

Rail Delivery Group



MEETING OF THE RDG BOARD

14 JULY 2025

WATERLOO GENERAL OFFICES

ATTENDEE LIST	
Jac Starr (Chair)	RDG
Amanda Furlong	Arriva Group
David Statham (deputising for Steve Montgomery)	First Group
Marc O'Connor	Mitsui
Sir Andrew Haines	Network Rail
Jake Kelly	Network Rail
Hannah Ross	Scottish Rail Holdings
Alan Pilbeam (deputising for Dominic Booth)	Transport UK Group
Ernesto Sicilia	Trenitalia
Ola Ogun	RDG
Nicole Jennings	RDG
Jason Webb	RDG
Stewart Fox-Mills	RDG / FTR
Michael Moruzzi	RDG
Dan Mann	RDG
Rupert Bickham	RDG
Guests:	
David Horne	LNER
Ellie Burrows	Network Rail
Rob Brighthouse	Network Rail

Apologies: James Price, Peter Strachan, Steve Montgomery, Patrick Verwer, Dominic Booth, Robin Gisby.

Item No.	Welcome and introduction
1	Jac Starr opened the meeting, welcoming members and noting apologies.

Item No.	Approval of record and Actions update
2	The minutes were accepted as a record of the last meeting on 19 May. All Actions bar 1905.02 (Awaiting Update) were noted as closed or completed.

Item No.	RDG Activity Update
3	<p><u>Chair & RDG CEO Update:</u> JS presented a Chair and CEO update based on the CEO Report.</p> <p>The National Marketing Campaign & Strategy launched on 10 July and has, so far, been received positively.</p> <p>RDG's Accessible Travel programme has restarted – with the first journey undertaken by the Rail Minister and Jac Starr on 11 July 2025.</p> <p>The cross-industry BTP-VAWG Steering Group met this morning (14/7) for the first time.</p> <p>With the impending handover to DFTO of c2c, this marks Trenitalia's last meeting at RDG Board.</p> <p><u>Deputy Chair Update:</u> AH presented the Deputy Chair update.</p>

Item No.	Network Performance: Spotlight on East Coast December 25 Timetable
4	Rob Brighthouse, David Horne & Ellie Burrows joined the meeting and highlighted the transformational impact of this TT change coupled with the whole industry dependencies.

Item No.	RDG Board Priorities Update
5	<p>Operations: Ola Ogun updated on progress against the Operations priority. This has three clear strands to its work (Budget, Cyber and Critical Services) and remains on track.</p> <p>Delivery: Nicky Jennings noted that Delivery is being marked by two KPIs: 1. Being effective in delivery. 2. CSAT on Digital Channels (NRE App).</p> <p>Customer:</p>

	<p>The KPIs see a mix of strategic and tactical endeavours. The first of these surrounds delivery of the RCX Survey, reduction in failed assists, increased Customer Satisfaction during Disruption and VAWG.</p> <p>Transformation: A transformation paper was circulated in the pack. The paper makes a recommendation around transformation.</p>
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Item No.	FTR Update
6	The paper includes an overall update on the FTR programme, SFM led a wider summary. This builds on the work of the wider Financial Sustainability priority.

Item No.	Meeting Close
7	AOB: