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# Response to ORR’s consultation on the overall framework for regulating Network Rail (PR18)

This pro-forma is available to those that wish to use it to respond to our consultation. Other forms of response (e.g. letter format) are equally welcome.

Please send your response to [pr18@orr.gsi.gov.uk](mailto:PR18@orr.gsi.gov.uk) by **21 September 2017**.

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| **Full name** |  |
| **Job title** |  |
| **Organisation** |  |
| **Email\*** |  |
| **Telephone number\*** |  |

\*This information will not be published on our website.

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| **Question 1 (Chapter 3):**  Do you agree with our proposed use of scorecards in CP6? |
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| **Question 2 (Chapter 3):**  Do you have any comments on what scorecards should include in order to make them balanced (recognising that there is a limit to how much can be included on a scorecard)? |
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| **Question 3 (Chapter 3):**  What are your views on our proposed approach to specify a small number of measures and two regulatory minimum floors for route scorecards, in order to leave Network Rail with greater flexibility to satisfy its customers’ needs? |
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| **Question 4 (Chapter 4):**  What role should customers and stakeholders (including end-users and their representative groups) play in influencing what routes/the SO commit to deliver, and what role should they play in supporting and challenging Network Rail to deliver on these priorities? |
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| **Question 5 (Chapter 4):**  How do you think Network Rail routes and SO should engage with their customers/stakeholders and what are your thoughts on the principles and minimum expectations we propose? |
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| **Question 6 (Chapter 4):**  How should the quality of stakeholder engagement be assessed, and who is best placed to assess this? |
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| **Question 7 (Chapter 5):**  What are your views on the relevance and balance of the incentives we describe in this chapter, and the circumstances in which would it be most appropriate to apply them? |
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| **Question 8 (Chapter 5):**  What are your views on the format and content of publications and data that you would find most accessible and useful? |
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| **Question 9 (Chapter 5):**  How should we reflect the level and quality of route and SO engagement with their customers/stakeholders in our monitoring, escalation and enforcement? |
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| **Question 10 (Chapter 5):**  How should we respond if Network Rail fails to meet scorecard targets agreed with customers? Specifically, what should be the balance between designating scorecard targets as ‘reasonable requirements’ (creating specific enforceable expectations on Network Rail), and relying on our overall assessment of Network Rail’s performance against an overarching licence condition? |
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| **Question 11 (Chapter 6):**  What are your views on the approach we set out for managing change? In particular, do you think our proposed level of involvement, and role for stakeholders, are appropriate? |
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| **Question 12 (Chapter 6):**  Are there other options for managing change you think we should consider? |
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| **Question 13 (Chapter 6):**  Are there any other types of change you think we should consider? |
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| **Are there any other points that you would like to make?** |
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Thank you for taking the time to respond.