



Appendix 2: Blake Jones Action Plan

1. Action Plan Six Key Areas of Focus
2. Existing and Proposed Operational Model
3. The Governance Schedule
4. Greater Political Oversight
5. The Passenger Promise

Action Plan

Six Key Areas of Focus

The Passenger Promise

- Work with TOCs on Concise accessible Passenger Promise
- Invite TOCs to produce proposals for improved passenger information systems
- Invite Transport Focus to help establish new ways of working
- Produce a Performance Snapshot (see other slides)

Improved decision-making

- Develop a formal scheme of delegation – look at: roles and responsibilities; where responsibilities can be delegated from DfT to Rail North Partnership decision-making routes
- Look at Terms of Reference
- Deliver RNP Annual Review
- Produce draft MOU

Enhanced info-sharing

- Review Information Sharing and Confidentiality Provisions
- Produce Draft Decision-Making Log

Better forward planning

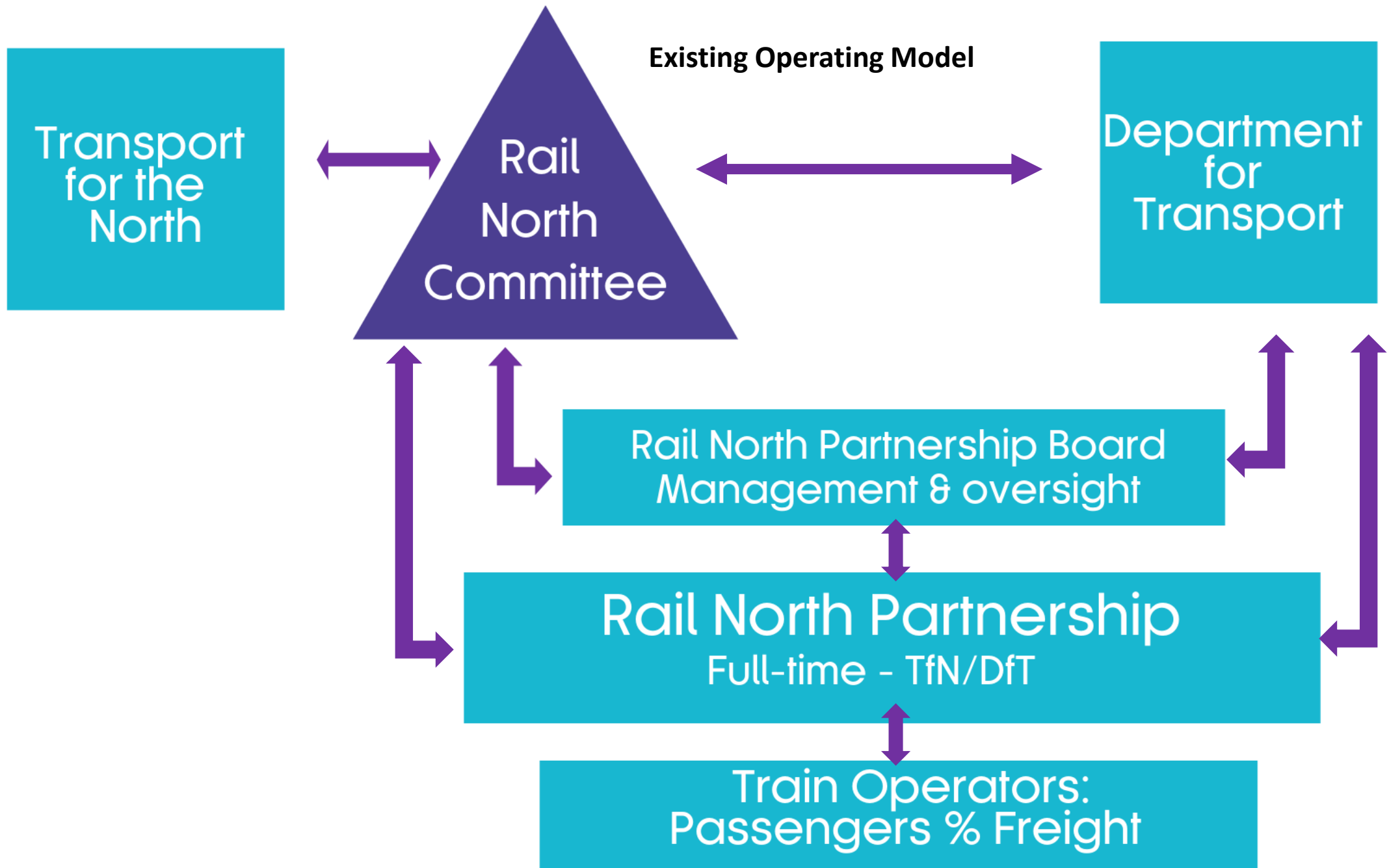
- Develop a Draft Integrated Forward Plan
- Include a new Communications Protocol
- Request Network Rail to provide an ongoing Information Dashboard
(The above requires co-ordination with Network Rail and the TOCs)

