



Delay Attribution Board

# **The Delay Attribution Board**

## **An Introduction**

The aim of this booklet is to provide the reader with an understanding of the Board's purpose, its role within the Railway Industry and how the Board impacts the delivery of performance improvement.

We look forward to working with you in delivering the improvements in understanding delay attribution and its impact on performance improvement, process management, and data accuracy.

If you have any questions please speak to your elected member or the DAB Secretary (see back page).

## **DAPR Statement of Good Practice**

Track Access Parties and their employees involved in the Delay Attribution Process should: 'Work together to achieve the industry vision of Delay Attribution'

“For all parties to work together to achieve the core objective of delay attribution – to accurately identify the Prime Cause of delay to train services for improvement purposes”, and in doing so:

Follow good practice in undertaking the process of delay attribution

For the full Good Practice Guide please refer to the DAPR.

## **Delay Attribution Principles and Rules - Overview**

The accurate identification of the causes of 'Minutes Delay', Cancellations, Diversions and other events is of prime importance to enable all parties to whom delay is attributed to identify action plans to improve operational performance. The Delay Attribution Vision and Statement of Good Practice (shown at the front of the document) underpins the way in which this will be achieved.

The DAPR gives guidance on coding and attribution of 'Minutes Delay' and Cancellations so that there is a consistency of application and approach by all parties involved in the process of Delay Attribution.

The DAPR deals with the process of identifying the cause of delays and cancellations on the Network, which have been reported in TRUST. The DAPR is incorporated into and forms part of the Network Code. However, the document is not intended to cover every particular circumstance. A complete set of "rules" would be a constraint on contract management by the parties.

The DAPR is the source of guidance on the Delay Attribution process; for all parties to the Track Access Contract, and others involved in the delay attribution process.

## **Delay Attribution Principles and Rules Overview continued..**

The DAPR can only be amended by the process defined in the Network Code Part B.

In brief this requires a formal proposal for amendment to be made in writing to the Secretary of the Delay Attribution Board. A period of industry consultation on the proposal for amendment will then take place before the Board considers the merits of adopting the proposal. The Board may then recommend that the proposal for amendment be adopted. ORR approval is required before an amendment can take effect. Any changes approved would come into effect on a defined date (i.e. will not apply retrospectively before that date).

(Refer to Network Code Part B for the full process)

The DAPR is published twice a year usually in April and September, but where appropriate Attribution Guidance Notes can be published in the interim period.

## **Performance Data Accuracy Code - Overview**

Part B of the Network Code requires Network Rail to operate a system for monitoring train performance and which, amongst other things, must accurately record the times at which trains arrive at, depart from or pass Recording Points, along with the difference between those times and the corresponding times published in the Working Timetable. This system is TRUST.

The Performance Data Accuracy Code in essence governs the interpretation of the phrase 'accurately record'. It also provides a mechanism for agreeing and notifying changes in standards, including the characteristics of Recording Points.

The aims of the PDAC are:-

- (a) to define the standards of Measurements and Recording required for the Performance Monitoring System (TRUST); and
- (b) to provide a process for managing the changes and alterations in measurement and recording.

## **The purpose of the Delay Attribution Board**

The Delay Attribution Board is an Industry body remitted to provide guidance and assurance to the Industry on delay attribution issues

The purpose of the Board (as defined by the Network Code paragraph B6.1) is to 'Lead, Advise and Monitor the effectiveness and accuracy of the delay attribution process and use of the Delay Attribution Principles and Rules and the Performance Data Accuracy Code'.

In this context the Board will:

- Ensure that delay attribution is undertaken in an unbiased and transparent manner;
- Ensure that appropriate training and competency assessment is available to everyone involved in the process of delay attribution;
- Provide guidance to Industry Parties on the process of delay attribution and the interpretation of the Delay Attribution Principles and Rules;
- Make recommendations for changes to the delay attribution process to improve its efficiency and effectiveness and oversee the delivery of such changes

## **How does the Board operate?**

### **Board Consist**

The Board consists of the Chairman, the Board Secretary and 12 Members - one of which will be appointed Deputy Chairman.

The Members shall be appointed by the following Bands and Classes:

- (a) six Members by Network Rail;
- (b) one Member by each of the three Bands of the Franchised Passenger Class;
- (c) one Member by each of the two Bands of the Non-Passenger Class; and
- (d) one Member by the Non-Franchised Passenger Class.

The Chairman and the Board Secretary are not Members (and cannot vote)

Members are appointed by election and unless they have been re-elected, a Member holds their post for two years after the date of their appointment.



## **Alternates:**

Members are asked to appoint an alternate, this person must have a similar or superior knowledge base as the member, they must be confident and competent to speak and act on their behalf.

The Board appoints its Chairman. They must have suitable experience of the railway industry; and, in order to maintain the role's impartiality, during their term of office, they are prohibited to be employed by or otherwise connected with any Access Party or receive any benefit from any Access Party in return for services provided to it.

The Chairman is appointed for a term of two years, and may be reappointed.

The Board also appoints one of its Members to act as Deputy Chairman. The Deputy Chairman is appointed for a term of one year, and may also be reappointed.

The Board Secretary provides the Board with the required support, organisation, and coordination for the delivery of DAB business.

Network Rail with the Chairman's assistance, appoints the DAB Secretary.

## **Delay Attribution Board Business**

The Board may receive, or sponsor, proposals for change to the DAPR and PDAC. It has the responsibility for considering whether or not the Delay Attribution Principles and Rules or the Performance Data Accuracy Code and associated processes are appropriately updated.

