



Delay Attribution Board  
Floor 8  
1 Eversholt Street  
London  
NW1 2DN

**To:** Gerry Leighton,  
Head of Stations, Depots and  
Network Code  
Office of Rail and Road  
One Kemble Street  
London  
WC2B 4AN

**Tel:** 07899 018037  
**Email:** DABoffice@networkrail.co.uk

**cc:** Richard Morris  
Chairman,  
Delay Attribution Board.  
Hector Anderson - ORR

**Date:** 12<sup>th</sup> April 2017

## **Submission of proposals for change to the April 2017 Delay Attribution Guide**

Dear Gerry,

I am writing to seek ORR approval for a number of Proposals to change the Delay Attribution Guide in accordance with Track Access Condition B2.7.2.

Please find appended to this letter details of the following Proposals for Change:

- DAB P288 – DAG Name Change
- DAB P289 – DAG Name Change Content Change
- DAB P290 – DAG Rule Book Formatting
- DAB P291 - FOREWORD
- 

The details for each proposal consist of the following information:

- 1** The Proposal for Change from the sponsor.
- 2** The industry responses to the Proposal for Change (where appropriate).
- 3** The Board considerations and decision.

The proposals for amendment to the Delay Attribution Guide P288 and P289 were put out to Industry Parties for formal consultation in accordance with Track Access Condition B2.5.2. The deadline for Industry responses was the 17<sup>th</sup> March. A number of Industry Parties responded to the consultation process and these responses are included in this submission.

DAB P290 and DAB P291 were both agreed unanimously by the Board as non-material changes and thus did not go through full Industry Consultation as set out in the Network Code B2.8.

All decisions made by the Board have been unanimous. A copy of the minutes of the meetings where the proposed amendments were agreed is available should you require it.



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I await your advice on whether you approve the amendments proposed.

Finally, in accordance with Track Access Condition B2.7.1, the Board has agreed that any changes approved by the Regulator should come into effect on the **1<sup>st</sup> June 2017**

However, the Board are aware the associated change proposal to the Network Code to rename the DAG to 'Delay Attribution Principles and Rules' also needs ORR approval for these changes to be initiated and thus could affect the proposed go-live date proposed.

I will work closely with ORR throughout this transition to ensure it all happens in unison.

Should you wish to discuss any aspect of this submission or the proposals for that matter, please do not hesitate to contact me as detailed above.

Kind regards,

Mark Southon

Board Secretary  
TEL: 07899 018037

Proposal reference Number:	DAB/P288	DAB/P289
Abellio Greater Anglia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Arriva Trains Wales		
c2c Rail Ltd		
Chiltern Railways		
Colas Rail		
DB Regio Tyne & Wear		
DBSchenker		
Devon & Cornwall Railways		
Direct Rail Services		
East Midland Trains		
Eurostar International		
First / Keolis Transpennine		
First Greater Western		
First Hull Trains		
Freightliner		
GB Railfreight		
Govia Thameslink Railway		
Grand Central Railway		
Harsco Rail		
Heathrow Express		
London Midland		
London Overground		
Merseyrail		
North Yorkshire Moors		
Northern Rail *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scotrail		
Southeastern Railway*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Southern		
Stagecoach South West		
Virgin Trains (West Coast)		
Virgin Trains East Coast		
West Coast Railway		
XC Trains		
Network Rail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*Response through DAMG		

Originators Reference Code / N°	<b>DAB P288 – DAG Name Change</b>
Name of the original sponsoring organisation(s)	DAB
Exact details of the change proposed	<p><b>Rename the ‘Delay Attribution Guide’ to ‘Delay Attribution Principles and Rules’</b></p> <p><b>Amend all references to the ‘Delay Attribution Guide’ within the document to read ‘Delay Attribution Principles and Rules’</b></p> <p><b>Amend all references of the acronym ‘DAG’ within the document to read ‘DAPR’.</b></p> <p><b>Amend all entries of ‘this Guide’ to read ‘this document’</b></p>
Reason for the change	<p>In line with recent Industry discussions it has been proposed to rename the Delay Attribution Guide (as part of a wider work stream highlighting the importance of accurate Delay Attribution)</p> <p>Attribution is a National System Operator role, to be delivered by Network Rail in an unbiased manner, but because concerns have been raised through the Board that now Delay Attribution is being implemented by local Route ‘businesses’ in a devolved organisation that there are incentives to vary from the DAG and basic principles of attribution.</p> <p>The DAG is incorporated into the Network Code but the word ‘Guide’ suggests it is a document that is optional in its application. It is hoped that the rewording will indicate the DAG’s status within the Network Code and improve consistent application and thus drive improved data quality in line with the name change it is proposed that the formatting of the DAPR (nee DAG) will be amended to a Rule Book style in that the different sections will now be separated and labelled appropriately.</p> <p><b>NOTE: The name change is being progressed in parallel with a similar Proposal for Change to the Network Code (Distributed as Pfc 70). This proposal for the DAG name change will ONLY go live on the publication of the amended Network Code as both documents need to be in line.</b></p> <p><b>See also Pfc DAB P289 – DAG Name Change Content Updates</b></p>

