



Minute of Strathclyde Concessionary Travel Scheme Joint Committee

8 March 2019

held in 131 St Vincent Street, Glasgow

contact officer:

Heather Maclean phone: 0141 333 3287

Minute of the Strathclyde Concessionary Travel Scheme Joint Committee held in the Board Room, 131 St Vincent Street, Glasgow on 8 March 2019

Present Councillors Dr Martin Bartos (Chair), Malcolm Balfour, Ian Cochrane, Graham Hardie, John Jamieson (substitute), Alan Lafferty, Cathy McEwan, Marie McNair, Jim Roberts and David Wilson.

Attending Valerie Davidson, Treasurer/Secretary; Heather Maclean, Committee Officer; Martin Breen, Planning and Projects Officer; Stuart Paul, Chief Accountant; Tony Jones, Contact Centre Manager; and Iain McNicol, Audit & Assurance Manager.

1. Apologies

Apologies were submitted from Councillors Jimmy Miller, Alan Moir, David Shearer and John Bradley (substitute).

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

The Joint Committee noted that there were no declarations of interest.

3. Minute of previous meeting

The minute of the meeting of 9 November 2018 was submitted and approved as a correct record.

4. Draft Revenue Budget 2019/20

There was submitted a report (issued) of 27 February 2019 and a supplementary report tabled at the meeting by the Treasurer proposing a draft revenue budget for the financial year 2019/20, outlining the assumptions made in the preparation of the budget, and advising the Committee of the proposed local authority requisitions to support the Concession Scheme. The report also outlined that a fundamental review of the scheme is required in order to ensure its affordability for the future.

After consideration and having heard Ms Davidson in answer to members' questions, the committee:

- (i) approved the proposed budget of up to £4.573m for financial year 2019/20, noting the Local Authority requisition split per Local Authority as detailed in the report; and
- (ii) noted that a full review of the scheme will be undertaken in 2019/20, and options presented to a future Committee.

5. Update on the 2018/19 scheme costs and patronage

There was submitted a report (issued) of 27 February 2019 by the Treasurer/Secretary, providing members with an update on the scheme costs incurred at the end of Period 11 (2 February 2019), the average reimbursements per journey mode and patronage for quarters 1-3 in 2018/19.

Strathclyde Concessionary Travel Scheme Joint Committee

8 March 2019

After discussion and hearing from Mrs Davidson and Mr Breen in response to members' questions, the Joint Committee noted:

- (i) the forecast outturn for 2018/19 and the projected draw on reserves in 2018/19; and
- (ii) the current patronage levels and average reimbursement per journey mode.

6. Strathclyde Concessionary Travel Scheme External Audit Plan 2018/19

There was submitted report (issued) of 28 February 2019 by the Treasurer advising the Joint Committee of Strathclyde Concessionary Travel Scheme's External Audit Plan for 2018/19.

After discussion and hearing from Mrs Davidson in response to members' questions, the Joint Committee noted the terms of the report.

7. Concessionary Subway Travel and Smart Ticketing

There was submitted and approved a report (issued) of 13 February 2019 by the Senior Director proposing improvements to concession ticketing on the Subway, advising that all National Entitlement Card holders will be able to load Subway Pay As You Go (PAYG) credit to their entitlement card and will no longer be issued with a disposable ticket.

8. Travel Card Unit Update Performance and Key Issues

There was submitted and noted a report (issued) of 26 February 2019 by the Treasurer

- (1) informing members of the current progress and performance of SPT's Travel Card Unit and updating on activities affecting the Travel Card Unit;
- (2) advising members that as at February 2019, there were 582,087 valid cards in circulation within the SCTS area which represented an overall increase of 4.2% in the preceding 12 months;
- (3) providing details of average call times, customer response times and card processing timescales; and
- (4) explaining that work is on-going in the review of working practices within the Travel Card Unit continued, with focus on efficiency of processes and relevance of reporting metrics

After discussion and having heard Mr Jones in answer to members' questions, the Joint Committee noted the administration and call handling improvements and the positive impact this has had on the customer experience for service users within the SCTS area.