

GOVERNMENT CONSULTATION HIGHLIGHTS

October 2024

A brief summary of current government consultations of potential interest to RSN members. This is not intended as an exhaustive list of all relevant consultations.

Water and sewerage: changes to the service standards – Department for Environment, Food and Rural Affairs

Government want to know what you think about changes to the Guaranteed Standards Scheme (GSS). These changes aim to improve baseline customer service standards and protection in the water and sewerage sector.

The changes include:

- at least doubling the minimum payments for households and businesses when companies fail to meet the GSS standards
- expanding the standards of service to which customers are entitled to – they will cover a wider range of circumstances, such as when ‘boil water’ notices are issued

This consultation closes on 7 October 2024.

[Water and sewerage: changes to the service standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Proposed changes to bus franchising guidance – Department for Transport

This consultation is seeking views on proposed changes to the Department for Transport’s guidance on setting up a bus franchising scheme.

Government state: “The government is determined to deliver better bus services, grow passenger numbers and drive opportunity to under-served regions. As part of this, it has committed to put bus services back into the hands of local leaders by removing barriers that currently limit the bus franchising process. The bus franchising guidance sets out how the franchising legislation operates in practice and sets out the statutory duties that a franchising authority or auditor must have regard to in exercising relevant functions of the guidance. The consultation seeks views on updates to the guidance to remove more technical barriers to franchising and support safer and more accessible services.”

This consultation closes on 7 October 2024.

[Proposed changes to bus franchising guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk)