

PAPER TO RDG BOARD

Meeting Date: 17 June 2020
Paper Title: Minutes from last meeting
Author: Deborah Lewis
Sponsor: Paul Plummer
Paper Date: 05 May 2020
Reference: Paper 1a

05 MAY 2020

BY VIDEO CONFERENCE

ATTENDEE LIST

Chris Burchell	Arriva
Paul Plummer	RDG
Andrew Haines	Network Rail
Paul McMahon	Network Rail
Steve Montgomery	First Group
Robin Gisby	DOHL
David Brown	Go-Ahead
Jeremy Long	MTR
Peter Strachan	Serco
Dominic Booth	Abellio
Alistair Gordon	Keolis
Ernesto Sicilia	Trenitalia
Yasumitsu Tanaka	Mitsui
Anna Ince	Resonate - RSG
Andy Bagnall	RDG
John Thomas	RDG
Jac Starr	RDG
Ola Ogun	RDG
Robert Nisbet	RDG
Deborah Lewis	RDG

Apologies: Philip Hoare (Atkins – RSG); Mark Thurston (HS2); Hans-Georg Werner (DB Cargo); Gary Long (Freightliner);

MINUTES OF LAST MEETING

Item No.	Approval of record
1	<p>Chris Burchell (CB) welcomed everyone to the meeting, including Anna Ince attending for the first time in her new capacity as RSG Deputy Chair. Late apologies from Mark Thurston noted. The March RDG Board was cancelled so no minutes needed approval. Two actions remain open, they have both been deferred due to the Covid-19 crisis.</p>

Item No.	RDG activity update
2	<p>Paul Plummer clarified that ongoing cross-industry work on a long term strategic framework for the railway, will align with the Whole Industry Strategic Plan now being facilitated by RDG's Planning Oversight Group, and will return to a future Board for discussion.</p> <p>CB and Andrew Haines thanked RDG and its Exec team for stepping up significant efforts since the Covid-19 crisis, to support and help lead the industry in many areas including operations, communications, commercial and Trade Union discussions. CB was also thanked for his leadership in managing the latter. Once the crisis has abated enough, RDG will undertake a review of lessons learned both for industry and for RDG. All agreed on the critical opportunity the industry now has to both advocate for and shape an improved railway post-Covid, which better balances capacity and performance. While fully focused on managing the crisis, DfT would welcome proposals on how the railway can emerge as more efficient and tailored to future rather than historic demand.</p> <p>In the medium-term RDG is looking at options for when EMAs conclude, and how the changes wrought by Covid-19 may align with Williams recommendations. The immediate focus is on influencing demand levels as services resume. RDG, Network Rail and many Members have been and were urged to continue making clear that a) the railway could not cope with a sudden uptick in passenger numbers if social distancing is maintained; b) guidance on social distancing is urgently needed, including accountability i.e. is onus on industry or individuals to ensure SD is maintained on services/at stations. Further advice should go to DfT this week, and previous drafts and dialogue make the industry's advice and points to government clear. There was discussion of the value of international comparisons.</p> <p>The impact of the crisis on Williams progress was discussed. DfT resource has been severely depleted until recently. Earliest likely publication date is 2-3 months but will probably be beyond that. Keith Williams remains involved, though no public policy decision made as yet. NR is working on how a new model might work in practice, to help ensure support once Williams is published. Covid-19 has also impacted on NR's organisational change programme. The launch of the third and final phase was paused; it will now begin as initially planned on 22 June but only in part, with rest rolled out later in summer.</p>

	<p>Anna Ince shared latest on the work an RSG taskforce is carrying out at request of BEIS and DfT, to ascertain how Covid-19 has impacted supply chain businesses and what support is needed for a good recovery. AI thanked NR, RSSB and RDG for support in launching a survey of supply chain firms to get data needed. Once survey closes on 18 May, data will be impartially reviewed and shared with government and other parties, to assess the supply chain's readiness to underpin UK's economic recovery. PP confirmed RDG's ongoing dialogue with RIA on some of the challenges faced, which is helping unblock some obstacles.</p>		
2005.01	AB to circulate international comparison summary to Board	Andy Bagnall	5 May 2020

