



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board Minutes

**28 March 2025**

0900 – 1400

Venue: Llys Cadwyn

### **Attendees**

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

### **In attendance**

Sam Hadley, Jeremy Morgan, Nick Millington, and Seamus Scallan.

The Chair welcomed everyone to the meeting.

### **1a. Apologies for absence**

None.

### **1b. Notice of Quorum**

A quorum being present, the Chair declared the meeting 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. Heather Clash, Alexia Course and James Price are TfW Fibre Ltd directors.

### **2. Safety moment**

The Board discussed a recent rise in operational incidents at Canton depot, some of the common factors, action to date and further planned mitigations.

### **3. Customer moment**

The Board discussed challenges on the Coryton line and short term fixes in place to address the issues which have led to overall better performance.

### **4. Minutes and Actions**

Minutes of the meeting on 28 February 2025 were approved. The Actions Log was noted.

### **5. CAF review of actions**

*Owen Clutterbuck and Rob Hale joined the meeting*

The Board were updated and discussed outstanding actions following the 12 March meeting between TfW and CAF [REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 6. Joint Performance Strategy / Forecasts 2025/2

*Colin Lea joined the meeting*

The Board reviewed the proposed Joint Performance Strategy between TfW, Network Rail and AIW and agreed the following:

- AIW to be invited to the next Board meeting to discuss their commitment to future targets **[Action Jeremy Morgan / Tracey Chapman]**.
- [REDACTED]
- Moving to OTT3 as the principle punctuality measure, allowing real time measurement, removing the complicated approach of upweighting station calls and aligning with the rest of the rail industry/ORR.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 8. Chief Operations Officer report

Board received and noted an overview of the COO's report. Key points of discussion included:

- The positive performance in P12 which was due to calm weather and a much-improved rolling stock position. Many key performance indicators are showing improving trends including the number of complaints, customer satisfaction, number of Delay Repay applications, PTL on both the Valleys and the WCB, on-the-day cancellations, number of operational incidents, fleet availability, passenger revenue and passenger journeys, and catering revenue. [REDACTED]

[REDACTED]



- The improvement in Class 197 availability from Chester has continued into P12 [REDACTED]
- At the Modern Railways Golden Whistle Awards in early March, TfW Rail won the silver whistle for the most improved performance amongst regional train operators. The Board congratulated all involved.
- Granularity on sickness level data is requested and actions being taken to reduce levels **[Action Marie Daly]**.
- Learning from Network Rail’s awareness raising workshops on sexual harassment and violence will be shared **[Action Nick Millington]**.

### 5.1 Strategic KPI Report

Board noted the report.

### 5.2 Strategic Health, Safety, Environment & Resilience Report

The Board were briefed on the content of the Health, Safety, Environment & Resilience Report. The Board noted performance around SPaDs and increasing anti-social behaviour. The Board were briefed on developing plans for Rail Safety week in June and the opportunity for joint work with Network Rail.

### 6. Rail Risk Dashboard

Noted.

### 8. Financial review

*Stephanie Raymond joined the joined the meeting.*

The Board were updated on financial performance and results from P12 and year-to date. The Board discussed the Welsh Government’s revised funding letter, Schedule 4 claims, and financial implications around unit acceptance.

The Board noted the report.

*Stephanie Raymond left the joined the meeting.*

### 9. Commercial Update

*Chris Williams and Lewis Brencher joined the meeting.*

The Board noted the increased passenger revenue in P12, figures for farebox, pay-as-you-go, and pricing and revenue management.

[REDACTED]

### 12. Marketing update

Noted.



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**TRANSPORT FOR WALES**

The Board expressed their thanks to Jan Chaudhry Van der Velde's noting that this was his final meeting as Chief Operating Officer.

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