



Delay Attribution Board  
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# Delay Attribution Board Annual Report 2017

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## Foreword



Welcome to the Delay Attribution Board's Annual Report for 2017 which has been another very busy year for the Board.

In early 2017 the Board reviewed its objectives for the year continuing with and developing the key themes from 2016.

These are set out in detail in the Report and you will see that, pleasingly, progress has been made in many areas.

During 2017 the Board saw consistent membership with no members leaving or joining the Board

We were also pleased to have representatives of both ORR and, more recently, the DfT observing and assisting the proceedings of the Board.

The most noteworthy achievement of the Board during 2017 was delivering the final elements of the reformatting process for the Delay Attribution Guide in April culminating in the renaming of the document to the Delay Attribution Principles and Rules (DAPR) in June. This has been a two year process but we hope that this will now improve readability and referencing of the DAPR.

To support the DAPR the Board continues to produce Process Guide Documents (PGDs) that should give users a better understanding of processes and principles to aid both application at the front end of the attribution process and later dispute resolution.

The injection of new ideas and viewpoints has naturally continued to move the Board forward in its thinking and processes. The Board has also concentrated on developing its external face and continues to engage closely with the industry in order to better understand the needs of our 'customers.'

As always the Board encourages all Parties to feedback on any of its outputs and suggestions or ideas for future topics to be addressed or improved. This can be through your Board representative or direct to the Board through the Secretary (all contact details are on the DAB website)

I would like to take the opportunity thank the Board Members and Industry colleagues for all the feedback, support and assistance throughout 2017 and look forward to continued support in 2018.

## 1. Introduction

This report reviews the activities of the Delay Attribution Board (the Board), and its associated sub-committees, during the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2017.

## 2. Board Composition

The Board consists of an independent Chairman, a Board Secretary and 12 Members, one of whom is appointed as Deputy Chairman.

The Members are appointed within the following Bands and Classes (as defined in Part B of the Network Code):

- Six Members from Network Rail;
- One Member by each of the three Bands of the Franchised Passenger Class;
- One Member by each of the two Bands of the Non-Passenger Class;
- One Member by the Non-Franchised Passenger Class.

Neither the Chairman nor the Board Secretary can be a voting Member of the Board.

## 3. Board Members by Class and Band at the close of 2017

### Franchised Passenger Class

Band 1	Rebecca Holding – GoVia Thameslink
Band 2	Jim Pepper - VTEC
Band 3	Alistair Rutter - Northern

### Non-Franchised Passenger Class

Jonathan Seager - Eurostar

### Non-Passenger Class

Band 1	Nigel Oatway -DB Cargo*
Band 2	Neil Dodd - DRS

### Network Rail

Darran Broderick  
Alex Kenney  
Andrew Rowe  
Carew Satchwell  
Andriana Shiakallis  
John Thomlinson

\* Board Deputy Chairman

The current Members and who they represent can also be found on the DAB website.

#### **4. Business Transacted during the Year**

The Board met eleven times during 2017.

The Board's activities were driven by the Board's Objectives as initially developed by the Members in January 2016 and reviewed in January 2017.

The Board's main outputs are covered under each of the Objectives set out below.

#### **5. Board Objectives 2017**

Set out below are the Board's key objectives for 2017, the delivery statement and some of the main elements delivered within each.

##### **Delay Attribution Guide (DAG)<sup>1</sup> Review**

***To continue to review the DAG through consultation with the industry to ensure it meets customers' needs, is up to date and offers guidance as necessary.***

There were a number of ongoing work streams started in 2016 that came to fruition in 2017 with either changes being made to the April 2017 DAG release or production of a Process Guide Document; these included:-

- A fatality attribution Process Guide Document being developed and distributed in early 2017.
- All flowcharts within the DAG reviewed with amendments and additions identified and incorporated into the April 2017 DAG
- Incidents involving significant line blockages and subsequent recovery planning, (originally raised at the DAB's Industry Event back in 2016), was progressed by a designated sub-group with a resulting change being incorporated into the April 2017 DAG
- A sub threshold / unexplained delay allocation Sub Group was set up and developed proposals to improve attribution processes and reporting capabilities for these two areas. The resulting DAG changes were agreed and incorporated into the April 2017 DAG. A supporting Process Guide Document was also produced.
- Attribution of delays to trains in a Queue of Trains was progressed with a Process Guide Document developed and issued in early 2017.
- An updated GSM-R Industry Resolution Guide (IRG) was distributed (as Version 9) in early 2017.

