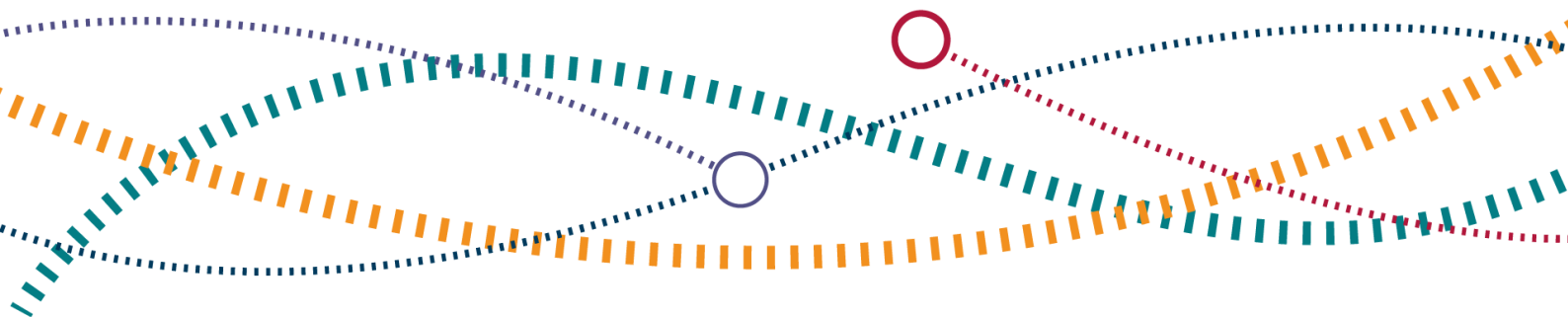




Network Rail Scotland's delivery of the CP7 Scottish Ministers' requirements – Year 2 of CP7

14 July 2026



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1. Executive summary

- 1.1 Legislation (paragraph 1D(2)(a) of Schedule 4A to the Railways Act 1993 (“the 1993 Act”) requires Scottish Ministers to provide information on what they want the rail industry to achieve regarding Scottish railway activities during each review period. For Control Period 7 (CP7- covering 1 April 2024 to 31 March 2029) the Scottish Ministers’ High Level Output Specification (or [HLOS](#)) included several requirements aimed at, but not limited to, improving performance, reducing journey times, growing rail freight, increasing capacity and capability of the Scottish rail network and delivering value for money for taxpayers.
- 1.2 In our PR23 final determination we set out obligations (see [Table C.1](#)) on Network Rail to reflect these HLOS requirements. Network Rail must deliver each obligation to the greatest extent reasonably practicable, having regard to all relevant circumstances. There are 87 requirements in total. Some requirements are treated as business as usual, but many have specific, targeted outputs to deliver the objectives listed in paragraph 1.1 above. This report primarily focuses on Network Rail’s delivery of those targeted outputs.
- 1.3 Network Rail Scotland and ScotRail work closely together through the ScotRail Alliance (the ‘Alliance’). Some of the HLOS requirements are joint deliverables between Network Rail Scotland and ScotRail (for example levels of performance and journey time improvements). Throughout Year 2 (2025-26) we have seen good collaboration between Network Rail Scotland and ScotRail on delivery of CP7 requirements.
- 1.4 As shown in the table below, the majority of requirements are currently on track to deliver, however there are two areas considered ‘at risk’.

Table 1.1 Progress of the 87 HLOS requirements

On Track or Complete (G)	Progress Work Started (A)	At Risk or Not on Track (R)
71	14	2

- 1.5 During Year 2, the trajectory for the Scotland Train Performance Measure (STPM) target to deliver 92.5% has been highlighted as an area at risk as the Alliance failed to meet their target. The second area at risk is delivery of freight growth.

2. Delivering for passengers and freight

Delivering a reliable service

- 2.1 The HLOS requires Network Rail Scotland to maintain its network in such a way that enables ScotRail to achieve a Scotland Train Performance Measure (STPM) target of 92.5% in each year of CP7. In the PR23 final determination, we said that we would set a baseline STPM at 92.5% for each year of CP7 and hold Network Rail Scotland to account for its contribution to it.
- 2.2 Network Rail Scotland must maintain its network to enable ScotRail to meet the 92.5% Scottish Train Performance Measure (STPM) target each year of CP7. Its CP7 Delivery Plan set out a trajectory to reach this target by Year 4, acknowledging that the required 3.1 percentage point improvement could not be achieved immediately at the start of CP7.
- 2.3 For Year 2, the Alliance agreed a STPM target of 90.7%. At the end of Year 2 STPM was 89.8%, 0.9 percentage points lower than the 90.7% target. The required rate of improvement in whole system performance is significant, and it places delivery of 92.5% STPM by Year 4 at risk. While STPM performance is below target, we note that, when assessed through consistent metrics, punctuality, reliability and delay for passengers in Scotland continue to compare favourably to each of the regions in England and Wales.
- 2.4 Cancellations fell to 2.1%, which was better than the 2.3% target and the lowest of any Network Rail region, highlighting Scotland's rail reliability despite the STPM recovery target not being met. This was recognised at the [Golden Whistle awards](#) in March 2026 where ScotRail won an award for the fewest regional cancellations.
- 2.5 The most significant causes of Network Rail delay that contributed to the STPM target being missed were fatalities, trespass and weather. In Year 2 there were also challenges with the reliability of signalling and overhead line assets, with delay associated with these assets also increasing from Year 1 to 2.
- 2.6 Performance during autumn was however notably better than in previous years, illustrated by the reduction in delay attributed to low adhesion, and a c.40% reduction in track circuit failures caused by leaf fall. We recognise that this improvement has been delivered through close collaboration with ScotRail to improve planning for autumn and single variable rate sanding enhancements on some ScotRail trains.

