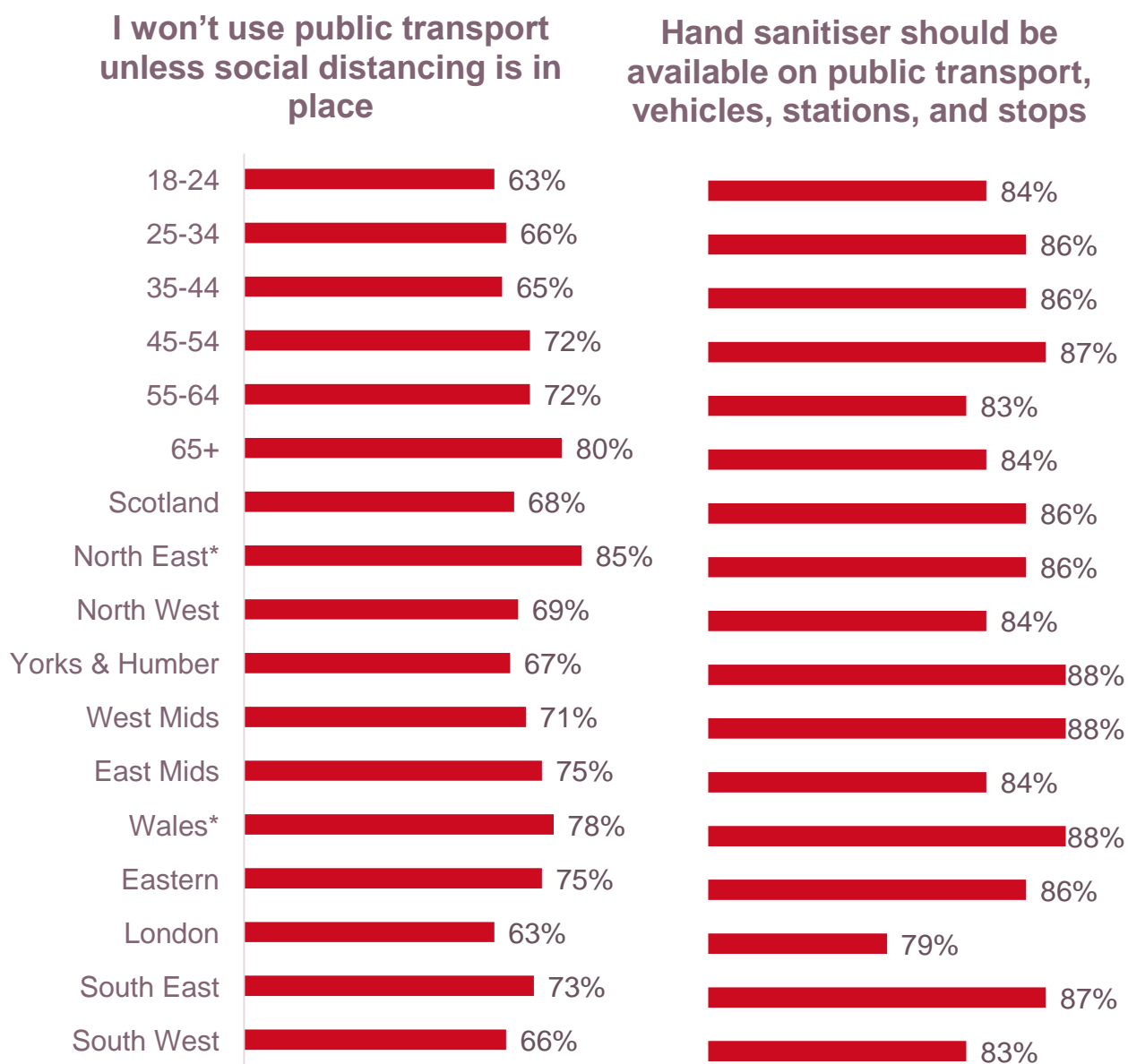
For almost half (47%) working from home is 'not applicable', due to either not working or nature of job. 13% answered 'don't know' about future mask wearing – some uncertainty



Travel during Covid-19: omnibus week 2

Social distancing & hand sanitiser

In London there are lower expectations around social distancing and provision of hand sanitiser



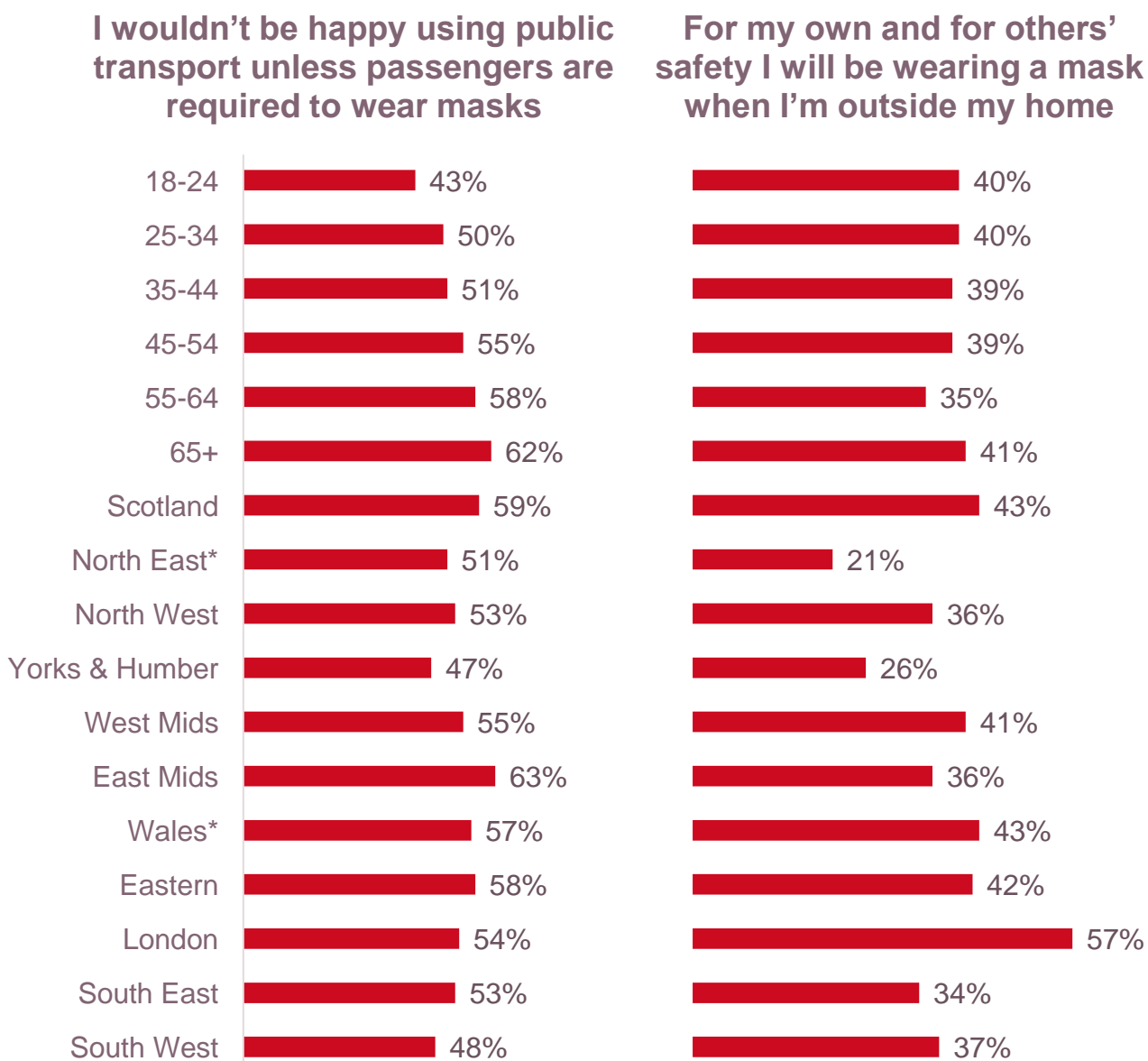
Don't know / not applicable excluded from base

caution: I base sizes – not shown where <50 and marked * if <100)

Travel during Covid-19: omnibus week 2

Wearing masks

General mask wearing intentions are strongest in London and among those aged 65+. Older people are more in support of mask wearing to be compulsory on public transport



Don't know / not applicable excluded from base

caution: 1 base sizes – not shown where <50 and marked * if <100)

Travel during Covid-19: omnibus week 2

Changing behaviour by age

Greater intention to switch to cycling and walking and to work from home more often among younger respondents. Older respondents are marginally more likely to say that they will drive more often.

