

Schedule 17 Training

What you need to know



Introduction

- Background
- Ticket & Settlement Agreement
- How Schedule 17 Consultation works
- What you can do
- Questions



Background

- Closure of most of the ticket offices operated by the DfT TOCs
- Nearly 2,000 jobs will be lost and at least 1600 staff are at risk of redundancy
- Consultation on ticket office closures occurs in two ways, often in parallel:
 - Trade union consultation in relation to the reorganisation and regarding redundancies
 - Public consultation under the Ticketing and Settlement Agreement
- This session is about Schedule 17 of the Ticketing and Settlement Agreement and especially the Secretary of State's Guidance on making changes to the Schedule

Ticket & Settlement Agreement

- Originally published in July 1995
- Schedule 17 is a list of all GB ticket offices with opening hours and products sold.
- Any changes have to adopt the Secretary of State's Guidance on making changes to the Schedule (reason)
- Strategic Rail Authority originally produced the guidance in 2004 – TSSA used on a number of occasions in campaigning against closures/reducing opening hours (examples/scale)
- Guidance cynically modified in 2022 (see later)

Schedule 17: How SoS Guidance operates

- Opening hours and/or product ranges can be changed by TOCs adopting one of two procedures:
 - Minor Change
 - Major Change
- Opening hours: determined by extent of change:
 - Minor Change procedure: 'hours not materially reduced' or 'no materially adverse effect on passengers'
 - Major Change procedure: ticket office closure or reduction in opening hours
- Proposed changes amount to a Major Change

What is the Major Change Procedure?

- TOC serves a notice on the SofS, Transport Focus/London TravelWatch (TF/LTW), other operators, RSP, any PTE
- Displays details of proposed change at affected stations inviting passengers to make representations to TF/LTW within 21 days.
- Notices at stations from 5th July 2023 meaning passengers have until 26th July to raise objections

Who can raise objections?

- Individual passengers (perhaps prompted?)
- Staff (friends, colleagues, neighbours)
- Trade unions (TSSA response)
- MPs, local councillors, political parties
- Community groups, such as:
 - Rail User Groups (www.railfuture.org.uk/Rail-User-Groups)
 - Disability campaigners (Transport for All, RNIB)
 - Pensioner organisations (NPC)
 - Environmental activists (eg local Friends of the Earth)
 - Faith groups (eg Church, Mosque, Temple, Synagogue, etc)
 - Student Unions
 - Others?
- **Important: maximise objections to TF/LTW**

What does TF/LTW do?

- TF/LTW can object to the proposal within 28 days of the date of the notice (ie, seven days after consultation ends)
- Can only object on the grounds that the proposed change does not meet the criteria for a Major Change set out in the TSA:
 - a) the change would represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness and
 - (b) members of the public would continue to enjoy widespread and easy access to the purchase of rail products, notwithstanding the change.

What happens with the objection?

- If the TOC does not
 - Agree with the objections raised
 - Wish to withdraw the proposal
 - Intend to continue discussing it
 - Want to amend the scheme
- Matter referred to SoS (the authority) or an arbitrator appointed by the authority who will then assess the proposal against the Major Change criteria

What factors does the SoS use to assess the Major Change Criteria?

- Paragraphs 5.3 to 5.8 (Pages 10-13) of the Guidance lists factors such as:
 - Quality of Service
 - Cost Effectiveness
 - Whether passengers will still have widespread and easy access to the purchase of rail products
 - Support for disabled passengers
 - Safety at stations for passengers and staff
- Recommend you have a look at these factors

What other factors does the SoS consider?

- Paragraph 5.2 (Page 10) 'extra' SoS Approach
- *“How any changes help deliver the Williams-Shapps Plan for Rail, including:*
 - *Modernising customer service at stations.*
 - *Staff providing a more personal service, which can be crucial for those who need additional support at stations and those who cannot or do not want to use contactless or mobile tickets.”*
- Plan for Rail
- Origin of proposal (NRCs)
- Cynical change to Guidance (Gatekeeper, 12 tickets an hour deleted, cost effectiveness)

What can you do?

- Speak to colleagues
- Post cards, letters of objection (deadlines)
- Contact Community Groups (deadlines)
- Assistance with submissions to TF/LTW?
- Participate in Days of Action
- Tactical – assumption SoS will agree – but TOC allegedly made proposal – how can raise factors at individual stations as part of collective consultation? (research, consultation length)
- TSSA Website Campaign Page: www.tssa.org.uk/about-tssa/what-we-do/campaigning/our-rail-our-future-ticket-offices

Any questions?