Resources

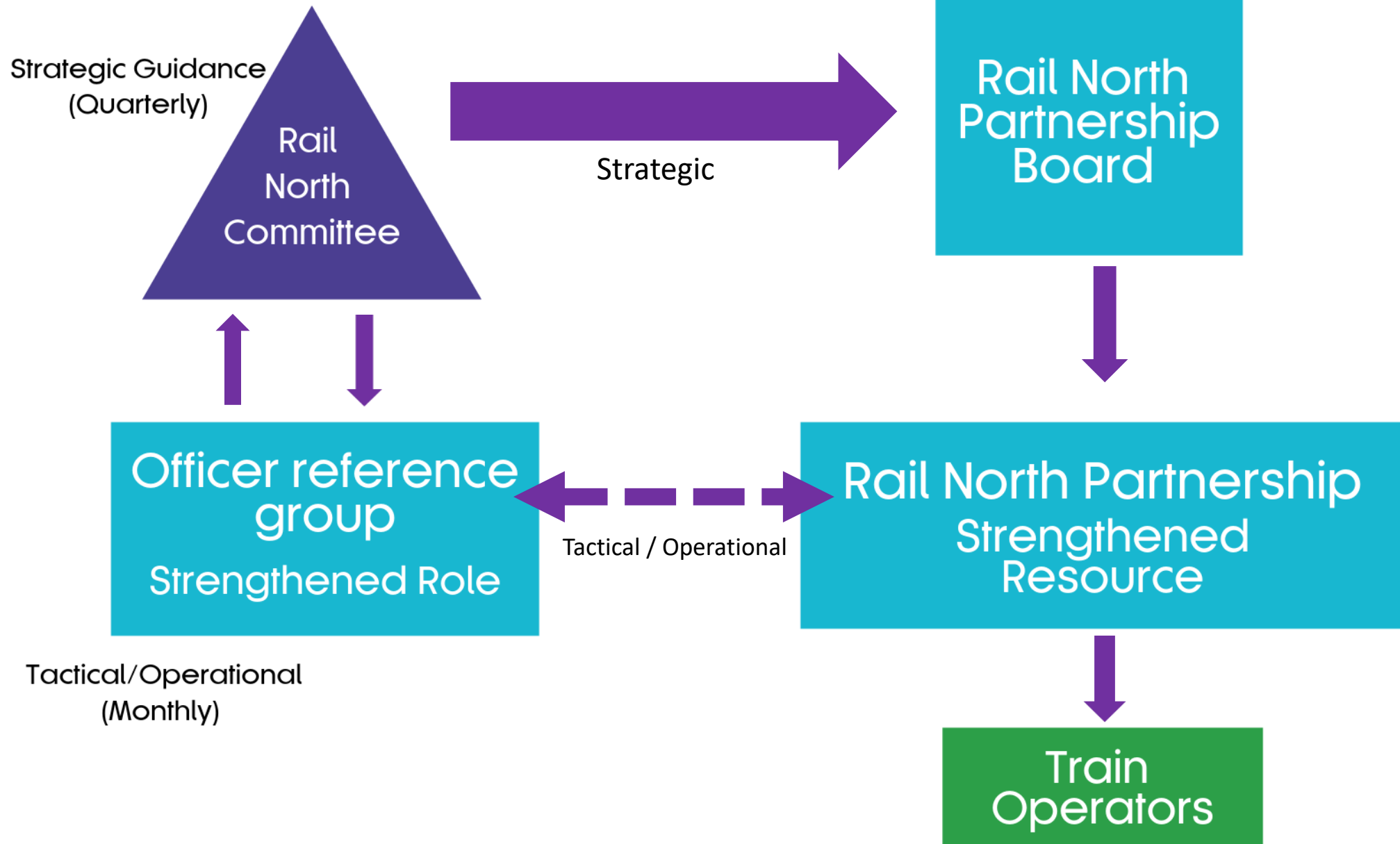
- Establish financial requirements of additional resources (RNP and ST Teams)
- Consider using temporary resource
- Produce draft Member/Officer Code of Conduct

Wider changes

- Build on Williams Review input, including:
 - Guiding mind on system-wide risk
 - Greater accountability of Network Rail in the North
 - Reconfiguration of franchising/devolution of responsibilities to the North
- Develop 'Evidence Base' on case for the North to assume control of franchise process



