

Rail Sector Liaison Panel

Minutes of the introductory meeting of the Rail Sector Liaison Panel, held at the premises of the Rail Ombudsman, 1st Floor, Premier House, 1-5 Argyle Way, Stevenage, SG1 2AD on 18 December 2019 at 13:00.

Present:

Chair: Jon Walters

Vice-Chair: Emma Vincent

Billy Quinn

Christopher Hodges

Judith Turner

Matthew Thomas

Minutes prepared by: Jasmine Jones

The Chair declared the meeting open at 13:04

1. Introductions and opening

Round-table introduction to the individuals involved and introduction to the vision for the Rail Sector Liaison Panel (RSLP). The vision is that the Panel will meet three times a year. It will be a fluid meeting in terms of attendees (LondonTravelWatch and TransportFocus merge may mean that a single advocacy body is sufficient to ensure consumer views are represented), agenda items and dates and the Panel will aim to give feedback or make suggestions to the Rail ADR Service Board that drive positive change.

2. Terms of Reference

TOR were circulated and discussed. RDG have already seen the document. The Council may have suggestions to put forward to the Liaison Panel. Next Council meeting is in January 2020, therefore logical for RSLP meeting to be held in or around March.

ACTION: invite ORR to the next RSLP meeting.

ACTION: pursue appointing other individuals to the Panel in January.

ACTION: JT - Register of Interests, GDPR, Confidentiality Agreement

ACTION: MT – investigate whether it's a contractual obligation to upload the minutes online

3. Ombudsman Year One Summary

Three surveys were circulated regarding the Rail Ombudsman. First indicated that the set-up of the RO was strong. Second dealt with the presence of the RO and demonstrated that overall perception was that escalation processes have changed for the better. Third was external (conducted by IPPSOS Mori) and indicated that consumers considered RO staff to be knowledgeable and professional.

Areas for improvement have been identified and built into plans for Year Two.

There are fewer issues now that the RO is combatting the perception that it isn't impartial.

Strong possibility that in Year Two, the remit will be reconsidered – there are several areas not currently within RO jurisdiction (e.g. car parking, penalty fares, policy issues).

ACTION – consider cost v detriment as an industry (e.g. how do CAB calculate: for every pound spent, how much detriment do they save the economy?)

ACTION – EV to connect RSLP with Paul in DfT

4. Future meeting cycle and format/agenda

Meetings to take place three times a year, following on from Council meetings so that their comments can be fed into the RSLP forum.

Dates likely to be March, then June/July then September/October.

ACTION – EV to give Council dates to J. RSLP to be held within a month wherever possible.

Standing Agenda:

- Council actions
- Ombudsman updates or case studies
- Ethical business practice piece, or best practice in industry
- First meeting to also include scope and the signing of GDPR, Conflict of Interest etc.
- First meeting to also include looking at the regulations re: 20 days/40 days

ACTION – JT to send Ethical Business Regulation briefing paper to CH

Meeting closed 14:29