

PAPER TO RDG BOARD

Meeting Date: 19 December 2017
Paper Title: Minutes from last meeting
Author: Naomi Rial
Sponsor: Paul Plummer
Paper Date: 07 November 2017
Reference: Paper 1a

7 NOVEMBER 2017

RDG OFFICES

ATTENDEE LIST

Attendees	Organisation
Chris Burchell (Chair)	Arriva
Paul Plummer	RDG
Mark Carne	Network Rail
David Brown	Go-Ahead
Dominic Booth	Abellio
Steve Montgomery	First Group
Martin Griffiths	Stagecoach
Peter Strachan	Serco
Hans-Georg Werner	DB Cargo
Russell Mears	Freightliner
Gary Cooper	RDG
Jacqueline Starr	RDG
Edward Welsh	RDG
Naomi Rial (notes)	RDG
Guests:	
Neil Micklethwaite	Stagecoach
David Statham	Southeastern (Govia)

Apologies: Jo Kaye (Network Rail); Jeremy Long (MTR); Gordon Wakeford (RSG); Ernesto Sicilia (Trenitalia); Mark Thurston (HS2); Phil Whittingham (Virgin); Phil Hufton (Network Rail); Alistair Gordon (Keolis)

MINUTES OF LAST MEETING

Item No.	Approval of the record
1	<p>CB welcomed everyone to the meeting.</p> <p>The minutes of RDG Board on 28 September 2017 were accepted as a true and accurate record.</p> <p>PP commented that actions 1707.02 and 1709.03b, regarding System Operator and Sector Deal respectively, should remain open, rather than closed as the summary currently shows.</p>

Item No.	CEO Report
2	<p>CB thanked those that had supported with party conferences and summarised recent meetings undertaken the capacity of RDG Board Chair.</p> <p>PP highlighted items from the CEO report and in particular that there are lots of challenges for RDG in delivering change programmes at the moment. However, we now have a more structured project and programme management framework and the Customer Board are engaged with the specific delivery issues.</p> <p>Mark Carne explained the outcome of the SOFA discussions and the next steps on developing and submitting Route Strategic Business Plans, encouraging Operators to engage with Routes on the content of the Plans.</p>

Item No.	Strategic discussion: Customer Experience
3	<p>Jac Starr, Andy Wakeford and members of the Customer Board (Neil Micklethwaite and David Statham) gave an update on topics within the Customer Portfolio.</p> <p>The second Customer Day went well on 2nd November despite a 50% drop out rate on the day. The governance arrangements for Customer Board and related committees are starting to work well allowing Customer Board to be more strategic.</p> <p>Stronger governance around programmes and projects has been introduced with a PMO co-ordinating bi-weekly reporting: these reports are available to members. Jac summarised the progress being made by PA Consulting on the Target Operating Model for Technology Services.</p>

Item No.	Other key discussions		
4	<p>Modernisation</p> <p>Gary Cooper took members through the Modernisation programme.</p> <p>Members noted the proposed programme outputs, the high-level timeline and agreed to their individual business supporting the detailed analyses.</p> <p>Members supported the creation and resourcing of a steering group as the Modernisation reports directly into RDG Board rather than a strategic board.</p> <p>One Plan Launch</p> <p>Paul Plummer reflected on the One plan launch that took place on 30 October 2017; 'In Partnership for Britain's Prosperity'.</p> <p>The launch was broadly very positive with some expected challenge from unions and others. The aim is to win a mandate from the public for the partnership railway by demonstrating it is the most credible and realistic route to a bigger and better railway, strengthening the economy, improving services for our customers, boosting local communities and creating more jobs.</p> <p>RDG will provide structured support and challenge to Routes and Operators to tell the story at a local level, report on progress to the Board and produce a regular summary bringing together recent/forthcoming improvements. Over dinner members discussed the scale of ambition and appetite for change, along with specific initiatives which will help bring the narrative to life.</p>		
1711.01	Provide regular updates to RDG Board of progress on follow through with consistent use of narrative, local activities, One Team and other changes.	Edward Welsh	December

Item No.	Approvals & endorsements		
-	N/A		

Item No.	Stakeholder attendees		
5	Transport Scotland attendance deferred.		

Item No.	Forward Agenda & AOB
6	N/A

Next meeting:

- 19 December 2017