

## Minute of Strathclyde Concessionary Travel Scheme Joint Committee

**15 March 2024**

held in person at 131 St Vincent Street and via Video Conference

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## **Minute of the meeting of Strathclyde Concessionary Travel Scheme Joint Committee held at 131 St Vincent Street and via Video Conference\* on 15 March 2024**

- Present** Councillors Stephen Dornan (Chair), Maureen Devlin, Malcolm Mitchell, Alan Moir, Owen O'Donnell, Donald Reid, William Sinclair\*, Andy Steel\* (Substitute) and David Wilson
- Attending** Valerie Davidson, Chief Executive; Lesley Aird, Treasurer; Stuart Paul, Head of Finance; Martin Breen, Senior Transport Planner; Cheryl Candlish, Contact Centre Manager; Clark Midgeley and David Jamieson, Audit Scotland and Amy Sullivan, Solicitor (Clerk)

Partnership Standing Order No 14 requires the agreement of the Committee to record meetings. The Chair sought and the Committee agreed for the recording of the meeting to commence and that such recording would be made available together with the minute of meetings.

### **1. Apologies**

Apologies were submitted from Councillors William Goldie and Cathy McEwan.

### **2. Declaration of interest in terms of the Ethical Standards in Public Life etc (Scotland) Act 2000**

Cllr Moir reaffirmed his declaration of interest citing his employment with Scotrail and as a member of ASLEF, the trade union.

### **3. Minute of previous meeting**

[click here to view the minute](#)

The minute of the meeting of 29 September 2023, was submitted and approved as a correct record.

### **4. External Audit Plan 2024/2025**

[click here to view the report](#)

There was submitted a report (issued) of 26 February 2024 by the Treasurer advising the committee of the External Audit Plan for 2023/2024 from Audit Scotland, the Strathclyde Concessionary Travel Scheme's external auditors.

After having heard from Mr Midgeley of Audit Scotland, the Committee noted the details of the External Audit Plan for 2023/2024.

### **5. Revenue Monitoring Report as at 3 February 2024 period 11**

[click here to view the report](#)

There was submitted a report (issued) of 26 February 2024 by the Treasurer advising the Committee on revenue expenditure incurred at the end of Period 11 (3 February 2024).

After having heard from Mr Paul in response to members' questions specifically relating to any potential impact on the Scheme as a result of the removal of peak fares on Scotrail services, the Committee noted the projected outturn position for 2023/2024 based on the information available at the end of P11.

### **6. Proposed Revenue Budget 2024/2025**

[click here to view the report](#)

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There was a report (issued) of 23 February 2024 by the Treasurer seeking the Committee's approval to the proposed revenue budget for the financial year 2024/2025, outlining the assumptions made in the preparation of the budget and advising the Committee of the proposed local authority requisitions to support the Strathclyde Concessionary Travel Scheme ("the Scheme"). The outline of the 2025/2026 budget was also presented for noting at this stage.

After discussion and having heard from Mr Paul and Mrs Aird in response to members' questions specifically relating to the impact on the Scheme if the new fare structure was implemented in 2024 and the potential impact if Scotrail re-introduced peak fares, the Committee, with Councillor O'Donnell dissenting from the decision to delay the revised fare structure, approved:

- (i) the proposed budget of £5.031m for financial year 2024/2025;
- (ii) requisitions totalling £4.095m, a 1.04% decrease compared to 2023/2024;
- (iii) a draw on reserves of £0.936m in 2024/2025; and
- (iv) a pause in the implementation of the new fares structure until April 2025.

#### **7. Performance Reimbursement Update 2023/2024 Quarters 1-3**

[click here to view the report](#)

There was submitted a report (issued) of 19 February 2024 by the Treasurer updating the Committee on the Strathclyde Concessionary Travel Scheme's performance and reimbursement results for Quarters 1-3 (April-December 2023) of 2023/2024.

After having heard from Mr Breen, the Committee noted the contents of the paper, in particular, the increased concessionary travel demand during the current financial year 2023/2024 and estimates that by the financial year end, that concessionary travel demand will be nearing pre-Covid levels.

#### **8. Strathclyde Concessionary Travel Scheme – Ticketing Enhancements Update**

[click here to view the report](#)

There was submitted a report (issued) of 19 February 2024 by the Treasurer updating the Committee on progress to enabling SCTS concession rail tickets to be purchased at station platform ticket vending machines (TVMs).

After discussion and having heard from Mr Breen and Mrs Aird in response to members' questions, the Committee noted:

- (i) the contents of the report, and in particular, the ongoing work between SPT and ScotRail to implement a solution enabling rail station TVM concessionary ticket sales and proposals to potentially develop online ticket sales functionality; and
- (ii) that a paper will be brought to the next meeting of the Strathclyde Concessionary Travel Scheme Joint Committee to update members on ongoing work with Calmac endeavouring to improve the customer experience of sale of concessionary travel tickets for ferry services, particularly on the Cumbrae / Largs route.

#### **9. Concessionary Travel Unit – Update on Performance**

[click here to view the report](#)

There was submitted a report (issued) of 26 February 2024 by the Treasurer to update the Strathclyde Concessionary Travel Scheme Joint Committee on the Concessionary Travel Unit

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Performance, which includes an update on the Contact Centre Improvement Programme (CCIP) and a review of the current performance position for both call handling and administrative tasks undertaken by the Contact Centre.

After hearing from Ms Candlish in response to members' questions, the Committee:

- (i) noted the contents of this report;
  - (ii) acknowledged the progress made with administrative processing turnaround times; and
  - (iii) supported the progress made with digital enhancements and future initiatives in the CCIP.
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