

# IRO Midlands News

## Network Rail LNW—TOC/FOC opportunities

**Staff on Network Rail's LNW Route will have the opportunity to register interest for a new secondment scheme offering placements of up to six months with a number of train and freight operating companies.**

The idea has resulted from an LNW "Our Voice" survey and recognizes the importance of providing development opportunities to employees. Anyone can apply though it is expected their application will show clear personal learning goals and an appreciation of the benefits of being selected.



The LNW Route Executive is particularly keen to see applications from people with a strong commercial interest or desire to work in a rolling-stock fleet environment. Train operators participating in the scheme include Virgin Trains, London Midland, Chiltern Railways and Merseyrail.


Dan Thompson, Station Manager at Euston, recently completed a secondment with Virgin Trains. He said afterwards *"The opportunity gave me many fresh, new perspectives that helped me grow both personally and as a railway employee. Through completing the secondment I now have a much better understanding of our customers' needs"*.

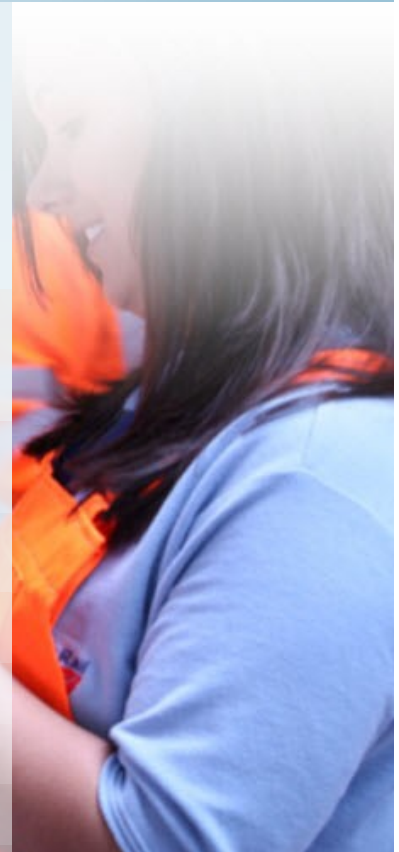
Opportunities will be advertised on the Network Rail internal vacancy list from 30 June 2014.

## Line closes between Redditch and Barnt Green

The line between Redditch and Barnt Green is to be closed for 8 weeks from July 6th to August 31st as part of a £24.5m package of improvement work by Network Rail.

Karen Lumley, MP for Redditch visited the station in June and commented *"This is a huge programme of work and will mean a much-needed improvement to the line, increasing frequency and therefore capacity and reliability for consumers."*

Mark Goodall, London Midlands's head of Cross City services said *"It provides us with a passing loop, so removes the limitations of the current single track. Running a reliable train service is what passengers want the most and we are committed to delivering that."* 



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### Your views count!



If you have comments or suggestions about this newsletter, or would like to submit a story, picture or suggestion, please get in touch—we'd love to hear from you!

Email your thoughts to:  
[m.chairman@railwayoperators.co.uk](mailto:m.chairman@railwayoperators.co.uk)



## Dates for your diary

July 16 2014

The Institution of Engineering and Technology is collaborating with Parsons Brinkerhoff and HS2 Ltd on a regional programme of knowledge dissemination about high speed rail across the UK.

The next event in this programme will be held at the Roundhouse in Derby and will highlight the potential benefits high speed rail can bring to the Derby and east midlands region, and the broader benefits of increased capacity, connectivity and economic growth.

*Time: 1800-2030. For more information and to register, click [here](#).*

2014-15 Season

Dates, which are all confirmed, are as below. Venues and locations are still to be confirmed and details of particular events will be available from next month.

- ◆ 8 September, Birmingham
- ◆ 6 October, Derby
- ◆ 3 November, Milton Keynes
- ◆ 11 December (Christmas Social Evening)
- ◆ 12 January, Birmingham
- ◆ 9 February, Derby
- ◆ 9 March, Milton Keynes
- ◆ 13 April, Birmingham
- ◆ 11 May, Derby
- ◆ 8 June, Milton Keynes
- ◆ 15 June (Summer Family Day)

*Contact Rachel Heath for more information.*

**“The Rail Delivery Group vision is... To make Europe’s best railway even better.”**

### Around the Midlands

Customer satisfaction with East Midlands Trains’ services stands at 87% according to latest data issued by Passenger Focus (June 25). [🌐](#)

A report commissioned by the Rail Delivery Group says British businesses are saving £1b a year by using rail freight, with a further £500m p.a. of economic, environmental and social benefits (May 14). [🌐](#)