Total agree (shown)	18-24	25-34	35-44	45-54	55-64	65+
Once travel restrictions are relaxed, I will drive more rather than use public transport	55%	66%	59%	66%	61%	64%
I expect to work from home more often in the future	49%	57%	51%	38%	40%	35%
Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport	61%	62%	55%	53%	46%	47%

Current access to car impacts intentions. Although 30% of those without current access to a car intend to drive more in the future and 55% of this group will walk or cycle more rather than use public transport

Don't know / not applicable excluded from base

Travel during Covid-19: omnibus week 2

Changing behaviour by region

In all regions there is a high intention to switch from public transport. More working from home is anticipated across GB, but particularly in London where intention to cycle or walk is also highest (along with the South West)

Once travel restrictions are relaxed, I will drive more rather than use public transport

Scotland	North East*	North West	Yorks & Humb	West Mids	East Mids	Wales*	Eastern	London	South East	South West
62%	74%	63%	70%	67%	65%	70%	62%	56%	60%	56%

Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport

Scotland	North East*	North West	Yorks & Humb	West Mids	East Mids	Wales*	Eastern	London	South East	South West
54%	58%	50%	44%	54%	48%	51%	53%	59%	55%	59%

I expect to work from home more often in the future

(caution: small base sizes – not shown where less than 50 and marked * if less than 100)

Scotland	North East	North West	Yorks & Humb	West Mids	East Mids	Wales*	Eastern	London	South East	South West
43%		45%	51%	49%	41%	46%	50%	56%	47%	44%

Don't know / not applicable excluded from base.

Travel during Covid-19: omnibus week 2

Who is most comfortable in returning to public transport use?

18-24's are most comfortable in returning to public transport. Some variation by region – in both weeks 1 and 2 those in Scotland agree more than elsewhere

As soon as travel restrictions are relaxed I'll be happy to travel by public transport again (total agreeing)

Total
20%
24%

Age and gender	
18-24	25%
25-34	24%
35-44	18%
45-54	20%
55-64	21%
65+	14%
Male	22%
Female	17%

Don't know / not applicable excluded from base

Region	
caution: 1 base sizes – not shown where <50 and marked * if <100)	
Scotland	30%
North East*	13%
North West	20%
Yorks & Humber	20%
West Mids	19%
East Mids	17%
Wales*	21%
Eastern	15%
London	24%
South East	16%
South West	23%

Travel during Covid-19: omnibus week 2

Who is most comfortable in returning to public transport use?

As would be expected, people who used public transport before the outbreak and those without vehicle access are feeling more comfortable about travelling by public transport again.

As soon as travel restrictions are relaxed I'll be happy to travel by public transport again (total agreeing)

Total
20%
24%

Disability

Any disability	19%
No disability	21%

Access to car

Access to car	16%
No access to car	37%

Journeys made by modes before Covid-19

NET: Car	16%
NET: Bus	31%
NET: Train	29%
NET: Any public transport	28%
NET: London transport	29%

Travel during Covid-19: omnibus week 2

How do you think travelling will be different when the lockdown is eased?

"I think there maybe some confusion with what is and isn't allowed"

"I think there will be less people using normal petrol stations and more using self service forecourts instead. Travelling by public transport will be completely different I think though, there will be less people allowed on buses and trains, probably causing long queues"

"I think that travelling on public transport will have to change. People won't be allowed to be packed on trains like sardines any more. And everyone will be more wary"

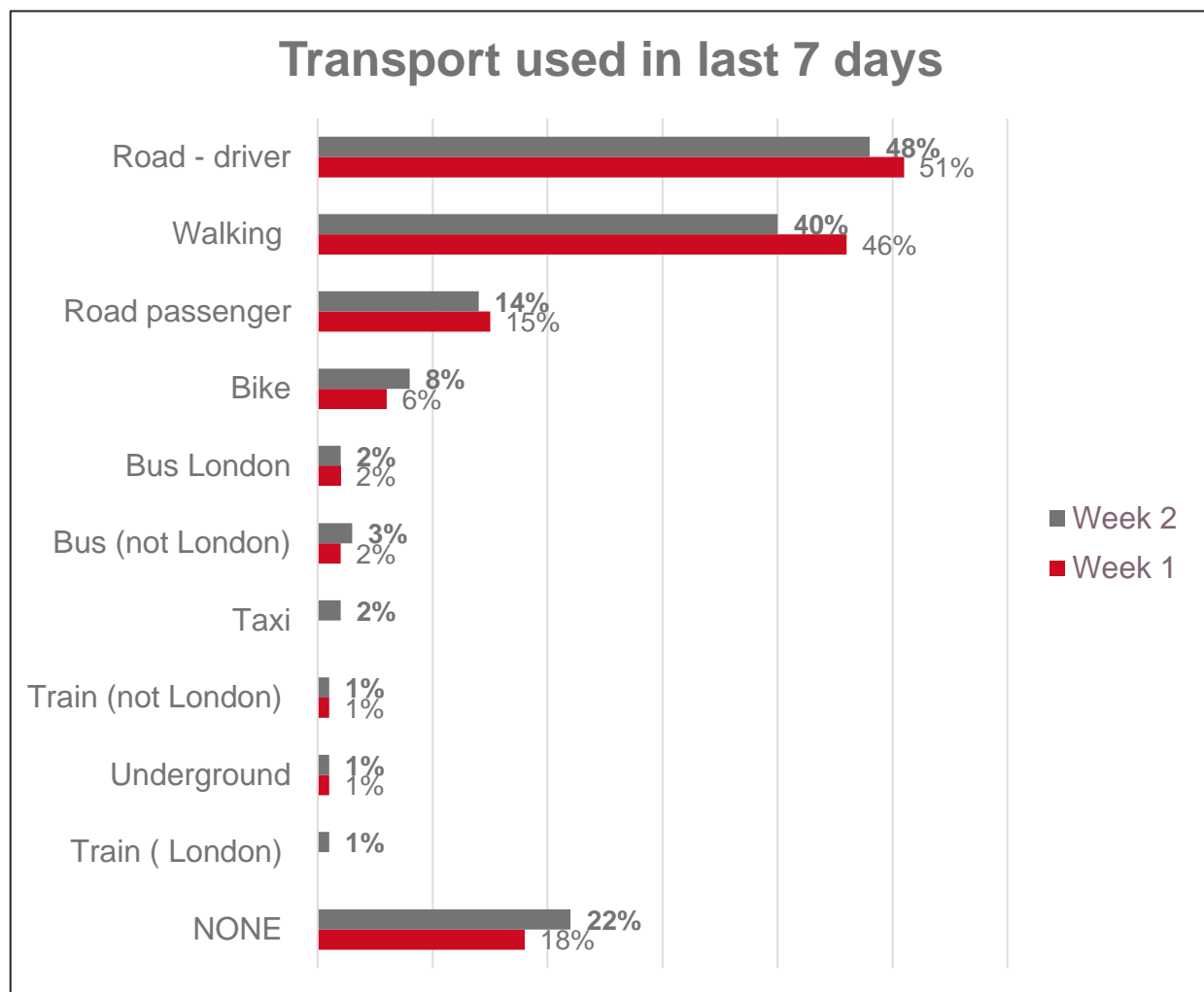
"I think social distancing will remain in place for a long time and therefore, less people will be allowed on buses for instance. Meaning more buses on the roads. I think it'll be sad to see the same volume of traffic on the roads again as before lockdown"

"I think that people will be very worried about using public transport again because of the virus. I think many people will remain at home, even after, the lockdown conditions are relaxed, because the more you go out the more you will be exposed to other people and the virus."

"I believe that things will gradually go back to what they were. People have short memories and do not like a routine to be altered."

