

# CP 2.8 Passenger Contact Group

## Terms of Reference

### 1. Mission and Purpose

#### 1.1 The Group has three key purposes

1. To oversee the **performance** of the casework function defined in statute and carried out by and on behalf of Transport Focus (TF) and London TravelWatch (LTW). This includes ensuring that outsourced provider managed by TF is performing effectively and offering value for money.
2. To ensure that themes and learnings from casework are captured and incorporated into **policy, advocacy and campaigning**.
3. To consider how consumer protection arrangements should be **reformed**, including improving the way in which the current model operates, as well as contributing to wider discussions on the future consumer protection landscape for transport.

The Group shall have such delegated authority to determine matters on the Boards' behalf to the extent determined by the Boards and as set out in these terms of reference. The Group should operate within the framework of the Collaboration Agreement between Transport Focus and London TravelWatch.

### 2. Tasks and duties

#### 2.1 Performance

- 2.1.1 Ensure that the passenger contact duties as set out in statute are satisfactorily discharged, including the interface with the Rail Ombudsman
- 2.1.2. Provide oversight of the relationship between the casework team and its outsourced services supplier, in particular service levels as set out in the contract and / or service level agreement.
- 2.1.3. Ensure that the casework system is performing effectively and offers value for money. Review management information covering the quantity, resolution and timeliness of appeals handling. Oversee the development and use of one or more VFM metrics for casework handling.

#### 2.2 Policy, advocacy and campaigning

- 2.2.3 Define and oversee a process for reporting intelligence gained from dealing with issues and using this intelligence to tackle them and drive improvements.

#### 2.3 Reform

- 2.2.4 Consider proposals to improve the effectiveness or value for money of the current casework system, making recommendations to the Board where these are outside delegated authority.
- 2.2.5 Ensure that the development of any new consumer protection landscape (including a Passenger Standards Authority) will deliver better outcomes and meet customer needs.

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## 3 Meetings

3.1 The Passenger Contact Group shall meet as required but normally quarterly, as determined by the level of business.

## 4 Membership

4.1 Membership of the Passenger Contact Group is as follows

William Powell	Board member for Wales, Chair
Keith Richards OBE	Board member
Priya Khullar	Board member, London TravelWatch
Tricia Hayes CB	Board member for London

4.2 The SLT will be represented at meetings of the group Natasha Grice. The Head of Board and Governance, Senior Engagement Manager (Contact Centre) and Casework Team Manager will also attend. Support to the Group will be provided by the governance staff of the Corporate Services Team.

## 5 Proceedings

5.1 The provisions of Part 2 of the *Constitution General* shall have effect.

### Document history

Version	Author	Comments	Approved by	Date
V1	Martin Clarke	Original draft	Board	12/09/2013
V2	Martin Clarke	Amended 2.2 and added 2.6	Board	12/02/2015
V3	Michelle Calvert	Rebrand to Transport Focus	N/A	25/06/2015
V4	Michelle Calvert	Addition of 2.7 and membership updated	Board, November 2015	12/11/2015
V5	Jon Carter	Membership updated and tidy-up	Board, March 2018	13/03/2018
V6	Jon Carter	Post RPOS rewrite	Board, July 2019	23/07/2018
V7	Jon Carter	Minor amends plus reference to the TF/LTW CA	Board, Online	March 2022
V8	Jon Carter	Tidy up only; no substantive amends	n/a	May 2024
V9	Jon Carter	Proposed amends for consideration		
V10	Tricia Hayes / Jon Carter	Final for approval	Board, London	March 2025