Item No.	RDG Priorities & Finances (Covid-19)
3	<p>Planning work continues for evolution of RDG, looking at potential options to align with expected Williams recommendations and allow RDG to be agile in response to changes. Following the 2019 reorganisation of the business into three pillars, Jac Starr is leading Service Delivery, Ola Ogun is leading Corporate Services and Andy Bagnall is now leading Advocacy & Change, with the whole Executive team working closely to ensure the interests of both members and staff are protected. Planning is also underway for how and when staff may return to work in RDG office, with a range of scenarios being assessed.</p> <p>OO summarised that RDG had met 2019/20 budget, and that Board approved 2020/21 budget in February, including a change programme which completed at end March. RDG is now assessing the impact Covid-19 could have on finances, primarily around reduced income from marketing schemes such as Railcards. The projected figures and planned mitigation will be discussed with SAFC next week, before being taken to Customer Board, and will return to RDG Board following those discussions.</p> <p>AB echoed earlier points that the railway's response to the crisis is positively regarded, but two big risks are around performance and communications in the immediate service restart; and clarity of purpose in being part of the longer term reforms. While good cross-industry work has been done for the former, likely late provision of policy clarity and information from government limits preparedness. It is understood government will lead both a wider public information campaign and a travel specific one from DfT. RDG will continue to develop collateral for Members but messaging remains fluid until government gives clarity. Regarding longer-term reforms, the focus will remain on how the railway is supporting national economic and societal resilience. Once industry has emerged from recovery, communications can shift back to the two pillars of BPBC, focusing on post-Covid reform and investment. Decarbonisation should be weaved through both reform and investment proposals.</p>

Item No.	Retail Review		
4	<p>Jac Starr and Paul Bowden summarised progress since February Board update on Retail Review, and how Covid-19 has amplified some of the issues the review aims to address, namely the lack of clarity in legacy agreements with TPRs and the fact they do not reflect changed markets. Those issues underpin three challenges put to RDG by the TPRRA since Covid-19, including around alleged breach of contract and rights to compensation. RDG has taken legal advice and rebutted each letter accordingly. June Customer Board will discuss next steps for the review, which DfT supports progress in. There was discussion of how Members could have taken a different approach to TPRs. JS and PB will continue to progress the review at pace.</p>		
2005.02	JS & PB to continue to Retail Review forward at pace	Jac Starr	June 2020

Item No.	Customer Information		
5	<p>A latest update was provided on work with ORR to improve customer information. Jason Webb summarised progress and new timeline agreed with ORR (26 June). Key to delivering on the strategy will be effective involvement of stakeholders from across the sector, and also clarity for stakeholders on what can and can't be done. Members agreed on the need for cross-industry collaboration to enable this initiative to succeed where previous attempts to improve customer information have not, and offered support if needed. AH was clear that RDG Board should be informed of any blockers to ensure timely delivery, which JW agreed to support.</p>		

Item No.	PSVAR		
6	<p>Board heard an update on PSVAR, following the RDG's proposal to the Rail Minister on 31 March. The eight-month extension granted is not what was asked for nor what is required but it is positive the Minister recognises the key issue is how to grow compliant coach supply and wants DfT officials to work with RDG and the coach industry to explore ways of accelerating that growth. RDG has committed to work with DfT but made clear it will be difficult to accelerate growth without government funding. Board noted that the impact of Covid-19 on the coach industry will be significant; RDG will revisit its proposal once the scale of the impact is clear. Susie Homan also agreed to provide an update to Board on PRM compliance and RRV exemptions in light of Covid, which RDG flagged as an issue to DfT early in the crisis.</p>		
2005.03	SH to circulate update on PRM compliance and exemptions to Board	Susie Homan	May 2020

Item No.	AOB
7	There was brief discussion of whether fares and ticketing reform can be accelerating in context of crisis; a subset of Customer Board is convening to discuss, and RDG is also working on how it can support TOC members in delivering on their EMAs. Key propositions on fares has been redrafted to reflect a changed pace and focus; they will be discussed with DfT.
2005.04	JS to provide a summary of fares and ticketing activity for Board

END OF PAPER