

Meeting of the Rail Delivery Group Board on

14th March 2017

200 Aldersgate Street, London EC1A 4HD

Action points from the January 2017 RDG Board meeting

Paper 1a

Present

Chris Burchell, Arriva (Chair)
Mark Carne, Network Rail
Paul Plummer, RDG
Martin Griffiths, Stagecoach
Jeremy Long, MTR
Peter Strachan, Caledonian Sleeper
David Brown, Go-Ahead Group
Alistair Gordon, Keolis
Julian Edwards, Abellio
Steve Montgomery, First Group
Nigel Jones, DB Schenker

In attendance

Naomi Rial (RDG, Actions)
Gary Cooper, RDG
Elizabeth de Jong, RDG
Edward Welsh, RDG

In attendance in part

Mark Hopwood, Great Western Railway
Mark Langman, Network Rail
Bernadette Kelly, DfT
Peter Wilkinson, DfT
Dominic Booth, Abellio

Apologies

Tim O'Toole, First Group
Phil Whittingham, Virgin
Hans-Georg Werner, DB Cargo
Jo Kaye, Network Rail
Russell Mears, Freightliner
Dean Finch, National Express
Chris Rayner, HS2

1701.01 Approval of the record & progress on actions from previous meeting

The minutes of RDG Board on 29th November 2016 were accepted as a true and accurate record. There were no outstanding actions from the previous meeting.

1701.02 RDG Membership

Upon completion of the proposed sale of C2C, National Express will cease to be a Full Member of RDG. It was agreed that Trenitalia will be invited to become an associate member and if they do so will be invited to attend the next RDG Board meeting.

Action 17.01: Paul Plummer to review options for future membership and potential changes to statutes to provide consistency and transparency.

DfT and ORR have argued that the Customer Board should have an independent member and made specific proposals for appointment and reporting rules.

Decision: *It was agreed that the Customer Board may decide to appoint an independent Non-Executive Director to it or one of its subgroups.*

1701.03 Chief Executive & Chairman's report

Chris Burchell gave an overview of some recent engagements he has had, including a meeting with Stephen Glaister in his capacity of the RDG Chair.

Paul Plummer mentioned some highlights from the CEO report and more recent developments.

- The IIA was submitted by Jo Kaye on behalf of the POG on 30th January. Her thanks for those involved in its completion were noted.
- The RDG Annual Conference is on the 7th February in Birmingham.
- The BROR paper is provided for noting at this meeting and industry communications teams are very engaged in discussions around development of the campaign. Funding for year 2 of the campaign will be sought at the March RDG meeting as part of the annual budget paper. Paul requested that any comments/discussion around the BROR proposals be directed to him and Edward Welsh before the March RDG Board meeting.
- Joanna Whittingham & Stephen Glaister from the ORR are attending March RDG Board.

1701.04 Network Rail Transformation – Route Governance and Scorecards

Mark Carne introduced Mark Hopwood and Mark Langman. He noted how they are demonstrating the power of devolution in the Western Route and how working closely together can bring about better outcomes for passengers.

Whilst the alliance is fairly new (formed in March 2016) the teams are already working much more closely together. The key change being that the passengers are at the heart of the

alliance. That approach is evident in the KPIs being used in the scorecards and a focus on delivery that positively effects passengers.

Chris Burchell commented that it was great to see a positive exemplar of devolution and where it could take us.

Mark Langman talked about the strong relationship he has with Mark Hopwood and that it is vital in order for their governance changes to work effectively. He also mentioned that the new Western Route Supervisory Board has resulted in the meeting structures being consolidated and streamlined meaning that there has been no net increase in meetings.

Mark Carne stressed that the Western model is not a 'one size fits all' solution and that the set up will vary depending on the Route and TOC: this was supported by several members around the table. Mark stated that agreeing joint objectives is the key success factor.

1701.05 Input to DfT Strategy

The Secretary of State is expected to produce a strategy document for rail. Paul Plummer highlighted the areas that are expected to be included in the strategy as Performance, Capacity, Technology (for the customer) and Skills and Careers. Communication was also a key area for discussion; both in terms of how we communicate in a more joined up way as an industry and how operators communicate more effectively with staff.

The key issues under each area were debated by the Board and then discussed with DfT.

Bernadette Kelly reflected on the current situation and how the narrative has moved from a positive one 6 months ago around the success of rail to a narrative which is now about acknowledging the inadequate customer experience and recognising the need to change.

It was agreed with Bernadette and Pete that in the next two weeks we would together to propose a small number of high impact changes that the DfT and rail industry could work on together that could be delivered in the next 2 years.

Bernadette and Pete suggested that there is an appetite within the Department for tackling difficult questions and a desire to work with the industry to drive change. It was acknowledged that there will ultimately be winners and losers but this must not stop the significant change that is needed.

Action 17.02: Paul Plummer to follow up with Bernadette Kelly regarding further input to the DfT strategy over the next two weeks.

1701.06 AOB

None raised.

END OF PAPER