- 2.7 Throughout the year we have seen evidence of the steps that Network Rail Scotland is taking to increase reliability for passengers and freight operators, including:
- **A programme of interventions to deliver immediate and sustained improvements in Non-Track Assets.** As noted above, early in Year 2 saw a significant rise in delays from signalling and overhead line failures. In response, Network Rail Scotland implemented an action plan to identify and progress performance-enhancing infrastructure interventions (£20 million already authorised), address competence issues, and strengthen assurance.
 - **A joint Network Rail and ScotRail review examined how to improve performance management** beyond focusing on individual incidents or easily measurable asset impacts. It identified 51 commitments covering incident response and recovery, timetable improvements, culture, technology, and greater integration. We support these commitments, but delivering lasting change will require a strong culture of continuous learning and improvement, ensuring all staff understand their role in providing a reliable passenger service.
 - **Allocating funds to performance initiatives** - a £50m Scotland-targeted performance fund (£53.3m in cash terms) was included in the final determination. Good progress has been made, with 28 projects approved to date worth £40m. The largest scheme, North Clyde Integration (over £10m), was delivered in Year 2, and benefits are expected in Year 3.
- 2.8 While it is positive that several performance improvement initiatives are in place, we have discussed the risk of initiative overload. To address this, Network Rail Scotland and ScotRail has committed to establishing a programme management office to coordinate activity and improve efficiency. Effective delivery of this will be essential to achieve the necessary improvements for passengers and freight.
- 2.9 The HLOS also requires Network Rail Scotland to maintain its network in such a way:
- (a) to enable the operators of the Caledonian Sleeper to meet their Right Time target of 80%; and
 - (b) to recognise the performance requirements of other operators on the Scottish network.
- 2.10 Caledonian Sleeper punctuality performance remains above its target (82.75% against right time arrival target of 80%) but there has been a decline since Year 1. Persistent risks, including locomotive constraints, external incursions, and added operational pressures such as the complex shunting operation at Edinburgh and

new calls at Birmingham International (from December 2025), have had an impact on performance to passengers.

- 2.11 We met with Caledonian Sleeper during the year to understand how well Network Rail was supporting it. We found evidence of strong relationships with all the Network Rail routes Caledonian Sleeper operate on, and the operator gave examples of where Network Rail has taken positive action on its behalf. Key actions to improve performance include:
- **Edinburgh shunting improvements** – reviewing shunting processes and improving incident coding;
 - **Enhanced trespass and external risk mitigation** – new signage, upgraded fencing, and installation of bridge fans at high-risk locations such as Watford;
 - **Weather related response improvements** – identifying key severe weather incidents and reviewing operational procedures following major restrictions and impacts; and
 - **Strengthened recovery and incident management** – redrafting recovery protocols and holding targeted Level 2 meetings to address sleeper specific issues.
- 2.12 In terms of recognising the requirements of cross border operators (TransPennine Express, Cross Country, LNER, Avanti West Coast and Lumo), in preparation for the December 2025 timetable, the biggest timetable change on the East Coast Main Line in more than a decade, Network Rail Scotland worked closely with ScotRail and cross border operators to ensure preparedness for the change. Since then, the group has continued to meet every 4 weeks to discuss appropriate interventions during periods of disruption, to ensure a consistent response and the best outcomes for overall network performance, and ultimately passengers.

Reducing journey times

- 2.13 The HLOS requires Network Rail Scotland to continue to modernise its network and deliver competitive journey times against other modes of transport. The HLOS requires Network Rail to take full advantage of maintenance and renewal works and timetable development processes to enable ScotRail to achieve improved journey times without the need for enhancements.
- 2.14 Prior to the start of CP7, Network Rail Scotland provided a plan which included eight specific commitments to improve journey times across Scotland.

- 2.15 To support delivery of those commitments, Network Rail Scotland established new governance arrangements, including four-weekly Timetable Working Groups which report to a quarterly Strategic Timetabling Steering Group.
- 2.16 The governance of this group continues to work well to identify opportunities to reduce journey times on Scotland's Railway. There has been sustained strong collaboration between ScotRail and Network Rail Scotland in identifying both the challenges and possible solutions, supported also by Network Rail colleagues from the System Operator.
- 2.17 The Year 2 minutes per mile metric for the December 2025 timetable change was 1.737 against a target of 1.734. While the target was not achieved, there was improvement from Year 1 (after the December 2024 timetable change, the average journey time was 1.739 minutes per mile). The key drivers of this improvement after December 2025 include:
- **Service speed improvements** - faster journeys on InterCity routes (including Dundee–Glasgow and Aberdeen–Inverness) achieved through reduced pathing time, changing timetable planning rules, and retiming engineering trains.
 - **Timetable optimisation** - reduced journey times on the E&G line and increased service frequency on already fast Dunblane services.
 - **Main line timetable changes** - efficiency gains were made on North Berwick and Borders routes by reducing dwell times.