Virgin Trains and the DfT have signed a new deal outlining big improvements for both passengers and taxpayers, including new services, improved WiFi and more standard seats (June 22). [🌐](#)

Dyan Crowther, Route Managing Director for Network Rail’s LNW Route has been appointed Chief Operating Officer of Thameslink, Southern and Great Northern (TSGN) franchise (June 13). [🌐](#)

## Rail Delivery Group: a whole industry approach



The June – and last in the series – event for IRO Midlands took place on Monday 9<sup>th</sup> at Network Rail’s Quadrant offices in Milton Keynes. A disappointingly small audience was treated to an excellent conclusion to our programme, discussing the creation of a sustainable and future-proof railway for CP5 and beyond, with a positive and encouraging prognosis from Michael Roberts, Director General of the Rail Delivery Group (RDG).

Mr Roberts began his talk with an outline of the history of the Rail Delivery Group which was established in 2011, with its origins in the McNulty Rail value-for-money report. At the outset RDG was a voluntary organisation bringing together industry leaders such as CEO’s of TOC and FOC owning groups and Network Rail. Its role has now been formalised and from October 2013 RDG has a new executive function and a vision to make Europe’s best railway even better.

Despite persistent media suggestion to the contrary, Britain leads the way on rail in Europe and Michael produced plenty of material to support this. UK rail has the highest passenger satisfaction rating and best safety record of any major European railway. It has grown faster than, for example, France or Germany, in the last 15 years and is regarded by the European Commission as the EU’s most improved railway. ⇨

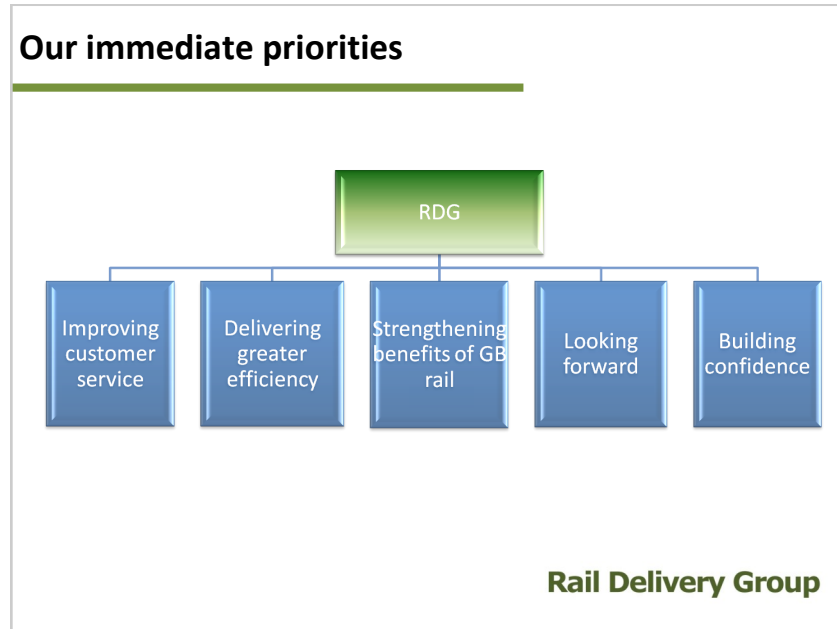
### Britain leads the way on rail in Europe

- Highest passenger satisfaction & best safety record of any major European railway
- Rail has grown faster in GB than eg Germany or France in last 15 years
- EU’s most improved railway (European Commission)
- Key GB difference = diversity of operators on single network
- Winning combination of private sector innovation + Government policy

**Rail Delivery Group**

⇐ This success is due to a key difference in the rail industry structure in the UK compared with other railway industries, which is that of diversity of operators on a single network, bringing a combination of private sector innovation coupled with Government policy.

The Rail Delivery Group ambition for the rail industry is to create even better services at the highest levels of safety with personalised customer experience that is simpler and easier to understand and more cost efficient. The strategy for achieving this is coordinated solutions to cross-industry challenges and collaboration with government, regulators and the supply-chain.



RDG has five immediate priorities relating to: Improving customer service; Delivering greater efficiency; Strengthening the benefits of GB rail; Looking forward; and Building confidence.

Each of these priorities is underpinned with specific streams of work. For example, Improving Customer Service involves

- ◆ work by National Task Force (NTF) on reliability “now” and depends on the National Operating Strategy (NOS) for future reliability improvements through developments such as Traffic Management and connected Driver Advisory Systems.
- ◆ Capacity considerations have to be examined, for example in the integration of HS2 with existing services.
- ◆ Ticketing arrangements, and what can be done to make things easier for customers
- ◆ Stations—better definition of responsibilities to improve the experience for all users
- ◆ Safety requires continuous effort in the area of passenger, public and workforce safety.