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<sup>1</sup> The DAG was replaced by the Delay Attribution Principles and Rules (DAPR) in June 2017

There were also a number of reviews and work streams started in 2017 culminating in either changes being made to the December 2017 DAPR release or production of a Process Guide Document; these included:

- Attribution of delays relating to stock swaps and unplanned stock moves was reviewed with a subsequent and supporting Process Guide developed. Changes to the DAPR are also being proposed for the April 2018 release
- Delays to trains that are either entering or leaving the network was another area reviewed by the Board during the year and a Process Guide Document developed and issued in 2017.
- A review was undertaken looking at the contractual arrangements, and therefore responsibility, for delays caused by asset failures on and off network and suitable guidance developed into a Process Guide Document in 2017 with appropriate amendments also being made to the December 2017 DAPR.
- As an output of a Network Code Part H review (see below) it was identified that advice was required regarding the attribution of delays relating to the recovery of failed trains. This has been developed into a Proposal for Amendment that was distributed to Industry Consultation in December 2017 for inclusion in the April 2018 DAPR

And finally, but most importantly, was the DAG name change in June 2017 when it was released as the Delay Attribution Principles and Rules (DAPR). This also included the results of a two year reformatting programme to progress a Rule Book style layout for the DAG to improve readability.

A DAB survey has been developed and will be distributed to Industry in January 2018. This will give DAPR users the opportunity to feedback their views on current DAB outputs, the DAPR itself and to make suggestions for the Board to consider in the future.

## **Board Communications**

### ***To develop a communications strategy to ensure all relevant parties are aware of the work of DAB and have the ability to input to its improvement***

As mentioned above the Board held a successful Industry Engagement event in April 2016 for which the outputs were reviewed and incorporated into the Board's Objectives.

A previously published booklet setting out the Board's remit and purpose was reviewed and updated for the Board's Westwood event in April 16 and added to the Board's website.

The Board's website was reviewed with improvements made in early 2017 to the layout and simplification of its content. It is now more reliable, up to date and easier to navigate.

A summary of the Board's meeting minutes are produced and appear on the front page of the Board's website.

Further useful information is updated on the website including meeting dates (with associated submission deadlines), a list of Board members and who they represent as well as the Process Guide Documents as they are developed.

A link has now been forged with NTF and RDG for the Board to highlight issues arising that is felt need to be escalated. Further information on this can be found under Managing Delay Attribution below.

## Training and Competency

***To work closely with all parties to develop a competency framework for those involved in Delay Attribution and review the present training arrangements to ensure adequate training is being given throughout the industry.***

Delivery of attribution related training is provided by Network Rail but due to the take up of formal training dwindling over previous years the availability of the trainer became out of kilter with the current requirements of those requiring training.

The Board was made aware of the situation and a joint Board/Network Rail approach was taken to establish a methodology and practice to resume formal training of attribution skills and competency testing.

This issue was a real concern and priority focus for the Board during 2017.

However, with the increased focus and push within Network Rail much progress was made through the year.

A new Training Programme was developed broken down into specific modules which are planned throughout 2018 (with the Programme being repeated three times during the year)

In line with the Training Programme development the training materials were fully reviewed and updated whilst aligning them with each of the new modules.

In relation to the competency element, a competency framework has now been developed with a full toolkit of supporting documents and processes. This includes a 'Rail Exam' that can be taken by current Attribution personnel and will also be utilised for trainees as part of the Training Programme.

The implementation and subsequent outputs of the Training and Competency elements above will be reviewed by the Board during 2018.

## **Managing Delay Attribution**

***To be aware of those areas where delay attribution is resulting in more and longer disputes and offer advice and assistance as necessary***

A work stream was developed in 2016 and continued throughout 2017 to examine the Board's position in the Industry challenging whether there was still a need for the Board, and if so, should the standing of the Board increase given the concerns raised over devolution within Network Rail. This culminated in a paper being provided to and presented at NTF.

Through that submission it was agreed that the Board would utilise NTF as part of an escalation process together with provision of a Quarterly Report highlighting any issues it is felt the wider Industry needs to be aware of or with which the Board needs assistance.

A Proposal for Change to rename the DAG to 'Delay Attribution Principles and Rules' was developed to improve the DAG's standing and to reinforce its status as set out in the Network Code. The opportunity was taken to reformat the document at the same time into a Rule Book style.

This new style, where only amended pages are printed and replaced, is already showing dividends with an Industry saving of over £3k being made for each DAPR re-issue.

The Board monitors attribution trends through a KPI data report. The data set is provided for each Board meeting and is usually reviewed in detail on a quarterly basis.

An improved automated KPI report was developed for 2017 which helps the Board identify adverse trends and enable questions to be asked of Parties involved and critically for the Board to be able to quickly offer any assistance or to examine any perceived poor practice.

## **Performance Data Accuracy Code (PDAC)**

***To review PDAC; engaging with all relevant industry parties.***

A Board Sub Group was originally set up to fully review the PDAC during 2016 with an initial draft report provided to the Board in November 2016.

Work continued throughout 2017 developing the PDAC taking cognisance of emerging issues, technology and requirements for CP6.

The latest draft proposals will be presented to the Board at the January meeting with the intention of sending it out for Industry Consultation, if approved.