Improving customer satisfaction

- 2.18 The HLOS required that Network Rail Scotland is measured, as appropriate, against the same National Rail Passenger Survey (NRPS) targets as ScotRail Trains Ltd. and the Caledonian Sleeper Guest Satisfaction Survey particularly for 'Overall satisfaction' and 'How well the Train Operating Company dealt with disruption'. Following publication of the HLOS, NRPS was discontinued.
- 2.19 In July 2025 the Rail Customer Experience Survey (RCXS) was introduced, replacing NRPS. This is a new, industry-wide survey of rail customers' experiences, carried out by Transport Focus. ScotRail achieved a 92% rating in the latest [Rail Customer Experience Survey](#) (between October 2025 and March 2026). Satisfaction was highest in Scotland, compared to 89% in Wales and 87% in England.

Improving customer information systems

- 2.20 The Scottish Ministers specified that Network Rail Scotland should deliver a measurable improvement in customer experience by the end of CP7, through more consistent and improved Customer Information Systems (i.e. station information screens).
- 2.21 During Year 2 there were a number of improvements, including:
- Additional British Sign Language customer information screen at Motherwell.
 - Follow up on recommendations from Transport Focus on Information during disruption, the Long-Line Public Address (LLPA) system (a type of public address system designed to cover very large or geographically distributed areas) at Motherwell and in Ayrshire have been commissioned.
 - ScotRail secured funding to upgrade the LLPA and Customer Information screens to the Worldline protocol which will enable functionality to share train and route specific messages that will improve the customer experience and potentially performance at stations.
- 2.22 While important work on improving the provision of passenger information continues, one of the key indicators of success with the steps that Network Rail Scotland and ScotRail are taking is an improvement in customer satisfaction scores relating to the provision of information to passengers. The October 2025 - March 2026 RCXS results highlight improvement – overall satisfaction with information passengers receive on a train or at a station was highest for Scotland (90% and 92%, respectively).

Lifeline services for rural and remote communities

- 2.23 The Scottish Ministers specified Network Rail needed to identify and agree with operators and Transport Scotland those rural routes that require lifeline services – i.e. enhanced protection and recovery where reasonably and economically practicable during times of planned and unplanned disruption.
- 2.24 Network Rail Scotland continues to monitor its long-term Engineering Access Strategy and ensure that there is visibility of all access arrangements. This includes assessing the passenger impact of planned disruption, agreeing appropriate mitigations, and ensuring coordination across modes to prevent concurrent corridor closures.
- 2.25 Network Rail Scotland has regular engagement with Transport Scotland to discuss disruptive access proposals and resolve concerns. It recently set up quarterly

reviews with both Scotrail and Transport Scotland to review its access plan to make sure there is no road or rail conflict with lifeline services.

Supporting rail freight in Scotland

2.26 For CP7 Scottish Ministers specified several requirements relating to freight, including:

- Network Rail to provide a consistently high level of performance for the benefit of freight users in CP7 with Network Rail providing capability to ensure that the Freight Cancellations and Lateness (FCaL) measurement for freight trains on Scotland's railway does not exceed 5.5%;
- Network Rail to improve average speed of freight services;
- Network Rail to use all levers at its disposal to make rail freight attractive to businesses across Scotland, including simplifying its processes to attract third party investment and facilitate easier access to the railway, with a target of 8.7% freight growth by the end of CP7;
- Network Rail to aim to achieve a higher rail freight growth rate, based on experience of successful collaboration within the freight sector, with an expectation that a higher growth rate, closer to 10% may reasonably be achievable; and
- Network Rail to produce and develop collaboratively and consult on a longer-term rail freight growth strategy by halfway point of CP7.

Freight performance

2.27 FCaL measures the percentage of commercial freight services that are either: cancelled by Network Rail or another operator that is not a commercial freight operator; or arrive at their planned destination 15 minutes or more after their booked arrival time with 15 minutes or more delay caused by Network Rail or another operator that is not a commercial freight operator.

2.28 In Year 2, 5.7% of freight trains arrived 15 minutes or more late due to a Network Rail or Passenger Train Operating Company reason in 2025-2026. This is 0.2 percentage points worse than the HLOS target. In Year 2, FCaL was impacted by more delay causing incidents when compared to Year 1. The top 3 categories for delay minutes were severe weather, external fatalities and trespass and other weather.

- 2.29 We also measure freight performance by freight cancellations, and in Year 2 0.8% of freight trains were cancelled in Scotland due to a Network Rail or Passenger Train Operating Company, which is significantly better than target (1.4%).

Improving average speed of freight in Scotland

- 2.30 By the end of Year 2, the moving annual average speed of freight in Scotland had fallen to 35.31 miles per hour, marking a decline from 36.71 miles per hour at the end of Year 1. During Year 2, Network Rail reported that the loss of Royal Mail Class 1 services has had an impact on average speed figures compared with base line and Year 1.
- 2.31 Network Rail's Timetable working group continues to evidence that it is working with rail freight colleagues to identify opportunities to improve average speed for freight. For example, during Year 2, it worked with Colas to significantly reduce its journey time from the Caledonian Paper Mill in Irvine to Kingmoor Yard at Carlisle by 2 hours and 25 minutes (original journey time was 4 hours and 21 minutes).
- 2.32 There was also a major upgrade at Burnhouse in Mossend, near Motherwell which has resulted in higher train speeds (from 5mph to 15mph through up and down loops) and improved reliability at this critical freight terminal. These speed improvements were funded via the targeted performance fund.

