

Rail Delivery Group

Summary of Proceedings 24 February 2015

Present

Martin Griffiths (Chair) (Stagecoach)
Mark Carne (Deputy Chair) (Network Rail)
Michael Roberts (Director-General) (RDG)
Dominic Booth (Abellio)
David Brown (Go-Ahead)
Chris Burchell (Arriva)
Andrew Chivers (National Express)
Lindsay Durham (Freightliner)
Tim O'Toole (First Group)
Paul Plummer (Network Rail)
Doug Sutherland (Directly Operated Railways)
Alain Thauvette (DBSchenker)
Phil Whittingham (Virgin)

Apologies

Alistair Gordon (Keolis)
Jeremy Long (MTR)
David Stretch (Serco)

In attendance

Edward Welsh (RDG)
Billy Denyer (RDG, minutes)

(Engineering work):Anton Valk, Christopher Garnett, Richard Morris, Graham Smith, Graham Spiby
(People workstream):Gil Howarth, David Clarke, Steve Roberts, Jack Wheale

Approval of the record/progress on action points from the meeting on 27th January

The minutes of the RDG meeting on 27th January were agreed to be an accurate record.

Director-General's Report and RDG Workstream Activity Report

MR reported on ongoing engagement with ORR following points raised by members at the previous RDG meeting. The ATOC Budget for 2015/16 had not yet been signed off and MR informed members that any issues could be raised through their representatives at the next ATOC Board. GL was asked to produce a single-page summary of the ATOC budget proposals.

MG reported that he and MC had recently met Anna Walker to discuss ORR's response to the Christmas engineering issues.

MG, MC and MR had met the Secretary of State before the RDG meeting, with the Easter programme of work and industry growth amongst the topics discussed.

Engineering work

APSCM-led review of engineering work

AV, supported by GS, CG and RN, highlighted key points emerging from the review.

Members urged the review team to consider both conventional and radical solutions, and emphasised the importance of passenger perspectives when doing so. AV highlighted the next steps as substantiating the emerging themes and focusing on how to unlock change. The findings from the review will be presented at RDG on 31st March.

Easter Engineering Work

MG reminded members of the agreement reached at the previous RDG meeting that they would confirm that their organisations are fully prepared for the improvement works planned for Easter 2015. MC commented that there had been a step change improvement in collaboration between Network Rail and TOCs on engineering work issues since Christmas.

MC will circulate the correct list of Easter engineering work (including TOC contingency plans) to RDG members. The previously-agreed action will now be taken through the NTF at its meeting on 11th March.

EW informed members that the RDG Communications Team had liaised with TOCs and Network Rail on the Easter engineering communications plans, which will be finalised at an industry communications conference on 13th March.

People workstream

AT introduced his paper on the People workstream, reminding members of its high-level objectives and, within those, the particular initial emphasis on driver training.

GH gave a presentation on the Rail Skills Strategy, which aims to ensure that the required skills exist within the industry.

The strategy covers six areas: forecasting, promotion, demand management, development programmes, training and quality assurance. It is proposed that a single leadership body (NSARE Board) will drive the strategy, and RDG were asked to nominate one or two representatives for this Board.

Members endorsed the development of a rail skill strategy, supported the proposed governance structure and noted that proposals to help fund the work on the strategy would follow in due course.

Members also endorsed the resourcing needed to support the overall People workstream activity.

Communications update

EW provided an update on various strands of communications activity:

- The National Reputational Campaign tendering process is in progress;
- The industry narrative had been launched;
- The upcoming communications work programme had been shared with the RDG Communications Group.

Information and Ticketing update

DAB informed members that a number of activities under the Information and Ticketing workstream were progressing well, such as the follow up to the ticket vending machine summit and in producing a retail Code of Practice.

Performance update

CB reported that the Q3 performance reviews identified clear scope for improvement. Local leadership continues to be an issue and members agreed to raise this within their organisations. Improvements can also be made in matching performance to root causes, and CB emphasised that performance can be raised in already strong areas (as well as weaker ones).

Any other business

- Members requested that Network Rail consider how best to present and contextualise right time performance data.
- MC reminded members that Network Rail will become subject to Freedom of Information requests in March;
- MG thanked DS (who was attending his final meeting) for his valuable contribution to RDG;