

Action points from the Rail Delivery Group meeting

28 July 2015

ATOC/RDG Offices, London

Present

Martin Griffiths (Chair)
David Brown
Chris Burchell
Andrew Chivers (by telephone)
Julian Edwards
Dave Gausby
Alistair Gordon
Phil Hufton
Nigel Jones
Jeremy Long
Russell Mears
Paul Plummer
David Stretch
Phil Whittingham

In attendance

Gary Cooper (ATOC)
Elizabeth de Jong (RDG)
Nick Ellins (RDG)
George Lynn (RDG)
Edward Welsh (RDG)
Billy Denyer (RDG, minutes)

Item 15.047 (Information and Ticketing): David Mapp (ATOC)

Item 15.048 (APSCM): Dan Boyde (RDG)

Item 15.050 (NSARE): Chris Fenton (RSSB), Neil Robertson (NSARE)

15.044 Approval of the record/progress on action points from the meeting on 22nd June

The minutes of the RDG meeting on 22nd June were agreed to be an accurate record. Several outstanding action points were to be discussed later in the meeting.

15.045 RDG purpose and direction (including Chairman's report)

Members discussed the priorities and direction for RDG as the RDG/DfT awayday and recent industry announcements had raised some key strategic questions.

Members were keen for RDG to form (as far as possible) a collective view on the potential changes to industry structure, and the need for RDG to feed into strategic reviews was highlighted. Members felt that RDG should provide leadership on areas of common ground, and be more agile when necessary.

The level of engagement with HM Treasury, DfT and ORR was also discussed. It was agreed that the agenda in the previously circulated draft letter to SoS was the right agenda for RDG to lead on, but that RDG needed to strive for better engagement ahead of policy announcements.

MG will send a slightly revised version of the draft letter to the Secretary of State, and consider whether to also write to HM Treasury to set out RDG's position. Members were also asked to reply

to MR's emailed questions regarding RDG priorities. The RDG Executive will also consider the best way for RDG to meet and engage with decision makers.

PP outlined the three Network Rail reviews that were underway, whilst GC noted that Nicola Shaw is happy for RDG to input into her review.

Action: MG to write to SoS and potentially HM Treasury.

Action: Members to reply to MR's questions regarding RDG priorities.

Action: RDG Executive team to continue to develop workstream priorities and consider how RDG can best engage with decision makers.

Chairman's report

NE had previously circulated details of the CMA's rail policy project consultation to RDG members. He set out the four options that had been identified by CMA, which are based on three underpinning principles. The ORR will undertake an impact assessment following the consultation process. NE advised that two RDG workstreams (CRRWG and Franchise Strategy Group) will form a task and finish group to respond to both the CMA and BIS consultations. Additional representatives for this group were requested.

Action: Members to nominate additional representatives for the CMA and BIS consultation task and finish groups.

15.046 Mass communications campaign to enhance rail's reputation

EW asked members to decide how to proceed with the proposal to invest in a three-year mass communications campaign. He reported the DfT were content in principle with a national reputation campaign but had concerns with the proposal as it stood.

It was agreed that RDG would invest further, as detailed in Paper 4b, to develop the campaign proposal so that it addresses the concerns that have been raised to date. Further engagement with senior DfT officials, and clarification on DfT's long term investment plans, is required before investing the additional resource.

Action: EW to further develop the reputation campaign proposal.

15.047 Information and Ticketing

DAB provided an update on the work of the Information and Ticketing workstream. The programme of work is progressing well and the DfT have been heavily engaged, whilst The 'five point plan' continues to promoting a range of customer experience initiatives. Upcoming activity will focus on TVM improvements (with a further TVM summit expected in the Autumn) and the foundations for CP6 funding. CB commented that information and ticketing systems priorities must feed into the Initial Industry Plan.

DAB also advised that the new ATOC Customer Experience Director, Jacqueline Starr, will start in September.

