



HOUSE OF COMMONS

LONDON SW1A 0AA

Mr Chris Fowler and Phil Hutchinson
Govia Thameslink Railway
24 Monument Street
London, EC3R 8AJ

19th June 2025

Dear Sirs,

Re: Follow-up on Rail Service Issues Discussed in October

Following a significant increase in correspondence I am receiving detailing concerns about train delays, cancellations and skip-stopping and the overall reliability and consistency of services on the Peterborough to London trainline, I am writing to request an update on the issues we discussed in Parliament last October.

I would therefore be grateful if you could provide an update on progress in these areas, particularly in relation to driver recruitment, service reliability, and developments in timetable planning for 2025.

For reference I have included below several of the points that were discussed at the time:

- The operational impact of differing employment terms across the network, particularly on the Peterborough line;
- The uncertainty created by the current contract structure, including the Government's ability to terminate the franchise with 12 weeks' notice;
- The introduction of two additional peak-time services between London and Biggleswade from December and the decision not to include Sandy in the December peak-time service additions due to operational constraints;
- The recruitment of 94 new drivers across the Thameslink and Great Northern lines to address staffing shortages;
- The influence of demand and financial viability on service levels, with further timetable enhancements expected in 2025;
- The challenges of running through-services to Horsham on Sundays due to engineering works;



- Concerns about the reliability of long-distance services and the impact of incidents south of the river;
- The need for improved communication during service disruption, particularly from control centre staff to station teams;
- Passenger uncertainty around compensation and the limitations of the current Delay Repay system.

Although my office is arranging to meet with local GTR representatives, I would be grateful if you could provide a written response to this letter in advance, so that I may share this update with constituents who have raised concerns.

Thank you for your attention to this matter. I look forward to your response.

Yours sincerely,

A handwritten signature in cursive script that reads "Richard Fuller".

Richard Fuller CBE MP