



ORR BOARD ACTIONS TABLE – UPDATE FOR CIRCULATION WITH JUNE PAPERS.**COLOUR KEY:**

Completed and to be closed	Not yet due – or pending outcome of this meeting	Overdue
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	ACTIONS INCLUDED IN THE MINUTES:	
Para no.	From the November 2019 board	
14	<p>The board asked the exec to explore with Transport Focus and DfT whether the existing transport user surveys could be expanded to explore some of these questions. [Action]</p> <p><i>The executive agreed to add an item on the scope, purpose and value of the existing surveys to the agenda for regular meetings with DfT and TF over the next 2-3 months and report back on the reaction.</i></p>	<p><i>Exco agreed to charge Marcus C with this action. MC to report in April.</i></p> <p><i>Deferred as a result of C-19 and the surveys' suspension.</i></p> <p>MC has written a report on the NRPS which is attached to the board information pack for June. Action closed.</p>
	From the January 2020 board	
52	<p>The board noted that work to improve whole-industry reporting from the point of view of the consumer was still desirable but would depend on the outcome of the Williams review. This should be considered again in the context of the White Paper [action].</p>	<p><i>Graham Richards and Dan Brown: In progress.</i></p> <p>Whole-industry reporting remains an ORR ambition. Opportunities to move towards this goal are being followed up wherever they occur. The board will receive updates on progress. Action closed.</p>
	From the February 2020 board	
18	<p>ORR executive were developing better understanding of leading indicators and welcomed the move to more forward looking assessment. Where there was sufficient experience to consider formalising trigger levels, this should be considered. It was important to have a disciplined approach to assessment as this was likely to drive rigour in the regulatee's behaviour. [Action]</p>	<p><i>In progress: Graham Richards and Dan Brown to arrange discussion at internal Regulatory Compliance Group meeting - now incorporated into the internal RCG meeting.</i></p> <p>May oral update: this is now linked to our approach to holding NR to account during Covid-19, with KPIs being developed for this. Action closed</p>
	From the March 2020 board	

38	The board discussed the relevance of the NRPS and its statistical significance, continuing relevance and other sources of relevant data. The board proposed that it be discussed by the consumer expert panel at their next meeting. [Action]	<i>Anne Heal/ Stephanie Tobyn</i> Next consumer panel is 24 June 2020 – update at July board
50	The board asked to see the emerging design for the website	<i>Russell Grossman completed: May 28th – and further update below the line on the agenda for June – close following the June meeting</i>
	From the April 2020 board	
6	There was a supplementary question in relation to the policy on tactile strips. Ian Prosser undertook to report on the number/proportion of stations where strips had not been installed yet, and to consider whether a review of the policy was necessary in the light of this. [Action]	<i>Ian Prosser</i> The retrofitting or installation of tactile strips varies across the network. The industry (through RSSB's People on Trains and Stations Risk Group) are collaborating to improve the standard on upgrading to fit tactiles and is also looking to share good practice on what mitigations can be put in place in the interim. RAIB has yet to publish its investigation into the Eden Park fatality - which we are also investigating. – Close this action
13	The board asked to be kept informed of any Covid-19 advice given to industry staff, passengers or our own inspectors and any lines to take	<i>Ian Prosser and Russell Grossman</i> All ORR's Covid-19 specific advice can be found on our website: https://orr.gov.uk/coronavirus-advice - close this action
13	In the context of safety investigations, the board encouraged the executive to consider whether the rail white paper might offer an opportunity to streamline the legal processes.	<i>Juliet Lazarus</i> Legal and RSD are working together to review internal practices to minimize delays. Given current expectations that there will be no rail white paper, this item is closed.

26	It was recognised that if France legislated for its NSA (EPSF) to take over regulation of the French side of the tunnel from the IGC, it was unlikely that such legislation would be undone. This introduced an undesirable level of risk that the two safety regimes would diverge over time causing operational and safety challenges for the Tunnel operators. It was also not clear to the board that the long term tension that this change would introduce was adequately understood by DfT. The board asked the executive to communicate concerns about the emerging risks at a senior level to ensure that any Ministerial decision on delay was fully informed.	<i>John Larkinson</i> May 2020 Board update: nothing new to report, other than discussions were continuing on this and ORR was involved at the right level. Oral update in June – if anything to report.
	From the May 2020 Board	
6	Transport Focus had ... introduced a weekly survey of 2,000 people to track user attitudes during the pandemic. John Larkinson would circulate the latest update on this to the board for information.	<i>John Larkinson</i> completed on 22 May - close
8	It was agreed that ORR should seek to build a stronger relationship with the secretariat of London Assembly Transport Committee, including offering to provide an overview of our role to support its future work.	<i>Russell Grossman</i> This work is in hand. Oral update at the Board in June.
8	The board asked for an update on what ORR was doing on SPADs to be included in next month's Health & Safety report	<i>Ian Prosser</i> Included in the June H&S report – close
13	Alongside this, it was agreed the board should be provided with information on what the ombudsman had been doing over the year and how it had been performing.	This is included in the report on the first year of operation of the Ombudsman which is on the June agenda. Action closed.
14	It was agreed the future versions of the chart in the Board Information Pack on road user data should include Highways England's targets on the bars to enable performance to be put into context, with the time period notation moved to the top.	<i>Graham Richards</i> Completed
38	The board discussed the paper and noted the progress made with making comparisons within Network Rail and the value of these. It agreed that there was also value in doing the same for roads and noted that there were plans to do this. It was agreed that the foreword to the roads assessment should refer to this, noting what had been done for Network Rail.	<i>Graham Richards</i> Completed

39	It was agreed that the forewords to the annual assessments should note the importance of both organisations (Network Rail and Highways England) continuing to coordinate on schemes and that we would look to measure this in future.	<i>Graham Richards</i> <i>In progress</i>
45	The board thanked the team for their work in [holding TOCS to account] and asked that it produce a blog on consumer issues during Covid-19.	<i>Stephanie Tobyn</i> Completed and Blog published before end of May. – Action closed
53		 Redacted s.35 (1) (a)
54	...Highways England's completion of the A14 improvements had been delivered both within budget and somewhat ahead of time. It was agreed that this positive outcome should be recognised in an email from John Larkinson to Jim O'Sullivan, inviting Jim's thoughts on what the lessons were from this for future projects.	<i>John Larkinson</i> <i>Completed – 12 June 2020</i>
	SINGLE ISSUE DELEGATIONS	<i>Date exercised/completed</i>
Para no/ month	FORWARD PROGRAMME	<i>Commentary</i>
Jan para 50	There were two further areas where work would be put in hand to provide the board with a developed proposal on what might be attempted and how it could be delivered. These related first to ORR's role in innovation and second its role in macro- and local environmental issues. This would include specifically decarbonisation and air quality. Reports on these issues would be brought to the board later in the year [forward programme].	<i>John Larkinson and Dan Brown –</i> <i>Environmental issues were discussed at the May meeting with some follow up in June.</i> <i>Innovation is on the forward programme for July – close this action after that discussion.</i>