

TSDB (14) 12th Meeting

SENIOR MANAGEMENT TEAM MONTHLY MEETING 8W02 BUCHANAN HOUSE, GLASGOW 10:00-12:30 9 December 2013

Attendees:

| | |
|--------------------|--------------------------------------|
| David Middleton | Chief Executive |
| Ainslie McLaughlin | Director, MTRIPS |
| Donald Carmichael | Director, TP |
| John Nichols | Director, AMFC |
| Sharon Fairweather | Director, FASD |
| Aidan Grisewood | Director, Rail |
| Roy Brannen | Director, TRBO |
| Andrew Maclaren | Head of BICS |
| Danny Chalmers | Head of Comms (Agenda item 3) |
| Jackie James | HR (Agenda item 11) |
| Jennifer Foley | BICS Communications (Agenda item 12) |
| Gavin Boyd | PS/Transport Scotland |

Apologies: David Swanson HR

Declarations of Interest

1. No declarations of interest were made.

Minutes of Previous meetings

2. The minutes of the meeting of 11 November 2013 were agreed.

Communications

3. The weekend press coverage was discussed including bridge and road closures due to bad weather, fatality on a local road and the fatal helicopter accident.

KPI's

4. The KPI's were discussed and noted.

Corporate Correspondence Statistics

5. The Senior Management Team discussed and noted the good performance in October across the organisation on correspondence, PQs and FOI.

Corporate Risk Register

6. The risk register was discussed and Andrew MacLaren was asked to draft new entries for Prestwick Airport, Network Rail reclassification and Trust Ports.

Finance

7. The Finance report was noted. Sharon Fairweather agreed to send out an updated IDM procedures document.

Constitution

8. The current position around the transport work stream was noted. There would be a stakeholder event held on Tuesday 10 December.

Complaints Handling Procedures

9. Andrew MacLaren provided an update of the changes to the complaints handling procedures that will now provide a quick, simple streamlined process for resolving complaints early. The new two stage process was noted.

2014 Resourcing

10. Roy Brannen provided an update on a number of recent developments in respect of the Transport Scotland 2014 Team. It was agreed that they moved to the next phase of the staff resourcing plan (outlined in the Board paper of 20 May 2013) It was also noted that the team performed well in the recent counter terrorism exercise Alban Targe.

Staff Survey

11. Jackie James attended for a discussion on the staff survey results. Directors provided updates on what actions they are taking following the results.

Website update

12. Jennifer Foley gave a presentation on the redesigned Transport Scotland website due to be launched in January 2014.

AOB

13. The Board discussed briefing requirements for the Scottish Transport Conference 2014.

14. Roy Brannen provided an update on the roll out of I.T. equipment (replacement of desktop computers with Laptops or Tablets) set for early 2014.

PS/Transport Scotland
December 2013