

## PAPER TO RDG BOARD

**Meeting Date:** 07 May 2019  
**Paper Title:** Minutes from last meeting  
**Author:** Deborah Lewis  
**Sponsor:** Paul Plummer  
**Paper Date:** 26 March 2019  
**Reference:** Paper 1a

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**26 MARCH 2019**

**RDG OFFICES, 200 ALDERSGATE STREET, LONDON EC1A 4HD**

### ATTENDEE LIST

<b>Attendees</b>	<b>Organisation</b>
Chris Burchell	Arriva
Andrew Haines	Network Rail
Paul Plummer	RDG
Dominic Booth	Abellio
Tim Shoveller	Stagecoach
Peter Strachan	Serco
Steve Montgomery	First Group
Jeremy Long	MTR
Robin Gisby	DOHL
David Brown	Go-Ahead
Alistair Gordon	Keolis
Phil Whittingham	Virgin
Jo Kaye	Network Rail
Hans-Georg Werner	DB Cargo
Julian Drury	Trenitalia
Mr Tanaka	Mitsui
Andy Bagnall	RDG
John Thomas	RDG
Deborah Lewis	RDG
Simon Moorhead (item 6)	RDG

**Apologies:** Gordon Wakeford (RSG), Martin Griffiths (Stagecoach), Ernesto Sicilia (Trenitalia), Mark Thurston (HS2)

## MINUTES OF LAST MEETING

Item No.	Approval of record
1	<p>Chris Burchell welcomed everyone to the meeting.</p> <p>The minutes were accepted as a true and accurate record of the last meeting on 12 February 2018.</p>

Item No.	RDG activity update
2	<p><b>Chair Report</b></p> <p>Chris Burchell updated members on his engagement with ORR re its plans to make Ombudsman a licence condition; Chris and Paul have both made clear members' views that it is not necessary, but ORR is likely to go ahead with the proposal. Chris met new RSSB Chair Barbara Moorhouse and he and Paul have discussed the RDG/RSSB relationship. RDG is helping to recruit a second TOC NED for RSSB Board following Gary Cooper's retirement.</p> <p><b>CEO Report</b></p> <p>Paul Plummer highlighted the RDG's ongoing engagement with DfT regarding pensions. Paul will write to Rail Minister to reiterate member concerns about potential impact on customers and taxpayers if risk sharing framework is not adopted. Members agreed there is benefit in RDG engaging directly with HMT on the issue. Productive Ministerial engagement continues, with a positive meeting with Andrew Jones and owning group HR Directors, regarding people plan.</p> <p>Paul reiterated the plan to for all RDG activity and costs to be scrutinised over the coming year, to ensure it is all delivering value for money for members.</p>

Item No.	Approvals
3	<p>Ola Ogun updated re his conversations since February Board with all TOC &amp; FOC owning groups and Network Rail, to explain detail and answer questions on 2019/20 budget. Discussions with HS2 are ongoing, but the final budget has taken into account members' comments. Board approved the budget, and thanked Ola for his work. Members welcomed the plan for all RDG activity to be scrutinised over the coming year, to ensure it is all delivering value for money for members.</p>

Item No.	Industry Reform portfolio		
4	<p><b>Brexit Preparedness Update</b></p> <p>John Thomas and Andy Bagnall set out latest on no deal Brexit industry preparation. On statutory instruments (SIs), there is a risk the safety SI will not be passed in time; ORR is producing guidance. Re cross-border services, the EC has issued a nine-month extension. RDG is working closely with NR on the latter's command &amp; control structure; a paper including the operational and comms elements will be shared with Board and other senior member groups by 29 March. Members agreed that the proposed approach to commercial decision-making in the event of no deal needs to be stress tested.</p> <p><b>Williams Review</b></p> <p>Following constructive debate, Board gave broad support to RDG's draft submission to the Williams Rail Review. Members agreed that it would benefit from some further changes in tone to include more emphasis on the importance of better cost efficiency and value for money; to be authentic; and to be even clearer on the primary focus around customers. The submission is deliberately high level but there was agreement to signpost to Williams that further detail will come to support proposals (detail to also be shared with Board). Risk allocation needs to be addressed in more detail recognising that this will be explained further in supporting documents. And it will be made clear that not all members agree with all aspects of the proposals. It was agreed that while no member supports every single element of the submission, it is a significant achievement to have reached general consensus across a diverse membership; thanks given to the RDG and owning group teams. RDG team will share next steps with Board and revise document ahead of planned publication date of early May.</p>		
1903.01	RDG team to share paper on command & control structure with RDG Board and other member groups	John Thomas/Alex Woodall	29/3/2019
1903.02	RDG team will share next steps with Board and revise document ahead of planned publication date of early May	John Thomas	5/4/2019

Item No.	Communication & Engagement portfolio		
5	<p>Andy Bagnall summarised the roll out of revised communications strategy on behalf of the industry, which has already begun with the use of the 'Big Plan. Big Changes.' strapline in the fares reform launch. Coming months will see significant activity to deploy it more widely within the membership and in public sphere, combining both strategic activity and day to day reactive comms work. Members were supportive of the plan.</p>		

Item No.	Customer portfolio
6	<p data-bbox="376 293 727 327"><b>Customer Business Plan</b></p> <p data-bbox="376 360 767 394">The business plan was noted.</p> <p data-bbox="376 427 871 461"><b>Information &amp; Technology Strategy</b></p> <p data-bbox="376 506 1396 801">Simon Moorhead, CIO for RDG, briefed members on work he is leading to develop an Information &amp; Technology Strategy roadmap for RDG on behalf of the industry. It centres on six strategic questions to identify long term projects the RDG should focus on to support the industry as well as customers. Simon shared detail from two of the questions: lowering barriers to data to make it easier for third party retailers to access and use for customers' benefit; and moving towards real journey settlement. Members were supportive, particularly of the latter which will be essential in future - though agreed the challenge will be in identifying the technical path to achieve it.</p>

Item No.	Meeting Close
7	<p data-bbox="376 1003 1362 1070">Members noted Jo Kaye's update that the 'part D' review of timetabling, will be managed by Planning &amp; Production Board going forward.</p>