

# Annual Consumer Report April 2022 to March 2023

12 July 2023



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# Executive summary

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Overall passenger numbers have recovered to more than 80% of pre-pandemic levels, although travel patterns have changed. Disabled people have returned to the railway in largely in line with others, as reflected by the increase in bookings for passenger assistance and number of disabled persons railcards in circulation. However, passengers have experienced significant disruption to their train services, whether caused by the extreme hot weather events in summer 2022, the 29 days of planned strike action, the very poor cancellation rates and punctuality offered by some individual train operators, or the ongoing programme of engineering work necessary to maintain and improve the rail network. We welcome the efforts that train and station operators have made to overcome these challenges.

We want passengers to have the best possible experience notwithstanding disruption, and to feel as confident as possible in planning and making their journeys. We have held operators to account for fair and transparent interactions with passengers, the quality of their passenger information, the quality of their services for disabled passengers, and the management of complaints and Delay Repay claims. We have also made good progress in taking on sponsorship of the Rail Ombudsman, in line with a Plan for Rail commitment.

## Key interventions to protect passengers

### Ticket retailing and passenger rights

We expect train and station operators, and third-party ticket retailers, to be fair and transparent in their interactions with passengers, enabling them to make well-informed decisions and be protected by their statutory rights as customers. Our work this year has included engagement with the Government on their review of retained EU legislation and a focus on operators' approaches to refunds, ticket flexibility and compensation for strike action. We want to see faster progress by industry in reviewing the £10 cap for administration refund fees, following our review in 2021 to 2022, and have continued to engage with industry and DfT with the aim of seeing progress.

### Passenger information

Passengers need accurate and timely information about their travel options, so that they can plan and make journeys with confidence, including during disruption. In 2019 we challenged the industry to deliver improvements to their provision of passenger information. In response, the industry established the Smarter Information, Smarter Journeys (SISJ) programme. We have continued to engage closely and welcome the refresh of the programme this year. This was the first year that we held operators to

account against the new customer information pledges, which have been adopted by operators as their regulated code of practice, and we had a particular focus on information provided where there is disruption including for those operators where cancellation rates and punctuality have been particularly poor this year, and on days impacted by strike action. Avanti West Coast passengers faced significant challenges with buying tickets and reserving seats when a reduced timetable was introduced in August 2022. We held Avanti to account for returning to providing timetable information to passengers in line with industry norms, reducing our engagement in May 2023 once Avanti had demonstrated a sustained recovery. We want to see all operators providing better real-time information to passengers, consistent with commitments set out in the pledges, and held operators to account for implementing automated notifications to passengers where booked services change more than 48 hours before travel.

### Accessibility

We want to empower confident use of the railway for all users, including disabled passengers, and we hold operators to account against their Accessible Travel Policies (ATP). Over 8,000 passengers participated in our ongoing research on experiences with booked assistance. Our research suggests that satisfaction levels are high, with over 90% satisfaction with the end-to-end assistance process, building on progress made over the last five years.

However, assistance failures remain too common. 81% of respondents reported that they received all of the assistance that they had booked. While this is the best we have seen reported, and up from 76% in last year's research, where assistance fails the impact on passengers can be significant and create unnecessary anxiety and frustration.

We tested compliance with key aspects of the ATP guidance for five operators with poor reported reliability and are currently auditing the performance of five operators representing a mix of service models and performance to both assess compliance and build understanding of what drives good performance. We will maintain a focus on reliability of assistance in the coming year, informed by the findings of this work and our research.

We reviewed operators' plans for delivering disability refresher training to passenger-facing staff, and welcomed the progress the industry is making. Operators have told us that over the coming year they will introduce the Passenger Assist 'staff app', supported by further staff training, which should improve overall reliability of the service.

We have engaged with Network Rail to seek stronger assurance that their infrastructure projects are, from the outset, designed with accessibility standards in mind.

## Complaints and redress

Where things go wrong, we want passengers to be able to easily complain and to feel confident that their complaints will be addressed and that they will be compensated where their journeys are delayed. We introduced a new complaints Code of Practice in April 2023, to drive a culture that sees operators actively using complaints as a source of insight to drive continuous improvement in passengers' experience of rail, and to incentivise both quality and timeliness in complaints handling.

We also started to monitor operator's performance against a new Code of Practice on delay compensation that came into effect in April 2022. Most operators were able to provide timely responses to complaints and Delay Repay claims throughout the year. There were however exceptions and we worked with individual operators and required them to take steps return to compliance.

The May 2021 [Plan for Rail](#) set out an intent for ORR to take over sponsorship of the Rail Ombudsman. We appointed Dispute Resolution Ombudsman as the provider of the new scheme in May 2023, following a competitive tender process. The ORR sponsored scheme will introduce improvements for passengers, including: strengthening the accessibility requirements of the scheme, by building improved representation of disabled passenger interests into the scheme's governance arrangements; a requirement to undertake testing around the access and usability of the scheme for passengers with disabilities, as well as testing general passenger awareness of the service; and strengthened relationships with transport user groups.

## Forward work programme for 2023 to 2024

We will maintain our focus on monitoring industry performance and holding operators to account for the experience they offer for their passengers. In the ORR Business Plan we set out specific focus areas for the coming year, including:

- passenger information during disruption;
- research into the experience of disabled people in making complaints to operators, including access to redress;
- the frequency and duration of lift faults and how passengers are informed when lifts are out of order; and
- a review of the fees charged and incentives offered by online ticket retailers.

Alongside, we will deliver the transition to the ORR-sponsored Rail Ombudsman scheme.

## More than 29,000

passengers told us about their experiences of making complaints to train operators.<sup>1</sup>



## 346,758

passenger complaints were responded to by operators, up 23% on last year.<sup>2</sup>



## 94%

of complaints were responded to by operators within 20 working days, down 3pp on last year.<sup>2</sup>



## 97%

of delay compensation claims were processed by operators within 20 working days. Down 2pp on last year.<sup>2</sup>



## May 2023

the provider of the new ORR-sponsored Rail Ombudsman Scheme was appointed, strengthening the scheme for passengers.



## More than 8,000

passengers told us about their experiences of using Passenger Assist.<sup>3</sup>



## 90%

of Passenger Assist users were satisfied with their overall experience, up 4pp on last year.<sup>3</sup>



## 84%

of Passenger Assist users felt they were met by staff within an acceptable timeframe, up 4pp on last year.<sup>3</sup>



## 81%

of Passenger Assist users received all the assistance that they booked, up 5pp on last year.<sup>3</sup>



## 1.4 billion

journeys made this year. This is over 80% of pre-pandemic levels.<sup>4</sup>



## 177,006

Disabled Persons Railcards were issued, up 15% on last year, saving passengers a third on fares.<sup>5</sup>



**Sources:** 1. ORR Passenger satisfaction with complaint handling survey. 2. [ORR Passenger rail service complaints statistical release](#). 3. [ORR Passenger Assist User Experience Survey](#). 4. [ORR Passenger rail usage statistical release](#) 5. [ORR Disabled Persons Railcards factsheet](#).