<b>DAB/P288 Response</b>	<b>Comments</b>
DAMG - on behalf of the identified companies in the response matrix	Accepts this proposal as submitted.
AGA	Accepts this proposal as submitted.
Network Rail	Accepts this proposal as submitted.
DAB DECISION	The Board reviewed and discussed the Industry Consultation feedback at the 11 <sup>th</sup> April 2017 Board meeting. The Proposal was agreed for submission to ORR for approval

Originators Reference Code / N <sup>o</sup>	<b>DAB P289 – DAG Name Change Content update</b>
Name of the original sponsoring organisation(s)	DAB
Exact details of the change proposed	<p><b>Replace Section 1 of the DAG with that set out as attached below</b></p> <p>(Section 1 is set out in full with additions and alterations shown in red for ease of reading and appreciation of the changes in their context)</p> <p><b>Reword Paragraph 3.1.1 as below:-</b></p> <p>3.1.1 <b>This document</b> reflects the principles of the Track Access Contract and Network Code as set out in the Track Access Contract in Schedule 8 and in the Network Code, Part B. The contractual roles carried out by the parties are;</p> <ul style="list-style-type: none"> <li>• Network Rail - Operator of Infrastructure (The Network)</li> <li>• Train Operator - Operator of Trains</li> </ul> <p><b><i>Consultation Note – the middle sentence of 3.1.1 has been removed as the DAG is / was a Contractual document once it became incorporated into the Network Code)</i></b></p> <p><b>Reword first sentence of 3.2.2 to read:-</b></p> <p>3.2.2 <b>This document</b> cannot cover every circumstance that may arise and thus, there will always be certain scenarios where the default attribution is not appropriate.</p>
Reason for the change	<p><b>To be read in conjunction with Pfc DAB P288</b></p> <p>In line with recent Industry discussions it has been proposed to rename the Delay Attribution Guide (as part of a wider work stream of increasing the importance of accurate Delay In line with the name change it is proposed that Section 1 be updated.</p> <p>Primarily this is to reflect the proposed name change but the opportunity is being taken to generally tidy up Section 1 and bring it up to date at the same time.</p> <p>Of particular note is paragraph 1.5.1 reflecting the Board’s purpose to reflect Network Code B6.1</p> <p>Amendments to 3.1.1 and 3.2.2 are to remove the ‘Guide’ element and in 3.1.1 specifically remove the reference to the DAG not being a Contractual document which it is since its incorporation into the Network Code.</p> <p><b>This Proposal will not proceed should Pfc DAB P288 be rejected</b></p>