Travel during Covid-19: omnibus week 2

In the last 7 days, there has been minimal travel by public transport



Satisfaction with different aspects of the individual public transport modes is being collected. Will be reported in future as journeys increase and sample size therefore permits

Travel during Covid-19: omnibus week 2

Reasons for making journeys and non-use of public transport

Reasons for making any journeys in last 7 days:

Work **25%**

Visiting / caring friends / family **15%**

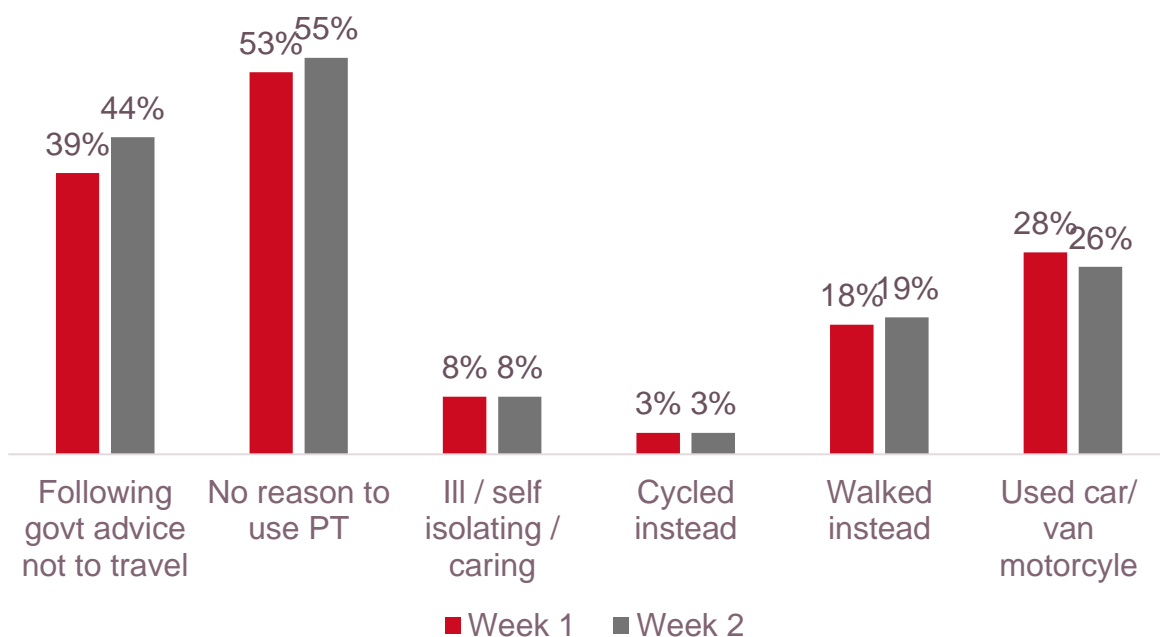
Shopping **80%**

Personal business (medical etc) **15%**

Travel to exercise **26%**

Other **7%**

Reasons Public Transport not used in last 7 days



Survey method

- 2000 online interviews per week, nationally representative of Great Britain population – not all respondents are passengers on public transport.
- Fieldwork dates week 1: 1-3 May, week 2: 8-10 May 2020.
- Using Populus weekly omnibus.
- To be repeated each week.
- Sample size by age groups, region and gender.

	TOTAL	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Week 1	2056	234	310	324	377	314	497	1003	1053
Week 2	2026	242	361	287	332	315	489	1009	1017

	Scotland	North East	North West	Yorks & Humber	West Midlands	East Midlands	Wales	Eastern	London	South East	South West
Week 1	185	84	233	164	185	157	110	210	259	287	182
Week 2	165	86	240	177	163	161	110	188	229	306	201

TRANSPORT FOCUS WALES LIMITED

Fleetbank House, Salisbury Square, London EC4Y 8JX
 Telephone 0300 123 0855

BUSINESS MEETING NOTES

Date: Wednesday 13 May 2020
 Location: VIDEO CONFERENCE CALL ONLY
 Time: 1030-1130
 Classification: **NOT PROTECTIVELY MARKED**

Attended

Jeff Halliwell	JH	Director, Chair
David Sidebottom	DS	Director
Nigel Holden	NH	Director
Jon Carter	JC	Secretary
David Beer	DB	Senior Manager Wales, Transport Focus
Michelle Roles	MR	Stakeholder Manager Wales, Transport Focus
<u>Apologies</u>		
Cllr William Powell	WP	Director
Anthony Smith	AS	Chief Executive, Transport Focus
<u>Copy to</u>		
Louise Collins	LC	Senior Stakeholder Manager, Transport Focus
Michelle Jackson	MJ	Manager, board and governance operations

Item	Subject	Action ref (if any)
1	Chair's opening remarks JH welcomed everyone to the call and expressed the happiness of all that William is out of hospital and well on the road to recovery. William had contacted JH prior to the meeting with a goodwill message and JH had responded in kind.	
2	Notes from previous meeting. The notes of the meeting held by conference call on Monday 30 March 2020 were agreed. There were no outstanding actions from previous meetings.	

3 Reports

3.1 Operational report

MR introduced her report. Priorities had changed during lockdown, but monitoring work had been ramped up, especially with social media and websites. The need to, and to be seen to be, continuing to be useful remained a priority, especially with information provision. MR had produced a report with suggested changes – this is ongoing work, especially in respect of passenger experiences and expectations.

Route familiarisation work remains ongoing to the extent it is possible under current conditions. MR is continuing to work with Network Rail on trespassing issues.

Working with the Insight team is also ongoing in order to ensure our research work hits the right audiences.

Planned meetings with BTP had to be postponed, but contact is being maintained and all relevant Transport Focus material is being forwarded to them to support their planning processes. Agreement has been made to pick up face-to-face meetings as soon as is practicable. Both BTP and BTPA have responded positively to being kept informed of our work.

During this period extensive support has been provided to the 10am coronavirus external relations call.

MR set out her updated priorities over the coming months.

3.2 Strategic issues report

DB introduced his report. He updated on recent meetings of the Wales and Borders RSB. In March, TfW Rail reported that focus on the passenger priority of punctuality is having an effect, with 43% improvement on right time (23% improvement in Valleys). In April, it was confirmed that the May timetable changes were to be put back to December. On-time performance recorded its highest period, with several days at 100%. NRPS improvements showed that joined up working is also having an impact, but more work is needed on passenger information during disruption. DB had presented our Coronavirus research including anxieties about travelling again.

New rolling stock remained an issue both in terms of production and in respect of testing and gauging. The Castlefield corridor in the north (very congested) will also affect the delivery of the new timetable. Much engagement has taken place on this matter, as well as how the current situation will affect cascaded stock. The impact on the December timetable is still not clear – in particular the Pacers, which should have been withdrawn by now. DB had pressed for action / clarity on this.

DB had planned to meet with Simon Jones and James Price on 09 April, but this had been postponed again, but the meeting needs to happen as soon as possible. We are still making sure we are useful, especially with research reports which have been well received. DB will ensure appropriate reports also get to the Minister, which will further help develop our relationship and remit.

The TFW Advisory Panel was due to meet in March, this was also postponed. Transport Focus has a seat on this new, important panel, and it will meet again in May. Public transport in Wales post lockdown is likely to be top of the agenda.

4 Other issues

4.1 Future engagement / issues:

The meeting discussed research and engagement issues, including making the most of our new Omnibus product alongside other work priorities, and related Welsh language challenges / opportunities. A key point was what are we doing that can be more Welsh specific.

DS and DB had discussed these issues at length. By way of context, there had been one or two instances where further help had been offered but not taken up. It is still not clear why – this goes to heart of why TFW had been created in the first place. There may be a need to be clearer on what we can do, and how.

The meeting discussed and agreed three areas where further work was required:

(a) The Omnibus survey. This is proving useful but probably only around 100 / 2000 respondents are in Wales. The possibility and cost of boosting the survey is to be identified.

(b) A new website for Wales. Lee Rowbotham is leading on the spec for the new Transport Focus website and it is envisaged that our

TWF 2021-001
DS (May 20)

work in Wales will have a separate identity, with a clear focus on 'what can we do for you' – in Welsh and English. Emerging aspects of the project will be shared with the TFW board in due course.

TWF 2021-002
DB (Jun 20)

(c) A Welsh online community. Developing the online panel in Wales appears to be a sensible approach, given the emerging longer-term consequences of the pandemic. There are currently about 430 panel members from Wales, but most were recruited via the NRPS and it appears Welsh speakers, in particular, are limited in numbers. Welsh recruitment to the panel or a variant of it therefore requires further thought, especially in terms of North Wales.

