

PAPER TO RDG BOARD

Meeting Date: 18 June 2019
Paper Title: Minutes from last meeting
Author: Deborah Lewis
Sponsor: Paul Plummer
Paper Date: 7 May 2019
Reference: Paper 1a

7 MAY 2019

RDG OFFICES, 200 ALDERSGATE STREET, LONDON EC1A 4HD

ATTENDEE LIST

Attendees	Organisation
Chris Burchell	Arriva
Andrew Haines	Network Rail
Paul Plummer	RDG
Dominic Booth	Abellio
Tim Shoveller	Stagecoach
Steve Montgomery	First Group
Robin Gisby	DOHL
David Brown	Go-Ahead
Alistair Gordon	Keolis
Phil Whittingham	Virgin
Jo Kaye	Network Rail
Mark Thurston	HS2
Ernesto Sicilia	Trenitalia
Yasumitsu Tanaka	Mitsui
Andy Bagnall	RDG
John Thomas	RDG
Deborah Lewis	RDG
Jac Starr	RDG

Apologies: Gordon Wakeford (RSG), Martin Griffiths (Stagecoach), Jeremy Long (MTR)

MINUTES OF LAST MEETING

Item No.	Approval of record
1	<p>Chris Burchell welcomed everyone to the meeting. The minutes were accepted as a true and accurate record of the last meeting on 26 March 2019.</p> <p>It was agreed to remove action 1706.03: to establish an RDG group, including TfL, focused on London. Due to the ongoing legal dispute with TfL, the group has not been established but there remains regular engagement.</p>

Item No.	Industry Reform portfolio		
2	<p>Carolyn Fairbairn (CF) was welcomed to RDG Board, the first time CBI has attended. CF was clear on the RDG’s and CBI’s shared agenda in making the case for public private partnerships as the economic model that can deliver for both individual consumers and UK plc, at a time when the private sector is facing hostile public and political opinion. She was supportive and positive on RDG’s submission to Williams, welcoming the ‘clarion call’ it makes for transformational change, highlighting in particular the call for greater accountability as chiming with CBI’s narrative – the CBI is keen to help build on that and push the argument up the public agenda. Other key points from CF:</p> <ul style="list-style-type: none"> ○ Rail is a core business asset, the economic importance of which should continue to be promoted, particularly its positive impact on productivity and regional inequality. ○ Customers’ justified concerns re high cost of fares, overcrowding and punctuality, need to be recognised and better answers given ○ CBI research shows younger generation is focused on values, integrity and transparency – why greater accountability is key. Social media will continue to play a big role in that debate. ○ CBI is engaging directly with Labour on its plans, setting out to party leaders why a role for private sector in delivering public services is crucial. ○ CBI is keen to work more closely with rail, to help amplify continued messaging around what the industry has delivered for the economy in the last 25 years, but also to help tell the story of the greater benefits a future public private railway can offer if investment is continued. <p>Members agreed with CF that the current febrile political climate means the time to build on that case is now. Engagement with the next generation of political leaders is key, and with elected Mayors whose priority is often more regional investment and opportunities than party politics; they offer a strong collective local voice as part of the debate about investment in rail. There was agreement that getting the basics consistently right is key to rebuilding public trust, but recognition that it takes years to shift public perception. There was discussion of what rail can learn from other sectors on managing disruptive technological change, and agreement that disruption is positive in driving improvements for consumers, but needs strong narrative and leadership. In particular, the message of how investment can improve people’s lives, would resonate – rail has a strong story to tell. All agreed on the value of the discussion, and of taking a macro view. RDG will follow up with CBI to work together more, and update Board members accordingly.</p>		
1905.01	RDG to follow up with CBI to agree next steps for closer collaboration	Paul Plummer/ Andy Bagnall	June meeting

Item No.	RDG activity update		
3	<p>Chair Report</p> <p>Chris Burchell confirmed that the search for Paul's successor as RDG CEO has begun.</p> <p>CEO Report</p> <p>Regarding the Williams Rail Review, Paul Plummer updated that since RDG published its submission on 30 April, further engagement with Keith Williams and his team is planned. Updates will be shared with Members in due course. There was discussion of what other views are being expressed to the Williams team from different stakeholders.</p> <p>Paul also clarified that the freight submission to Williams team is on behalf of the RDG Freight Board, not RDG as a whole. The document is undergoing final amendments in consultation with NR, before being published later this month.</p> <p>Paul Plummer spoke briefly about the 2019 members survey results, initial analysis of which has highlighted a huge range of views on RDG from senior member colleagues. RDG Executive team will look at full analysis later this month, and Members will receive a full update on the results and next steps, at 18 June Board.</p> <p>Regarding ongoing Ombudsman and split ticketing issues, work continues with Customer Board, and will be escalated to RDG Board if necessary.</p>		
1905.02	Updates to be shared with Board re RDG engagement with Williams and team	Paul Plummer	Ongoing
1905.03	RDG Exec to do analysis of 2019 members survey results, and share full update with Board	Paul Plummer	June meeting

Item No.	Meeting Close		
7	<p>Members agreed that the MDs/Board performance workshop was a good debate, but more is needed on changes MDs will make proactively. There are things that individual members can urgently act on, distinct from what needs to happen at collective industry level. Board members are there to help, rather than give rigid instruction. Agreement for members to reinforce those messages with their MDs while and once RDG/Steer develop proposal for NTF successor.</p>		