## **Network Code Part B**

***To review Network Code Part B to ascertain what needs changing to bring Part B in line with current practices or identify if the Board needs to align process with the current Part B***

A Sub Group was set up to review Part B with a remit to either bring it in line with current practices or to highlight where current practices contravene Part B.

A proposal containing suggested improvements was developed and presented to the Board in mid-2017. This was agreed and the Proposal for Change was sent to the Class Representative Committee for Industry Consultation in late November 2017.

Responses are due in mid-January 2018 for which the CRC will consider and review and for which the Board will then consider the outputs from CRC.

At a mid-year review of the Board's Objectives a further action was included under the Network Code as to review Part H and the ROC to ascertain if there was anything that was felt need to be incorporated or clarified in the DAPR.

This review highlighted issues relating to attribution of failed trains and the subsequent recovery thereof. A work stream ensued to develop guidance for incorporation into the DAPR. This was presented to the Board in late 2017 and was distributed for Industry Consultation in December 2017 for possible inclusion in the April 2018 DAPR.

## **6. Guidance Notes**

During 2017 four submissions of Request for Guidance were received by the Board and guidance was provided under reference numbers as follows:

DAB41: Delays not merged to the Prime Cause incident (GTR)

The guidance provided was accepted by the parties.

DAB42: Lodging turns booking on after rest (Caledonian Sleepers)

The guidance provided was accepted by the Parties

DAB43: Fires believed to be caused by steam trains (West Coast Railways)

The Guidance provided was not challenged by the Parties but the incidents remain in dispute.

DAB44: Object strike day prior to train failure (GoVia Thameslink)

The Guidance provided was subsequently challenged by GTR and has been referred to Access Disputes.

The Board will await the Access Dispute Determination due in January 2018 and review if any change or clarification is required to the DAPR as a result.

Following the provision of any Guidance the DAG was, and DAPR is, reviewed and when appropriate, amended. The Guidance provided including a brief summary of the request can be found on the Board's website under 'DAB Guidance'.

The Board has also provided some informal guidance to Parties that has led to work streams developing further Process Guides and subsequent improvements to the DAG and DAPR. This is an important aspect of the Board's work to ensure issues arising within the Industry are highlighted and reviewed as it is appreciated that not all Parties will wish to utilise the formal Guidance process.

## **7. Subgroup activities**

During the year, a total of eight Board sub-groups were either set up or continued and concluded from 2016. Subject matter and work streams covered by these groups were:

- European Train Control System (ETCS) and Automatic Train Operation (ATO) preparation of an Industry Resolution Guide;
- Network Code Part B review;
- TRUST Accuracy;
- Uninvestigated and unexplained delay;
- Performance Data Accuracy Code review;
- Unexplained delay investigation and attribution;
- Part H and ROC review (specifically failed train recovery);
- P Code Descriptions and application

The outputs of these sub-groups, have led to a number of outcomes; one of which being that of Process Guide Documents to supplement the DAG and subsequently the DAPR.

The Process Guide Documents developed during 2017, and available on the Board's website to download, are:

- PGD11 – Queue of Trains
- PGD12 – Uninvestigated and Unexplained
- PGD13 – Fatalities
- PGD14 – Asset Failures; On – Off network
- PGD15 – TRUST Accuracy and Anomalies
- PGD16 – Stock Swap Scenarios
- PGD17 – Investigation Templates

The initial ten Process Guide Documents were also reviewed and updated during the year. Further updates and new Process Guides are being planned for 2018.

All the Board's Process Guide Documents are incorporated into the new Training Programme outlined above.

## **8. Delay Attribution Board Objectives for the Year 2018**

Building on the Board's Objectives during 2017 the Board will continue to work on and develop the following during 2018:-

**1. DAPR Review**

To continue to review the DAPR through consultation with the industry to ensure it meets customers' needs, is up to date and meets the requirements of the users.

**2. Board Communications**

To further develop the Board's communications strategy to ensure all relevant parties are aware of the work of the Board and have the ability to input to its improvement. This will include Industry Engagement Events in April and May 2018.

**3. Training and Competency**

To work closely with all parties to deliver the newly developed competency framework for those involved in delay attribution and review the training arrangements to ensure adequate training is being provided throughout the industry.

**4. Managing Delay Attribution**

To continue to identify those areas where delay attribution is resulting in more and longer disputes and offer advice and assistance as necessary.

**5. Performance Data Accuracy Code (PDAC)**

To conclude the review of PDAC and distribute the subsequent Proposals for Amendment to Industry Consultation.

**6. Network Code Part B**

To review the CRC outputs following the Industry Consultation process for amendments proposed to Part B of the Network Code.

The specific actions, work streams and associated monitors and measurements to deliver the Board's core objectives in 2018 will be agreed at Board meetings in early 2018 and published on the Board's website.