# 1. Introduction

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1. The Office of Rail and Road (ORR) exists to protect the interests of rail and road users, improving the safety, value and performance of railways and roads, today and in the future.
2. In our passenger-facing work, we want to ensure passengers feel confident about the experience they can expect when travelling by rail. We do that by: protecting the interests of passengers as the customers of train and station operators; defining minimum standards for the passenger experience at key stages of their journey – from planning a journey and booking a ticket, through to travelling (including where there is disruption) and redress where things go wrong; and holding train and station operators to account against those standards.
3. Our work is focused on four areas and is underpinned by requirements set out in consumer law and conditions in the licences that we issue to passenger train and station operators.
  - **Ticket retailing and passenger rights:** we want train and station operators to be fair and transparent in all their interactions with passengers, enabling passengers to make well-informed decisions and access their statutory rights as customers (see section 2.1);
  - **Passenger information:** we want passengers to have accurate and timely information about their travel options, so that they can plan and make journeys with confidence, including during disruption (see section 2.2);
  - **Accessible travel:** we want to empower confident travel by all, including disabled passengers, whether their journeys are made independently or with assistance (see section 2.3); and
  - **Complaints and redress:** we want passengers to receive appropriate redress where things go wrong, and for operators to learn from those experiences to drive continuous improvement in the passenger experience (see section 2.4).
4. In this report, we highlight how we are driving improvements in the passenger experience for each area through our policy work, where we review the regulatory expectations on operators and look for opportunities to drive better outcomes for passengers; and our compliance work, which holds industry to account for their

performance against the regulatory framework. We also highlight our priorities over the coming year.

5. We work closely with the Department for Transport (DfT), Transport Scotland and the Welsh Government, as well as passenger and consumer bodies, such as Transport Focus and London TravelWatch, and draw on the advice of our independent Consumer Expert Panel.

### Role and work of ORR's Consumer Expert Panel

Our [Consumer Expert Panel](#) provides independent advice and challenge, and plays a key role in bringing a consumer perspective to our policy and regulatory decisions. This year, the Panel has advised on our work in a wide variety of areas including: rail reform, customer satisfaction on National Highways' road network, and measuring consumer outcomes in the latest periodic review of Network Rail (PR23).

In early 2023, we appointed four new members to the panel, bringing valuable new perspectives and expertise. They replaced four members that departed with our thanks at the end of their tenures.

6. We are not responsible for setting fares, awarding or monitoring management agreements with operators, or for setting the level of public subsidy in the railways – these are the responsibility of DfT and Transport Scotland.

### Holding train and station operators to account

7. We protect the interests of rail users by ensuring train and station operators comply with their licences and with consumer law obligations. This results in higher standards of service to passengers, which in turn fosters confidence in rail travel.
8. Our compliance activities fall into three broad areas: promoting, monitoring, and securing compliance where issues arise. We strongly encourage transparency and self-reporting of issues by operators, which we facilitate by being open and available to discuss potential or early-stage issues with a view to minimising negative impacts on passengers.
9. **Promoting compliance:** we raise awareness and understanding of expectations through publishing guidance, codes of practice and other documents such as this annual report; we recognise good behaviours and outcomes in our engagements with



operators; and we aim to share good practice and recognise success more widely, including by requiring operators to publish information on their own performance.

10. **Monitoring compliance:** we use a wide range of data and information sources to help us understand both whether operators are behaving as intended and whether they are delivering on outcomes expected by passengers. These include:
  - collecting a core set of quantitative data from operators monthly on areas including delay compensation claims, complaints, and assistance, which is analysed for trends over time. This data forms the basis of our passenger experience official statistics, which are published quarterly on our [data portal](#) to provide transparency;
  - commissioning ongoing research exploring the passenger perspective of assistance and of complaints handling, which helps us understand whether industry processes and behaviours are delivering the desired outcomes for passengers;
  - commissioning ad hoc audits and research to explore specific areas of compliance and passenger experience; and
  - monitoring operator websites, social media and the complaints and correspondence we receive to help us spot emerging issues.
11. **Securing compliance:** our core expectation is that if something has gone wrong and caused detriment to passengers, it is fixed quickly by the operator, any on-going or future harm is mitigated, and any impacted customers are suitably redressed. To help secure this outcome, we have a range of tools available. For example, we may: monitor the operator more closely and require more frequent reporting; request the development of improvement plans; or escalate issues in line with our [economic enforcement policy](#).

## 2. Our passenger work

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### 2.1 Ticket retailing and passenger rights

#### Introduction

12. We expect train and station operators, and third-party ticket retailers, to be fair and transparent in their interactions with passengers, enabling them to make well informed decisions and be protected by their statutory rights as customers. Our work is underpinned by our consumer law investigation and enforcement powers, which we hold concurrently with the Competition and Markets Authority, and by obligations set out in train and station operating licences.
13. As set out in last year's report, this year we have monitored the industry's follow-up to our review of administration refund fees and worked with operators to ensure that reporting under the Rail Passengers' Rights and Obligations Regulation meets requirements. Unplanned work has included engagement with Government on their review of retained EU laws; and monitoring of operators' approaches to ticket flexibility, refunds and compensation for the multiple days of strike action this year.

#### Policy development

##### Administration fees for ticket refunds

14. In line with the National Rail Conditions of Travel, passengers have been able to access fee-free refunds for travel on dates affected by strike action. However, where administration fees for ticket refunds are charged, they should be cost reflective. In February 2022, we published a [report](#) that concluded that where a £10 fee is charged for a ticket refund, it appears not to be based on an assessment of costs. Actual costs are generally lower, and often less than £5 on average. We encouraged ticket retailers to assess whether their administration fees for ticket refunds are cost reflective, and DfT and the Rail Delivery Group (RDG) to consider whether the maximum caps for administration fees, particularly the £10 cap in respect of ticket refunds, should be lowered. Throughout this year we have sought updates from RDG on their progress in reviewing the refund administration fee, but progress has been slow. We understand that RDG do now have plans to put proposals for change to the National Rail Conditions for Travel to industry for consultation, which we welcome. We will continue to engage as RDG finalise proposals and put them to DfT for agreement.