Growing rail freight to support the environment and the economy

- 2.33 Freight growth underperformed, with a 1.6% contraction in volumes (missing the growth target by 36.6 million net tonne kilometres). This was mainly due to economic challenges and the loss of around 87 million net tonne kilometres following the Petroineos Grangemouth refinery closure, alongside Royal Mail and Stobart traffic losses. Excluding Petroineos from the CP7 baseline, Network Rail Scotland would have achieved 1.2% above the target.
- 2.34 Despite economic challenges, Network Rail Scotland has been proactive, delivering around 49 million net tonne kilometres of rail freight that did not exist in the baseline year (2023-24), mainly from increased volumes by existing customers, especially in intermodal services. Productivity gains, including a 40%+ reduction in empty wagon movements, have supported this. While not new traffic, this highlights that the team is working with customers to maximise existing freight volumes.
- 2.35 Network Rail Scotland continues to engage closely with Scotland's freight sector, supporting new opportunities. This includes work with West Fraser to develop a freight terminal at Dalcross, with first services due in May 2026. Infrastructure

upgrades at Mossend, Scotland's main rail freight hub, handling 85% of services, have also improved reliability and increased loop line speeds from 5mph to 15mph as discussed above.

- 2.36 While freight growth is currently below target, the available evidence shows Network Rail Scotland is actively developing future opportunities to help achieve the CP7 goal of 8.7% growth. For example, they recently partnered with the Rail Freight Group at the All Energy Conference in Glasgow to promote rail freight to Scotland's energy sector. It has also identified potential growth opportunities through to the end of CP7, though many remain uncertain due to early-stage development and external factors such as planning decisions and customer investment. It is important that Network Rail Scotland continues to use all available levers to help maximise the chance of bringing potential new freight flows into fruition.

Longer term strategy for freight

- 2.37 During Year 2 Network Rail Scotland progressed drafting of the longer-term strategy for rail freight. The strategy considers policy and operational choices which could unlock rail freight growth out to 2045 with the aim of reducing long-distance HGV movements in line with Scotland's decarbonisation, economic resilience equity ambitions.
- 2.38 In developing the strategy, Network Rail has collaborated with rail freight colleagues, hosting a series of workshops to gather views. Several drafts of the long-term strategy were shared, and Network Rail Scotland has continued to refine the document. At the time of writing this report, Network Rail is finalising the strategy with the aim of finalising it in the coming months.

3. Delivering for charter and heritage trains

3.1 The HLOS required:

- Network Rail, working with Scottish Rail Holdings and ScotRail to produce a strategy by 31 March 2024 to promote and facilitate charter train operations in Scotland; and
- Network Rail Scotland to ensure that structural clearance on routes that charter and heritage trains use, removing the need for annual reapplication for authority to run vehicles on these routes.

Strategy for Charter and Heritage train operations

3.2 Following consultation with charter and heritage operators, Transport Scotland and ScotRail, Network Rail Scotland produced its 'Strategy for Charter and Heritage Trains' on 31 March 2024. The aim of this strategy was to support charter trains on Scotland's Railway by making it easier to plan and operate a charter service in Scotland.

3.3 The strategy was accompanied by a delivery plan. Key deliverables include:

- Identifying the priority corridors for charter services and ensure the potential for charter paths are considered when timetables are developed;
- Raising awareness of the pathing needs of charter services with timetabling teams which Network Rail Scotland has done through its timetabling working group;
- Developing a list of assets which are critical to charter operators;
- Raising awareness of the needs of charter services with station staff and ensure local signalling requirements for charter services are known and considered ahead of the day of operation;
- Better understanding health and safety hotspots as well as possible mitigations that can be put in place;
- Developing a list of facilities required by charter operators and identifying whether there are missing or inaccessible facilities at key locations which are preventing charter services from operating;

- Working with charter operators to identify their needs for providing onward travel, and identify how Scotland's Railway can support these; and
- Developing metrics for the economic, social and cultural impact of charter services.

- 3.4 In Year 2 Network Rail Scotland has taken a number of steps to support rail charter operations across Scotland. These include enhancing engagement with charter operators ahead of services running to better understand their operational requirements and help facilitate smoother on-the-day performance. It has also increased collaboration with operators regarding future engineering works and possessions to improve planning and minimise disruption where possible. Internally, Network Rail Scotland has raised staff awareness of the important contribution that charter services make to Scotland's economy. In addition, engagement with Route Asset Management teams has been strengthened to promote lineside safety and ensure greater awareness of infrastructure assets that are critical to the successful operation of charter services.
- 3.5 On 26 February 2026, Network Rail Scotland hosted its 'Scotland's Railway Train Charter Market Conference 2026' in Linlithgow, which was well attended. At the conference Network Rail gave updates to the progress made on its delivery plan and there were presentations on specific issues. This included vegetation management, access and planning, and its commitment to support charter operators to explore future opportunities or seek resolution of issues – for example improving conditions at stations. There were also presentations from external organisations including Belmond (to discuss the continued investment in the Royal Scotsman) and VisitScotland to discuss trends in the global tourism market and the importance of rail in enabling tourism in Scotland.

