

NOTES / ACTIONS from 21st December 2016 NTF meeting

ACTION	WHAT	WHO	WHEN
	<p>Opening remarks</p> <p>GC noted apologies received from Pete Wilkinson, Phil Hufton, Jon Shaw, Tim Shoveller, Rick Davey, Nick Brown, Roger Cobbe and Kevin Frazer.</p> <p>GC welcomed Paul McMahon (F&NO) as the NR RMD rep, Graeme Hampshire (for Stagecoach), Richard McLean (for Arriva) and David Hewer (for Dft).</p>		
	<p>PDG – GC reported that PDG was now being held 4-weekly and that the new Ministerial team was very focused on delivery of performance improvement – NTF will be in the spotlight. PH had outlined NR’s national focus on reducing delay per incident and GC had stressed that the issues and solutions were varied and required strong local focus.</p>		
	<p>RDG Board – Route scorecards: GC reported that Mark Carne had made very clear at RDG Board that Route scorecards should capture what customers want and were not being mandated by NR centre. RM said the discussions to date had been very poor and that he felt dictated to by NR. AP said that the overall weighting given to performance on the scorecard was much too low. MH stressed the need for clear and consistent communications. GC noted that these and other issues had been aired with NR and explained that an industry workshop on scorecards was being planned. Progress would be reviewed at the February NTF meeting.</p>		
1612_01	<p>Planning & Production Board – GC reported that the new PPB had met for the first time on 12 December and that feedback from members had been very positive. The next meeting is to be held on 22 February and will receive the 2017 NTF work programme. The list of members and terms of reference (which are in draft for member comment) will be circulated.</p>	DJ	4th January

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	<p>Paper B – IIA input for CP6</p> <p>IF introduced the draft input to the Initial Industry Advice (IIA) on performance, outlining the timetable for submission of the final IIA document by the end of January, requiring agreement on the overall thrust of the paper at this meeting, though detailed drafting comments could be received later.</p> <p>The purpose of the IIA is to tell the DfT what the industry wants in CP6 and to influence the HLOS and SOFA which will be produced later in 2017. The IIA is private advice to Ministers, not a public document.</p> <p><i>Overall tone and message</i></p> <p>The following guidance emerged from the discussion:</p> <ul style="list-style-type: none"> • the core message that improving performance is the industry’s #1 priority was reiterated • the tone should be more positive, making clear that the industry is taking responsibility and not making excuses – improved safety and continued passenger growth are very big positives that mean the industry has to ‘pedal harder’ to maintain performance • the IIA must be really honest about the performance challenges – making clear that further decline will occur unless things change • more emphasis on what the industry is doing to address the challenge is needed • “less is more” – the document should be concise and to the point. <p><i>Getting the basics right</i></p> <p>Members supported focus on getting the O, M and R basics right as a core message, noting:</p> <ul style="list-style-type: none"> • there is plenty of scope for improving asset reliability to reduce incidents through continuous improvement • more effective targeting of critical assets and routes is important 		

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<p>1612_02</p> <p>1612_03</p> <p>1612_04</p>	<ul style="list-style-type: none"> addressing vegetation management and other routine seasonal processes is vital for tackling the Autumn performance dip that has a high cost to the industry and the wider economy developing ‘right time railway’ culture supported by use of the new performance metrics <p>Performance fund: Members supported the proposal for a fund for performance improvement schemes – and agreed that it should be managed at local level and not as a national fund.</p> <p>AP noted that he was pushing schemes with a business case based on Sch 8 savings and that both Mark Carne and Phil Hufton had supported the principle that NR could invest based on Sch 8 savings.</p> <p>Other issues</p> <ul style="list-style-type: none"> need to set out the key enabling projects (e.g. Train Location Services) for which funding is essential (whether through NR or TOCs) express support for the current digital railway programme – particularly the early implementation of Traffic Management and CDAS to enable performance improvement <p>IF to develop a revised draft reflecting the comments made and circulate to attendees for further comment.</p> <p>All members to provide further feedback to Iain Flynn on the revised draft.</p> <p>Post-meeting note: Conference call to discuss the revised text has been arranged for Tuesday 10th Jan at 4pm.</p>	<p>IF</p> <p>All</p> <p>DJ</p>	<p>Completed</p> <p>4th January</p> <p>Completed</p>
<p>1612_05</p>	<p>Paper C – Autumn lessons learned</p> <p>DM noted the requests for operator support on pathing of railhead treatment trains (RH TT) and reporting of sub-optimal traction. Members responded that the issue with possessions interfering with RH TT circuits was not a new one and that NR should have the processes in place to ensure that the</p>	<p>PMcM</p>	<p>13th January</p>

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1612_06	<p>necessary treatment is done. PMcM agree to raise the issue with RMDs to ensure that RHTT circuits are protected.</p> <p>The full review of Autumn and the lessons learned will be presented to the March NTF and will include an assessment of delivery against the 2013 Curley report recommendations. GC and MH to meet with Brian Haddock and Jon Shaw to discuss how to ensure good practices are fully embedded in ongoing processes.</p> <p>DH said that DfT were willing to discuss the flexing of timetables in Autumn, but that this needed to be raised in time for proper consideration, whereas some Autumn timetable proposals for this year had been submitted too late.</p>	GC/MH	By end January
	<p>Paper D – CP6 Performance Metrics</p> <p>SD noted the timetable for publication of the on-time metrics and sought direction on the options for alignment of franchise arrangements with the new metrics. Members supported the recommended option that one or more of the new metrics should be used when setting targets in new franchise agreements, but rejected the suggestion that changes to existing agreements should be promoted.</p> <p>MH felt that the ‘problem’ of misalignment was overstated and that operators would focus on the new metrics even if they were not locked into franchise agreements – noting that PPM was a key management focus even though it is not specified in his current franchise.</p> <p>GH stressed that operators should only be accountable for what they can control, highlighting the difference between financial and breach regimes within the franchise.</p> <p>GC reiterated that the new metrics would provide a better measure of what customers want, and their use would help drive performance improvement. It was up to the industry exactly how it chose to use the on-time information (e.g. publishing overall figures for different thresholds).</p>		

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	<p>Train location services</p> <p>DM reported that the programme was resuming with a 7 week exercise with BAE Systems to refine and expand the business requirements, starting in mid-January. At the same time, NR will be going to tender for the design and build phase of ITED, using the strengthened business requirements to inform the bidders.</p>		
1612_07	<p>Paper A – Performance Report</p> <p>The very poor performance in period 9 was highlighted and it was noted that the key reasons for this would be explored further at the January NTF meeting.</p> <p>MH drew attention to paper A2, showing change in performance over the last 10 years disaggregated to sub-operator level, showing that there were areas of improvement during that time.</p>	DM	18 January NTF
	<p>Next meeting: 18 January 2017 – 15:00 – 18:00 at 200 Aldersgate.</p>		

Other attendees: Iain Flynn (IF), Dominic Medway (DM), Stephen Draper (SD).