## Government policy developments

15. Government has been reviewing retained EU laws. We have been actively supporting DfT in their consideration of the Rail Passengers' Rights and Obligations Regulation, reviewing the interactions with other consumer protection regulations.
16. We have engaged with the Department for Business and Trade (previously BEIS) and CMA on the [Digital Markets, Competition and Consumers Bill](#), to understand the implications for our powers and role as a consumer authority. Amongst other things, the Bill gives powers to the courts, on application from consumer enforcers including us, to impose monetary penalties for breaches of consumer protection laws, breaches of undertakings and non-compliance with information notices.

## Train and station operator performance

17. There were 29 days of planned strike action during the year, and we have monitored and influenced the industry's approach to commercial policies for refunds, ticket flexibility, and compensation for passengers. Typically, for each strike day, passengers who had already booked to travel had the option of a fee-free refund or to use their ticket flexibly to travel the day before or up to several days after the strike day. Compensation has been available for monthly and annual season ticket holders.
18. Under the Rail Passengers' Rights and Obligations Regulation, train operators are required to publish an annual report describing their performance in key areas including passenger information, punctuality, complaints handling and passenger assistance. We have been working with operators, particularly Eurostar this year, to ensure their reports are sufficiently comprehensive and cover the required criteria.

## Main priorities for year April 2023 to March 2024

19. In the coming year, we will:
  - review the operation of fees charged and incentives offered by online ticket retailers, and publish our findings and next steps
  - commission a review of the experience of passengers on stranded trains, jointly with Transport Focus

## 2.2 Passenger information

### Introduction

20. We expect train and station operators to ensure that passengers have accurate and timely information about their travel options, so that they can plan and make journeys with confidence, including during disruption. These expectations are formalised in a passenger information licence condition for train operators and a complementary licence condition for station operators (including Network Rail) and are more generally supported by wider consumer law requirements.
21. As set out in last year's report, our work this year focussed on starting to hold operators to account against the commitments set out in the [customer information pledges](#) – including where there has been planned and unplanned disruption; and actively participating in the industry's Smarter Information, Smarter Journeys programme, which is now delivering tangible benefits for passengers with further improvements planned. The key area of unplanned work was our monitoring and engagement with operators on their approaches to passenger information for the multiple days of planned strike action this year.

### Policy development

#### Smarter Information, Smarter Journeys

22. In November 2019 we [challenged the industry](#) to work together to develop and implement a strategy that would deliver tangible and enduring network-wide improvements to the provision of passenger information. In response, the industry established the Smarter Information, Smarter Journeys (SISJ) programme. We published the industry [progress report](#) in November 2022 and, in April 2023, the industry refreshed the programme with a new set of priorities. We welcome this ongoing commitment from industry to work together to drive improvements in passenger information and will continue to closely monitor progress.
23. We discuss SISJ deliverables relating to customer information pledges, automated notifications, live lift availability data and train busyness information below. Other achievements made to date include:
  - upgrades to information screens at Network Rail managed stations and establishment of minimum functionality for screens. This includes disruption mode (where only trains confirmed as running are shown), warning of future delays (where the train is likely to be delayed later in its journey) and next fastest train station announcements if a train is cancelled.

- reducing repetitious automated onboard announcements as a deliverable under the [Plan for Rail](#).
- introduction of the National Rail alert me service via WhatsApp and Messenger to provide personalised journey information prior to departure and during the journey.

### Customer Information Pledges

24. The Customer Information Pledges were launched in December 2021 and are a key output from the SISJ programme. They set out good practice in the information that passengers can expect to receive before, during and after their journey by train, including when there is disruption. As such, they have provided a foundation for the industry's response to the wide range of disruption experienced during 2022 to 2023.
25. In April 2022 we updated our [regulatory guidance](#) to support operators in adopting the pledges as their Code of Practice for passenger information, as is required under their licences. We expect the pledges to remain relevant, representing best practice across the industry and supporting ongoing continuous improvement in the passenger experience. We therefore welcomed the industry's first annual review of the pledges in April 2023 which, in line with our expectations, saw a new commitment from operators to provide notifications to passengers where booked trains are cancelled or changed.

### Timetable information

26. We want passengers to be able to plan ahead, making informed decisions about when to travel and with more opportunities to access advance fares. Throughout the year, Network Rail remained unable to fulfil its requirement to publish final timetables no later than 12 weeks in advance of train running. The pledges set out the steps operators should take to ensure that passengers receive the best available information and reflect the [expectations](#) we set out to operators in October 2020.
27. Network Rail's timetabling reform programme, Better Timetables for Passengers and Freight (BTPF), proposes to formalise eight weeks in advance of trains running as the deadline for publication of confirmed timetables. We sought views on this [proposal](#) in May 2023. Train operators could choose to retail tickets earlier on the basis of an unconfirmed timetable. Our consultation sought views on how far the new functionality, developed under SISJ, for retailers to notify passengers automatically where booked trains are cancelled or changed, could increase confidence in booking travel based on an unconfirmed timetable. We will take these views into account if the industry formally bring their proposal to us for consideration.

## Train and station operator performance

### Customer information pledges

28. We started to hold operators to account against the commitments in the Customer Information Pledges. In addition to a focus on specific areas - discussed below - we scrutinised operators' first self-assessments of their compliance across all pledges and welcome that operators, with very few exceptions, reported that they have the capability to comply across all current pledges. We have continued to work with the National Rail Communications Centre (NRCC), who report weekly on the accuracy and completeness of operators' online passenger information, to ensure that they reflect the pledges in their reviews. The NRCC reports are a valuable resource, and we expect operators to act swiftly where NRCC checks identify gaps or inconsistencies in passenger information.
29. RDG launched an ongoing survey of passenger satisfaction with passenger information during the second half of 2022 (sample size around 2,500 passengers per quarter), to provide insight into customer satisfaction with passenger information, assess industry performance against the pledges, and inform future SISJ priorities. Findings are shared quarterly with us and with operators, and provide insight on the passenger experience that will help us to hold operators to account. While satisfaction with passenger information during disruption remains significantly lower than when a service runs normally, at the end of 2022 it had increased by 10% since SISJ was launched. RDG does not currently publish survey findings, and we have asked them to revisit this position in the interests of transparency.