Annual reapplication process

- 3.6 The Scottish Ministers' specification sought to eliminate the need for Charter and Heritage operators to reapply for annual authority to run vehicles on previously authorised routes.
- 3.7 Network Rail Scotland has explained that annual certification is a safety requirement as part of its standards and must be adhered to. However, since the start of CP7 it has sought to make the annual reapplication process much simpler. Existing certification can now be rolled over, subject to a two-way confirmation of no material change to infrastructure capabilities and vehicles. Network Rail Scotland has reported that Heritage and Charter customers are satisfied with the embedded process and the support of the Network Rail Scotland Gauging team.

4. Net zero, climate change, resilience and adaptations

4.1 The Scottish Ministers specified several requirements relating to increasing the resilience of the railway in Scotland, making it more robust to the impacts of climate change. This includes:

- Continuing to deliver a sustainability strategy which makes progress towards net zero including the Scottish Government interim and subsequent climate change targets (2030 and 2045 respectively);
- Reducing carbon emissions; reporting progress on scope 1 and 2 emissions and developing and reporting on a metric for scope 3 emissions;
- Maximising the benefit of planned asset renewals so that they improve resilience;
- Evolving its Weather Resilience and Climate Change Adaptation (WRCCA) strategy to include threats from and mitigations for changes in weather patterns;
- Working in partnership with Scottish Rail Holdings, ScotRail and other stakeholders to deliver its climate change adaptation objectives while contributing to related Scottish Government objectives included in the National Transport Strategy; and
- In conjunction with the Rail Safety and Standards Board, undertake a detailed and systematic risk assessment of the planned mitigating controls, including operational responses, that relate to environmental-related failures of earthworks, drainage or structures and address any areas of weakness identified.

Scope 1 and 2 carbon emissions

4.2 The Carbon emissions scope 1 and 2 measure is as defined under the Greenhouse Gas Protocol. Scope 1 emissions are all direct emissions from the activities of Network Rail or under its control including fuel (oil, gas) combustion on site such as gas boilers for heating and fuel for fleet vehicles. Scope 2 emissions are all indirect emissions arising from the generation of electricity purchased and used by Network Rail.

- 4.3 Last year, we raised concerns regarding Network Rail Scotland's delivery against its Scope 1 and 2 emissions reduction targets, with performance significantly below expectations. Year 2 data indicates a notable improvement, with reductions now exceeding target (a 9.5 percentage point reduction against an 8.6 percentage point target). A significant proportion of this improvement is attributable to national grid decarbonisation, with the remainder driven by Network Rail Scotland's own initiatives.
- 4.4 Network Rail Scotland has advised that it needs to deliver on two important areas to secure delivery of future carbon emission reductions, including a programme of building energy efficiency upgrades within Network Rail owned buildings and managed stations and decarbonising road fleet.
- 4.5 In Year 2, Network Rail Scotland focused on upgrading LED lighting in signal boxes but there are more complex building upgrades still to be delivered, with significant investment planned later in CP7 (including a large single lighting replacement project at Edinburgh Waverley station). At the end of Year 2, electric vehicles make up just 6.3% of the Scottish fleet. While this is lower than some of the other Network Rail regions, we are encouraged that Network Rail Scotland's plans are forecasting a significant increase in electric vehicles by the end of Year 3.

A new metric to report scope 3 carbon emissions

- 4.6 Scope 3 emissions are all other indirect emissions from sources that Network Rail Scotland does not own or control, including business travel, production and supply of goods, products and materials in the supply chain, waste and water.
- 4.7 At the time of the publication of the CP7 Delivery Plan (April 2024), Network Rail Scotland shared its proposed methodology and trajectory of Scope 3 carbon emission reductions for Scotland for each year of CP7.
- 4.8 During Year 2 Network Rail Scotland submitted its final baseline emissions (including calculation methodology) and a CP7 trajectory of annual reductions in emissions. It submitted a change request to ORR to revise the initial trajectory included in the Delivery Plan and consulted Transport Scotland. Network Rail Scotland chose to calculate its baselines and forecasts based on four categories. The categories are 'Capital Goods', 'Purchased Goods and Services', 'Waste generated in Operations' and 'Business Travel'. These categories are considered to be within Network Rail Scotland's control to influence; they can be linked to spend data; and they make up the majority of its scope 3 emissions. This change was [agreed](#) in September 2025.

- 4.9 Network Rail Scotland has outperformed its Year 2 Scope 3 carbon emission reduction target, achieving 7.5% against a target of 6%. Network Rail should now look to incorporate progress being made with infrastructure carbon reporting into its Scope 3 forecasting for the remainder of CP7, identify opportunities to reduce Scope 3 emissions associated with capital goods, and identify ways to report Scope 3 emissions for each pound spent or unit/volume of material procured to demonstrate reducing carbon intensity.

Asset interventions to improve resilience

- 4.10 Network Rail Scotland has delivered the following schemes during the year:

- **Drainage** - several schemes have been delivered in Year 2 across Scotland, such as Old Kinadlidge in Aberdeenshire and Stromferry. Shotts Golf Course scheme has been rephased to Year 3 to allow for efficiencies to be delivered through access. This led to Cove Bay, Longbedholme and Den Kirk being accelerated into the Year 2.

Alongside drainage renewal schemes, Network Rail Scotland has continued to improve its management of drainage asset condition, through routine inspection and maintenance.

- **Earthworks** – Network Rail Scotland completed its earthworks-related actions in the WRCCA plan. This includes soil cuttings at key locations such as Falls of Cruachan, Cloffinburn and Polmont, soil embankments at River Garry on the Inverness section of the Highland Main Line, and rock cuttings at sites such as Falls of Cruachan Rock, Longbedholm and Nether Howcleuch.

