

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP  
HELD AT WELLINGTON HOUSE ON  
TUESDAY 23 JUNE 2009**

**PRESENT:** Councillor M Walker (Chair)

Councillors D Congreve and A Pinnock

**Observer:** Julie Talbot, Audit Commission

**1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor C Greaves.

**2. DECLARATIONS OF INTEREST**

There were no personal or prejudicial interests declared by members at the meeting.

**3. MINUTES**

**RESOLVED** - That the minutes of the meeting of the Group held on 17 March 2009 be approved.

**4. CORPORATE PLAN 2009-12**

The Group considered a report of the Passenger Transport Executive on Metro's draft Corporate Plan.

A copy of the draft Plan had been circulated to members and their comments and views were sought. It was reported that the Plan had been derived from the ITA's key policy areas and set out the strategic outcomes for the next 3 years along with actions designed to achieve the outcomes and Key Performance Indicators (KPIs). With regard to the KPI for efficiency savings, further information and a breakdown of one of the cost savings would be circulated to members.

It was noted that once approved, the document would be distributed to key stakeholders and would be accessible via Metro's website.

**RESOLVED** - That members' comments on the draft Corporate Plan be noted.

## **5. REVIEW OF METROPLAN 2008/9**

The Group considered a report of the Passenger Transport Executive which provided an update on the performance against MetroPlan Actions achieved in 2008/09.

Members noted the overview of departmental performance for 2008/09 which was attached at Appendix A to the submitted report. The review highlighted that Metro's performance against the targets set out in MetroPlan for 2008/09 had been calculated at 93.7%. Key achievements for 2008/09 included the provision of a new bus station at Brighouse, the Drive for Skills initiative and the introduction of the Bradford FreeCityBus.

**RESOLVED** - That the report be noted.

## **6. METROPLAN 2009/10**

The Group considered a report of the Passenger Transport Executive which provided an update on MetroPlan 2009/10.

It was noted that MetroPlan set out targets and standards to be achieved for each financial year and was used as a live business planning tool for managers and their teams to monitor progress against actions on a regular basis. A copy of MetroPlan was attached at Appendix 1 to the submitted report.

It was reported that the Key Performance Indicators were reviewed on a monthly basis by management teams. Comment was made that the target relating to bus use was unrealistic, especially in view of the forthcoming service cuts being made by the bus operators. It was also suggested that the target for the payment of undisputed invoices be higher as there should be no reason not to settle accounts within 30 days.

The Group noted that Metro was to review its work practices and arrangements and, as part of the review, would also look to reduce its office accommodation costs. Further details regarding these costs would be circulated to members.

**RESOLVED** - That the report be noted.

## **7. SMARTER WORKING PROJECT UPDATE**

The Group considered a report of the Passenger Transport Executive which provided an update on progress with the Smarter Working project.

Members were advised that cost savings in rent and service could be made by relocating staff from Phoenix House to Wellington House. Although there would be costs involved in providing facilities for smarter working for the affected staff, it was anticipated that Metro would achieve substantial savings. It would be necessary for some areas of Wellington House to be refurbished to accommodate the relocated staff and it was proposed that the Reception area also be upgraded. This would address health and safety issues which had been identified and would allow for electronic media information such as realtime displays to be installed. Members commented that it was important for Metro to have a functional, modern reception area to welcome visitors. It was also suggested that consideration be given to provide a seating area where semi-private discussions could be held.

It was reported that the Corporate Services and Development departments were to pilot the smarter working initiative. The pilot would highlight both advantages and disadvantages and the outcome would enable Metro to evaluate the initiative and consider whether to extend the scheme to other parts of the organisation in the future.

**RESOLVED** - That the report be noted.