Wider bus research, with recontact capability, would be helpful. DS noted that there may be helpful learning from the approach taken by Northern recently. DB noted the approach taken needs to be as representative as possible. A discussion paper would be developed.

TWF 2021-003
DB (Jun 20)

It was noted that all the above will require access to rapid translation, so reports and all engagement can be turned around much more quickly.

5 Management accounts year to date

NH introduced the management accounts for the year ending March 2020, which form the basis of the annual accounts. Expenditure had been slightly lower than forecast, although a provision had been made for NAO audit pending DfT agreement to Transport Focus issuing a parent guarantee; if this was agreed, year-end audit fees would be significantly reduced. ARARC had discussed this issue and was clear it was not a problem. Once the audit situation was resolved, there could be a decent slug of funds available to be used on raising engagement levels within Wales.

Budget 2020-21

NH also presented the budget for 2020-21, and clarified the two funding streams from TfW and Network Rail. The payments were contracted for the entirety of the new business year. Cost reflect those currently known. The company remains solvent and a going concern. JH noted cashflow became less than ideal towards the end of the year, but NH had no concerns in this respect, and the data could potentially be reprofiled. Additional activities need to be considered as they affected our remit, and jointly funded work factored in.

JC reminded the meeting that the annual accounts made up to **31 March 2020** are due for filing by **31 December 2020 (NH)** The next Confirmation statement date is 28 June 2020 and is due by 12 July 2020 (**JC**)

6 Any other business

The meeting agreed that given the unlikelihood of a full Board meeting being held in Wales, a video based meeting would be a sensible plan. Participation may be much higher on a remote / virtual platform, given the geographical challenges. We would need to be agile with respect to dates, timings and speakers. DB would give this some further thought.

TFW 2021-004
DB (Jul 20)

There being no other business, the meeting concluded at 1125 hrs

Date of next meeting: **Wednesday 15 July 2020 1000-1100 by video conference call only.**

**TRANSPORT FOCUS WALES LIMITED
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2020**

	Actual		Budget	
	£	£	£	£
Income		73,725		73,325
Expenditure				
Staff costs and board recharges	49,888		50,321	
Travel and subsistence	3,728		2,919	
Training and development			581	
Recruitment fees	479		-	
Press cuttings and other media services	-		875	
Office, printing, postage and stationery	29		2,000	
Telephone	136		196	
Rent	1,750		2,331	
Meeting room hire	-		294	
IT equipment, support and software licences	3,664		3,654	
Professional fees, insurance and bank charges	571		3,850	
Audit and accountancy	12,000		4,256	
Total expenditure		72,245		71,277
Net operating surplus		1,480		2,048
Corporation tax provision		266		369
Retained surplus		1,214		1,679

Notes

- 1 The company began trading on 1 September 2020 so the reported results are for a seven month period. The above figures will be used for the statutory accounts for the year to 31 March 2020.
- 2 Income is in line with forecasts but non pay costs have been lower than anticipated, apart from the audit fee which was not anticipated when the budgets were set because the company fell within the small company provisions of the Companies Act 2006. However the group auditors (the National Audit Office) will be required to audit the company unless Transport Focus is able to provide a parent company guarantee. At the date of these accounts this issue has not been agreed by the Department for Transport so these accounts include provision for a separate annual audit.

TRANSPORT FOCUS
BALANCE SHEET AS AT 31 MARCH 2020

	Actual £	Forecast £
Current assets		
Cash at bank	46,050	-
Debtors	67,560	82,588
	<u>113,610</u>	<u>82,588</u>
Liabilities falling due in less than 12 months		
Amounts owed to Transport Focus	60,244	5,099
Creditors and accruals	12,000	8,307
Bank overdraft	-	5,081
Deferred income	20,950	54,106
VAT payable	18,936	7,947
Corporation tax payable	266	369
	<u>112,396</u>	<u>80,909</u>
Net assets	<u>1,214</u>	<u>1,679</u>
Reserves		
Retained surplus	<u>1,214</u>	<u>1,679</u>

Notes

- The timing of receipts from sales, lower costs, later than anticipated payment to Transport Focus, together with deferral of VAT payments under the Covid-19 relaxations have resulted in the higher than forecast bank balance at the year end
The outstanding sales invoice has been paid after the year end, and costs paid to Transport Focus.



TRANSPORT FOCUS SCOTLAND LIMITED

Fleetbank House, Salisbury Square, London EC4Y 8JX

Telephone 0300 123 0855

BUSINESS MEETING NOTES

Date: Wednesday 15 April 2020
Location: Conference call Only
Time: 1030
Classification: **NOT PROTECTIVELY MARKED**

Attended

Jeff Halliwell	JH	Director, Chair
Philip Mendesohn	WP	Director
Jon Carter	JC	Secretary
David Sidebottom	DS	Director
Nigel Holden	NH	Director
Robert Samson	DB	Senior Manager Scotland, Transport Focus
<u>Apologies</u>		
Anthony Smith	AS	Chief Executive, Transport Focus
Michelle Jackson	MJ	Management Assistant to CEO and Chair

Item	Subject	Action ref (if any)
1	Chair's opening remarks JH welcomed everyone to the call. Apologies were noted from AS.	
2	Notes from previous meeting (February 2020) The notes from the meeting held on 3 February 2020 were agreed.	
3	Outstanding actions not covered elsewhere There were no outstanding actions other than those discussed elsewhere on the agenda.	
4	Updates	
4.1	Business update to include:	
(a)	Any sensible follow up work to do following our submission to Cabinet Secretary in light of current situation? Follow-up to the submission to the Cabinet Secretary in February 2020 was discussed.	

DS explained that the submission had been acknowledged, albeit in a low-key way, a few weeks ago. The timing for future engagement with the Scottish Government was critical in the current circumstances, and particularly as we approached post-hibernation. It appeared many options were being explored in terms of our future role. PM agreed that the travelling dynamic was likely to be very different in the future and we should be on the forefront of the new curve.

RS explained the recent levels of information exchange between Transport Focus and its stakeholders – it was not yet clear how important tracker surveys and other traditional methods of evidence gathering would remain in the future.

DS explained the ‘future’ work that MT had commissioned from Ian Wright at its meeting last week, which Robert would feed in to from the Scottish perspective. The transport user panel was likely to feature heavily in this respect; targeted questions could be used to great effect.

(b) Board Events – plans for future dates format?

September – suggested by JC - was considered too soon to reorganise a traditional board event, but it was agreed that Transport Focus must be visible during the bounceback period. A webinar – or indeed a Scottish themed board meeting - especially given Scotland’s geography – were considered options that could be worked up for September, which was considered a good time for something like this, subject to the political programme in Scotland.

TFS 2021-015

DS / RS

June 2020

(c) Current issues and work across modes in Scotland

RS had been in regular dialogue with operators. He was pleased to see season tickets were now being refunded to mid-March and was working with operators on timetable changes – of which more were expected. Information about these changes remained key. Bus services were operating to a much reduced timetable although socially necessary routes were – generally - being protected. DS noted that Transport Focus was among the first to welcome such protections when they were first announced.

4.2 Scotland board member's update

PM was still engaged in the Glasgow QS project and was monitoring progress; sadly, there were few passengers to use the new facilities at present.

5 Other business

5.1 Scottish Board Member recruitment update

JC noted that interviews had been rescheduled to 10 and 12 June 2020, and would be in videocall format.

6 Any other business

There being no other business the meeting concluded at 1055 hrs

Date of next meeting: **Wednesday 17 June 2020 1030-1200**

Interim workplan April–June 2020

Contents

1. Introduction
2. Responding to coronavirus related transport issues
3. On-going projects
4. New projects
5. Preparing for the future
6. Continuing to be a modern workplace for great people with excellent delivery, value for money and good governance

1. Introduction

The coronavirus crisis has presented an unprecedented challenge to populations, governments and organisations. All non-essential travel has stopped, but Transport Focus continues to represent the interests of those still travelling and those, such as passengers seeking refunds, who have ceased to travel but still need help. We also need to think about the needs and possible changed travel patterns of those who will be on the move again once this crisis is over.

