

Stephanie Tobyn
Deputy Director, Consumers
0207 282 3716

12 May 2016

Dear Chris

Serco Caledonian Sleepers' Core Data submissions

Thank you for your letter dated 12/4/2016. While we are concerned about the challenges you continue to face in your monitoring and reporting arrangements, we nonetheless feel that your letter has helped bring some clarity to the situation.

Firstly, through our previous discussions with you, and the detail you provided in your letter, we recognise that you are actively working to remedy the technical problems you have encountered in the first year of your franchise. However, the pace of improvement has not been satisfactory and we would have expected you to have resolved these issues considerably sooner. We are, however, encouraged that you have made some recent progress and expect to be able to provide us with the bulk of the required complaints and assistance data from Period one 2016/17 onwards. Where there are expected to be continuing gaps in your reporting, we ask that you alert us immediately should it become apparent that you may not meet the actions and timetable you have set yourself to resolve these.

Secondly, whilst we always take the non-delivery of data for the purposes of compliance monitoring extremely seriously, we acknowledge that you have been fully transparent and cooperative with us throughout and, to that end, have provided us with all the data you hold for the reporting year 2015/16. We therefore consider it reasonable to give you time to make the changes you have described without taking further action at this time.

If you would like to discuss this further, or in person, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink that reads "Stephanie Tobyn". The signature is written in a cursive style with a long, sweeping underline.

Stephanie Tobyn

Deputy Director, Consumers