

ACTIONS FROM 11 March 2015 NTF MEETING – FINAL

ACTION	WHAT	WHO	WHEN
15 1103/01	<p>Chair’s Brief - Chris Burchell</p> <p>Owning group reps reviewed the summary of preparations and contingency plans for higher risk worksites at Easter. The scale of challenge affecting Great Western was addressed specifically and the group noted the detailed arrangements put in place for each entry. Whilst this did not prevent problems from occurring, there was clarity as to how these would be addressed with the passenger priority in mind. Dominic to draft a briefing note for RDG.</p>	DM	Now
	<p>Phil Hufton identified the need to focus on 1) Robust plans for delivering the work on time, 2) Command and control, 3) Volunteers to support or be available on call.</p>		
	<p>Pete Wilkinson stressed the importance of the industry working as one team and getting the communications right. Gary Cooper to ask RDG comms to investigate good practice for sharing arising from Harbury.</p>	GC	31 March
	<p>Turning to performance, Chris noted that, alongside TSRs and PPM failures in general, TOC-on-self delay is worsening. Members recognised that there are some specific local problems which are affecting this measure at an overall national picture. Consideration to be given to NTF’s role on this issue.</p>		
15 1103/02	<p>Performance Messages – Gary Cooper and Hannah Moxon</p> <p>Gary explained that the purpose of the document is to drive consistency of messages and language in the industry when senior figures are required to speak publicly e.g. on TV or radio.</p>		
	<p>It was recognised that the document was meant as a guide for the speaker to refer to rather than being a document for release.</p>		
	<p>Actions agreed:</p> <p>a. Gary and Hannah to provide the performance figures in plainer English, e.g. referring to percentage of trains late rather than PPM</p> <p>b. The performance figures are required to be updated every period but the messages can be reviewed on a quarterly basis.</p>	HM / GC	June NTF
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15 1103/03	<p>Contingency arrangements at London Termini – Richard Morris</p> <p>Richard explained that his audit of contingency arrangements had thrown up a number of ways the existing plans could be enhanced. He drew particular attention to the need for training and competency to be enhanced, especially for those on call to cover unfamiliar roles. A single person in charge and the use of regular drills were also highlighted as key recommendations.</p> <p>He stated that each station had received a report of recommendations arising from his audit and were already introducing new practices as a result.</p> <p>Members thanked Richard for the paper and noted that many of the recommendations could apply to the TOC station estate beyond the Managed Stations. In discussion it was clear that the industry needed to develop a joint action plan to address the findings with a single, clear governance approach.</p> <p>Neal Lawson raised a lack of plans to address crowding across the industry. Phil Hufton advised members that he was commissioning an independent review of crowd management practices on the railway.</p> <p>Actions agreed:</p> <p>a) Gary Cooper, Phil Hufton, Pete Wilkinson and Richard Morris to determine and develop a delivery plan based on the recommendations in the report, which is resourced for programme management, noting that the plan delivery responsibility will apply across all the industry partners.</p>	PH to arrange	15 April
15 1103/04	<p>What we measure – Gary Cooper and Stephen Draper</p> <p>Stephen Draper explained that a workstream has already been set up to look at performance metrics and Passenger Focus are undertaking some research on customer views. He advised members that a clear set of metrics is required for September 2016 to inform the Initial Industry Plan for CP6 and that they are proposing a trial to start by September 2015.</p> <p>A strawman set of metrics is to be developed by May followed by an industry workshop to review the proposed measures.</p> <p>Members highlighted the need to test whether a one size fits all measure is still appropriate and also to consider measures used by competitors to rail in the transport industry. Of major import is the need to develop simple measures but which are more reflective of passenger priorities and the promise made to them by the industry.</p>		

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	The workstream proposal was agreed by members.		
15 1103/05	<p>GPS Train Location – Janine Fountain Janine explained that ATOC is leading on the development of the existing GPS gateway to handle increased data loads and the DfT is specifying and funding the fitment of GPS. ATOC are working with NR and the TOCs to create a more detailed specification for GPS equipment that will enable capture of quality data in a standard format that can be used for performance analysis purposes. BAE systems are developing the requirements for the analytical system and data warehouse (ITED) and every operator has signed up for the workshops on this.</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> Janine to provide clarity on the types of data expected to be fed into ITED, how this will be captured (real time via wifi? Via a feed from external database? etc.) and how this will affect the base specification (e.g. how should OTDR information be integrated for capture – and if so, which channels)? Information governance framework to be shared once draft available Programme to consider if the deployment of GPS kit can be accelerated by de-coupling from refranchising. Janine to speak with Farah Sheik of the DfT. Phil Bearpark offered Virgin Trains as an early adopter. Janine to Follow up the opportunity for early deployment across all TOCs with existing GPS – to inform the future programme challenges and risks. 	<p>JF</p> <p>JF JF</p> <p>JF</p>	<p>7 April</p> <p>Pre-June NTF 31 March</p> <p>7 April</p>
15 1103/06	<p>PPRP Phase 1 closure report – Zoë Edmonds Zoë explained that the review was positive about the programme but recognised that work was still required to embed the cultural change.</p> <p>Jan suggested there was quite a lot of data shared on the memory stick and that a high level overview of the tools may have helped.</p> <p>Neal Lawson pointed out that the tools may help identify the problems but actions still need to be identified to solve them. He was concerned that the actions in the performance strategies don't necessary target the key problem areas, e.g. Specification, reactionary delay, overcrowding.</p> <ol style="list-style-type: none"> NR's central performance team have an existing action from February NTF to provide for each TOC and Route a clear set of instructions to strengthen the Q4 reviews (Action 15 1102/04 d – Rob Freeman to work through the identified areas of good practice identified in the Quarter Three review, and create a consolidated pack for re-use by all routes and TOCs, with clear focus on who 		

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	to talk to in order to learn and transfer the practice).		
15 1103/07	<p>Suicide Prevention – Neal Lawson Neal suggested a new approach was required for dealing with suicides on the railway which includes greater engagement with the mental health community.</p> <p>Members agreed to discuss the subject at a later NTF and requested that the Samaritans should not be part of that discussion in the first instance.</p>	NL	June NTF

Key to non NTF members: RF = Rob Freeman, ZE =Zoë Edmonds, JF = Janine Fountain, SD = Stephen Draper