### Planned disruption

30. Passengers have been impacted by 29 days of planned strike action during the year, for which operators typically have two weeks to put plans in place. Transport Focus [monitored](#) the passenger experience of strike action throughout the year, sharing findings with industry and with us. This insight has helped us to hold operators to account for the quality of their passenger information. Pre-strike information has been reasonably effective at raising awareness although a dip for the strike dates in mid-May (55% awareness among those who planned to travel, compared to around 70% for other strike dates in 2023) emphasised the need for proactive communications from operators. Most people were then deciding not to travel. NRCC carried out daily checks on the information provided to passengers on operators' websites in the run-up to strike days to ensure it was complete and accurate. On the ground, Transport Focus has consistently found examples of both good practice and gaps in information on strike days. We have not identified any individual operators that are consistently worse performers than others: all operators need to maintain focus of delivering consistently timely and accurate information to passengers.

31. We have seen operators engaging constructively with the collaborative governance processes established by RDG to secure good practice and consistent approaches across the industry on passenger information around strike days and have been active participants in those discussions. This has meant an agreed timeline for when information on revised timetables should be available to passengers; common policies on ticket flexibility and compensation; and common approaches to provision of assistance. We have been fully engaged with industry as they have developed these approaches and welcome the ongoing industry-wide commitment to collaboration and improvement in passenger information where there is disruption.
32. We proactively monitored the passenger information provided by operators for blockades, which is where routes are closed for an extended period for planned engineering work. We use a standard set of questions to assess the information provided by operators online and, on occasion, supplement these checks with site visits. We regularly identified gaps and inconsistencies in the information provided to passengers. These included, for example: late availability of information for passengers on the impact of the disruption; inconsistencies between the information provided on operator and National Rail Enquiries websites; online links not taking passengers directly to the page with the most relevant information; and gaps in information related to rail replacement buses, such as the location of bus stops and whether buses are running as planned. We engaged directly with operators to seek rapid resolution where we identified issues.

### **Unplanned disruption**

33. The extreme hot weather events in July and August 2022 caused widespread short-term disruption. But the passengers of some individual train operators have been affected by disruption throughout the year, notably Avanti West Coast and TransPennine Express passengers, who have experienced poor punctuality, high levels of cancellations and reductions to timetables. We have worked with both operators to secure better information for passengers. Our enhanced engagement with Avanti West Coast focussed on their provision of timetable information and is now complete. We continue to engage with TransPennine Express to ensure that they are improving the information they provide to passengers to help them plan their travel while train performance remains poor.

## Avanti – timetable booking horizons

Avanti passengers started to experience a very poor service in summer 2022 with high levels of train cancellations. In an effort to increase reliability Avanti introduced a reduced timetable in August. However, this then led to passengers facing significant challenges with buying tickets and reserving seats. In some cases tickets were released for sale as little as 48 hours ahead of travel, creating substantial uncertainty for passengers.

In August 2022, we required Avanti to provide a [recovery plan](#) for returning to providing timetable information to passengers in line with industry norms. We rejected the initial plan but accepted a revised plan that showed a substantially improving picture for weekday timetable information, a more gradual improvement for weekends, and positive plans for the Christmas period.

Avanti initially made good progress against its recovery plan but progress stalled at the end of 2022 and, for weekends in January, passengers were again only able to book tickets at a few days' notice. We [requested an improved plan](#) from Avanti in January 2023 and asked Avanti to agree that plan with Network Rail, who are responsible for coordinating and validating timetables for the national rail network. That [improved plan](#) proved to be more resilient and, for travel from May 2023, Avanti was releasing timetables and tickets for sale in line with industry norms. In May 2023, we [wrote to Avanti](#) to note their sustained recovery and to step down weekly reporting.

Alongside our focussed engagement with Avanti on the release of timetables and tickets to passengers, we also sought improvements in the way that Avanti communicated information with passengers. Avanti made a number of improvements to the content and format of information provided on its website and app, to make it more relevant and accessible to passengers, and identified further opportunities for continuous improvement, which we welcome.

## Automated notifications for passengers

34. Passengers want to be able to plan their journeys in advance and when they do, to be kept informed of any changes. When established in 2021, the pledges set out a future commitment from operators to offer passengers the option to be notified if train times change after they have bought their ticket. We wanted to see this implemented as soon as possible given the benefits to passengers. Under SISJ, a timetable comparator system was developed that enables retailers to notify passengers by email or text of any changes to booked trains made up to 48 hours before travel. We wrote to operators setting out our expectation that all operators would implement the



automated notifications by March 2023. Most operators met that deadline and, by the end of May 2023, 1.8 million notifications had been sent by third party retailers and operators. We are continuing to engage with Transport for Wales and c2c, both of whom retail tickets across the national network but have yet to implement automated notifications. Transport for Wales has assured us that they will implement notifications through their retail app by September 2023.

35. Notifications and alerts with up-to-date information help ensure that accurate, timely information is available to passengers. We want to see operators actively looking for opportunities to develop these services. We are pleased that the ability to sign up for live alerts on National Rail Enquiries is being maintained throughout the transition to a modernised website and are encouraged by the work being done by TransPennine Express, Hull Trains and Lumo to develop alerts on changes to services within the 48 hours before travel.

### **Live information on lift availability**

36. Live information on the availability of station facilities can help passengers with journey planning and, for those passengers who rely on lifts to get around a station, knowing whether lifts are working or not is essential. The pledges set out a commitment from operators to provide information about station facilities and highlight where there are any issues. There is considerable room for improvement in this area and we have identified lift availability as a priority given the impacts on disabled passengers in particular of poor information.
37. Under SISJ, Network Rail has been leading a project that aims to provide real-time data on the status of the 1,300 lifts they manage across the network. This project has the potential to raise the bar on what good looks like under the pledges commitment on station facilities information, and so we are closely monitoring progress. Progress has been slower than planned, primarily because of technical challenges associated with securing complete and accurate live data reporting. Both Network Rail and other station operators have a role in resolving these issues.
38. Network Rail is planning a phased approach to go-live as confidence in data quality and coverage improves, which we support. The initial release of data, covering over 75% of lifts, provides an opportunity for operators and passengers to provide feedback. We expect to see data quality and coverage increase over time. Subject to further testing to establish confidence in the data, we want to see it used by staff who are supporting passengers in planning and making journeys that require assistance, and made easily available to passengers themselves. We also want to see the data integrated into National Rail Enquiries and the Passenger Assist booking system. Network Rail's intention is to release the data through a publicly available API, which

would also enable the data to be presented through other apps and websites, which we welcome. We are monitoring progress closely.

