

**Action points from the Rail Delivery Group meeting on**

**22 December 2015**

**Network Rail Offices, 1 Eversholt Street, London**

***Present***

Martin Griffiths (Chair)  
Mark Carne (Deputy Chair)  
Chris Burchell  
Andrew Chivers  
Lindsay Durham  
Paul Plummer  
David Brown  
Jeremy Long  
David Stretch  
Alistair Gordon  
Nigel Jones  
Julian Edwards

***In attendance***

Edward Welsh (RDG)  
Gary Cooper (ATOC)  
George Lynn (ATOC)  
Jacqueline Star (ATOC)  
Billy Denyer (RDG, minutes)  
Lindsay Bleakley (RDG, Minutes)

***Apologies***

Tim O'Toole  
Dominic Booth  
Phil Wittingham

### **15.078 Approval of the record/progress on action points from the meeting on 24<sup>th</sup> November**

The minutes of the RDG meeting on 24th November were accepted as a true and accurate record. PP reviewed actions, specifically noting the Nicola Shaw request for TOCs to provide pay information. GC elaborated on progress to date. TOCs were encouraged to respond directly to Nicola Shaw using the template provided by GC.

**Action: TOCs to respond to Nicola Shaw on pay using the template provided by GC**

### **15.079 Chief Executive's Report and Workstream updates**

PP reviewed the Chief Executive's report, noting progress made on CRRWG and the RDG contribution to the Shaw Report review meetings. PP noted GL's e-mail to members stating a pressing need for RDG to lead further debate to achieve clarity on alternative delivery and financing options for enhancements and similar projects.

Members discussed ORR governance noting the extended deadline given by the DfT for the review of ORR. PP noted that the review should be part of a holistic industry review rather than an isolated piece. RDG then expressed a need to respond formally to the Shaw meetings, and PP asked members to share their Shaw submissions with him where possible.

PP also highlighted an upcoming meeting with SoS on the RDG Strategy, HS2 interest in attending RDG, meetings held with TOC and Freight MDs which identified the need to bridge the communication gap between RDG and TOCs, as well as current confusion around governance of ATOC/RDG. Group went on to discuss RSP modernisation programme and RDG line-of-sight for major programmes of work such as these. DAB also requested greater visibility of DOO discussions at RDG.

**Action: Members to respond to GL request for volunteers for Project Financing Task & Finish group**

**Action: Members to share their Shaw submissions with PP where possible**

**Action: CRRWG members will be invited to a teleconference in the New Year to formulate a high-level response to the review of ORR, EdJ to draft**

**Action: PP to hold meeting with SoS in Feb regarding the RDG Strategy**

**Action: PP to bring proposal on governance of RDG/ATOC to RDG in the New Year**

### **15.080 NTF Update**

CB presented an update on NTF, highlighting performance over time and media campaigns on the lead up to Christmas period. Members were asked to support their TOCs in discussing performance improvements in the Quarter 3 reviews

Members discussed the extensive planning and preparation that has gone into Christmas engineering work. MC noted media coverage expected on boxing day and plans for bus transport to airports. The room noted more work was being carried out this Christmas than any previous year and that more preparation had gone into the planning than ever before.

**Action: Members to support their TOCs in Quarter 3 performance reviews**

#### **15.081 Strategic Portfolio: Today's Railway**

GC presented a review paper on the 'today's railway' portfolio which made a number of recommendations, including; forming an industry HR Directors Group, formulating a cross-industry H&S strategy, and RDG continuing to own 'transparency' as a workstream. Board members supported all recommendations made by the paper. The HR Directors' group will return to RDG in early 2016 to provide an update on People workstream initiatives.

**Action: GC to initiate action on recommendations made in the TR portfolio paper**

#### **15.082 Strategic Portfolio: Customer Experience**

JS presented the Customer Experience portfolio paper. Paper made a number of recommendations, including simplification of governance, adopting an experience design approach, and RDG defining the 'core' objectives for customer experience to guide work. Board members supported all recommendations made by the paper.

Members discussed the need to define what the interaction between RDG Board and an ATOC sub-board would look like. Members also noted that correct representation on ATOC sub-boards was key. The need to maintain engagement with the DfT was also noted.

**Action: JS to initiate action on recommendations made in the CX portfolio paper**

**Action: Members to make sure correct representation on ATOC Customer Experience Board and sub-boards**

#### **15.083 Ticketing**

DAB discussed background to current industry position on ticketing including the outcome of a recent meeting with Claire Perry, including her proposal for the future of mag-stripe tickets. DAB noted that CP will send a formal letter to outline government expectations on ticketing. DAB also noted that, Richard Rowson, was working on the industry ticketing strategy. Members noted the opportunity to lead the ticketing agenda by being clear about the industry proposition. A presentation on ticketing was provided.

**Action: LB to circulate ticketing presentation to RDG members**

**Action: RR to contact all TOCs to ascertain a collective stance on a future industry ticketing strategy**

#### **15.084 Approvals**

GL presented three papers on financial matters, including emerging budgets for 2016/17, depots and stabling funding, and change of RDG bank account provider. All papers were approved.

**Action: GL to initiate actions as per recommendations made in papers**

#### **15.085 Review of Charges**

PP presented review of charges paper. A summary paper was circulated to all members immediately following the meeting.

#### **15.086 Forward Agenda**

January meeting to be held at RDG/ATOC on 26<sup>th</sup> January. No further comments on forward agenda.

#### **15.077 Any other business**

None.