

Subject: Rail Passengers Redress Scheme

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 2 March 2017

This report will be considered in public

1. Summary

- 1.1 This report sets out a proposed new Rail Passengers Redress Scheme supported by the Government and involves London TravelWatch, Transport Focus and the Rail Delivery Group (RDG) in establishing a binding redress scheme to arbitrate on unresolved complaints from rail passengers.

2. Recommendations

- 2.1 **That, subject to there being no negative impact on the current work of London TravelWatch and all additional costs being met in full by the rail industry, via the Rail Delivery Group, the Committee agrees in principle to TravelWatch being involved in the proposed Rail Passengers Redress Scheme.**
- 2.2 **That authority to formally consent to London TravelWatch entering into arrangement for a Rail Passengers Redress Scheme be delegated to the Chair in consultation with the Deputy Chair and Group Leads, when the final arrangements are known and confirmation that satisfactory safeguards have been put in place with regard to the current responsibilities and funding arrangements.**

3. Background

- 3.1 On 16 February 2017, London TravelWatch submitted the attached report setting out details of the work that they are conducting with Transport Focus and the Rail Delivery Group in establishing a binding redress scheme for rail passengers, and seeking the Transport Committee's consent to proceed with the work.

4. Issues for Consideration

- 4.1 The Rail Minister has asked London TravelWatch, Transport Focus and the Rail Delivery Group to work together to establish an independent adjudication and redress scheme for rail passengers. The scheme will be entirely funded by the RDG and decisions will be binding on the train operators. It

will build on the complaint arrangements already in place and the appeals functions undertaken by London TravelWatch and Transport Focus.

- 4.2 Section 249 on the GLA Act 1999 (as amended) allows London TravelWatch to enter into arrangements with transport providers and to receive payments by way of reimbursement of costs incurred but also requires that such arrangements can only be entered into with the consent of the London Assembly
- 4.3 If the Committee is minded to agree to TravelWatch entering into the proposed arrangement this agreement should only be in principle at this stage as the overall costings for the scheme are still under discussion as is the formal agreement between London TravelWatch, Transport Focus and the RDG for the scheme. The Committee will need to be assured that the agreement itself and the associated funding arrangements will not have any adverse impact on the current work of London Travelwatch and the necessary safeguards are in place with regard to the funding. Given the current timescales for the scheme it is recommended that authority to consent to London TravelWatch entering into any arrangement for the proposed Rail Passenger Redress Scheme be delegated to the Chair in consultation with the Deputy Chair and Group Leads.

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in the report.

6. Financial Implications

- 6.1 There are no direct financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1: Report to the Transport Committee from London TravelWatch dated 15 February 2017

Local Government (Access to Information) Act 1985
List of Background Papers: None
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