



TfW Rail Ltd Board Minutes

21 June 2024

1130 – 1630

Venue: Llys Cadwyn

Attendees

James Price (Chair)(JP), Heather Clash (HC), Alexia Course (AC), Marie Daly (MD), Jan Chaudhry Van der Velde (JC)

In attendance

Julian Edwards (Associate NED) (JE), Scott Waddington (Company Chair) (SW), Stephanie Raymond (SR), Andy Quinton (AQ), Rob Paige (RP), Leyton Powell (LP), Rob Hale (RH) and Erica Bartley (Sec)(EB)

1a. Apologies for Absence

Peter Strachan (PS)

1b. Notice of Quorum

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

1c. Declarations of Interest

Members confirmed that their published declarations of interests were up to date and there were no additional interests to declare specifically relating to agenda items. HC, AC and JP are interim members of the TfW Fibre Board. JE is the interim managing director of Cross-Country Trains Ltd.

2. Safety moment

The Board were updated on a recent pilot scheme by Lucy D'Orsi Chief Constable of British Transport Police. The integrated scheme is about to start on the TAM routes to Taffs Well. TfW will start to measure the impact carefully as they work with local police officers.

3. Customer moment

The Board were updated on a wider business plan milestone over next three years to improve physical environment for the Passenger Assist/Travel Companion scheme. This is a unique role for the industry where multi disciplined staff work with wider teams as dual roles to offer better accessibility and inclusion for our customers. This has led to increased numbers and actively recording un-booked appointments. **[Action - MD – data to be included in the pack going forward for failed Passenger Assist/Travel Companion requests].**

4. Minutes & Action Log

Minutes of the meeting 24 May 2024 were approved. The Actions Log was noted.

5. Safety Assurance Report

Leyton Powell joined the meeting

The Board were presented with an update of the TfW Rail Health, Safety, Environment and Quality Assurance report for rail period 2. There was a decrease during the period for customer incidents. Employee incidents have increased with two for RIDDOR reportable injuries, one being a manual handling incident and the second, where a Conductor intervened with a customer-to-customer to prevent an anti-social behaviour incident. TfW continues to refresh and roll out training to teams. Work continues with South Wales Police, BTP and TfW to mitigate the risks following several Pro-Palestinian demonstrations at Cardiff Central, which have targeted the concourse and tried to gain access to platforms. Cardiff Bus Interchange security is now in place. **[Action – LP - Improvements to bins at Cardiff Central to make it easier to distinguish between each recyclable material].**

SPaDs period 2 were more than predicted, feedback from driver management is that the new seven-day roster has impacted the rest day pattern. ORR now pushing role out of ETTS. Document to be reviewed to check we are compliant **[Action – JC – Network Rail – does TPWS adequately protect us].**

Leyton Powell left the meeting.

6. Finance Review

Stephanie Raymond, Rob Paige and Andy Quinton joined the meeting.



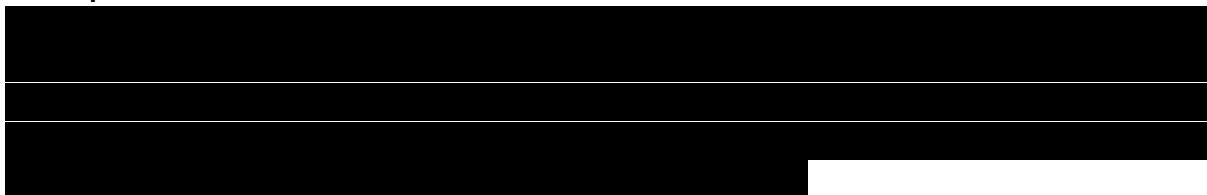
The Board welcomed the high standard of information provided to the Board.

Stephanie Raymond, Rob Paige and Andy Quinton left the meeting.

6.1 TfWRL Annual Report

The Board noted the updated version of the TFWR Annual Report.

6.2 Representation Letter



Stephanie Raymond, and Andy Quinton left the meeting.

7. Commercial Update

The Board reviewed the Commercial update. [REDACTED]

Rob Paige left the meeting.

8. Chief Operations Officer Report

The Board reviewed the Chief Operations Officer report. Service to delivery was generally good during period 2 and customer satisfaction metrics were also favourable, with 165 customer contacts received praising TfW staff. On-board ticket scanning and sales has increased, where revenue exceeded for the first time since the pandemic.

- Five Cat A SPaDs during the period which are being investigated and appropriate action being taken.
- Derailment in Canton depot caused by shunter error and familiarity on the new motorised points that have recently been installed at the depot. A unit hit the concrete apron at slow speed with no injuries but caused significant amount of damage to the unit. Despite training and reminders, additional engineering controls will be required.
- Class 67 locos have come out of repair having received bogie centre casting and other heavy maintenance. The programme is due for completion by the end of June.

- Cardiff Queen Street Station is nearly at full capacity and can only be increased once remodelling of the station is complete. Work to be done with signallers in Cardiff WROC as communication with the signaller from our ICC at Taffs Well is 'clunky'. Work with Network Rail to improve this is on-going.
- Transfer of Taffs Well Depot from the transformation project to TfW Rail engineering is progressing. AIW need to finish sealing the depot floors and building the high-level access facility. Fleet are keen to take on the asset and will manage the snagging and warranties. Once hand over begins, the Depot Manager can build up the team and capability towards entry into service of the Class 398s in 2025.

9. Strategic KPI report

The Board noted the rail operations KPI overview report for period 2.

9.1 Train and Toilet Cleanliness

The Board were made aware of a conversation between the Chair and Cabinet Secretary for North Wales and Transport regarding train toilet cleanliness. The Class 197's toilet seat is unable to fully lift to aid cleanliness. The Board discussed that all employees should try their best to help collect rubbish during use of the trains and improve passenger perception **[Action – JC]**. The Board discussed the issue that currently there is no cleaning cover between 1800 and midnight. **[Action – JC to put together a business case to rectify]**.

9.2 Autumn performance

Nick Millington is due to attend the next Board meeting.

10. Rail Risk Dashboard

The Board noted the dashboard.

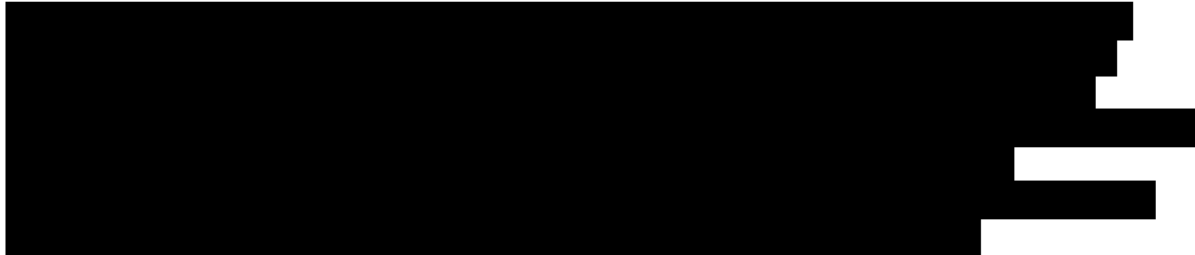
11. Situation Report: CAF Class 197 Delivery – Programme June 2024

Rob Hale joined the meeting.



Julian Edwards and Rob Hale left the meeting.

12. SEWM Fares simplification proposal



13. AOB

There being no other business, the Chair thanked everyone for their contributions and closed the meeting.