TfW Rail Ltd Board minutes

3 February 2023

09:00 – 1400

Venue: Llys Cadwyn, Pontypridd, and online

Attendees

James Price (Chair); Peter Strachan, Heather Clash, Jan Chaudhry, Alexia Course and Marie Daly.

In attendance: Jeremy Morgan.

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

None

1b. Notice of Quorum

A quorum being present, the Chair welcomed everyone to the meeting and declared the meeting open.

1c. Declarations of Interest

None declared.

1d. Minutes of previous meeting

The minutes from the meeting 6 January 2023 were approved as a true and accurate record. The latest Actions Log was noted. There was some discussion held on the project identifying options for ensuring sufficient legacy fleet to cover losses of Cl231 units when they are modified.

2. Safety moment

A DB Cargo driver was recently found guilty of breaching Section 7a of the Health and Safety at Work etc Act 1974 and sentenced to eight months imprisonment and being found guilty of sending and receiving messages on his phone during the course of his journey while driving a locomotive. Reminders have been issued to TfW drivers on the law and company policy regarding mobile phone use.

3. Customer moment

The Board considered the work of the Rail Replacement Service Customer Service Delivery Plan task and finish group.

4. Chief Operations Officer report (Period: 10 (22/23) 11/12/2022 – 07/01/2023)

The scale of transformational change continues to impact the delivery of day-to-day service for customers but a good level of train service delivery has been maintained. Now that significant enhanced infrastructure and new rolling stock is coming to fruition, front line teams are starting to see the benefits of being part of a transformed network with an understanding of the need for short term pain for the long term gain. However, recent Network Rail and DfT TOC strikes have added to the complexity of the current situation and have adversely affected passenger confidence in rail.

The Board were informed of rolling stock shortage challenges during the period. Although availability of Class 150, Class 153, Class 170, and Class 158 legacy fleets were generally better than target, making up for shortages elsewhere, Class 175 availability remains problematic. ███████████████████████████████
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MKIV availability was problematic during the period with only five of the eight rakes fit for service. The Board discussed MKIV servicing patterns and were informed that the situation is under review with lessons being learnt and applied and will be presented to the Board in the near future. ████████████████████████████████
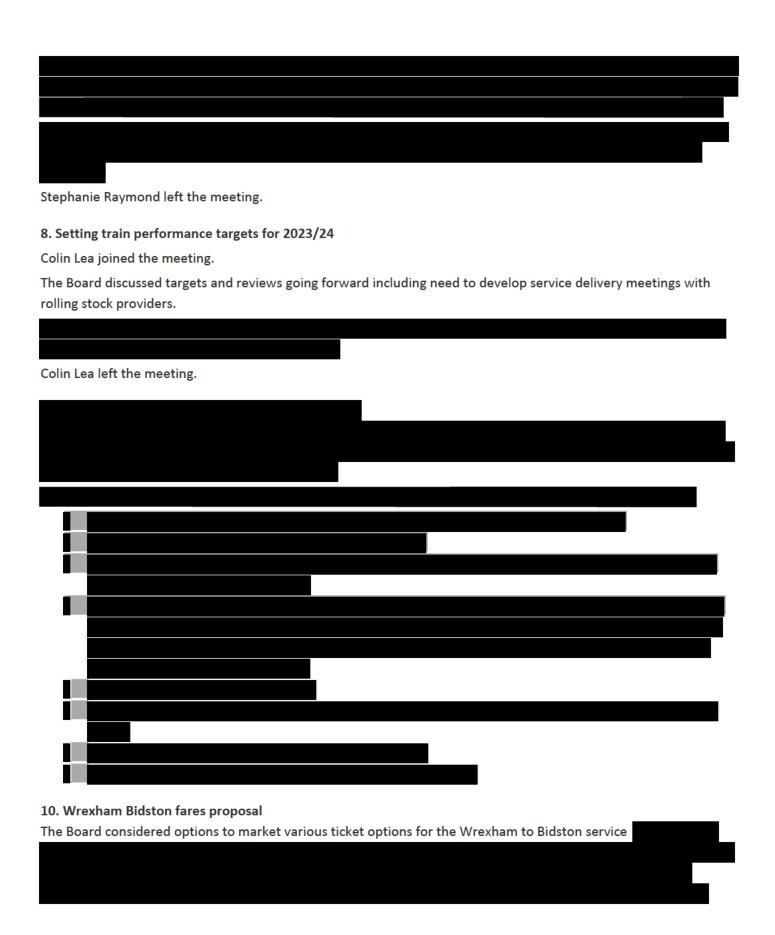███
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The Board were also updated on:

- construction of OLE masts at Canton Depot and the impact on operations
- the successful launch of Project Mercury

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Heather Clash joined the meeting.

The Board were updated on improving conductor scan rates. The strikes in period 10 affected the number of scans but the scan commission is now in place to provide extra incentive for conductors. A new software system has also been launched to enable conductor managers to instantly see the performance of all members of their team in terms of daily and weekly scan rates by individual. The Board were informed that this should help managers take any action required to drive up performance. The Board also emphasised the need to ensure there are no data anomalies [Action Jan Chaudhry Van der Velde].

The Board were informed that with DfT's publication of the CP7 HLOS and SoFA, the Wales and Western region of Network Rail have had to significantly cut back their renewals programme (particularly track renewals) for CP7, with no high output equipment planned to be used in Wales. ██████████████████████████████████████
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[REDACTED]

The Board requested an update on the development of performance targets for Amey and Network Rail. The Board welcomed progress made to date with both Amey and Network Rail. It was agreed to invite Network Rail to attend the Board or RIG to discuss performance targets **[Action Jan Chaudhry Van der Velde]**.

[REDACTED]

5a. Safety Assurance Report
The Board noted the report.

5b. Rail risk report
The Board noted the risk report but agreed that all risks should be reviewed prior to the next meeting **[Action ALL]**. The Board also requested guidance on how risks are escalated and greater clarity on what is a risk and what is an issue **[Action Leyton Powell]**.

6. Commercial update
Stephanie Raymond joined the meeting.

The Board noted the report.

[REDACTED]

[REDACTED] Gateline coverage increased again in P10 to 64.9% The Board discussed the need for a more strategic approach to gateline coverage to increase coverage. It was agreed to examine the merits of unstaffed gatelines **[Action Marie Daly]** and potential quick wins prior to developing a more medium-term strategy including the plan for gateline rostering improvements **[Action Marie Daly to include in next Board report]**.

The Board were informed that overall cost of sale increased substantially against last period at 17.2% driven by reduced revenue rather than increased costs. The Board requested a breakdown of the cost of constraints that stop or hinder reducing cost of sales, and who/what is imposing those constraints **[Action Alexia Course]**.

7. Finance review

[REDACTED]

[REDACTED]

Stephanie Raymond left the meeting.

8. Setting train performance targets for 2023/24

Colin Lea joined the meeting.

The Board discussed targets and reviews going forward including need to develop service delivery meetings with rolling stock providers.

[REDACTED]

Colin Lea left the meeting.

[REDACTED]

10. Wrexham Bidston fares proposal

The Board considered options to market various ticket options for the Wrexham to Bidston service [REDACTED]

[REDACTED]

11. Business Plan

Michael Pearce joined the meeting. The Board were updated on the key themes and timeline for development of the TfW Business Plan.

Michael Pearce left the meeting.

The Chair thanked everyone for their contributions.