For Year 3, the earthworks projects set out as actions within the WRCAA plan have been remitted and design-signed off, enabling a clear pipeline of delivery. Planned start-on-site dates are set from the start of Year 3 onwards at locations including Carmont, Broom Road, Shotts and Harthope, with further progression to Carmont North expected from August 2026.

Weather resilience plans

- 4.11 At the start of CP7, Network Rail published the '[Climate Ready Plan](#)', which merged ScotRail's Climate Change Adaptation Plan with Network Rail's WRCCA plan to create an inclusive approach to addressing the impacts of the changing climate across Scotland's Railway. Its primary objective is to increase the railway's adaptation capability maturity score (from 2.5 to 4 as measured by the Rail Safety and Standards Board (RSSB) rail sector adaptation capacity assessment, by 2029).

4.12 The Alliance has made good progress delivering activities from this plan in Year 2, including:

- **Adaption Pathways Programme:** completed the strategic phase of its adaptation pathways programme, identifying vulnerable locations for further assessment and adaptation planning. It has mobilised the next phase of its adaptation pathways, local optioneering assessments for the sub-set of the locations identified in the 'strategic' phase.
- **Improved Climate Risk Knowledge:** scoped and mobilised a range of climate intelligence and insight projects, including expansion and improvement of the weather observations to add in new weather variables (such as wind), analysis of relationships between asset failures and weather conditions to incorporate climate change impact into asset degradation models, and procurement and analysis of historic lightning strike observations.
- **Weather Data and Analytics:** developed three complex multi-hazard weather scenarios in collaboration with the Met Office and the University of Strathclyde to support business continuity planning and assessment of risk interdependencies;
- **Cross-sector Collaboration:** developed a scope of works for a climate-related risk interdependencies assessment of critical infrastructure in Scotland, with funding commitments secured from multiple infrastructure partners; co-published a multi-sector review of Storm Eowyn in Nature in partnership with University of Strathclyde, SSEN, SPEN, Scottish Water, OpenReach and Met Office.

Risk assessment of the planned mitigating controls

- 4.13 Following the tragic passenger train accident at Carmont in August 2020, the Rail Accident Investigation Branch (RAIB) made 20 recommendations for the improvement of railway safety. One recommendation ('Recommendation 10') was for Network Rail to identify and address further areas of weakness in the mitigating controls that relate to weather-related failures of earthworks, drainage and structures.
- 4.14 Network Rail proposed closure of the recommendation in August 2024. We rejected its proposed closure, as there was no evidence of an independent assessment (either by RSSB or expert specialists) of the robustness of mitigating controls relating to weather-related failures of earthworks, drainage and structures.
- 4.15 Following a request from Network Rail in May 2026, RSSB has agreed the following scope of work to conduct that assessment which will include:

- A review of the work undertaken in response to the four Carmont reports (by Lord Mair and Dame Slingo, RAIB and Network Rail's own internal investigation). To confirm that Network Rail has followed a process, with suitable governance, to prioritise and act on recommendations. An initial account will be provided at the start of the commission and further information provided through the commission as required;
- A review of the current risk bowties (a type of risk analysis to show the relationship between risk controls and the hazards they intend to prevent) for earthworks, drainage & lineside. Confirm the bowties have been updated (or created) since August 2020 and reflect the work described in the reports referred to above;
- Using Network Rail's previous Recommendation 10 closure submission as a baseline, undertake sample testing of Route Integrated Weather Management Plans and Asset Adverse/Extreme Weather Plans to confirm they are effective measures to control the risk so far as reasonably practicable; and
- Suggest further improvements, where applicable, that Network Rail can use to appraise their future workbank and/or initiate new work.

4.16 Once completed, RSSB will advise Network Rail of the outcome of its review, we will then decide whether Recommendation 10 can be closed, or if further work is required by Network Rail.

5. Engineering and Asset Management requirements

5.1 The Scottish Ministers required Network Rail Scotland to:

- continue to deliver and further develop the agreed efficient electrification technical specification;
- adopt an asset management strategy (including policies and operational practice) focussed on safety, reliability, resilience, sustainability, and value for money which reflects users' needs and aligns with Scottish Ministers' priorities;
- ensure accurate asset data (at minimum A2 standard) and appropriate Network Capability statements to allow customers to make informed business decisions;
- collaborate with the public sector in Scotland on opportunities to facilitate the use of existing railway assets to support the Scottish Ministers' digital connectivity agenda and the enhanced rollout of broadband and mobile telecommunications coverage for the benefit of passengers, communities and businesses;
- provide a signalling strategy to Scottish Ministers by March 2024; and
- maintain structural clearance (i.e. the gap between trains and infrastructure), restoring any clearance that has deteriorated, as well as ensuring structural clearance for the Scottish Gauge requirement is maintained throughout the Scottish rail network on a timescale consistent with available funding.

Facilitating efficient electrification

5.2 Network Rail Scotland continue to deliver electrification schemes efficiently. In Year 2, a significant milestone was delivery of the East Kilbride Enhancement Project in December 2025, delivering route electrification between Glasgow and East Kilbride. In addition, enabling works were delivered successfully in January 2026 between Haymarket and Dalmeny as part of the Fife Electrification project. These works support the Scottish Government's wider £342 million programme to introduce battery-electric trains and electrify key sections of the Fife and Borders routes.