15.048 APSCM

Valk report delivery plan

Dan Boyde provided an update on progress made in responding to the 31 recommendations in the Valk report. Tim O'Toole had written to the SoS with RDG's headline response, and the SoS had requested a further review in 12 months' time.

Members supported the proposed delivery plan actions and agreed that APSCM should track progress against the plan. RDG will receive regular updates on progress made.

Dan Boyde advised that only half of the Owing Groups are represented on APSCM and sought nominations from the remaining Owing Groups. To support industry planning there will need to be an IAP lead contact for each TOC, so the IAP team will make contact with members to seek a lead contact for TOCs that are not currently represented.

Action: Owing Group members to consider their representation at APSCM and nominate representatives if appropriate.

Chiltern Cross APSCM Study Funding Request

Dan Boyde presented his paper which requested RDG support for the Chiltern Cross APSCM study. This study will combine a number of APSCM initiatives on one route. Members approved the request for additional resource and authorised APSCM to proceed with the study.

Action: APSCM workstream to progress the Chiltern Cross APSCM study.

15.049 Performance

CB provided the regular performance update. He reported that performance in 2015/16 Quarter 1 had been reasonable but that hot weather had depressed Period 4 results.

Most of the Quarter 1 strategy reviews had now been completed, whilst the recent NTF had focussed on LSE performance and potential revisions to performance metrics. The annual review of the NTF workstreams is also underway to assess continued relevance, progress, resourcing and identify any gaps - the outcomes will be discussed at the 5 August meeting.

CB asked members to ensure that they had robust contingency arrangements for the August Bank Holiday engineering work programme.

Ministers feel that the impact of disruption on customers could be improved. A PIDD summit will be held in autumn to explore these issues, NRE is organising it with CB and GC. GC will establish how many TOCs have published their PIDD action plans and report back to RDG.

DAB also reminded members that TOCs should publish their Key Transparency Indicators as soon as possible, if they haven't yet done so.

Action: Members to ensure that their August Bank Holiday engineering work contingency arrangements are robust.

Action: GC to confirm the number of TOCs that have published their PIDD action plans.

[Post-meeting note: The PIDD Programme Team report that, as of 30 July, LOROL, c2c, Southeastern, First Great Western and GTR have published their plans. Northern, ATW, London Midland, VTEC and FHT report that they will publish before October].

15.050 NSARE

Chris Fenton and Neil Robertson set out NSARE's strategy and its proposal for a sustainable funding model. NSARE is seeking to address skills shortages and drive productivity through better industry co-ordination and reduction of duplicated effort, but requires sustainable funding to do so.

NSARE proposed an infrastructure-led membership model with contributions from all RDG members. Members will determine their level of support for NSARE and discuss further at the September RDG meeting.

Action: BD to circulate the NSARE presentation and add an NSARE item to the September agenda.

Action: Members to determine their level of support for NSARE.

[Post-meeting note: GC has asked Chris Fenton to provide RDG with a simple short note on the proposal]

15.051 RSSSG resources

AC introduced Paper 9 which sought funding for additional resource for the Rolling Stock Strategy Steering Group (RSSSG) in 2015/16. This would enable RDG to continue to engage with ROSCOs on rolling stock strategy. The importance of this workstream had been highlighted by Claire Perry at the recent RDG/DfT awayday and members endorsed the request for additional funding.

15.052 RDG Financial Statements

GL presented members with the audited Financial Statements for the year ended 31st March 2105. A Board Meeting of Rail Delivery Group Limited was convened and the Financial Statements and Letter of Representation (to Deloitte LLP) were unanimously approved. The Chairman signed the Letter of Representation.

EW advised the 2014/15 RDG Annual Report is being prepared and members requested that a draft is brought to the September RDG meeting.

Action: EW to present the draft 2014/15 Annual Report at the September RDG meeting.

15.053 Any other business

DAB provided an update on progress regarding the recruitment of Michael Roberts' successor as Director-General of RDG.

15.054 Next meeting

Tuesday 22nd September 2015, 17:00-19:00.