Michael concluded by describing the prize to be had from the future plans for the UK railway as “enormous”. He cited the collaborative nature of the RDG’s aims as key to unlocking opportunities which, for example, could see Network Rail achieve a 50% efficiency improvement by the end of CP5 compared with when it came into being in 2002. This, and many other gains, drives the continued and future support from Government in a mature yet still-evolving industry.

#### Strengthening benefits of GB rail

- **Regulation** – work with ORR to improve structure of regulation (esp access charges & incentives)
- **Franchising** – work with Government to adopt lessons from Brown review
- **Freight** – make case for more goods to go by rail and propose supporting policies

**Rail Delivery Group**

*IRO Midlands would like to thank Michael Roberts and the Rail Delivery Group for this presentation, Network Rail for hosting the event and all those who attended . Audience: 15.*

You can download a copy of Michael Roberts’ presentation from the IRO Midlands webspace [here](#).

## Bryony Govan in 60 seconds



**Bryony Govan** is Head of Train Planning at CrossCountry.

**When and why did you join the railway?** I joined in 2011. I was keen to pursue a career where I could make a difference and this fitted the bill because providing journey opportunities is so important for our economy, society and people’s well-being.

**What was your first job?** Graduate Management Trainee for Arriva UK Rail, with CrossCountry.

**What do you think of the IRO?** The IRO is great for bringing professionals together, enabling debate and providing learning opportunities within the industry. Midlands events are always relevant and topical.

**Proudest moment?** In 2013 I won Graduate of the Year at the Rail Staff Awards, for successful insourcing of our on-board cleaning services. I was really proud of the project but also of the award as the judging is based on votes from industry colleagues.

**Next big thing?** Developing CrossCountry’s timetable to make the most of network enhancements that will be delivered during CP5.

**And finally, cat or dog?** Dog!

# Summer Family Day, June 14th



IRO Midlands members enjoy a great family day out on the Gloucester Warwickshire Railway on Saturday June 14, 2014! The day included tours of the carriage and wagon works at Winchcombe, including the newly completed paint shop, and Winchcombe signal box. This was followed by a tour of the David Paige locomotive depot at Toddington. There was even time for sunshine and ice cream!



## What we do

The IRO Midlands area promotes railway operations, and the role of operators, as fundamental to the success of the railway.

Our objective is to connect members with experience and learning opportunities that broaden their understanding of railways, grow solid cross-industry and inter-disciplinary awareness, develop their knowledge and enhance their skills.

We aim to achieve this through a friendly and informal network which promotes

- ✓ mentoring and support for personalised learning and professional development
- ✓ a yearly programme of events exploring contemporary themes in the rail industry
- ✓ visits to front-line rail-industry facilities and
- ✓ advancement of the IRO education programme delivered by Glasgow Caledonian University.

The UK rail industry is a complex place. Our vision is for confident, well-aware operators to be at the forefront of the industry today and in the future.

## Meet the team

Secretary	Julia Stanyard MIRO. <i>Customer Manager, Network Rail.</i> <a href="mailto:m.secretary@railwayoperators.co.uk">m.secretary@railwayoperators.co.uk</a>
Treasurer	Doug McLellan MIRO. <i>Operations Standards Specialist, London Midland.</i> <a href="mailto:m.treasurer@railwayoperators.co.uk">m.treasurer@railwayoperators.co.uk</a>
Events Programme Manager	Rachel Heath AIRO. <i>Business and Planning Manager, High Output, Network Rail.</i> <a href="mailto:m.events@railwayoperators.co.uk">m.events@railwayoperators.co.uk</a>
Visits Coordinator	<i>Vacant</i>
Communications	<i>Vacant</i>
Cross-industry liaison	<i>Vacant</i>
Mentoring & PDP	Colin Robey MIRO. <i>Head of Operations Rail and Rapid Transit, Centro.</i>
Committee advisors	Peter Bowes MIRO. <i>Safety and Environment Director, Virgin Trains.</i> Martin Ward MIRO. <i>Driver Manager, East Midlands Trains.</i>
Chair	Mike Christelow MIRO. <i>Technical specialist, Traffic Management, Network Rail.</i> <a href="mailto:m.chairman@railwayoperators.co.uk">m.chairman@railwayoperators.co.uk</a>

## IRO Midlands membership statistics, June 2014

During 2014 our membership has grown by 82 and now stands at 567 in total. The graphs below give a breakdown by membership grade, age profile and grade split by sex.

Next month we'll present the data broken down by company.