The process consists of a Proposal for Change form which is available to both Access Parties and the Delay Attribution Board.

The Board is entitled to set up sub-groups to consider particular topics relating to the Board's business. Members with relevant experience and knowledge are expected to participate in these sub-groups.

The Board is provided with the outputs of these sub-groups to debate and progress.

The Board on the request by a TAC party provides guidance to assist in the resolution of disputes concerning delay attribution either through specific incidents or process application.

The Board applies the Request for Guidance process that is initiated by TAC Parties. In the event that TAC parties fail to accept and act upon the guidance given, they are able to register a dispute with the Access Dispute Committee (within 14 days of the DAB guidance being formally provided).

## **Board Meeting Quorum and Voting**

Quorum is required at all Board Meetings so that business can be undertaken.

The quorum for each meeting of the Board consists of the Chairman and seven Members, of which at least three have to be Members representing Network Rail and at least three have to be Members representing other Classes

Any resolution in respect of any Board business will only be approved if at least seven Members (including at least two Members representing Network Rail and at least two Members representing the other Classes) shall have voted in favour of that resolution. The failure of a Member to vote or to intimate its abstention in respect of a resolution is treated as a vote in favour of that resolution

## **Meetings and Minutes**

The Board Secretary prepares the minutes of every Board and sub-group meeting. The minutes are approved by the Board and sub-group members.

The Board is remitted to have a minimum of 3 meetings per year. It is however customary to meet every period although, there is often a summer and Christmas recess.

## **Paying for the DAB**

The Board discuss and approve their yearly budget at their February meeting.

Each TAC Party pays the Board a percentage of the agreed annual budget. This is the same proportional split as the safety levy. The calculation is provided by the ORR.

## **What are members expected to deliver when attending the DAB?**

Members of the Board, whilst elected to represent their particular organisation, band or class are still expected to exercise their duties with impartiality for the benefit of the Industry.

## **What other aspects are there to DAB?**

### **DAB Surgeries** (as required in addition to DAB)

The remit for the Surgeries is to develop an appreciation and understanding of attribution, resolution and process issues at a local Route / Operator level and offer informal guidance and assistance to enable future efficient attribution and resolution.

The surgeries will normally be attended by the Chairman (or Vice Chairman), Secretary and a selection of DAB members, one from Network Rail, and two Operator parties one of which, where appropriate, will be Freight. They are held at the relevant Route / Operator locations.

### **DAB Industry events** (usually once a year)

An event is organised where the Industry performance fraternity are invited to come and see what the DAB has done over the previous year and what it has planned for the following 6 months. This event intends to provide the Industry with the opportunity to participate in the development of potential improvement plans as well as, speak to members and raise questions.

## **DAB Good Practice and Process Guides**

In addition to the DAPR, the DAB publish Good Practice and Process Guides which cover more specific issues in wider detail.

## **DAB Industry Resolution Guides (IRG)**

Also, DAB issues IRGs to cover areas of attribution and resolution that are considered too wide ranging and complex to cater effectively in the DAPR.

## **DAB Investigations**

DAB will carry out local investigations in collaboration with Network Rail Routes and their Operators to understand the reasons driving any issues identified within the KPI data or issues raised by any of the Parties. The aim will be for DAB to offer help and guidance in resolving those issues.

The investigation review will be undertaken by two or three DAB members to ascertain that the recognised delay attribution and dispute resolution process has been followed correctly by both and or all parties.

As part of the investigation it will be confirmed that the systems and controls that are in place are understood, applied and working effectively for the parties; or to identify the reasons if they are not.

## Who makes up the Delay Attribution Board?

<b>Franchised Passenger Class Band 1</b>		<b>DAB Representative</b>
Govia Thameslink Railway Abellio ScotRail West Coast Trains		Rebecca Holding
<b>Franchised Passenger Class Band 2</b>		
Abellio Greater Anglia CrossCountry Trains First Greater Western	London & Birmingham Railway Stagecoach South Western Trains Virgin Trains East Coast Main Line	Jim Pepper
<b>Franchised Passenger Class Band 3</b>		
Arriva Rail London Arriva Rail Northern Arriva Trains Wales Ltd Chiltern Railway Company East Midlands Trains First TransPennine Express	London & South Eastern Railway Merseyrail Electrics MTR Crossrail NXET Trains Serco Caledonian Sleepers	Alistair Rutter
<b>Non-Franchised Passenger Class</b>		
DB Regio Tyne and Wear East Coast Trains Eurostar International Grand Central Railway Company	Heathrow Express Hull Trains Company North Yorkshire Moors Railway Rail Express Systems West Coast Railway Company	Jonathan Seagar
<b>Non-Passenger Class companies - Band 1</b>		
DB Cargo Freightliner		Nigel Oatway (Deputy Chair)
<b>Non-Passenger Class companies - Band 2</b>		
COLAS Rail Ltd Devon and Cornwall Railways Direct Rail Services Freightliner Heavy Haul GB Railfreight	Harsco Rail Rail Operations Group RVEL Victa Railfreight	Neil Dodd
<b>Network Rail</b>		Alex Kenney Andrew Rowe Andriana Shiakallis John Thomlinson Carew Satchwell Darran Broderick
<b>Non-Voting Members</b>	Chairman: Richard Morris Secretary: Mark Southon	

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DAB Website: [www.delayattributionboard.co.uk](http://www.delayattributionboard.co.uk)