

How does ORR regulate?

ORR's economic enforcement policy below shows our phased approach to taking action in order to incentivise better future results for rail and road users

Step 1

Early intervention

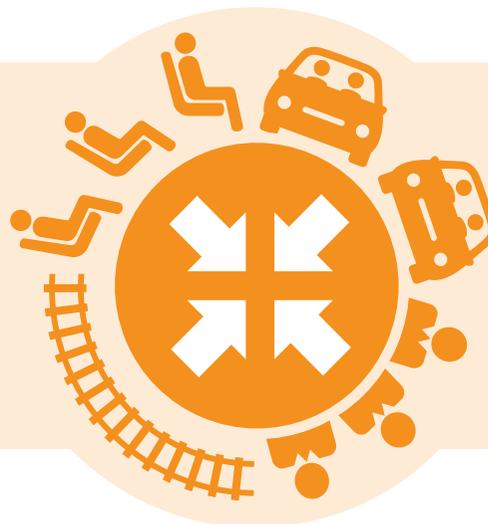
We will use a range of data and industry information to draw attention to emerging trends and issues that could be a cause for concern in the future. We will flag these early with Network Rail, train operators, Highways England and funders of the road and rail networks to help manage risks effectively before they become problems for rail or road users.



Step 2

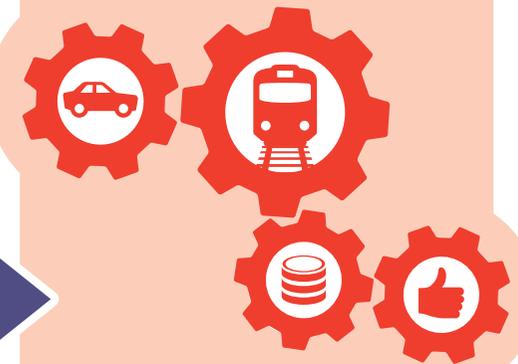
Engage with industry, funders and rail and road users

We will bring all parties together, where appropriate, to find remedies to emerging issues and concerns.



Step 3

Ensure enforcement action brings real and positive change



Enforcement action is a last resort, where other actions have not worked, our focus will be on making a real positive change to benefit those affected by poor performance. For example, by supporting reparations which directly benefit customers who have faced delays, disruptions and unreliable services.