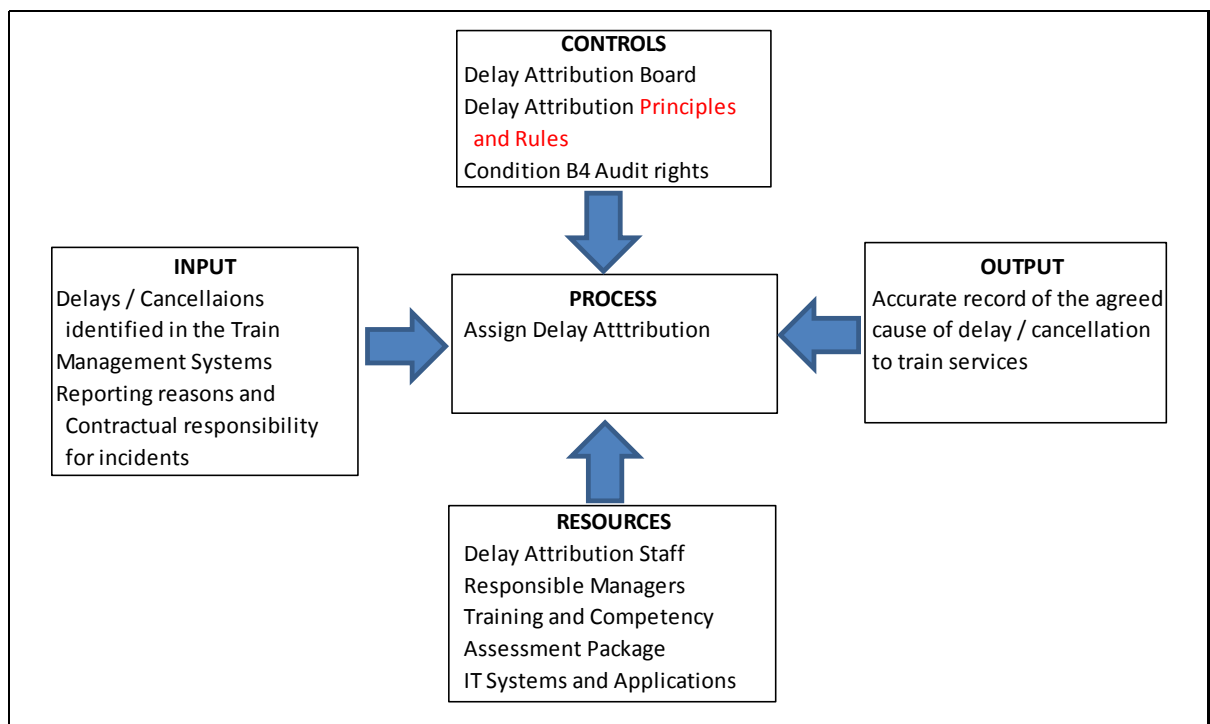
<b>DAB/P289 Response</b>	<b>Comments</b>
DAMG - on behalf of the identified companies in the response matrix	Accepts this proposal as submitted.
AGA	Accepts this proposal as submitted.
Network Rail	Accepts this proposal as submitted.
DAB DECISION	The Board reviewed and discussed the Industry Consultation feedback at the 11 <sup>th</sup> April 2017 Board meeting. The Proposal was agreed for submission to ORR for approval

## SECTION 1: INTRODUCTION

### 1.1 THE NEED FOR DELAY ATTRIBUTION **PRINCIPLES AND RULES**

- 1.1.1 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 this document) underpins the way in which this will be achieved.
- 1.1.2 This document **sets out the Principles and Rules regarding** 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.
- 1.1.3 The Delay Attribution **Principles and Rules** deal with the process of identifying the cause of delays and cancellations on the Network, that have been reported in TRUST and the process is shown in Diagram 1 below.

Diagram 1: Delay Attribution Process



## 1.2 CONTEXT OF THE PRINCIPLES AND RULES

- 1.2.1 The Delay Attribution Principles and Rules is incorporated into and forms part of the Network Code. However, it is important to note that the document is not intended to cover every particular circumstance but aims to set out the relevant principles and rules to assist the accurate attribution of delay. A definitive set of situations and circumstances would be a constraint on contract management by the parties.
- 1.2.2 It is intended that the Delay Attribution Principles and Rules is the source of reference on the Delay Attribution process as a whole for all parties to the Track Access Contract, and others involved in the delay attribution process.
- 1.2.3 This document 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 (the 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 is adopted. The ORR's approval is required before an amendment can take effect. Any changes so approved will come into effect on a defined date, (i.e. will not apply retrospectively before that date).

**Note:** this is a short explanation – please refer to Network Code Part B paragraphs 2.5, 2.6 and 2.7 for the full process (which takes precedence over this paragraph if there is any doubt).

## 1.3. PROVISION OF INFORMATION

- 1.3.1 All parties involved in the process of the correct identification of causes of delay are required to provide any information necessary to facilitate accurate Delay Attribution. In order to do this all parties will ensure that adequate lines of communication are established and maintained to provide this information from both their own staff and any of their agents acting on their behalf.

