

TfW Rail Ltd Board minutes 15 September 2023

09:00 - 14:00

Venue: Llys Cadwyn, Hybrid

Attendees

James Price (Chair), Heather Clash, Jan Chaudhry Van der Velde, Marie Daly and Alexia Course.

In attendance

Julian Edwards (Associate NED) and Jeremy Morgan

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

Peter Strachan sent his apologies.

1b. Notice of Quorum

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

1c. Declarations of Interest

Marie Daly informed the Board that she had recently been appointed as Chair of Women in Rail. The Board welcomed the appointment.

2. Safety moment.

The Board were updated on progress in implementing the ORR Improvement Notice issued to TfW regarding the Cl. 175 thermal events. The Board noted that ORR was satisfied with the rectification work undertaken in line with the notice, and closed it out.

3. Customer moment

The Board were updated on delivery of the new catering trolley fleet. The Board discussed the merits of setting targets for on-board catering services.

4. Minutes and Actions

The minutes from the meeting 18 August 2023 were approved and the latest Actions Log was noted.

5. Chief Operations Officer report

Board received and noted an overview of the Chief Operations Officer's report contained in the pack. The highlights included:

- Progress on Cl. 197 entry into service and future removal of Cl. 175s from passenger operations including the need to maintain momentum on route clearance given the change in the team [Action Alexia Course and Jan Chaudhry Van der Velde to discuss].
- Overall improvement of MKIV reliability but with the caveat of there still being too much variability. The Board requested trend analysis of MKIVs performance [Action Jan Chaudhry Van der Velde].
- Traincrew levels over the summer which were largely sufficient. However, the Board noted that a series of suicides involving TfW services has resulted in nine drivers being off work in the Chain of Care system. To date in 2023/24, there have been 15 fatalities, compared to 11 at the same point in 2022/23. The Board's attention was drawn to particular traincrew issues at Carmarthen. The Board agreed to ask Dave Taylor to give a presentation on traincrew availability at Carmarthen at a future meeting.
- Plans are in motion to improve the resilience of Cl. 231s in preparation for the Autumn.
- There were no Category A SPaDs during the period. Customer accidents remain high and work is underway
 to look at behavioural aspects.
- Conductor scanning rates have increased. The Board discussed the merits of an awards evening [Action Marie Daly].
- The need for positive messaging around Treherbert line reopening.

5.1 Strategic KPI Report

Board noted the report.

5.2 Safety Assurance Report

Board noted the report.

5.3 Rail Risk Dashboard

Board noted the dashboard. It was agreed that several risks need reviewing, noting that some of the post amelioration scores are same as pre-amelioration. It was agreed to spend more time on the risk register in the next meeting.

6. Marketing update

Stephanie Raymond joined the meeting.

The Board were provided with an overview of the activities being undertaken by marketing to support revenue growth of rail services. The Board noted updates on delay repay, family offers, and work being undertaken with the Chartered Institute of Marketing.

The Board agreed for the need to increase the quality of Welsh language provision in marketing and on trains including improving quality control. It was agreed that TfW's Welsh Language Strategy Lead should hold ELT and TfW company boards to account and be empowered escalate if necessary.

Board discussed options around the First Class proposition for MKIV services and improving the service and when it recommences. It was agreed to carry out a two-week period of analysis before switching on marketing for the service [Action Marie Daly].

7. Commercial Update

The Board were updated on key metrics around passenger revenue, gateline coverage, on-train scan rates and the on-going pay-as-you-go pilot.

The Board noted that the new educational products are now in market with 75% off annual season tickets being offered for educational travel from September. Take-up has been modest.

The Board were informed that a revenue protection action plan is in development and that a visit is planned to Northern Trains to learn lessons from their approach towards tackling ticketless travel.

It was agreed to provide a narrative to the Welsh Government revenue recovery over the last three years [Action Alexia Course].

8. Financial review

Board noted the management accounts for Rail Period 05 (23/24).

The Board were briefed on R2 for FY 2024

Stephanie Raymond left the meeting.

9. Project Bullseye

The Board were updated on progress with Project Bullseye. The Board noted the update and determined that a menu of options should be optimised.

being no other bu	usiness, the Chair tha	anked everyone f	or their contrib	utions and close	d the meeting.