

ACTIONS FROM 05 AUGUST 2015 NTF MEETING

ACTION	WHAT	WHO	WHEN
	<p>Chair’s Brief – Mark Hopwood</p> <p>Gary Cooper provided an update from PDG, explaining that the majority of the meeting was focused on how the railway talks to its customers. Claire Perry was advised of the significant ongoing work with PIDD but wants more to be done on soft issues, empathy and how to talk to customers. Chris Burchell and Gary Cooper have asked Jason Webb (Head of NRE) to arrange a seminar on 22nd October to provide an opportunity for Claire to engage directly with senior industry leaders. The target audience is TOC MDs and Customer Service Directors</p> <p>At PDG the discussion also covered the measuring of performance with the Minister supportive of publishing “my journey” information. NRE is working this up with the developer community as an app / website proposal and hope to have a demonstration available for the seminar. In challenging conversation the minister was alerted of the potential for unintended consequences arising from any changes to performance metrics.</p>		
15 0508/01	<p>Q2 Performance Reviews – Ed Wilkins</p> <p>Ed explained that there are differing approaches and attendance at the reviews, leading to inconsistency and that better results are achieved where discussions are more strategic in intent.</p> <p>Mark Hopwood raised the discrepancy between the summary of the reviews, which is largely positive, and current performance, which shows outputs remain well adrift of plan. Ed explained that the reviews were completed at period 3 when performance was delivering to plan but recognised the need to make sure the commentary was more reflective of outputs.</p> <p>NTF committed to having robust evidence based discussion at the Q2 reviews and the guidance on the reviews will need to facilitate this.</p> <p>1) Ed Wilkins was asked to ensure a tighter focus for the Q2 reviews, update the questions to make them more searching and probe the gap between inputs and outputs. Circulate to NTF members for comment before September NTF.</p>	EW	31 August
15 0508/02	<p>Managing Disruption – Paul Brogden</p> <p>Paul outlined what is initially a 6 month programme to address disruption, building on the work of Valk and Morris and seeking to tackle reactionary delay by focusing on recovery plans and time to fix.</p>		

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	<p>Members were supportive of the need but were concerned at the scope of the proposal which could, as written, cover all NTF activity. Specifically it was suggested that the types of disruption to be covered should be clarified. The geographic span of the activity...and is was emphasised that there is a need to ensure there is not duplicated activity.</p> <p>NTF agreed that this work encapsulates the start of the Better Operations Themes and suggested there would be benefit in understanding all the work which is currently being delivered which is relevant to the programme management of disruption along with an assessment or suggestions for improvement. Paul was also asked to develop the governance for these activities.</p> <p>David Horne, Phil Hufton, Gary Cooper and Paul Brogden to further refine the remit and respond to the recommendations in the paper. NTF to be advised via correspondence before September NTF.</p>	<p>DH/GC/PH/ PB</p>	<p>Before September NTF</p>
<p>15 0508/03</p>	<p>Freight Update – Nigel Jones</p> <p>Nigel provided members with an overview of freight performance and current issues. He pointed to the introduction of the FDM metric for CP5 as key to improving the nature of conversations with their customers.</p> <p>Current good performance stems from incentives from the regulatory regime, better cooperation arising from those incentives, better data and analysis and a focus on terminals.</p> <p>Nigel cautioned that freight volumes are dropping year on year, largely driven by the change of energy policy away from coal. Focus for freight operators is therefore shifting further south in search of business, which may start to impact on some of the more congested rail lines.</p> <p>For continental traffic, the migrant situation is particularly difficult for freight operators with trains being vandalised and damaged. Curtain-sided haulage is currently suspended until the situation is resolved.</p> <p>Construction of HS2 is likely to cause a significant timetable challenge as the volume of spoil and construction material is realistically going to require use of freight haulage. Members noted that the track access process is too late for identifying the performance impact of the extra traffic. Ownership of the issue to be identified for bringing back to a future NTF.</p> <p>Post Meeting Note – The NTF Business Director suggests Paul McMahon should own this for NTF. Gary Cooper to follow up with Paul.</p>	<p>GC/PM</p>	<p>Before September NTF</p>

ACTION	WHAT	WHO	WHEN
15 0508/04	<p>NTF Workstream Review – Dominic Medway and Neal Lawson</p> <p>Dominic explained that the review was set up to look at the robustness of the NTF workstreams, identifying any issues or gaps and confirmed that leads could be identified for each of the proposed new workstreams and task and finish activities.</p> <p>Neal Lawson added that for the proposed new workstream on minimising the impact of delay there is the opportunity to apply some of the lessons learned from the Olympics on the use of dynamic risk assessment to identify whether train services need to be stopped following an incident or if they can be allowed to continue. The presumption should be to keep the railway moving but this will require a paradigm shift in the industry. There was strong support for this.</p> <p>Members agreed to the recommendations in the paper, noting that of the proposed new workstreams; minimising the impact of delay, disruption management, dynamic risk assessments and managing suicides all fall within the scope of the Better Operations Theme and should be considered in discussions on the remit for Paul Brogden’s programme.</p> <p>Members also noted that suicide management is currently governed by RSSB System Safety Risk Group but this should transfer to NTF ownership.</p>		
15 0508/05	<p>Additional PIDD Recommendations – Kathryn Daniels</p> <p>The recommendations were agreed apart from PIDD-46 on resourcing Operators and Network Rail to provide passenger information during Bank Holidays. Members requested further work on this recommendation to survey each TOC and build a picture of existing Bank Holiday and overnight cover so the resource gap can be more accurately defined.</p> <p>Pete Wilkinson said the Department would consider applications for resourcing operators for PIDD cover if required.</p>	KD	30 September
15 0508/06	<p>Papers for noting and AOB – Mark Hopwood</p> <p>Mark identified highlights from the papers for noting;</p> <p>1) Alan Price raised a concern that the number of TSRs has increased again. Dominic Medway advised that NR doesn’t have a national lead for TSRs. Neal Lawson agreed that some national coordination of the route plans is required and a name would be identified for this work in time for the TSR update to September NTF.</p>	NL	Before September NTF

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	2) Gary Cooper raised an AOB on behalf of Phil Hufton on preparations for the Rugby World Cup. Phil Bearpark explained that coordination of plans is happening through David Mapp and Christopher Garnet, he and others are content that sufficient attention has been given to this. Gary agreed to follow up with David to ensure the industry is sighted on this work, the key dates and the expected profiles of capacity vs demand.	GC	Before September NTF

*Key to non NTF members: EW = Ed Wilkins, DH = David Horne, KD =Kathryn Daniels