**Busy trains: enabling passengers to make more informed decisions about when to travel**

39. During April 2022 to March 2023, insufficient space to sit or stand has been second only to punctuality as the cause of complaints from rail passengers to train operators. It will not always be possible for train operators to increase capacity in response to high levels of demand. However, it should be possible to provide passengers with information about busyness that enables them to make a more informed decision about whether and when they want to travel by rail.
40. The pledges set out a future commitment from operators to tell passengers how busy their train is expected to be, and we expect to see significant progress during April 2023 to March 2024. Some positive progress has been made by individual operators already, with several operators now providing passengers with information on how busy a train is expected to be when they book a ticket via the operator's website or app (often based on historic data); customer information screens at some stations and on some trains now showing the anticipated or actual level of busyness carriage by carriage; and changes to the industry's Darwin system enabling live information on train loading to be captured (where it is available) and so shared.
41. We want to passengers to have access to consistent information about how busy their train may be regardless of where they book their tickets. We therefore welcome the continuation of a project under SISJ that aims to enable better information for passengers when they are planning and booking their travel about the availability of seat reservations and train busyness. Importantly, the project aims to ensure that passengers have access to the same information across all train operator and third-party ticket retailing platforms. Operators need to work together to agree an approach and we are monitoring closely to ensure that timely progress is made.

**Main priorities for year April 2023 to March 2024**

42. In the coming year, we will:
  - continue to hold operators to account against the customer information pledges, with a particular focus on information provision where there is disruption, information about rail replacement buses, and information about the availability of Advance tickets.
  - continue to actively participate in the SISJ programme to ensure that changes are developed and implemented in the best interests of passengers.

## 2.3 Accessible travel

### Introduction

43. We want to empower confident travel for all rail users, including disabled passengers, whether those journeys are made independently or with assistance. Improved accessibility can also make rail travel easier for others who might otherwise face challenges, including elderly people, families and those with heavy luggage.
44. All train and station operators must establish and comply with an Accessible Travel Policy (ATP) as a condition of their licence, setting out their provision for disabled people. In 2019 we issued new guidance defining the minimum provision for disabled passengers, covering areas such as provision of assistance, staff training and passenger information. The guidance was updated in 2020 to add new rules on the provision of accessible rail replacement services. Operators must also have due regard to the Code of Practice on Design Standards for Accessible Railway Stations (the Stations Code), which is issued jointly by DfT and Transport Scotland and sets the accessibility standards for station infrastructure upgrades.
45. As set out in last year's report, our work this year has had a focus on operators' delivery of disability refresher training for passenger-facing staff, the reliability of assistance by the poorest performing operators, the response by operators to our audits of website and station information, and the steps that Network Rail takes to establish compliance of infrastructure projects with the Stations Code. We have also ensured that operators' ATPs continue to remain up to date, monitored the delivery of improved functionality to the Passenger Assist system, and continued to capture passenger views on their experience of assistance provision through our ongoing research.

### Policy development

46. We have not made any changes to our ATP guidance this year. As part of the annual ATP review process, some operators proposed to stop making passenger leaflets available on station leaflet racks and community locations, with station staff to instead print on request. We rejected these proposals following consultation with DPTAC (the Disabled Persons Transport Advisory Committee), Transport Focus and London TravelWatch. An evidence-informed review of this requirement may be appropriate in future.
47. We have been part of the steering group for the development of a National Rail Accessibility Strategy, led by the Great British Railways Transition Team under a

commission from DfT. This has drawn in particular on our experience of developing the ATP Guidance and the insights gained from our assisted travel research.

## Train and station operator performance

### Operators' Accessible Travel Policies

48. ATPs set the standard against which we hold operators to account. During the last year we approved two new ATPs and engaged with Eurostar as it developed its ATP, taking account of the unique circumstances of Eurostar's cross-border operations where appropriate. We expect to be able to complete the approval process for Eurostar within 2023.
49. We expect ATPs to be kept under review, and commissioned a second annual review from all operators in January 2022. We completed this process for most operators in March 2023. London Underground submitted their revised ATP to us late, and we expect to complete review and approval by Autumn 2023. Most amendments were minor. As above, we rejected proposed material changes that would have changed the approach to providing leaflets.



## Research on the passenger experience of booked assistance

We have been surveying passengers on their experiences of booked assistance on an ongoing basis since 2017, with findings [published](#) annually. The survey explores satisfaction with the end-to-end assistance process, from booking through to travel. This year, more than 8,000 passengers participated. We use this insight to hold operators to account for the quality of the assistance that they provide to disabled passengers.

### Our research findings April 2022 to March 2023

Average satisfaction with the overall process of assistance from booking to receiving the assistance increased from 87% in 2022 to 90% this year, continuing an upward trend over the past 5 years. The scores were highest among passengers aged 65 to 75, and lowest among those with a social or behavioural issues, a mental health problem, or a communication disability. This illustrates the need for staff to have a good understanding of how they can best support people with hidden disabilities, and the importance of training them with the necessary knowledge and skills.

Satisfaction with the booking process is 94%. Telephone is the most common method for booking assistance (65% of bookings) and those passengers showed the highest levels of satisfaction. Awareness of the App increased significantly (now 43%, up from 30% a year earlier) but only 9% of survey respondents had ever made a booking through the App. While some passengers prefer to speak to someone, illustrating the importance of maintaining the ability to book by phone, some specific concerns were raised with the App that highlight the need for the industry to continue to make improvements if its potential is to be fully realised.

Satisfaction with the assistance received at the station has risen to 95% (up one percentage point from last year). Notably, the proportion of passengers who were met by staff within an acceptable timeframe rose from 80% last year to 84% this year, the highest level recorded, and an area that we would like to see operators continuing to focus on.

The proportion of passengers reporting that they received all of the assistance they had booked rose from 76% last year to 81% this year. This is a significant improvement, and the best reported to date, but further improvement is needed. The findings varied depending on the needs of the passenger and notably only 66% of those with a physical disability who booked assistance getting to the wheelchair area reported receiving all the assistance they had booked. Where assistance fails the impact on passengers can be significant and create unnecessary anxiety and frustration.

### Reliability of assistance provision

50. Disabled passengers should be able to feel confident that the assistance they have booked will be delivered. Our research indicates that there is variable performance across operators and some operators are consistently reported to be less reliable than others. During 2022, we engaged with the four operators who have been consistently reported as less reliable over time (Northern Trains, South Western Railway, TransPennine Express and Transport for Wales Rail) and one whose performance was notably poor in April 2021 to March 2022 (Greater Anglia) to seek assurance in particular on their compliance with the handover protocol, which defines how staff must communicate and coordinate passenger assistance between stations. Overall, the written evidence that they provided suggested that these operators have the processes in place comply with the handover protocol. Poor performance may therefore be caused by poor or inconsistent implementation of their handover protocol processes, or other factors.
51. To further test compliance and help us better understand why, in practice, performance varies between operators we have followed up with more in-depth audits of how five operators are delivering assistance, looking at their engagement with industry Passenger Assist systems, compliance with the handover protocol, and the operators' own management systems. We selected five operators, representing a range of service models and reported reliability: East Midlands Railways, Govia Thameslink Railway, Greater Anglia, LNER and Northern Trains, and will publish the findings, recommendations and next steps in autumn 2023. We will maintain our focus on assistance reliability in the year ahead, building on the outputs from our audits and the findings of our research.

