

Marcus Clements

Head of Consumer Policy

Directorate of Railway Markets & Economics

1 March 2019

Dear Colleague,

ORR Core Data compliance reporting

As you will be aware, Train Operating Companies (TOCs) provide ORR with certain information on performance, 'Core Data'¹, in relation to their passenger-facing activities.

The Core Data set is an important way in which TOCs demonstrate they are complying with their obligations to passengers in accordance with published policies and procedures. This published data improves the transparency of the passengers' experience and allow us to monitor operators' progress on Complaints Handling Procedures, Disabled People's Protection Policies, and other consumer-related areas over time.

ORR produces guidance² to support TOCs in gathering and reporting on the Core Data they provide to ORR. The Core Data guidance is designed to ensure the quality and consistency of the data. ORR also reviews the Core Data requirements annually to ensure they remain relevant and well-targeted.

Following a consultation that featured regular engagement between ORR and TOCs, we are now issuing the revised guidance for 2019-20. A copy is attached to this letter.

It is important that TOCs follow the guidance and report accurately to demonstrate they are complying with their regulatory obligations. Therefore, once the 2019-20 guidance takes effect, we require you to confirm **by 19 April 2019** that **<train operator>** is providing data in accordance with the requirements of the guidance.

You are required to:

- Sign below and return this to rail.stats@orr.gov.uk by the requested date. The signed letter will then be published on our website.

¹ 'Core Data' is the term ORR uses to describe the primary compliance monitoring framework it employs to assess its licensees' compliance with their regulatory obligations in relation to passenger-facing activities.

² "Reference guide for ORR Core Data compliance reporting" ([link](#))

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Chris Atkinson

Head of Communications

Trenitalia c2c

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish extending to the right.

Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



Jane Spencer Contardo

Guest Experience Relations Manager

Caledonian Sleeper

Yours sincerely,

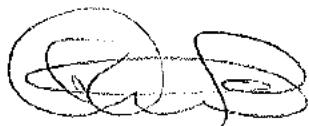


Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



Marc Costello

Contact Centre Manager

Chiltern Railways

Yours sincerely,



Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Please note, as per our previous discussions, we are a TOC who does not manage any stations. We are therefore unable to provide you with data relating to un-booked assistance as these are fulfilled by the applicable SFO on our behalf, in accordance with our Station Access Agreements.

Signed:



Emma Donnelly, Head of Customer Relations
CrossCountry

Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Vishaal Bagga

Head of Customer Experience

East Midlands Trains

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish at the end.

Marcus Clements

Head of Consumer Policy

- Sign below and return this to rail.stats@orr.gov.uk by the requested date. The signed letter will then be published on our website.

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



JULIE ALLAN
HEAD OF CUSTOMER RELATIONS
GOVIA THAMESLINK RAILWAY.
Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



Craig Alexander
Customer Policy Manager
Grand Central

Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

A handwritten signature in black ink, appearing to read 'Jason Ness', with a stylized, cursive script.

Jason Ness
Customer Relations General Manager
Great Western Railway

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marcus Clements', with a stylized, cursive script.

Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

A handwritten signature in black ink, appearing to be 'L. Flack'.

Lynsey Flack

Head of Customer Service – Contact Centre and Compliance
Greater Anglia

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements'.

Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



Heena Vora

Customer Relations Manager

Heathrow Express

Yours sincerely,



Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.



Signed:

Paul Jackson

Head of Business Development

Hull Trains

Yours sincerely,



Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Emma Vincent
Head of Customer Contact
LNER

Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Katrina Sewell

TfL Liaison and Uniforms Manager

Arriva Rail London

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a large, sweeping loop at the end.

Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

G Suligowski
Head of Customer Experience
Merseyrail


Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish extending to the right.

Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

A handwritten signature in black ink, appearing to be 'Martin Howard', written in a cursive style.

Martin Howard, Head of Customer Experience, Northern

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Marcus Clements', written in a cursive style.

Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed: *Joanne Ferguson*

Joanne Ferguson
Contracts and Policy Manager
Abellio ScotRail

Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed: *Daniel Blake*
Head of Customer Contacts
South Western Railway
[Signature] 9/6/2019

Daniel Blake
Head of Customer Contact
South Western Railway

Yours sincerely,



Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:



Alison Nolan

Head of Communications and Publicity

Southeastern

Yours sincerely,



Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Charlene Peirson

Customer relations advisor

TfL Rail

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', enclosed within a hand-drawn oval.

Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

A handwritten signature in black ink, appearing to be 'BL', followed by a period.

Barry Lloyd
Head of Customer Experience
Transport for Wales Rail Services

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MC', followed by a period.

Marcus Clements
Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Adam Fairclough

Head of Customer Experience Change

TransPennine Express

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish at the end.

Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

Jo Clay

Head of Customer Resolutions

Virgin Trains West Coast

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish at the end.

Marcus Clements

Head of Consumer Policy

I hereby confirm that the data we shall provide to ORR in meeting our 2019-20 Core Data reporting requirement shall accord with the terms and procedures set out in the guidance.

Signed:

A handwritten signature in black ink, appearing to read 'D Whitley', with a stylized, cursive script.

David Whitley

**Head of Customer Experience Strategy & Innovation
West Midlands Trains**

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M Clements', with a stylized, cursive script.

Marcus Clements

Head of Consumer Policy