

News story: Rail passengers to benefit from 'one-click' compensation

- new government measures to require train operators to make compensation claims easier for customers
- increased use of technology to help inform passengers they are entitled to claim
- government working with companies to ensure more consistency across network as figures show compensation paid at record levels

New rules making it easier for rail passengers to claim compensation for delays and disruption have been announced today (1 October 2018).

The introduction of simple and speedy 'one-click' automated claims systems, available via smartphones and smartcard registration, form part of stronger obligations for future train operators under UK government-awarded franchises, ensuring that passengers are more aware than ever of their right to compensation.

This builds on extensive work by government to deliver improved compensation for passengers, following the extension of Delay Repay 15 to Northern services from the end of this year, working with industry to establish a new ombudsman to handle complaints, and introducing smart, paperless ticketing across the majority of the network by the end of the year.

Today's announcement coincides with the publication of reports by the Department for Transport (DfT) which show the total amount of compensation paid to passengers has risen 80% in the past 2 years, as the government has increased the requirements of train operators to publicise passengers' rights. Claims are also being dealt with more quickly, with 67% now resolved within 2 weeks compared to 48% in 2016.

The reports also highlight the need for increased use of technology; 53% of passengers state that they are now claiming for compensation online, up from 31% in 2016, with users of smartcards or mobile phone tickets most likely to make a claim.

The DfT is working with all train operators to better promote awareness of schemes such as Delay Repay and encourage them to bring in automated processes for informing passengers of their rights to claim.

News story: London-Newquay flights secured for further 4 years

Today (1 October 2018) the government and Cornwall Council have announced that direct flights between Newquay Airport and London Gatwick have been secured for a further 4 years, backed by funding from both organisations.

The service will see daily flights between the 2 airports, with 3 return flights on weekdays and 2 per day at weekends. Operated by FlyBe, the service will commence from October 2018.

This follows success of the previous route offered by Flybe, which saw demand almost double over 3 years. Gatwick flights now account for 40% of all passengers using Newquay Airport.

And the funding has further increased confidence in the airport, with other airlines operating new routes from Dusseldorf, Frankfurt and Stuttgart.

Public Service Obligation routes are used to subsidise vital air connections and economic and social development in peripheral regions, where a clear business case is put forward.

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[News story: Modern regulation to support UK's growing space sector](#)

With rapid changes to space technology there are exciting opportunities, with potentially significant benefits for the UK, as well as new types of risks that need to be managed to ensure safety, security and sustainability.

That's why the UK Space Agency is adapting aspects of its regulatory framework to meet the regulatory challenges of the space sector now and in the future.

Traffic Light System

The traffic light system is a new pre-application licensing process for satellite operators. It gives prospective applicants an early indication of how likely it is that their mission would be granted a UK licence. Depending on the mission, it may also result in a tailored, more streamlined application process.

This approach will be offered to all prospective licence applicants and is expected to be particularly helpful to new entrants to the UK space sector. The traffic light approach has already been piloted with a selection of satellite operators who have welcomed the new system.

Third Party Liability Insurance

The UK Space Agency is also introducing a new 'sliding scale' policy for the in-orbit third-party liability insurance requirements it places on operators. This will help the Agency respond to the increasing variety of space risks in its consideration of licence applications.

For missions such as a low risk satellite deployed from or operating below the International Space Station the requirement for the operator to hold in-orbit third party liability insurance may be reduced or waived. On the other

hand, it is likely that an operator planning a higher-risk mission would need to hold a greater level of insurance than that required for standard missions.

This flexibility will help ensure that the Agency's licensing conditions can adapt to future innovations in a way that is proportionate and responsive.

This new approach should also make it easier for operators to procure insurance for large constellations of satellites that could be used for applications such as providing internet access to remote locations across the world.