5.3 The efficient electrification technical specification remains a live document, updated via a working group responsible for capturing all local and national

learnings. In a Modern Railways [article](#) in May 2025, Network Rail Scotland reported that Scotland's rolling electrification programme has cut costs by about 26%, with unit costs falling from around £2.7 million per single-track km to about £2.0 million over the past 5 years. This compares favourably to unit rates in England and Wales. The 26% reduction is not from a single technological breakthrough; it's mainly due to process efficiency, including continuous delivery (which allows the supply chain to plan long-term, invest in equipment, and avoid risk premiums), retained expertise and standardisation.

Asset management strategies

5.4 Network Rail's asset management strategies have two main purposes, they:

- summarise the high-level objectives and targets for the infrastructure for CP7; and
- define what needs to be done to improve Network Rail's asset management capability both to deliver these requirements and to achieve a level of asset management maturity that is at least as good as the best comparable organisations in the UK.

5.5 In its CP7 business plan, Network Rail Scotland committed to maintaining and updating its Asset Management Strategies and Regional Asset Management Plan documents throughout CP7.

5.6 Network Rail Scotland recently reported that its Asset Strategies for Year 3 reflect progress in Year 2 and changes to its plans. The strategies also identify how each asset class supports delivery of CP7 HLOS requirements. Network Rail Scotland recently reported that it had reviewed each of its Asset Class Strategies during the year and updated them as required. Regional plans have also been reviewed and updated to reflect delivery progress and any changes that are needed. This includes a review of both renewals and maintenance volumes against the original Delivery Plan. As delivery has been strong in the first two years of CP7, changes to Network Rail Scotland's plans have been minimal and it is forecast to deliver the original volumes committed to in the 2024 Delivery plan.

Accurate asset data

5.7 Network Rail Scotland reported its data quality had achieved 100% A2 compliance across all categories (drainage, earthworks, electrical power, signalling, structures, and track).

5.8 In Year 2, Network Rail Scotland worked with Transport Scotland on new Network Capability Statements. The purpose of these statements is to provide introductory

information to potential customers about Scotland's railway infrastructure, describing current capability and future investment.

Digital connectivity

- 5.9 Network Rail has partnered Neos Networks and Freshwave to drive improvements in Britain's telecoms infrastructure (on a scheme called Project Reach). Improvements delivered by Project Reach will enhance 4G/5G connectivity on trains and in stations and tackle signal blackspots in tunnels. Network Rail has reported that in Year 3 in Scotland, both Glasgow Central and Edinburgh Waverley stations will be getting 5G capacity improvements, which will be followed by tunnel coverage improvements near Edinburgh.
- 5.10 In terms of delivery beyond Year 3, Network Rail has reported that high count fibre cable that will enable ultra-fast connections will start to be installed between Edinburgh and Dundee in 2027, with expected completion in 2029. Fibre cable installation on other routes in Scotland will then be factored into Network Rail's plans for the next funding period (i.e. post 2029).

Signalling strategy for Scotland

- 5.11 Network Rail Scotland has published its signalling strategy (titled, '[Signalling Scotland's Future](#)'). The objective of this is to deliver proportional business cases, per line of route, for the type of train control solution, considering factors such as social economic profile, economic growth of the line of route, rolling stock procurement strategies, asset condition constraints and major enhancement and renewal investments.
- 5.12 Network Rail Scotland has confirmed the strategy remains appropriate for Year 3 of CP7 and it has committed to undertake a review of it as Transport Scotland's fleet transition strategy progresses (details of future procurement detailed below in Section 6).

Infrastructure gauge maintenance and assurance

Maintaining structural clearance capability

- 5.13 In its CP7 delivery plan, Network Rail Scotland committed to maintain up-to-date asset gauging information and apply its track design process through structures and platforms on all routes in Scotland, in line with Network Rail standards. It also committed to annually assuring that the permanent and temporary gauge capabilities of its network had not deteriorated.

5.14 To support this requirement, Network Rail Scotland has continued to take steps to ensure gauge capability data remains up to date. Activities to strengthen that capability include:

- In Year 2, a data cleanse exercise was carried out removing around 1,700 structures to make sure the database is accurate and up to date. This was supported by improved technology. Network Rail Scotland asked all Track Maintenance Engineers to use a new device called the GEDO trolley (a small, wheeled device that runs along the rails and uses sensors to scan and measure the track and its surroundings to survey structures). This equipment provides more accurate information because it continuously scans the entire structure, instead of relying on older methods like platform gauges or laser sweeps, which only capture limited data.
- Network Rail Scotland is progressing train-borne monitoring through several initiatives. A visual inspection unit, based on a Class 153 vehicle, is currently in production and is planned to be operational by mid-Year 3. This unit will be equipped with Cordel LiDAR technology - a specialised railway inspection system developed by Cordel Group, which uses LiDAR (Light Detection and Ranging) combined with cameras, positioning systems to monitor and analyse railway infrastructure. Cordel continues to develop the AI capability needed to process the collected data. In addition, Cordel has been contracted to deliver approximately 450 miles of data collection per period. This will help address the forecast compliance gap in Railway Infrastructure Alignment Acquisition System data.
- Programme management arrangements are in place to support the rollout of training and guidance to local delivery units, all of which are now confidently using new technology. This has enabled a transition away from traditional methods, improving the approach to gauging by not only assessing clearance but also providing insight into track geometry and overall track quality. The enhanced capability is already being applied at locations such as Portobello Junction, Lenzie, and Kirknewton platforms. Crucially, the focus has shifted from simply collecting measurements to using the data to identify and prioritise the interventions required to improve the infrastructure.
- A new Rail Industry Standard (RIS-2774-RST) has been officially issued and came into force in December 2025. It introduces probabilistic gauge methodologies instead of using conservative “worst-case” assumptions for clearance between train and infrastructure. It is mainly aimed at new trains, with potential for wider use in maintenance, but Network Rail is still working out how to adopt it, while some projects are starting to trial it.