New Operating Model



Blake Jones – Rail North Committee

Governance schedule

March TfN Board

May TfN Board

July TfN Board

Oct TfN Board

Quarterly RNC

Quarterly RNC

Quarterly RNC

Quarterly RNC

Consultations with Chair and Sub-Groups as needed

1 Jan ORG

2 Feb ORG

3 March ORG

April ORG

May ORG

June ORG

July ORG

Aug ORG

Sept ORG

Oct ORG

Nov ORG

RNPB

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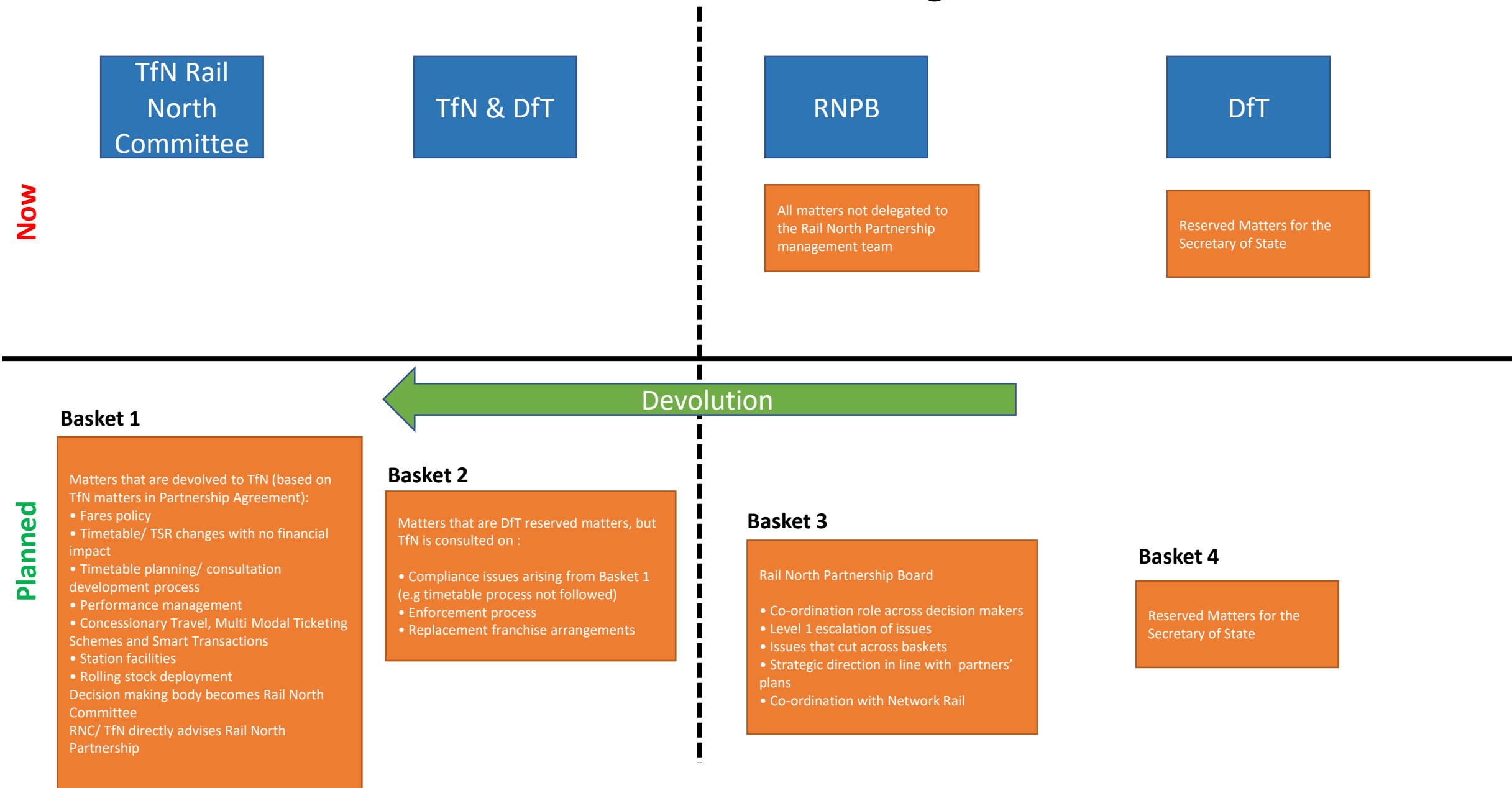
RNPB

RNPB

RNPB

- 1** Written briefing issued to Members
- 2** Papers for Quarterly RNC issued
- 3** TfN Board Pack issued (including actions & Progress)

Greater Political Oversight



Passenger Promise Performance Reporting

*'a snapshot of
performance & the
passenger experience'*

A regular sector-wide **snapshot of performance and the passenger experience** enhancing existing reporting arrangements to ensure the impact is fully understood.

This approach will bring together local intelligence, operational performance information, passenger feedback, and infrastructure updates, to consider future impacts on passengers rather than merely report historic operation, with suitable **early warning systems** for foreseen problems.

- TF to be invited to produce a proposal for a snapshot of passenger experience e.g expanded NRPS
- Develop TfN monthly performance report into a snapshot
 - ✓ Performance overview
 - ✓ NPRS scores (intermediate additional surveys)
 - ✓ SQ regime scores (Northern)
 - ✓ Key LTRS metrics
 - ✓ Upcoming timetable changes
 - ✓ Upcoming engineering works
 - ✓ Successes
- Assessment of risks to performance – RAG rating

- Focus on Passengers – not trains
- Better measure of passenger 'disruption'
- Will show:
 - Number of passengers affected by cancellations
 - Number of seats provided
 - Number of standing passengers
- Could also show:
 - Number of people crowded off trains
 - Number of people affected by delays

Passenger Promise Performance Reporting

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