

**Meeting of the Rail Delivery Group on**  
**29 September 2016**  
**200 Aldersgate Street, London EC1a 4HD**  
**Paper 1a**  
**Action points from June RDG Board**

***Present***

Martin Griffiths (Chair)  
Mark Carne  
Paul Plummer  
Alain Thauvette  
Dominic Booth  
David Stretch  
Chris Rayner  
Steve Montgomery  
David Brown  
Jo Kaye  
Andrew Chivers  
Chris Burchell  
Alistair Gordon

***In attendance***

Edward Welsh (RDG)  
Gary Cooper (RDG/ATOC)  
Lindsay Bleakley (RDG/ATOC, Actions)

***In attendance in part***

Bernadette Kelly (DfT)  
Jacqueline Starr (RDG/ATOC)

***Apologies***

Phil Whittingham  
Jeremy Long  
Russell Mears

1606.01 **Approval of the record & progress on actions from previous meeting**

The minutes of RDG Board on 26 May were accepted as a true and accurate record. GC summarised progress on the open action regarding the Infrastructure Policing Project.

1606.02 **CEO report**

PP highlighted key issues in the CEO Report and noted that a definitive proposal to move to a single brand would be brought to August RDG Board. PP proposed an away day for RDG members to discuss a forward strategy for the railway. Members also commented on NRPS and Digital Railway.

1606.03 **NTF quarterly report**

CB presented the quarterly NTF update. Headline figures show national performance is in decline, but that is not a true reflection of performance across the network. Actions agreed in local plans are being delivered, but the performance outcomes forecast are not being achieved. CB highlighted good work in the Better Assets and Better Timetable themes and noted the start of the Better Operations theme. He explained that asset performance is at best ever levels in NTF records, except for the number and impact of TSRs on the network which is at its highest level. TOC-self delays caused by train crew have been rising and the NTF has investigated these, and noted TOC plans and in June agreed an action to consider with funders within IIA whether a business case can be made for providing additional resilience given the degree of investment in the network and the demand this places on train crew. He and GC advised that Routes and TOCs are reporting that they feel they have become less rigorous and challenging towards each other at local performance meetings; members were asked to support their businesses in challenging each other locally to improve performance.

1606.04 **Comms & Engagement portfolio update**

EW summarised key points made in the paper and discussed the comms campaign milestones with members. PP requested a resolution from board members for authority to sign a contract for the campaign work to being. There were no objections.

***Agreement: PP given a resolution from RDG Board members to sign the contract to begin work on the comms campaign***

1606.05 **Customer Experience portfolio update**

JS summarised the portfolio paper and highlighted specific matters that are likely to be of interest to TSC when giving evidence. Members discussed and offered support with further information. JS reviewed Appendix B on ticketing noting the request for funding. Members discussed the cost and business case for doing the work. PP expressed that RDG members, as well as authorising the work, need to be strong advocates for the plan. There were no objections.

1606.06 **Stakeholder Attendee, Bernadette Kelly (DfT)**

BK addressed members, summarising key issues including IR matters ongoing due to DOO, and franchising. BK noted more alignment between ORR, NR and DfT. Other matters of importance include developing an integration plan for HS2, implementation of Shaw recommendations, CP6 and the prioritisation of funding. Members expressed need for collaboration with DfT on these issues. Digital Railway was highlighted as a key programme for DfT to support in CP6 and group discussed compelling narrative for Digital Railway.

1606.07 **Statutory Accounts**

PP requested a resolution from board members to give authority to the chairman to sign the RDG Ltd Statutory Accounts and Management Representation Letter. There were no objections.

***Agreement: Chairman given a resolution from RDG Board members to sign the RDG Ltd Statutory Accounts and Management Representation Letter.***

1606.08 **Financial Matters**

GL summarised the paper, highlighting two requests for approval. Members were asked to agree authority to invest up to £1.5m in the Ticketing & Information work stream, of which £0.74m would be funded by RDG, and the balance funded from ATOC. Members were also asked to agree the proposed allocation & payment profile for future Membership Levy payments. There were no objections.

***Agreement: RDG Board members approved funding request for the ticketing workstream and the proposed allocation & payment profile for future Membership Levy payments***

1606.09 **A.O.B**

No other business

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