Chief Executive of the UK Space Agency Dr Graham Turnock said:

We're committed to ensuring the UK thrives in the commercial space age as part of the Government's Industrial Strategy. That means having modern regulation that keeps us all safe while recognising the fundamental shifts in technology that have seen the cost and size of satellites plummet and their use increase. From mega constellations to satellite launches from UK soil, there are significant opportunities for future growth and jobs in the UK space sector.

The announcement was made during the International Astronautical Congress in Bremen, Germany – an annual meeting of global space agencies and industry. UK Space Agency CEO Graham Turnock will address the conference on Wednesday (3 October) about the UK's plans to thrive in the commercial space age over the next decade by developing national launch capabilities and supporting the growth of satellite applications, while continuing to play a leading role as a founding member of the European Space Agency.

[Government response: Charity Commission responds to draft Charity Code of Ethics](#)

The Charity Commission has submitted feedback to the National Council for Voluntary Organisations' [consultation on its draft Charity Code of Ethics](#). The code aims to support charities in recognising and resolving ethical issues and conflicts.

In responding to the draft, the Commission said:

We welcome this sector-led response to recent high profile safeguarding

incidents, and its broader view of ethical issues and their potential implications.

Our research [Trust in Charities, 2018](#) highlighted the importance for charities of following ethical principles and reflecting their values in every aspect of their work. This is a key element of trustworthiness. The public rightly have high expectations of charities' conduct and behaviour because of the importance of the work they do, their unique status and the vulnerability of some of their beneficiaries.

As recent events have shown, ensuring that charities live up to their purpose and the public's high expectations is about more than compliance with minimum legal requirements. Changes need to be rooted in organisational culture and what is considered acceptable in terms of individual attitudes and behaviour. We welcome the statement that "all charities should proactively champion ethical behaviour and reflect their charitable ethos in every activity they undertake, going beyond legal and regulatory requirements." Voluntary codes set by the sector should promote higher standards than regulators can expect or require.

The scope and focus of this Code may need to be more explicitly defined. The section on 'Integrity' has a broad application and highlights different areas where ethics are a consideration. These are described in the bullet points, starting from relationships with people but also encompassing probity, resources and environmental impact. The section on 'Openness' deals with accountability and transparency in its widest sense. But the sections on 'Beneficiaries first' and 'Right to be safe', together with the bullet points in the introduction, position the code as being about relationships with people. Emphasising the understandable public concern about safeguarding might seem out of balance with the wider points about ethics.

If the Code is intended to apply to a very broad range of ethical issues, some themes may need to be drawn out more explicitly. For example, where the section on integrity touches on resources, if it is intended to encompass social and ethical investment, it would benefit from clearer statements to that effect. We would also welcome stronger statements about moral leadership, and the importance of a proactive approach to inclusion. Risk and risk appetite may also need to be considered. For example, clearly, a good safeguarding culture is needed and charities must do all they can to prevent abuse or mistreatment. However, we also need to recognise the nature of the environment and risks that many charities operate within.

We note that this Code has been developed through a consultative process involving a range of charities of different sizes and with different purposes. Is NCVO satisfied that it has been sufficiently tested in terms of ease of practical application by this broad range of charities? How will this Code be promoted, implemented and its adoption monitored?

One minor related point: the definition of a 'charity's purpose' makes reference to 'the charity's article of association'. Not all charities are set up with articles of association. This might unintentionally convey the sense that the code is only for certain types of charity.

We welcome the statement that the Code is complementary to the Charity Governance Code. We would like to see close alignment and mutual support between these two codes, to make it straightforward for charities to follow both. We note the suggestion from the Chair of the Charity Governance Code that, in time, the Charity Governance Code could be developed to encompass the key elements of the Code of Ethics.

The Commission's updated guidance on safeguarding will enshrine the principle that charities should ensure the safety of any individual who engages with them.

Ends.

Notes to editors

1. The Charity Commission is the registrar and regulator for charities in England and Wales. We are an independent non-ministerial government department accountable to Parliament. For more information see the [About Us](#) page on GOV.UK.