



MINUTES

Project:	London Overground Line Naming
Meeting:	Integrated Project Delivery Team Meeting
Date:	16 November 2023
Time:	10:00 – 11:00
Location:	Via Microsoft Teams

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In Attendance	Role
Christopher Nash (CN, Chair)	Customer Experience
Alex Cook (AC)	Customer Information
Alexander Harlow (AH)	Marketing
Ben Bloom (BB)	SAE
Benjamin Lyon (BL)	Governance Manager
Bethany Whiteoak (BW)	Customer Information
Charlotte Cox (CCo)	Customer Experience Manager
Chris Carter (CC)	Contact Centre Operations
David Edwards (DE)	Press
Edith Boakye (EB)	Project Manager
Esther Johnson (EJ)	Community Partnerships Specialist
Hanna Kops (HK)	User Experience / Digital Rep
Hannah Davenport (HD)	LCP
James Doncaster (JD)	Marketing
Jon Hunter (JH)	Design
Julie Dixon (JD)	Project Sponsor
Lola Williams (LW)	Project Officer
Rajdeep Ghatora (RG)	Concession Management (London Overground)
Rosie Rogers (RR)	Social Media
Shumirai Mavunga (SMa)	Fleet
Simon Burrows (SB)	CRM
Stephanie Doyne (SD)	CSO Office (Advisor to Alex Williams)
██████████	ARL Project Manager
Victoria Wilson (VW)	Corporate Communications
William Cooper (WC)	Corporate Communications
Apologies	
Sumaiyah Moolla	Customer Experience
Ally Routledge	Government Relations
██████████	Arriva
██████████	RfL
Dharmina Shah	Corporate Affairs
Emily Butler	Government Relations
Gordon Thomas	Fleet
Joe Jolly	Employee Communications
Kirsten Hearn	Government Relations
Paul Simon Edwards	Fleet



1. Welcome & Apologies	
1.1 CN welcomed the group to the meeting and gave a quick run through of the agenda items.	
2. Sponsor's Update	
<p>2.1 JD gave an update on where we currently are with the final names. She stated that we now have further confirmation of names. She confirmed the chosen names with the group and line colours to go with each line and mentioned that the final decision of the names sit with the Commissioner, however, since he is currently away on leave, these names should not be deemed as approved. JD further asked the group to keep the names confidential within this group.</p> <p>2.2 An email has been drafted to the Commissioner requesting his official sign-off of the proposed names. In terms of the announcement of names, JD stated that this is likely to be in February 2024, however, this is subject to change.</p> <p>2.3 Once the names have been formally signed off by the Commissioner, JD further stated that we will circle back to the Comms team to get their guidance on other key Stakeholders that will need to be debriefed on the names before the announcement is made.</p> <p>2.4 JD stated that a crib sheet is being put together on each of the names and the stories around them and this will form part of the debrief for the key Stakeholders.</p>	
3. Project Update	
<p>3.1 Procurement ED gave the latest update on Procurement, she stated that 2 submissions were received for the signage procurement, these are from AJ Wells and Links. The team are currently going through the evaluation process and then this will go through their governance process. The plan is to have the process completed by the 27 November and the commencement of the contract with the preferred supplier is still on track for 20 December.</p> <p>3.2 Digital EB stated that Hannah Kops and team are working on updating all core digital channels. She also stated that she is working with other digital product owners that will be affected by the project to ensure that they are brought in scope where applicable. EB ran through a list of deliverables currently deemed as out of scope and of these advised NOC Admin and Bus Stop screen TFT have been confirmed by their owners as in scope deliverables.</p> <p>3.3 Operational Readiness EB stated that the operational readiness team have reviewed and accepted the scope of work that was sent. She mentioned that Operational Readiness Delivery Manager that will be working on the project is Michael Lyon, and he will start attending the delivery group meetings, he will join the project officially in February.</p> <p>JD added that one of the key areas that the operational readiness team will focus on is the staff familiarisation across the wider TfL group not on the ARL side..</p>	
4. Risks and Issues	
4.1 EB reviewed the current high risks in the risk register and gave a brief update on the 7 high risks identified.	
5. Freedom of Information Process	



5.1 LW presented the FOI process for the LO naming project. She gave a brief overview on how FOI request related to the project will be processed. LW further asked the group to send any FOI request that they receive to TfL FOI team and also copy in the LO Naming FOI mailbox (████████████████████). LW also stated that the FOI process will be shared with the group. **ACTION**

5.2 JD asked that we ensure that the Comms team and Press office are included in the FOI process. **ACTION**

5.3 JD further stated that in a case where information is requested, we should also bear in mind that an FOI request cannot be used to force a response before the names are officially announced.

6. AOB

6.1 None noted.

Date & Time of Next Meeting

The date of the next meeting was noted as 30 November 2023, 10:00 – 11:00 via Microsoft Teams.