### Staff training

52. Well-trained staff are essential for an accessible railway. The industry needs people with the appropriate skills, knowledge and attitude necessary to effectively assist disabled people to travel with confidence. Passenger-facing staff must receive disability refresher training within two years of their initial training, which for most operators falls in July 2023, and then every two years thereafter. We asked all operators to [report to us](#) on progress and found that, for the most part, industry is making good progress with this requirement. TransPennine Express' initial plans were not acceptable and we agreed a six-month extension with them for delivery of e-learning to all passenger facing staff.

### Passenger Assist system

53. Passenger Assist is the common system for making and managing assistance bookings that all operators are required to use. It is managed by RDG on behalf of

operators and should facilitate both a good passenger experience when booking assistance and the reliable delivery of assistance by operators. RDG has a forward plan to progressively extend functionality. Progress has been slower than planned but some welcome developments this year include developing the capability for passengers to provide feedback on their journey, for staff and passengers to edit bookings after a journey has started (which is particularly relevant where there is disruption), improved information on the availability of seat reservations and wheelchair spaces, and improvements to the quality of management reports provided to operators. We will continue to monitor progress as these improvements are rolled out and as RDG develops plans for future improvements.

54. The Passenger Assist ‘staff app’ is designed to help station staff support passengers better, and should help to increase reliability of assistance. However, take-up by operators has been slow and in January we asked all operators about their plans. They noted the added value of the recent improvements to the Passenger Assist system and all operators other than Merseyrail, Caledonian Sleeper, London Overground, London Underground and the Elizabeth Line stated that they plan to equip their staff with the app and provide training by the end of reporting year 2023 to 2024. The operational benefits for operators and experience benefits for passengers grow as more operators take up the app because journeys that involve more than one operator can be supported more effectively. We expect to see operators delivering on their plans to adopt the staff app and to be making active use of the system, and the enhanced management reporting, to drive improvements in their provision.

### **Accessibility of operator websites**

55. Website accessibility is important for all users, including those with disabilities, to be able to easily access the information they need to plan their journey. In July 2022, we published a summary of the findings of an accessibility review of 24 operators’ websites. We focussed our engagement during April 2022 to March 2023 on the five operators that had most to do to reach compliance with the technical criteria: Elizabeth line, Northern Trains, South Western Railway, Avanti West Coast and London Overground. Compatibility of documents with screen reader software was one of the key issues. In our engagement with them during April 2022 to March 2023, they reported that they had tackled the highest-priority technical issues identified.

### **Safe deployment of ramps**

56. For users of wheelchairs and mobility scooters, access to the rail network often depends upon the availability of safe boarding ramps. Interoperability regulations set clear technical standards for ramp/train compatibility, and standards for availability,

maintenance and staff training. This is an area where industry performance is not consistently right, and we have engaged operators where we have identified concerns with compliance. For example, we have monitored ScotRail's delivery of the plan for addressing the poor condition of ramps on their network. We also raised issues with Chiltern Railways and West Midlands Trains to address the lack of ramps that are compatible with Chiltern trains at stations in Stratford-upon-Avon, and will monitor progress against the plan that they have provided to address this issue.

### Scotrail and provision of ramps

Ramps enable passengers with mobility needs, and in particular wheelchair users, to board and alight from trains. Is it essential that the ramps are maintained in a safe condition, and that staff are trained in safe deployment.

In 2021, we reviewed Scotrail's provision of ramps across its network. We found that there was no schedule for inspection or maintenance, that ramps were in a poor state, and that on some ramps the securing pins had been lost due to poor storage practices. As a result we judged Scotrail non-compliant with the relevant regulations. In response, Scotrail proposed to provide and maintain ramps at the 50 stations with highest ramp usage. Ramps would also be carried on trains, where they are more easily maintained, and staff would deploy these ramps at other stations. Additional staff training was also to be provided. We accepted this plan as an appropriate remedy. Scotrail completed the implementation of its plan during 2022/23.

### Accessible rail replacement vehicles

57. Disabled passengers need the rail replacement vehicles used during periods of disruption to be accessible. We work with the Driver Vehicle Standards Agency to monitor provision, supporting them in their role of enforcing the [Public Service Vehicle Accessibility Regulations](#). According to the data that we receive from operators, all rail replacement vehicles used either meet accessibility standards or have an exemption from the Secretary of State. For passengers, this means that over 95% of rail replacement vehicles used meet accessibility standards although this figure varies according to whether the disruption is planned (97%) or unplanned (93%). In June 2023, the government announced a [Call for Evidence](#) on the accessibility of buses, as the initial phase of a review of PSVAR, and we will provide input.



### Accessible railway stations

58. ORR is responsible for authorisation of new infrastructure and rolling stock, ensuring that trains and stations meet the accessibility standards set out in legislation. Network Rail must also meet the standards set out in the Stations Code for infrastructure renewal projects. Our priority this year has been to secure assurance that Network Rail is embedding the Stations Code's requirements from the outset of planning any project, with the aim of minimising the risk that a project is identified as non-compliant after construction. We have been testing how their internal governance processes operate to ensure that there are no gaps. Looking ahead, we are working to secure appropriate commitments through the Periodic Review of Network Rail (PR23) that all new schemes will be designed in line with the Stations Code.
59. Network Rail are reviewing their Diversity Impact Assessment process, to ensure that it fully captures the potential impact on disabled passengers from engineering change, and that it is properly implemented by Network Rail staff. We will continue to engage with them on this work.

### Main priorities for year April 2023 to March 2024

60. In the coming year, we will:
- publish the findings and recommendations from our audits of the delivery of assistance for five operators, and establish next steps on securing improved reliability of assistance provision.
  - review the frequency and duration of lift faults (complementing our passenger information work on lift availability).
  - assess the opportunities to make better use of data to identify where improvements can be made for passengers, including a focus on the opportunities created by the rollout of the Passenger Assist staff app.

## 2.4 Complaints and redress

### Introduction

61. Where things go wrong, we want passengers to feel confident that they will be compensated where their journeys are delayed; can easily complain and that their complaints will be addressed; and that where a passenger disputes an operator's handling of a complaint, they have access to independent resolution. We want operators to use learnings from all complaints to drive continuous improvement in passengers' experience of rail.
62. These expectations are underpinned by two licence conditions, which establish requirements relating to: complaints handling processes; handling of Delay Repay claims; and membership of the Rail Ombudsman, so that passengers can escalate complaints where they are not satisfied with the operator's response.
63. As set out in last year's report, this year we monitored compliance with the new Delay Compensation Code of Practice in its first year of operation, implemented a new Code of Practice on complaints handling, and put in place arrangements for ORR to take on sponsorship of the Rail Ombudsman.