It is clear we need to reprioritise what we are going to do and how we are going to do it in the next few months. Basing our work on the core principles of being a useful and evidence-based consumer organisation, we need to reorder some activities, pause others, and plan for the future.

We already have in place a three-year work plan for [2018-21](#) and a plan for the current financial year [2020-21](#). Both were written before this crisis erupted but still provide an overall direction of travel for the organisation.

This plan sets out how we will **continue** to respond to the crisis, the current projects we will **continue** or finish off, our **new** projects plus our **preparations** for the future. It also sets out how we will **continue** to be a good employer and be well governed. We will **continue** to work in close partnership on many of these issues with London TravelWatch.

This plan does not have the wealth of detail contained in individual team plans. However, it is a guide to our general direction of travel over the next few months allowing all staff to see how their contribution to this effort is making a difference.

2. Responding to coronavirus related transport issues

To date Transport Focus has focused on three major issues:

- **The quality of information provided by transport providers and governments.** Any anxiety inducing situation such as this crisis requires clear information to tell transport users what to expect and when, about timetables, motorway service areas or assistance. We have reported on this work in a series of blogs, tweets, Transport User Voice and on our website.
- **The adequacy of service provision for transport users.** As bus and rail timetables have been thinned out and altered it is important that the remaining services (and the prices charged for them) are suitable for the markets they keep serving. We published [principles about service alterations](#) and are helping the Rail Delivery Group with a survey on timetables and key/essential workers. We have also stressed the need for motorway and other service areas to [remain open](#) for remaining essential journeys.

- **The clarity and adequacy of refund arrangements.** Many rail passengers have significant amounts of money invested in season tickets. The welcome decision by governments and the rail industry to backdate season ticket refunds to 17 March (unless used since) is now, as a result of our work, backed by much clearer information and arrangements. This reduces anxiety, the need to return to stations where tickets were purchased and makes claiming easier.

Some or all of this work will continue in varying forms while the lockdown continues. This has and will involve significant amounts of desk research on websites and other channels, tracking of social media sentiment and comment and liaison with governments, trade associations and service providers.

3. Making a difference – ongoing work

This section summarises the specific outputs we are aiming to produce. Significant amounts of stakeholder liaison and follow-up is required with many of these to ensure they are as useful and effective in driving change as possible.

Boosting the user voice - tracker surveys

With the fieldwork on all our major ‘tracker’ surveys and many other insight projects now suspended, we need to decide of the work we have completed, what is appropriate to publish. In current circumstances any publication, as with the recent [Bus Passenger Survey](#), is likely to be low key but will still allow others to access and use the data.

These are the major tracker surveys and their current status:

- National Rail Passenger Survey Spring 2020. Fieldwork was about 70 per cent complete when suspended, which will allow for publication in June as planned
- Bus Passenger Survey. Autumn 2019 results were [published](#). We are reviewing how to approach the next wave of the survey
- Strategic Roads User Survey. Surveying was suspended in mid-March: 11½ months into the 2019-20 year of this continuous survey. It is likely that we will summarise the findings for the year up until the survey was paused
- National Road Users’ Satisfaction Survey. The old road user survey has now been discontinued. All fieldwork for the 2019-20 year was complete before the lockdown so a full year’s results will be published in June or July
- Motorway Services Users Survey. About 75 per cent of fieldwork is complete. Discussions are underway to determine the best way forward
- Tram Passenger Survey. Fieldwork in Manchester and Sheffield was fully completed and should, subject to stakeholder comments, be published in May.

Boosting the user voice

Other insight/policy projects to be completed are set out below along with indicative publication dates.

Rail

- Joint work with Rail Delivery Group (RDG) to understand the needs of passengers, including key workers, making essential journeys
- Rail Passenger Priorities for Improvement. A major piece of research across Great Britain will be ready for publication around June. We are reviewing how to use this in the potentially changed world post-lockdown
- Levels of Delay Repay awareness and claim rates. This key piece of DfT-funded work will partly be used to gauge the success of our *Make Delay Pay* campaign - summer
- Research funded by Network Rail into passenger views about the Trans Pennine Route upgrade - April
- Age and the train. Funded by GWR this look at younger and older passengers' attitudes to train travel will be ready for publication soon
- Passenger attitudes towards King's Cross engineering work in 2021 – May
- HS2 Community update – August
- Final report on passenger input to design of MerseyRail trains
- Passengers and refurbished trains. Funded by Porterbrook and conducted jointly with London TravelWatch
- Boosting the usefulness of NRPS and its online follow-up surveys, including analysis with Artificial Intelligence (AI) – May/June.

Bus

- Around 130 reports from BPS compiled on individual operators and transport authorities' areas, with associated virtual meetings where possible - May/June
- Further analysis of recent Bus Passenger Priorities for Improvement with focus on younger passengers and regional reports - April
- Qualitative phase of Traveline customer survey – June/July
- Barriers to West Midlands bus use – qualitative research - summer.

Road

- Attitudes and experiences of users/potential users of longer-distance Park and Ride, funded by Highways England - September
- Research into road users' attitudes and experiences regarding all-lane running smart motorways – May
- M4 Smart Motorway construction – second phase of this Highways England-funded work looking at awareness of and satisfaction with the roadworks – September
- Two reports looking in depth at findings from the Strategic Roads User Survey – one on signage and one on accessibility - summer

Franchise, direct award and concessions input

- Cross Country franchise Direct Award proposal review
- LNER Direct Award proposal review
- Review franchising/concessions guide.

Accessibility input

- Ensure that disabled passengers have adequate information to complete their journey on both rail and bus, particularly when coronavirus restrictions are in place
- Conclude up to 19 Accessible Travel Plan reviews, working with London TravelWatch, and feeding back to ORR for revisions where necessary
- Monitor how the industry resolves the accessibility issues associated with rail replacement vehicles
- Continue to represent Transport Focus on Highways England Access for All Forum to take forward our recommendations from our Disabled Road Users Report
- Continue to engage with stakeholder groups and plan arrangements for Transport Focus' own Accessibility Forum.

Other work

- Continue to deliver a 24/7/365 press office
- Conclude an audit of Northern disruption information
- Continue input to Rail Reform process as well as other national reform processes/legislation
- Continue participation in Route Supervisory Boards
- Work on contact and complaints handling will involve concluding arrangements for London TravelWatch to carry this out on behalf of Transport Focus – June.

4. Possible new work?

While our focus since the lockdown has quite rightly been ensuring that those that need to travel can do so when they need to in safety. Transport Focus, like others in the transport sector, must begin to think about what the future holds even though we do not know when the crisis will end.

It seems unlikely that the post-coronavirus world will be the same as before with both economic and health challenges likely to remain for some time. When and how quickly will people return to public transport after restrictions on travel have been lifted? Will people return to their old travel patterns, perhaps being reluctant to travel on mass transport systems? Will more people want to work from home? Will more people opt to drive because of health concerns, or because petrol is cheap and congestion is initially low?

This is all speculation at present. But we need to ask ourselves now, how can we be useful during a likely period of change to come? Can we use this ‘fallow’ period to revisit how we carry out some of our bigger pieces of work – including the tracker surveys? While we are confined to our homes, we could build on successful trials of online focus groups to allow us to develop our thinking and test out new products.

So, we will set up a workstream to consider these questions in the short to medium term future for transport, what it means for our users, for Transport Focus itself and our stakeholders. And what are the implications for the insight we collect? We must continue to be useful and relevant ensuring we don’t fight the last battle rather than the current one. However, this is a great opportunity to review what we do and how we do it, pulling from the breadth of experience and skills across Transport Focus in true cross-team working style.

We can also look at the likely phased return to transport through the lens of behaviour change – after all nearly everyone is currently a non-user of public transport, and many will need persuading to use it again, at least in the short term. As we know from previous research, non-user perception is crucial and often different to reality.

We also know that we will need to continue to communicate with stakeholders and ramp up our direct communication with the travelling public. We are already working with behavioural change experts to help us widen participation in the Transport User Panel. We must seize this opportunity to develop other innovative ways to communicate our work effectively, including exploring podcasting and webinars.

Additional insight/policy analysis

We will use this period to look in more detail at and plan/commence policy work on:

- Accessibility issues – use verbatim comments from, for example, NRPS, BPS, SRUS to help plan the next phase of our Accessibility Forum work
- Develop a passenger guide to information during disruption. This has already been earmarked with the West Midlands Grand Rail collaboration and could be rolled out to other areas
- Plan new multimodal research, resources permitting, that would provide insight into what transport users like about Apps across the transport sector.