## 1.4 RELIABILITY EVENTS

- 1.4.1 When a train is not able to make all the booked calls shown on the train schedule this is referred to in this document as a Reliability Event. They can occur in the following circumstances:

- A train is cancelled for its full journey;
- A train is cancelled for part of its journey;
- A train is diverted from its booked route, and fails to call at a booked stop;
- A train runs through a station it is booked to call at but does not stop.

The term Reliability Event is used as described above in the rest of this document.

## 1.5 THE DELAY ATTRIBUTION BOARD (the Board)

- 1.5.1 The purpose of the Board (as defined by the Network Code paragraph B6.1) is to lead, monitor and advise the effectiveness and accuracy of the delay attribution process and use of the Delay Attribution Principles and Rules.



- 1.5.2 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.

1.5.3 Any correspondence with the Board should be addressed to the Secretary at the address shown on the front page of this **document**.

## **1.6 REVISIONS TO THE DELAY ATTRIBUTION **PRINCIPLES AND RULES****

1.6.1 Any Track Access Party may propose revisions to the Delay Attribution **Principles and Rules**. Revisions should be made and submitted in writing as described in paragraph 1.5.3 above providing the following information:

- The name of the sponsor (or sponsors if more than one sponsor is proposed) – sponsors can only be Access Parties. (Note: the ORR is also able to propose revisions, but a different process is applied when this occurs);
- The proposal – this needs to be precise i.e. proposing to insert specific words, sentences, paragraphs or diagrams into the Delay Attribution **Principles and Rules** and or delete specific text or diagrams. To facilitate understanding when proposals are **circulated for** consultation there should be one proposal per existing paragraph in the Delay Attribution **Principles and Rules**, unless the proposal covers the replacement or insertion of multiple consecutive paragraphs and it is more sensible to submit the proposal as a **whole**.
- Other implications; would the proposed amendment have an impact on other areas beyond the proposed change to the Delay Attribution **Principles and Rules** i.e. **might the change result in a change of** benchmarks or **are there** system implications?; frequency of event, and management information? Please note this is not an exhaustive list. If so the Sponsor should also suggest a proposed approach to addressing these areas;
- An explanation as to why the proposal is being made including any associated benefits.

1.6.2 Track Access Parties are reminded that whilst the Delay Attribution **Principles and Rules** is part of the Network Code it is also a working document. Proposals for revision should be made with this in mind. The Delay Attribution Board will consider if the proposal is fit for purpose (i.e. will be understandable to the users of the document) and may refer a proposal back to the Track Access Party if it is judged that this is not the case. Any specific rewording should be drafted in plain English.

## Non-Material Proposals for Change agreed unanimously by the Board

Originators Reference Code / N <sup>o</sup>	<b>DAB P290 DAG RULE BOOK FORMATTING</b>																																																												
Name of the original sponsoring organisation(s)	DAB																																																												
Exact details of the change proposed	<p><b>Reformat the Delay Attribution Principles and Rules (nee Guide) to a Rule Book style with sections being renumbered as below from ‘current’ number to ‘new’ letter:-</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">CURRENT</th> <th style="text-align: left;">NEW</th> <th style="text-align: left;">SECTION TITLE</th> </tr> </thead> <tbody> <tr><td>1</td><td>A</td><td>INTRODUCTION</td></tr> <tr><td>2</td><td>B</td><td>OVERVIEW OF DELAY ATTRIBUTION AND SYSTEM DEFINITIONS</td></tr> <tr><td>3</td><td>C</td><td>CATEGORIES OF TRUST DELAY CODE AND DEFAULT ATTRIBUTION</td></tr> <tr><td>4.1</td><td>D</td><td>GUIDANCE ON RESPONSIBILITIES AND CODING OF DELAY INCIDENTS - INTRODUCTION</td></tr> <tr><td>4.2</td><td>E</td><td>TRUST DATA AND RECORDING OF DELAYS</td></tr> <tr><td>4.3</td><td>F</td><td>ADHESION, AUTUMN AND RAILHEAD TREATMENT INCIDENTS</td></tr> <tr><td>4.4</td><td>G</td><td>FLEET AND INFRASTRUCTURE SYSTEMS INTERFACE INCIDENTS</td></tr> <tr><td>4.5</td><td>H</td><td>DEPOTS, YARDS AND SIDINGS INCIDENTS</td></tr> <tr><td>4.6</td><td>I</td><td>FREIGHT OPERATION INCIDENTS</td></tr> <tr><td>4.7</td><td>J</td><td>LATE STARTS AND CREW RESOURCING INCIDENTS</td></tr> <tr><td>4.8</td><td>K</td><td>REGULATION AND SIGNALLING OF TRAINS</td></tr> <tr><td>4.9</td><td>L</td><td>TIMETABLE AND RESOURCE PLANNING ERRORS</td></tr> <tr><td>4.1</td><td>M</td><td>SERVICE RECOVERY AND CONTINGENCY PLANS</td></tr> <tr><td>4.11</td><td>N</td><td>STATION OPERATING DELAYS</td></tr> <tr><td>4.12</td><td>O</td><td>INFRASTRUCTURE INCIDENTS</td></tr> <tr><td>4.13</td><td>P</td><td>POSSESSION AND INFRASTRUCTURE TRAINS INCIDENTS</td></tr> <tr><td>4.14</td><td>Q</td><td>EXTERNAL IMPACT INCIDENTS</td></tr> <tr><td>4.15</td><td>R</td><td>SAFETY REPORTING, INVESTIGATIONS AND NO FAULT FOUND INCIDENTS</td></tr> <tr><td>5</td><td>S</td><td>DELAY CODES</td></tr> </tbody> </table> <p><b>Amend all paragraph numbering to commence with the letter of each section.</b></p> <p><b>Amend all references within the DAPR as appropriate so that all revised references relate to the same paragraph as the current DAG.</b></p> <p><b>Amend page numbers within each section to commence with the letter of each section</b></p> <p><b>Amend references made within the DAPR as follows:-</b></p> <ul style="list-style-type: none"> <li>• If the reference is to a full section (or sub section) then amend reference to read ‘Section’</li> <li>• If the reference is to a specific paragraph within a Section or sub section then amend reference to read ‘paragraph’</li> <li>• If the reference is to a table within a section or sub section then amend reference to read ‘table’</li> <li>• If the reference is to a flowchart then amend reference to read ‘flowchart’</li> </ul>	CURRENT	NEW	SECTION TITLE	1	A	INTRODUCTION	2	B	OVERVIEW OF DELAY ATTRIBUTION AND SYSTEM DEFINITIONS	3	C	CATEGORIES OF TRUST DELAY CODE AND DEFAULT ATTRIBUTION	4.1	D	GUIDANCE ON RESPONSIBILITIES AND CODING OF DELAY INCIDENTS - INTRODUCTION	4.2	E	TRUST DATA AND RECORDING OF DELAYS	4.3	F	ADHESION, AUTUMN AND RAILHEAD TREATMENT INCIDENTS	4.4	G	FLEET AND INFRASTRUCTURE SYSTEMS INTERFACE INCIDENTS	4.5	H	DEPOTS, YARDS AND SIDINGS INCIDENTS	4.6	I	FREIGHT OPERATION INCIDENTS	4.7	J	LATE STARTS AND CREW RESOURCING INCIDENTS	4.8	K	REGULATION AND SIGNALLING OF TRAINS	4.9	L	TIMETABLE AND RESOURCE PLANNING ERRORS	4.1	M	SERVICE RECOVERY AND CONTINGENCY PLANS	4.11	N	STATION OPERATING DELAYS	4.12	O	INFRASTRUCTURE INCIDENTS	4.13	P	POSSESSION AND INFRASTRUCTURE TRAINS INCIDENTS	4.14	Q	EXTERNAL IMPACT INCIDENTS	4.15	R	SAFETY REPORTING, INVESTIGATIONS AND NO FAULT FOUND INCIDENTS	5	S	DELAY CODES
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Reason for the change	<p>In line with the Board’s Objectives, particularly to enhance and improve the DAG, this proposal looks to re-format the DAG into a Rule Book style document</p> <p>The sections will be referenced from A to S as shown in the Proposal content above.</p> <p>Example formatting – Section 4.9 to Section L:-</p> <p><b>4.9      TIMETABLE AND RESOURCE PLANNING ERRORS</b></p> <p><b>4.9.1    The Train Plan</b></p> <p>4.9.1.1 This section reflects the responsibility of and requirement on Network Rail to produce a validated train plan, paths and schedules for all services operating on the Network.</p> <p>4.9.1.2 All schedule errors contained within TRUST are the responsibility of Network Rail. They should be validated prior to uploading. This is irrespective of Operator access requests or any incidents causing the need for revised plans or schedules to be produced. Likely circumstances and coding are as follows:</p> <p>(On Page 60)</p> <p>Would become:-</p> <p><b>Section L      TIMETABLE AND RESOURCE PLANNING ERRORS</b></p> <p><b>L.1      The Train Plan</b></p> <p>L.1.1 This section reflects the responsibility of and requirement on Network Rail to produce a validated train plan, paths and schedules for all services operating on the Network.</p> <p>L.1.2 All schedule errors contained within TRUST are the responsibility of Network Rail. They should be validated prior to uploading. This is irrespective of Operator access requests or any incidents causing the need for revised plans or schedules to be produced. Likely circumstances and coding are as follows:</p> <p>(And would be on page L1)</p> <p>Benefits from the proposed formatting:- Improved readability and referencing by users</p> <p>No further renumbering would be required for years to come as all additions will slip into relevant sections (and prevent them being added to the end of the DAG for ease)</p> <p>Having lettered sections means pages numbering would not impact the re-issue of individual sections should Parties choose to remove and replace amended sections</p> <p>Cost saving for industry as Parties would not need to print full DAGs every 6 months</p> <p>It would reduce the number of digits in the references which assists when being quoted. <b>NOTE: This Proposal is being proposed to take effect in parallel with the DAG name change (Pfc DAB P288). Should Pfc288 not progress then this Proposal will not be implemented.</b></p>
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DAB/P290 Response	Comments
DAB DECISION	<p>The Board reviewed and discussed this proposal at the 14<sup>th</sup> February 2017 Board meeting and subsequently at the 11<sup>th</sup> April Board meeting (addition of improving references within the DAPR).</p> <p>The Board agreed unanimously in support of the change and that they considered it to be a non-material change (as per Network Code B2.8)</p>

