

**ACTIONS FROM 11 FEBRUARY 2015 NTF MEETING – Not Chair Agreed**

ACTION	WHAT	WHO	WHEN
15 1102/01	<p><b>Chair’s Brief - Chris Burchell</b></p> <p>Chris outlined discussions at PDG and RDG including the need to look widely at performance measures for CP6 and what, if anything can be run in parallel in this control period.</p> <p>Members agreed to confirm their level of comfort with preparations and contingency for Easter Engineering programme. DM to add to March NTF agenda.</p> <p>Members to satisfy themselves that the businesses they represent have had the necessary conversations to give comfort or identify explicit concern</p>	<p><b>DM</b></p> <p><b>NR and TOC Members</b></p>	<p><b>11 March NTF</b></p> <p><b>11 March NTF</b></p>
15 1102/02	<p><b>Autumn – Kris Alexander</b></p> <p>Kris explained that the full autumn report alongside proposals for the management of the adhesion programme would be coming to March NTF. He identified the need for more flexibility on railhead treatment either side of the 12 contracted weeks and said NSC is specifying the key areas of risk. Tim Shoveller agreed to share the learning from using TOC train drivers to complete railhead treatment circuits.</p> <p>Mark Hopwood asked about NR’s commitment to co-fund research in to wet rails. Kristian explained that a new funding submission had been made and he was confident the money (£100k) would be approved imminently.</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> <li>a. Kristian to share the areas of highest risk from lack of flexibility on railhead treatment to inform bilateral Route and TOC discussion and to bring a national picture as soon as possible to NTFOG.</li> <li>b. Tim Shoveller to share the SWT experience of supporting railhead treatment plans with passenger drivers through the ATOC Operations Scheme.</li> <li>c. Southern to share learning from the Altitude trial with NTFOG. DM to arrange</li> </ol>	<p><b>KA</b></p> <p><b>TS</b></p> <p><b>DM</b></p>	<p><b>April</b></p> <p><b>20 April</b></p> <p><b>March NTFOG</b></p>
15 1102/03	<p><b>Chiltern Three Greens – Rob Brighouse and Jim Syddall</b></p> <p>Rob Brighouse identified Infrastructure, Timetable and Regulation of the service as the key challenges faced by Chiltern. He highlighted key personnel who made a difference and emphasised the strength of</p>		

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	<p>relationships between Chiltern and NR as fundamental to turning performance around.</p> <p>Asked about the impact of Evergreen, Rob pointed to the performance problems of trying to run a full service before the infrastructure is absolutely ready. Building in a phased introduction of new services allows staff to get familiar with the new ways of working.</p>		
<p><b>15 1102/04</b></p>	<p><b>Q3 Performance Strategy Reviews - Rob Freeman</b></p> <p>Rob explained that of the 21 reviews only four were led by TOC and Route MDs and he identified five areas for improvement: Managing Director ownership of the Quarterly Review process; Reduce optimism bias; Propose and discuss new plans ahead of the review; Provide greater challenge on robustness of plans and delivery; Need for more improvement opportunities focused on Operators. It was recognised by members in discussion that the tools available are not being used consistently.</p> <p>Actions agreed:</p> <ol style="list-style-type: none"> <li>Include a question under the Three Reds process asking for an assessment of the last Performance Review</li> <li>Rob's Industry Performance Team to continue providing quality assurance of the process through direct feedback sessions with participants of the reviews.</li> <li>The formal quarterly review process is to be strengthened to enable informed debate on what (if any) strategic and tactical changes are to be made to the performance strategies in order to bring delivery of outputs in line with the targets. The review process should not simply be a talking shop around the fact that there are issues.</li> <li>Rob 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 to talk to in order to learn and transfer the practice.</li> <li>NTF Members committed to providing RMD and TOC MD leadership on Performance Reviews, taking responsibility within their owning group or relevant Route.</li> </ol>	<p><b>DM</b></p> <p><b>RF</b></p> <p><b>All</b></p> <p><b>RF</b></p> <p><b>ALL</b></p>	<p><b>Now</b></p> <p><b>Feb / March</b></p> <p><b>March</b></p> <p><b>Feb / March</b></p> <p><b>P1 (Q4 review)</b></p>
<p><b>15 1102/05</b></p>	<p><b>TSRs – Barny Daley</b></p> <p>Alan Price raised a concern that the forecast didn't appear to consider engineering plans which had been locked down at T-8. Mark Hopwood explained the need for Route and TOCs to develop removal plans locally before presenting MK to help guarantee the access is granted.</p>		

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	<p>Dyan Crowther sought comfort that handback speeds are routinely being specified by the DRAM.</p> <p>Actions agreed:</p> <p>a. Phil Hufton to bring new process for TOC and Route management of TSRs to June NTF</p> <p>b. Barny Daley to come back with firm proposals to remove level crossing TSRs through the application of technology, changes to standards or derogations or closure of the crossing.</p>	<p><b>PH</b></p> <p><b>BD</b></p>	<p><b>June NTF</b></p> <p><b>June NTF</b></p>
<p><b>15 1102/06</b></p>	<p><b>NTF National Workstreams – Dominic Medway</b></p> <p>Dominic outlined the workstreams which form the NTF delivery plan, highlighting the need for an NTF Champion to assume leadership of Better Operations Management from Michael Holden.</p> <p>Actions agreed:</p> <p>a. Workstream leaders to identify lead and lag indicators for each workstream</p> <p>b. Dominic Medway to work with Rob Freeman to align reporting mechanism with the NR Performance Plan updates</p> <p>c. Gary Cooper to discuss with Phil Hufton leading the Better Operations Theme</p> <p>d. Dominic Medway and Gary Cooper to develop the NTF Plan, encompassing workstream deliverables</p>	<p><b>DM</b></p> <p><b>DM</b></p> <p><b>GC</b></p> <p><b>DM / GC</b></p>	<p><b>March /May NTF</b></p> <p><b>11 March NTF</b></p> <p><b>11 March NTF</b></p> <p><b>11 March NTF</b></p>
<p><b>15 1102/07</b></p>	<p><b>Train Planning Capability – Steve Roberts</b></p> <p>Steve presented on options for bolstering the number of train planners in the industry to address a growing need. The recommendations in the paper were accepted and Dyan Crowther offered to share details of the apprenticeship programme at GTR.</p> <p>Actions agreed:</p> <p>a. Steve Roberts to identify current resourcing levels and future need for planners</p> <p>b. Steve Roberts to develop a process for monitoring planner numbers and requirement similar to the driver monitoring process</p>	<p><b>SR</b></p> <p><b>SR</b></p>	<p><b>May NTF</b></p> <p><b>May NTF</b></p>

Key to non NTF members: RF = Rob Freeman, SR =Steve Roberts, BD = Barny Daley, KA = Kristian Alexander