Communications

- Start to redesign the website and build in greater co-ordination with the London TravelWatch site. It is also an opportunity to update website content
- Continue to produce the monthly Transport User Voice newsletter
- Issue daily updates on web and social channels
- Pilot a Transport Focus podcast
- Work with Insight Team to develop new ways of presenting data.

Road users

- Continue to articulate the need for those making essential journeys during the crisis to know what is open at which motorway and major 'A' road services while facilities are scaled back
- The Government's second road investment strategy commits Highways England to work with Transport Focus in a number of areas, particularly on developing new metrics. We will further develop our Logistics & Coach Survey and think about ways to obtain feedback from cyclists, pedestrians and equestrians so these can be introduced as soon as practical post crisis.
- We will continue to press Highways England to provide the clearest messages about services available for drivers at service stations, both on motorways and other parts of the their road network.

Enabling tools

- Develop templates to help Transport Focus staff provide best practice/areas for focus reports to transport operators, including on running customer panels, fault reporting and customer feedback

5. Planning for the future

Campaigns?

Fresh phases of our three campaigns are paused although some ongoing policy and background work with stakeholders continues. An initial review of the campaigns, informed by an Internal Audit Report, has been completed [\[link\]](#). We will further consider the appropriateness of each campaign during and after the coronavirus period.

Once we publish the awareness and claim benchmarking report for the *Make Delay Pay* campaign, we will consider whether to continue with that campaign. The bus campaign *Give Bus a Go*, aimed at reducing passengers' barriers to bus travel, could be re-positioned to help drive bus passenger growth after the crisis.

Now that we have established Transport Focus as a campaigning organisation, we will continue to campaign - albeit on different topics - in the 'new world'. We must allow ourselves time and space to plan and prepare so that we can hit the ground running once the lockdown is over.

We should also treat the 'asks' of essential transport users/those who need to engage with the transport industry as a mini campaign, rather than a series of separate activities.

Travel after the crisis?

We will prepare a short policy paper that sets out our thoughts on how to get passengers back to using bus and rail in particular. The need to rebuild revenue for both industries may well present opportunities for change that might not otherwise have occurred for years, such as fares reform.

Also, how will the reintroduction of full timetables – probably in phases – be communicated? What concerns will returning or potentially returning passengers have? Our Transport User Panel could be a good place to explore these and other issues.

The second Road Period started in April, with Highways England now delivering the Government's [Road Investment Strategy](#). Planning for Road Period 3 for 2025-30 needs to start almost immediately. To make sure road users' views are at the heart of thinking from the outset, we will carry out a major piece of insight work to inform the process, including examining user priorities for improvement. The outputs will be useful to Highways England, the Government and the Office of Rail & Road.

6. Continuing to be a great place to work with excellent delivery, value for money and good governance

Coaching, leadership and management

We will continue to seek opportunities for staff to gain wider or different experiences for their development. Both team and one-to-one meetings with staff continue as do our monthly full Management Team meetings and weekly catch ups. Cross-team working has, if anything, increased in the crisis as we have temporarily re-assigned staff to different roles and tasks.

End of year reviews for Board members and staff will take place.

Training and development

As the crisis moves into a more stable phase for transport, we could use this opportunity to continue our programme of development and the 'Lunch and Learn' series.

Possible topics for one of our seminars might include: the birth and basic elements of consumerism, accessibility for beginners, transport and green issues, the roles of governments and regulators, and others. The offer of training from the Good Practice Team at the Office of National Statistics will be taken up as will further training on data visualisation and data science.

Value for money

All of our existing controls and processes for ensuring we wisely plan and spend public and third-party monies will continue in place albeit working remotely.

Governance

We will continue to ensure that the organisation is well run and scrutinised with our usual programme of Board and Members Events. In addition, all the Board sub-groups will continue: the Audit, Remuneration and Risk Assurance Committee, the Statistics Governance Group and the Passenger Contact Group.

The Information Risk programme will continue as will the production of the Annual Report.

The recruitment for our new Scottish Board member will continue.

The action plan following the Office of Statistics Regulation report on NRPS will be completed and re-tendering of some insight work pursued as far as it can be.

Ways of working

In common with many organisations, we have been embracing the new technology for internal communication and have found it successful for many aspects of our work, including flexible working. We will consider how to take this forward.

April 2020

Board Meeting	Date	19/03/2020	Time	12.00-13.00	Venue	Conference Call
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Attended**Board members:**

Jeff Halliwell	JH	Chair
Philip Mendelsohn	PM	Board member for Scotland
William Powell	WP	Board member for Wales
Theo de Pencier	TdP	Board member
Isabel Liu	IL	Board member
Keith Richards	KD	Board member
Aurthur Leathley	AL	Board member for London
Rob Wilson	RW	Board member

Management in attendance:

Anthony Smith	AS	Chief executive
Jon Carter	JC	Head of board and governance
Michelle Jackson	MJ	Manager, board and governance operations
Shahid Mohammed	SM	Finance Manager
Guy Dangerfield	GD	Head of strategy

Apologies

Kate Denham	KR	Board member
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A Public Session

12.00	1	Workplan 2020-2021
		This was formally approved by the Board and its contents endorsed subject to the production of an interim work plan covering the current COVID-19 crisis.
	2	Board meeting minutes: February 2020
		These were approved.
	3	Transport users and COVID-19
		<p>GD updated the Board on the following issues which in light of the recent reaction to COVID-19:</p> <ul style="list-style-type: none"> • Refunds or open-ended credits for Advance tickets which passengers no longer need – the ‘free change’, isn’t workable in practice because people can’t know what date to change the ticket to. • Asking for consideration of what is reasonable for season ticket holders; given that current refund arrangements don’t really work for a temporary gap in usage and will be seen as penalising some because refunds are not pro-rata (no refund after 40 weeks). • The need for crystal clear information whatever the policy. <p>GD also gave an update on how the new arrangements affect bus passengers and transport users on the SRN. Roads congestion, especially with regards to lorries crossing the border to European territories, was discussed. The possibility of ferries travel being halted in response to COVID-19 was discussed.</p>
	4	Any other business
		There being no other business the meeting concluded at 1211 hrs

Audit, Risk Assurance and Remuneration Committee	Date	21/04/2020	Time	13.30-15.30	Venue	Zoom details in Outlook
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Committee Members

Isabel Liu	IL	Board member, chair
Arthur Leathley	AL	Board member for London
Kate Denham	KD	Board member

Executive in attendance

Anthony Smith	AS	Chief executive & accounting officer
Nigel Holden	NH	Corporate services director

Jon Carter	JC	Head of board and governance
Michelle Jackson	MJ	Manager, board and governance operations

Guests

Aaron Condon	AC	Head of internal audit, GIAA
Martin Burgess	MB	Engagement director, NAO

Time	Item	Subject
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A Standing items

1330	1	Chair's opening remarks; apologies, introductions, and declarations of interest The chair welcomed everyone to the call and noted no declarations of interest.
	2	Minutes from previous meeting: 21 January 2020 These minutes were agreed, and the Chair was authorised to sign them.
	3	Action matrix 1920-294 – deleted due to this being an ongoing, quarterly discussion through the Information Strategy Group. 1920-295 – different expenses software used by other organisations was discussed. This remains work in progress.
	4	<u>Transport Focus Wales update:</u>
4.1		Meeting notes These notes were noted, and JC gave an update on the most recent meeting.
	5	<u>Transport Focus Scotland update:</u>
5.1		Meeting notes These notes were noted, and JC gave an update on the most recent meeting.

B Finance and statutory reporting

1	YTD finance report NH presented these final set of management accounts for 2019-2020, which would form the basis of the annual accounts. Issues in respect of income recognition would mean that funds of around £128,000 could be carried forward to 2020-21. The Board has discussed the report in detail that morning.
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2 Governance statement V2

NH presented this paper, with changes made since its last review, and which was endorsed by the Committee. In respect of the Annual Report and Accounts, this will not now be complete until the Autumn 2020 due to the volume of evidence needing review being in hard copy format. With all our workforce now working remotely this evidence cannot be shared easily. MB confirmed that this was also the case for other clients in the same position. NH confirmed that this has now encouraged us to think about how we can be less paper based and more electronic in the future.

