



# MINUTES

<b>Project:</b>	London Overground Line Naming
<b>Meeting:</b>	Integrated Project Delivery Team Meeting
<b>Date:</b>	05 October 2023
<b>Time:</b>	10:00 – 11:00
<b>Location:</b>	Via Microsoft Teams

In Attendance	Role
Sumaiyah Moola (SM, Chair)	Customer Experience
Alexander Harlow (AH)	Marketing
Alex Cook (AC)	Customer Information
Ally Routledge (AR)	Government Relations
Ben Bloom (BB)	SAE
Benjamin Lyon (BL)	Governance Manager
Bethany Whiteoak (BW)	Customer Information
Christopher Nash (CN)	Customer Experience
Chris Carter (CC)	Contact Centre Operations
Christian Summers (CS)	Marketing
David Edwards (DE)	Press
Edith Boakye (EBo)	Project Manager
Gordon Thomas (GT)	Fleet
Hannah Davenport (HD)	LCP
James Doncaster (JD)	Marketing
Jon Hunter (JH)	Design
Lola Williams (LW)	Project Officer
Rosie Rogers (RR)	Social Media
Shumirai Mavunga (SMa)	Fleet
Simon Burrows (SB)	CRM
[REDACTED]	ARL Project Manager
Victoria Wilson (VW)	Corporate Communications
William Cooper (WC)	Corporate Communications

Apologies	
[REDACTED]	Arriva
Julie Dixon	Project Sponsor
Kirsten Hearn	Government Relations
Dharmina Shah	Corporate Affairs
[REDACTED]	RfL
Emily Butler	Government Relations
Stephanie Doyne	Corporate Affairs (Advisor to Andy Lord)
Joe Jolly	Employee Communications
Rajdeep Ghatora	Concession management (London Overground)
Hanna Kops	User Experience / Digital Rep
Paul Simon Edwards	Fleet



<b>1. Welcome &amp; Apologies</b>	
1.1 SM welcomed the group to the meeting and gave a quick run through of the agenda items.	
<b>2. Customer Journey Virtual Reality Update</b>	
2.1 BW shared the customer journey VR video with the group and confirmed the line colours / design approach is to be presented at the next IDAG meeting.	
2.2 BB also stated that it will be good to show the Tube map with the LO line colours included in the VR. BW stated that this asset is available and will be included. <b>ACTION</b>	
2.3 AH asked if the video can be shared with internal stakeholders. SM stated that due to the sensitive of the project, there is a level of cautiousness at the moment around sharing the document. She further stated that this is to avoid any leaks due to lessons learned from other projects. BW to look at how the video can be shared securely with other project team members. <b>ACTION</b>	
<b>3. Equality Impact Assessment (EqIA.) Update</b>	
3.1 BW gave an update on the Equality Impact Assessment. She stated this assessment has been split into 2 parts i.e., Redesign, and Community Engagement (Renaming). She further stated that an IDAG sponsor (Natalie Doig) has also been assigned and is fully engaged in the process.	
<b>4. Other Work-streams Updates</b>	
<b>4.1 Health &amp; Safety</b> SM stated we are currently working with the Overground H&S team to develop this and that VL has already supported to coordinate some inputs from colleagues in ARL.	
<b>4.2 Operational Readiness</b> EB stated the Operational Readiness team have been engaged and areas where their support will be needed have been identified but needs reviewing and there is a meeting next week to discuss this.	
<b>4.3 Network Rail</b> SM updated that regular meetings have been scheduled with Network Rail to identify the changes or impact of the LO Naming project. She further stated that all digital assets from Network Rail are currently being reviewed. This will include the various system integrations i.e., the Darwin system, staff knowledge etc. A plan will be put in place to brief all these different elements.	
<b>4.4 MarComms</b> SM informed the group CC will be leading on this and has scheduled a brainstorming session to commence discussions re the various aspects to be considered for this activity. She further encourages the group members to share any lesson learned on previous projects where they have had to do a similar engagement.	
<b>4.5 ARL</b> It was noted the ARL costs are now with [REDACTED] to action.	
<b>5. Minutes &amp; Actions from the last meeting</b>	



5.1 There were no minutes recorded at the last meeting. The actions from the previous meeting will be shared.

**6. AOB**

6.1 None noted.

**Date & Time of Next Meeting**

The date of the next meeting was noted as 19 October 2023, 10:00 – 11:00 via Microsoft Teams.