Originators Reference Code / N <sup>o</sup>	<b>DAB P291 FOREWORD</b>
Name of the original sponsoring organisation(s)	DAB
Exact details of the change proposed	<p><b>Amend the DAG Foreword (when reissued as the DAPR) to read as follows:-</b></p> <p><b>Foreword</b></p> <p>This document setting out the Delay Attribution Principles and Rules is issued to all Track Access Parties by the Delay Attribution Board</p> <p>The Delay Attribution Board is an Industry body remitted to provide guidance and assurance to the Industry on delay attribution issues</p> <p>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’.</p> <p>In this context the Board will:</p> <ul style="list-style-type: none"> <li>• Ensure that delay attribution is undertaken in an unbiased and transparent manner;</li> <li>• Ensure that appropriate training and competency assessment is available to everyone involved in the process of delay attribution;</li> <li>• Provide guidance to Industry Parties on the process of delay attribution and the interpretation of the Delay Attribution Principles and Rules;</li> <li>• Make recommendations for changes to the delay attribution process to improve its efficiency and effectiveness and oversee the delivery of such changes</li> </ul> <p>This document is updated by the issuing of amended Sections as inserts incorporating Proposals for Amendment that have been</p>

	<p>agreed pursuant to the process set out in Conditions B2.5 to B2.7 of the Network Code since the issue of the previous document. Consequently, those re-issued Sections supersede those previously published.</p> <p>Proposals for Amendment made since the issue of the previous issue are recorded in the Version Control on the re-issued front page and are supported by a briefing of the changes.</p>
Reason for the change	<p>In line with the DAG to DAPR work stream it was identified that the Foreword of the current DAG needs amending.</p> <p>The process set out in the current Foreword is not conducive to the required DAPR process for issuing amendments – sectional reissue rather than full reissuing.</p> <p>Opportunity is also being taken to update the DAB entry</p> <p>It is proposed that this is a non-material change for which the Board could agree without full Consultation</p>

<b>DAB/P291 Response</b>	<b>Comments</b>
DAB DECISION	<p>The Board reviewed and discussed this proposal at the 11<sup>th</sup> April 2017 Board meeting.</p> <p>The Board agreed unanimously in support of the change and that they considered it to be a non-material change (as per Network Code B2.8)</p>