C Business performance management and internal audit

1 Project management reports

Updates with project managers with regard to the affect the pandemic is having on projects are currently in progress, with some milestone dates subject to change. The number of projects at amber had been reduced.

2 Business planning: final budget and interim workplan

AS updated the Committee on the development of an Interim Workplan to give the organisation clear direction between April and July this year. This was approved by the Board in the Members' Event meeting that morning. IL noted the extent to which most, if not all, the tracker survey fieldwork had been completed before 'lockdown'. As commented that everything remained on track to be published, with 'health warnings' as appropriate.

3/4 Internal audit progress report / internal audit reports

The GIAA have concluded fieldwork on all four planned reviews. They have issued final reports for three of these - Risk Management (Substantial), Payroll (Moderate) and Resourcing and Staff Planning (Moderate). The Campaigns draft report (Moderate) has been issued in draft form and is with JC for factual checking.

The results of the internal audits, and the recommendations received, were discussed. The campaign internal audit in particular was discussed, being the most recent one. The use of our time recording system as a useful tool to allocate resource was also discussed, and how this can provide useful information for audit purposes. Whilst campaign time spent had been much less than originally budgeted – and we needed to get better at planning time - AS noted that the organisation need to remain agile in using its most precious resource and the year just ended had not been without its challenges in this respect. IL noted that the Board had been very pleased to receive detailed campaign reports from Louise Collins at its meeting that morning.

5 Draft HIA annual opinion

AC updated the Committee on the overall opinion, which is 'moderate', based on the aggregation of the four reports in 2019-20.

6 IA plan 2020-21 and fee

AC presented the final 20/21 plan following the discussion of the draft at the January Committee. They note that across government, the focus of organisations is changing in response to COVID-19. GIAA are offering support to their customers as a matter of priority and so this plan should be considered flexible and subject to change. They have proposed an audit fee of £23,450 with no planned increase from 19/20.

The future audit on the London TravelWatch (LTW) integration programme was discussed and how much involvement is needed from LTW. The parameters of the audit will be agreed through the terms of reference, however this exercise is specifically to give assurance to the Department of Transport (DfT) on the collaboration between these two organisations. Boundaries would be respected.

7 Annual DfT MA return (Q4)

This return was noted and had been submitted to the DfT after the January meeting; no further update for Q4 had been required.

D Risk

1 Opportunity and Strategic risk register oversight

MJ updated the Committee on the changes to registers since last considered. This included the scoping of the mitigations and considerations, and also the inclusion of a new risk regarding COVID-19.

AS noted that most of the opportunities identified still stand and are not negatively affected by the pandemic. There are also other new opportunities which have developed, such as the potential to use technology to reach a wider passenger audience. Also, the possibility that this dramatic change to the transport industry will present a great opportunity for Transport Focus as the role of transport user champion.

The Committee agreed however that the opportunities deriving from the pandemic need to be scoped and developed and discussed a graphic of the risks and opportunities originally developed by the Board in Autumn 2019, presented by IL. Some issues are already being explored directly through a *Project Future*, managed by Ian Wright, which is exploring the way in which the future of transport will affect the work we do. AS noted that this project also needs to consider the risk of *not* exploring the future of transport and how our work stays relevant. One key issue is that of 'satisfaction vs survival' – and where the focus should be on future services. Understanding future user behaviours as it effected supply and demand would be essential, and the insight team were already on the case.

The second key risk is in relation to the cohesion of the organisation and the continued internal and external communication. The effect of the pandemic on the identified risks were discussed. The Committee agreed it will be important to speak to our stakeholders, the Department in particular, and understand how we can continue to be useful.

2 Q4 Information risk report

JC, as Senior Information Risk Officer, presented his report. He noted that the submitted Data Map had not yet been updated in response to the results from the Design and Default Audit, which is discussed at item E4. The updated Privacy Policy was noted. The responsibilities of Information Asset Owners were discussed, in relation to the change to working remotely, and the issues they should be aware of. In particular, KD urged caution in respect of the use of personal devices and social media, and the use of calls which are likely to leave a digital audit trail.

AC noted the possible increased operational risks including fraud, business continuity, cyber security, managing sensitive data, supplier contracts and understanding workforce behaviours in general.

3 Team risks: Communications

MJ presented this updated Communications team risk register, which also included an update on the risks in relation to the pandemic. The risk of not being sensitive to the political climate was discussed. AS added another possible risk was the interaction with London TravelWatch and the way in which we work together and to ensure we align issues and outputs. Further resource for the team was being considered.

E Governance and scrutiny

1 Annual review: interests

JC confirmed the register of outside interests would be updated and republished in June 2020 at the conclusion of the annual board member reviews.

2 Annual review: gifts and hospitality

JC presented register which was noted.

3 Annual review: fraud and bribery

JC presented the updated fraud and bribery risk assessment which was noted.

4 GDPR compliance review (ISG)

JC presented the results from this first annual review undertaken by the Information Asset Owners. In response to these results adjustments will be made to the Data Map. KD advised to focus on the improvement of areas which are most likely to result in escalation to the ICO. In summary JC was broadly content with the results of the review, especially as it was the first of its kind, and the report was endorsed by the Committee.

5 ARARC semi-annual report to the Board

IL presented this report which was noted by the Committee. It will be presented to the Board at the next Members' Event in May.

F Staffing and remuneration

1 Staff forum update

AS updated the Committee on the Staff Forum, which it was agreed continues to have an important role to play.

2 Absence and diversity report

NH presented this report for Q4 which was noted by the Committee. NH confirmed that a long-term staff absence issue has recently been resolved.

3 Staff development update

Linda McCord is focusing on finding opportunities for online training. AS noted the recent recruitment and promotion opportunities.

4 Pay Remit update (if any)

NH noted that we are still awaiting information from the Department on this issue. Advice received from the Department with regard to contractual terms and conditions of labour was discussed.

There being no further business, the meeting closed at 15.26hrs.

Next scheduled meeting:

Actions:

2021-001	21/04/20	Risk registers	Once all individual team risk registers have been updated MJ will circulate the final document, as well as an updated version of the Opportunity and Risk Register.	MJ	May 2020
2021-002	21/04/20	IAO Risks	The risks associated with the use of Teams as a social networking platform will be explored further by JC and MJ.	MJ/JC	May 2020
2021-003	21/04/20	Comms Risk Register	MJ will discuss this new LTW risk, and the need to scope the resource risk more, with Sara Nelson.	MJ	May 2020
2021-004	21/04/20	June AR&A meeting	Postpone	JC	Apr 2020
2021-005	21/04/20	Agreed internal audit actions	Admit to rolling internal audit action log	JC	May 2020

Signed as a true and accurate record of the meeting:

Isabel Liu, Chair

Date

Statistics Governance Group	Date	17/03/2020	Time	1400-1600	Venue	Conference Call
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Attended

Theo De Pencier	TdP	Board member, chair
Philip Mendelsohn	PM	Board member
Rob Wilson	RW	Board member
Anthony Smith	AS	Chief executive
Jon Carter	JC	Head of board and governance

Louise Coward	LC	Head of insight
David Greeno	DG	Senior insight advisor
Murray Leader	ML	Senior insight advisor
Michelle Jackson	MJ	Manager, board and governance
Robert Pain	RP	Senior insight advisor
James Kramer	JK	Insight advisor

Time	Item	Subject
A Standing items		
1400	1	Chair's opening remarks; apologies and introductions
		The chair welcomed everyone to the meeting, now being held by conference call in response to the Government's advice concerning the COVID-19 crisis.
	2	Minutes from previous meeting: 17 December 2019
		Minor corrections provided by DG and PM. Subject to these changes the chair was given approval to sign these minutes.
	3	Action matrix
		Noted. One outstanding item covered on the agenda.
B National Rail Passenger Survey (NRPS)		
	1	Autumn 2019 / Spring 2020 update
		The Autumn 2019 NRPS was published as planned on the 28 th January 2020. Fieldwork for the Spring 2020 wave started on the 27 th January and was due to finish on the 5 th April 2020. Following the revised guidance issued by HMG on the 16 th March regarding the COVID-19 crisis, fieldwork has been stopped with immediate effect. 70% of the fieldwork is complete. We are in discussions with stakeholders on how we are to proceed throughout the next three months and the effect of this on the results going forward. Each TOC has a different percentage of returns compared to target; the key will be to establish if we have enough data to draw conclusions, this will be agreed with partners. Any update to this situation will be communicated to the Group. LC noted that the DfT supported this course of action regarding pulling fieldwork. We will also be contacting online respondents urging them to complete the survey to boost contributions.