### Policy development

#### Complaints

64. We achieved a significant milestone in our complaints policy work on 1 April 2023 with the introduction of our new Complaints Code of Practice. The code replaces our 2015 guidance on complaints handling procedures (CHPs) for licence holders. It aims to drive a culture that sees operators actively using complaints as a source of insight to drive continuous improvement in passengers' experience of rail, and to incentivise both quality and timeliness in complaints handling.
65. We have made a number of amendments to the way that we monitor performance that came into effect in April 2023. We have changed some of the metrics we use for monitoring timeliness of complaints handling to help provide a more customer-centric perspective. This includes a new metric on average response times, which will be reported monthly, with all response times now calculated without operators able to discount periods where they are waiting for additional information from passengers.
66. To monitor the quality of the complaints handling process, we are bringing together data from our complaints satisfaction survey, the volume of re-opened complaints and the volume of complaints upheld by the Ombudsman.

67. To help understand if people with disabilities or long-term health problems face barriers in using the complaints process, we have added new questions to our ongoing research tracking how satisfied passengers are with the handling of their complaints. The findings will contribute to the further work we have planned this year to review the experience of disabled passengers in making complaints, including access to redress.

### Delay Repay

68. The new licence condition and Code of Practice on delay compensation came into effect on 1 April 2022. The Code is designed to see operators increase awareness of delay compensation rights, make the process of claiming easier, and make continuous improvements in these areas. We put in place a compliance monitoring framework for operators during this first year.

### Ombudsman

69. The May 2021 [Plan for Rail](#) set out an intent for ORR to take over sponsorship of the Rail Ombudsman from RDG. Since this announcement, ORR has been working collaboratively with stakeholders in government, industry, transport user groups, and the Alternative Dispute Resolution (ADR) sector to put in place the arrangements to take on its new sponsorship role. ORR sponsorship provides ongoing stability to the Rail Ombudsman scheme, assures its independence, and supports its continued evolution in driving continuous improvement across industry.
70. In October 2022 we [published the conclusions](#) of our consultation on the future Rail Ombudsman Operating Model. This sets out how we intend the Rail Ombudsman to run, including the functions it will perform, and how it will be governed and held to account. We also identified opportunities to strengthen some of the existing requirements around the accessibility of the scheme – for example, by requiring the future Rail Ombudsman to undertake and publish the results of testing of its service by disabled users.
71. In March 2023 we launched a competitive tender process to find a Rail Ombudsman service provider. That process has now concluded, and in May 2023 we announced that the successful bidder was Dispute Resolution Ombudsman. We are now working closely with scheme members and other stakeholders to support the transition to the ORR sponsored scheme, which will come into effect later this year.

72. The ORR sponsored scheme will introduce improvements for passengers, including:
- strengthening the accessibility requirements of the scheme, including by building improved representation of disabled passenger interests into the scheme's governance arrangements
  - a requirement to undertake testing around the access and usability of the scheme for passengers with disabilities, as well as testing general passenger awareness of the service
  - strengthened relationships with transport user groups
73. We also intend to review options for reducing current case-handling response times down from the current standard of 40 working days.

## Train and station operator performance

### Complaints

74. Throughout the reporting year, we continued our research to track how satisfied passengers were with the handling of their complaints. This survey has now been running for six years and, this year we received over 29,000 responses. The findings of the survey will be published on our [data portal](#) later in the year.
75. We monitor complaint volumes and the timeliness of operator responses monthly and publish data quarterly. As a minimum requirement, train and station operators are required to make a full response to 95% of complaints within 20 working days. Most operators consistently worked within this timeline throughout the year and indeed most respond to the majority of complaints within 10 working days. However, we initiated compliance engagement with several operators where our monthly monitoring indicated that the passenger experience was poor.

### Delay Repay

76. We put in place a monitoring framework for the new delay compensation Code of Practice. This included: ongoing monthly reporting of key metrics by operators; a self-assessment by operators of their compliance with key qualitative requirements; and report from operators on the steps they have taken to ensure continual improvement; and a review of the passenger outcomes arising from use of automated processing to handle claims.
77. We monitor the volumes, approval rates and processing times of Delay Repay claims on an ongoing basis and publish data quarterly. Most operators processed over 99% of claims within 20 working days this year, and we engage with operators where there are dips in their performance.

## Timely responses to complaints and delay repay claims

### CrossCountry

For nearly two years, CrossCountry had responded to all complaints within 10 working days. However, performance dropped significantly in 2022. Between April-June they responded to only 33% of complaints within 20 working days, falling to 13% in July-September, which is exceptionally poor performance. CrossCountry's performance in processing delay repay claims fell to similarly poor levels in parallel, falling to a low of only 3.1% processed within 20 working days in September (delay compensation data is available on [our data portal](#)).

We requested a recovery plan from CrossCountry in July. By then, they had a significant backlog of complaints and compensation claims. They attributed their issues to increases in volumes of customer contacts caused by unplanned disruption, staff shortages caused by sickness and challenges with recruitment, and the transition to a new Customer Relations Management system. Their recovery plan centred on improved internal processes including the introduction of automated processing for delay repay claims and recruitment and training for staff.

We monitored CrossCountry's progress against their plan weekly and, by March 2023, they had cleared backlogs and were processing over 85% of complaints and delay repay claims within 20 working days. Improvements continued and, in May, we stepped down our enhanced engagement after CrossCountry had returned to compliance with the requirement to process 95% of complaints within 20 working days.



## Timely responses to complaints and delay repay claims

### LNER

LNER normally responds to most complaints within 10 working days. However, performance started to decline in September 2022 and, when performance worsened again in October with only 75% of complaints processed within 20 working days, we initiated compliance engagement. LNER's performance in handling delay repay claims also dipped, falling to 84% processed within 20 working days in September, but that was quickly recovered.

LNER also attributed its challenges to increases in volumes of customer contacts combined with staff shortages. It already had plans in place to recruit staff and, together with a forecast reduction in contact volumes, anticipated a swift return to compliance.

We monitored LNER's progress monthly and, following a period of stabilisation while recruitment and training took place, LNER was responding to 95% of complaints within 20 working days by March 2023 and performance has since been sustained.



