



Department for Transport

Julian Edwards & Scott Maynard
Interim Managing Directors
XC Trains Limited
5th Floor, Cannon House
18 The Priory Queensway
Birmingham
B4 6BS

From the Secretary of State
Rt Hon Louise Haigh MP

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: [Redacted]

Web site: www.gov.uk/dft

9 August 2024

Dear Julian and Scott,

Thank you for your letter of 26 July 2024, setting out the reasons why CrossCountry is reducing its timetable for three months.

In response I want to put on record my serious concern about the performance of CrossCountry services. Your passengers have been suffering from a substandard service for too long and I am determined to address this. Over the past year, the level of train cancellations across your company has increased significantly and by your own forecasts, you expected to breach your contractual targets for cancellations in the coming months.

I do not find this level of service provision acceptable, nor do I find a three-month reduced timetable to be a satisfactory response. Given your inability to run a full timetable, and the need to provide clear information for passengers I had little choice but to approve this request. Put simply, the only reason I accepted your proposal was to give passengers more certainty on which services will run. I did so on the condition that capacity will be increased on those which will operate, and that you will take steps to reduce the backlog of driver training, and demonstrate that you are moving towards better reliability.

Furthermore, given your forecast breaches of your contractual cancellation targets, I have required CrossCountry to agree a Remedial Plan that formally contractualises your plan to improve services, and also ensures neither CrossCountry nor its owning group benefit financially from operating fewer services.

If you fail to deliver the Remedial Plan, I will not hesitate to take further action under the contract.

The Rail Minister has discussed this, and CrossCountry's wider performance issues, with you on 8th August 2024. The Minister has informed me that we will be expecting an early letter from you setting out, with timings, the improving, quantifiable, performance trajectory which you are able to guarantee passengers, and the Government, as a result

of the short term reductions I have reluctantly agreed to, and your other management actions.

I am making this letter public on the Government's website, and also copying it to the Chief Executive of Arriva.

Yours sincerely,

A handwritten signature in black ink, reading "Louise Haigh". The signature is written in a cursive style with a large, looping flourish at the end.

Rt Hon Louise Haigh MP

SECRETARY OF STATE FOR TRANSPORT