		<p>The GA continuous survey and mystery shopping had also been unfortunately stopped due to the current situation. These will both continue into the 2020/21 financial year. Discussions have just started with ScotRail regarding the Summer 2020 (and planned Winter 2020/21) boost. This may be postponed until a more appropriate and productive time in the future.</p> <p>The Transport Statistics User Group has asked us to do a seminar to one of their monthly meetings on our Insight/research work, with realistic project dates being agreed under the circumstances. The future publication dates for reports was discussed.</p>
	2	Office of Statistics Regulation Action Plan review
		<p>The action plan was revised after the last SGG and published shortly after publication of the autumn 2019 results at the end of January. Meetings with the Office for Statistics Regulation have been useful, with training being offered for colleagues. It was noted that the outcome of the Williams Rail Review will determine how some of the requirements are addressed. We will take another look at these after it is published. AS noted our dismay at the way in which this report was published and managed publicly by the OSR, this will be discussed further with the CEO in an upcoming call.</p> <p>A general point was made about the use of links in submissions that are accessible for all. These must be through Connect and NOT OneDrive in future.</p>
	3	Retendering NRPS – potential timescales & process
		<p>The current contract for NRPS (of 2+1+1 year) expires at the end of the Autumn 2020 NRPS wave. The recommendation was therefore that the first wave of the new NRPS contract be the Spring 2021 NRPS wave and to undertake the NRPS re-tender to similar timings as in 2016 (i.e. commence about July 2020). Some extra resources may be required around the time of the re-tender because NRPS Spring 2020 publication is planned for late June 2020. Margaret Shaw from DfT has requested input into the new specification for NRPS, this was discussed. It was agreed that the Department as sponsor have a right to offer their opinion regarding the retender, but ultimately decisions on scope and content remain with Transport Focus, not least for budgetary considerations.</p> <p>If for some reason it is not possible to re-tender in July 2020 then the recommendation would be that the contract is extended for a further wave – so including the Spring 2021 NRPS wave. This would probably mean that the tender would be issued in October or November 2020. It was noted that historically this is when retenders (prior to 2016) have been undertaken.</p>

		ACTION: The Group agreed that this was taken to the Management Team for further discussion and for decision, given the resourcing issues involved. LC would feedback to SGG subsequently.
	4	NRPS technical report - update
		The history and future of the technical report was discussed. DG gave an overview of both the methodological and user guidance documents, which helped stakeholders understand how to use the NRPS data to their benefit. LC noted the importance of these documents being up to date and confirmed that they will be published on the website going forward. The Insight team has retained Dave Chilvers to help in this respect. The availability of these documents will be communicated to the Group when known.
C Bus Passenger Survey (BPS)		
	1	General 2019 survey update
		<p>RP updated the Group on the online survey statistics received, and the effect of the recent situation on the fieldwork. JC confirmed that the BPS launch <i>event</i> had been cancelled for the same reasons. The report will still be published however. As has been the practice in recent years, we will be meeting with the main bus operating groups ahead of publication date to provide them with a preview of the results for their businesses. The plan remains, as last year, to share the headline results with all participating organisations in the 24 hour period ahead of publication.</p> <p>RW questioned the expectation of the online take-up versus what was received. RP noted that no specific target was given but the amount of effort made versus the 9% achieved was seen as a success. RW noted the importance of us recognising what lessons were learnt through this and how we can do better in the future. LC confirmed that we are currently completing a review into lessons learnt, with ideas on future initiatives being discussed. PM noted the interesting differences in rail and bus demographics.</p> <p>ACTION: RP agreed to provide a paper on online uptake and options for improvement at the next meeting.</p>
D Tram Passenger Survey (TPS)		
	1	General 2019 survey update
		JK reported that fieldwork for this Autumn/Winter's Tram Passenger Survey is now complete, currently we are in the process of checking and finalising the SPSS file, as there appeared to be some weighting issues. The project is running to a slightly later schedule than last year. LC noted that the issues were likely to be resolved in the next few days, in time for the publication of the results, scheduled for late March / early April. TdP thanked JK for his contribution to the development of the survey as he approached the end of his contract.

E Strategic Road Users Survey (SRUS)		
	1	General 2019-20 survey update – including professional boost
		<p>ML updated the Group on the effect of the recent situation regarding COVID-19 on the current fieldwork. Kantar have confirmed they are continuing but there is a possibility this may be halted earlier than originally planned. ML and LC are in contact with Highways England to discuss and agree a plan going forward. The general feeling was that all fieldwork should be postponed preventing unessential travel and interaction. The Group agreed. Different ways of collecting data were being explored.</p> <p>The professional boost mailing to try and recruit HGV drivers to panel had been less than successful. We issued around 250 letters and got 4 panellists. In the next three months we will examine alternative recruitment methods. As part of the wind up of their contract we have organised for two deep dive analyses from Kantar: one on signage and the other on disability. General liaison with Highways England goes well, we have lined up a programme of Data Hub Training events with their staff.</p>
	2	2020-21 survey set-up & progress
		<p>Again this project is affected by the current situation regarding the need to reduce interaction and travel, the future of the fieldwork is under question. The Group agreed we should cancel all fieldwork and requested Kantar be contacted immediately.</p> <p>ML noted that the transition work is going ahead and going well, however the pilot of face-to-face interviews will now not be going ahead as are seen as 'nonessential'. We are exploring the use of an online SRUS trial, using the same sampling points, and taking into account the sensitive times in which we find ourselves in. LC cautioned that alternative methods should be fully evaluated before going live. Discussions with behavioural experts had already begun. Commercial advertising may be an option.</p>
F Any other business		
	1	Data Hub usage
		<p>RP reported that the data hub is growing both in use and usefulness and is emerging as an option for future publications. We are currently in the process of uploading the new BPS data, which should be completed in time for the BPS publication launch.</p> <p>We were able to increase exposure for the Data hub within the insight community by presenting a paper at the Quirk's Event on 12 February alongside our supplier, Dapresy. Overall use is at double the level seen in the previous three-month period (when there were 2001-page views in total), which is encouraging. We have seen a general increase in the use of the Data hub, mostly via the public access route. The NRPS module continues to experience the most use, followed by SRUS, at about half the level. Of the three remaining elements, BPS has seen the most activity, but only at around half the level of SRUS. In the absence of fresh data or</p>

		<p>campaign activity, there has been little to draw people to MSUS or TPS in the past three months, and yet both have experienced an increase in views.</p> <p>TdP suggested the future use of the Data Hub internally be kept under review.</p>
	2	Motorway Services User Survey update
		Watermelon has stopped all fieldwork in response to the current HMG advice on COVID-19. Louise Collins, the project sponsor, is hoping to contact all stakeholders to discuss the best way forward regarding the use of the data already gathered.
	3	Logistics and Coach Survey update
		ML confirmed that 158 questionnaires have been received so far. We have decided to continue with the mailing of reminders to businesses to urge completion of the questionnaire. TdeP noted the importance of getting the message and tone right.
	4	Word Nerds further information
		<p>LC introduced this application that analyses the verbatim comments received through online NRPS respondents. We have received the first data file from Watermelon and currently inputting this into the Word Nerds platform. LC will share an example of the type of report we are able to produce when using this software for analysis. The Group agreed that this is a very exciting initiative and shows us what we can do with data gathering in the future.</p> <p>ACTION: keep SGG updated on all developments and reports being created.</p>
	5	SGG effectiveness and remit review
		TdP noted the Group's terms of reference which remained broadly fit for purpose but expressed concern in the light of PM's departure at the end of the summer, and the potential loss of corporate memory. He also requested reflection on the future of the Group and how effective we are. AS noted, and the Group agreed, that the SGG is an essential and effective committee, which gives high level assurance to both the Board and Management Team.
1600		The meeting concluded at 1607 hrs.