## Automated delay repay – Avanti West Coast

Passengers who purchase an Advance ticket for travel with Avanti through the operator's website or app have the option of signing up for automated notifications where a delay to their booked train qualifies for delay repay compensation. This is a welcome innovation.

Avanti proactively contacted us in October 2022 to report that they had identified that, between 28 January 2022 and 23 March 2022, automated notifications had not been issued. They identified 1,323 customers who had signed up for notifications, booked Advance tickets to travel on trains during that period that were delayed, but did not claim delay repay compensation. This equated to just under £20,000 worth of delay compensation payments.

Avanti proposed that they would contact all passengers affected and send the Automatic Delay Repay notifications to enable customers to claim. We sought assurances that measures had been put in place to prevent reoccurrence.

Avanti sent emails to all impacted passengers containing an apology and an explanation of how to make a claim for the relevant compensation. For any unclaimed amount following this campaign, Avanti issued cheques directly to passengers.

This is an example of good practice. Avanti proactively identified and reported the issue to ORR, and then made all reasonable efforts to ensure that impacted passengers received adequate redress.

## Main priorities for year April 2023 to March 2024

78. In the coming year, we will:

- assume sponsorship of the Rail Ombudsman.
- review the experience of disabled passengers in making complaints, including access to redress.
- hold operators to account for their performance against the new complaints code of practice, with a stronger focus on the quality of complaint handling alongside timeliness.
- continue to monitor operators' compliance with the new Code of Practice on Delay Repay, ensuring it is easier for passengers to exercise their rights for compensation.

# Annex A: Forward work programme April 2023 to March 2024

**Table A.1 Forward work programme April 2023 to March 2024**

Consumer area	ORR next steps
Ticket retailing and passenger rights	Review the operation of fees charged and incentives offered by online ticket retailers, and publish our findings and next steps
Ticket retailing and passenger rights	Commission a review of the experience of passengers on stranded trains, jointly with Transport Focus
Passenger information	Continue to hold operators to account against the customer information pledges, with a particular focus on information provision where there is disruption, information about rail replacement buses, and information about the availability of Advance tickets.
Passenger information	Continue to actively participate in the SISJ programme to ensure that changes are developed and implemented in the best interests of passengers.
Accessible travel	Publish the findings and recommendations from our audits of the delivery of assistance for five operators, and establish next steps on securing improved reliability of assistance provision.
Accessible travel	Review the frequency and duration of lift faults (complementing our passenger information work on lift availability).
Accessible travel	Assess the opportunities to make better use of data to identify where improvements can be made for passengers, including a focus on the opportunities created by the rollout of the Passenger Assist staff app.
Complaints and redress	Assume sponsorship of the Rail Ombudsman.
Complaints and redress	Review the experience of disabled passengers in making complaints, including access to redress.
Complaints and redress	Hold operators to account for their performance against the new complaints code of practice, with a stronger Focus on the quality of complaint handling alongside timeliness.
Complaints and redress	Continue to monitor operators' compliance with the new Code of Practice on Delay Repay, ensuring it is easier for passengers to exercise their rights for compensation.



# Annex B: Summary of sources of evidence on operator performance

## Data and official statistics

- B.1 Train and station operators are required to provide us with regular performance data in relation to their passenger-facing activities. We publish detailed guidance for mainline train and station operators and separate guidance for station only or non-scheduled passenger services operators. This ensures that reporting requirements are consistently interpreted across operators.
- B.2 To provide transparency on operator performance, and enable operators to benchmark their performance against others, we publish these statistics on our [data portal](#). We also commission research and undertake audits to explore specific areas of compliance and passenger experience.

**Table B.1 Summary of data sources used in this publication**

Passenger experience section	Evidence	Source
Passenger information	Automated notifications	Rail Delivery Group
Passenger assistance	Experiences of Passenger Assist research report (ongoing passenger survey, published annually)	<a href="https://www.orr.gov.uk/monitoring-regulation/rail/passengers/passenger-assistance/research">https://www.orr.gov.uk/monitoring-regulation/rail/passengers/passenger-assistance/research</a>
Passenger assistance	Rail replacement vehicles data	Train operating companies
Passenger complaints	Passenger rail service complaints (quarterly statistics, published quarterly)	<a href="https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints/">https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints/</a>

Passenger experience section	Evidence	Source
Passenger complaints	Passenger satisfaction with complaints handling (ongoing passenger survey, published annually)	Data for April 2024 to March 2023 will be published later in the year.  <a href="https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-satisfaction-complaints-handling/">https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-satisfaction-complaints-handling/</a>
Delay compensation	Delay compensation claims (quarterly statistics, published quarterly)	<a href="https://dataportal.orr.gov.uk/statistics/passenger-experience/delay-compensation-claims/">https://dataportal.orr.gov.uk/statistics/passenger-experience/delay-compensation-claims/</a>

## Glossary of terms

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**Competition and Markets Authority** – a non-ministerial department working to promote competition for the benefit of consumers, both within and outside the UK.

**Darwin system** – is the GB rail industry’s official train running information engine, providing real-time arrival and departure predictions, platform numbers, delay estimates, schedule changes and cancellations.

**Department for Business and Trade (previously BEIS)** – a ministerial department, supported by 19 agencies and public bodies.

**Department for Transport** – a ministerial department, supported by 23 agencies and public bodies.

**Driver Vehicle Standards Agency** – an executive agency of the Department for Transport.

**National Rail Communications Centre (NRCC)** – supports UK Train Operators by communicating the latest travel information.

**National Rail Conditions of Travel** – an agreement between a passenger and train operator which applies to all domestic (non-international) journeys by scheduled passenger train services on the railway network of Great Britain. It sets out passengers’ and train operators’ rights and obligations when travelling by train.

**National Rail Enquiries** – provides journey planning, real-time information, ticket and fares information, and rail-related information. The site is managed by Train Operating Companies and Rail Delivery Group.

**Network Rail** – own, repair and develop most of the railway infrastructure in England, Scotland and Wales. Network Rail also manage 20 of the largest railway stations.

**Rail Delivery Group** – the British rail industry membership body that brings together passenger and freight rail operators, Network Rail and High Speed 2.

**Rail Passengers’ Rights and Obligations Regulation** – is aimed at enhancing and strengthening the rights of rail passengers particularly in the areas of information and ticketing provision, compensation and assistance, and provides rights for disabled persons and persons with reduced mobility.

**Smarter Information, Smarter Journeys (SISJ) programme** – aims to achieve a step-change in customer experience through the provision of better customer information, and by providing customers with all the information they want, when and how they want it.

**Transport Scotland** – the national transport agency for Scotland, delivering the Scottish Government's vision for transport.



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