The new standard uses statistical / risk-based approaches (i.e. likelihood of contact rather than absolute margins). Network Rail Scotland has not yet fully embedded the standard but is considering how to apply these probabilistic methods to maintenance decisions for example: assessing track wear, movement, or asset tolerances over time. Network Rail has said that it may apply the standard for the Fife decarbonisation project.

- 5.15 Network Rail Scotland confirmed that there have not been any operator complaints during Year 2 relating to network capability, which illustrates that it is meeting its customer requirements.

Structure clearance for the Scottish Gauge requirement

- 5.16 Rail Industry [standards](#) require that prior to introduction, the compatibility of new rolling stock with the network has to be demonstrated, for example with gauge and structural clearance.
- 5.17 The Scottish Ministers' CP7 HLOS requires Network Rail Scotland to continue to refine its approach to delivering a 'Scottish Passenger Vehicle Gauge' (expressed as 'SG1' and 'SG2' in Network Rail Scotland's Delivery Plan). The ultimate aim of this is to improve the efficient network-wide operation of available rolling stock and reduce the cross-industry time and cost of vehicle introductions and cascades.
- 5.18 Network Rail has agreed to upgrade certain key routes so they can accommodate a defined set of vehicles, and this is reflected in Network Rail Scotland's Network Enhancement / Engineering / Specification plan. Looking ahead, Network Rail is continuing to work with Transport Scotland to review what can be realistically delivered across the rest of CP7. To support this, Network Rail Scotland appointed an independent expert in January 2026 to help inform these discussions.

6. Infrastructure readiness for new rolling stock

- 6.1 The Scottish Ministers specified requirements relating to ensuring Network Rail Scotland supports the efficient introduction of new rolling stock, including:
- maintaining infrastructure asset capability and assured data about this capability, enabling operators to rely on it when specifying, designing, and introducing new rolling stock;
 - working with ScotRail and Scottish Rail Holdings to produce and update a plan to ensure the infrastructure is ready for the introduction of new trains;
 - with ScotRail and Scottish Rail Holdings, work with suppliers to develop and provide timeous, detailed, route-specific interface specifications with all infrastructure sub-systems and cooperate to develop cost-effective railway system solutions to any technical incompatibility identified;
 - ensure that the time between acquisition of new trains and deployment to available infrastructure is minimised and that delivery and introduction of new trains is seamless;
 - cooperate with the specification of infrastructure monitoring equipment to be fitted to the new rolling stock to facilitate the quality, effectiveness and efficiency of infrastructure inspection and maintenance; and
 - cooperate with the development of a depot and stabling capability plan.

Planning for introduction of new rolling stock

- 6.2 Network Rail Scotland, ScotRail and Scottish Rail Holdings are managing the investment and fleet replacement plan through the Integrated Pipeline which is published quarterly and reviewed regularly with Transport Scotland. We have observed collaborative working between all parties.
- 6.3 There have been several important developments relating to the introduction of new rolling stock in Year 2, including:
- The final business case for the infrastructure needed to facilitate the Suburban fleet replacement was completed in July 2025.
 - The Scottish Government announced in September 2025 the procurement of 69 new battery electric trains as part of the £342m investment in the Fife and

Borders routes. The Contract Notice for the manufacturer procurement was issued in November 2025. In parallel, the subsequent phase of the financing procurement commenced in February 2026.

- In November 2025 Transport Scotland published its new rolling stock strategy [Rail Recharged: Scotland's Fleet Transition Strategy - Delivering a Modern Fleet for a Connected Scotland](#).
- As part of this strategy in March 2026, it was announced that twenty-two Class-222 trains will replace the HST fleet with the first trains due to enter into service by late 2027. The trains will undergo an extensive £80 million overhaul and refurbishment prior to delivery to ScotRail, supported by £67 million of Scottish Government investment.

- 6.4 Accurate infrastructure data is essential to ensure that the procurement of new trains is based on the most up to date information. This should reduce the risk of retrospective changes which can impact the service provided to passengers and increase costs.
- 6.5 At the time of the final determination, Network Rail Scotland committed to a collaborative industry process to review, update and re-issue the Train Infrastructure Interface Specification (TIIS) for Scotland's Railway. This is a multi-disciplinary document which aims to establish a baseline of industry understanding to inform future proposals. It contains relevant information applicable to the geographical area in where new rolling stock is to be deployed.
- 6.6 The initial version of the TIIS was presented to ScotRail in 2022. Since then, Network Rail has worked with ScotRail and Scottish Rail Holdings to refine the TIIS and maintained dedicated working groups to ensure swift resolution of issues as and when they arise. Network Rail intends to have a final, agreed version of the TIIS for the next stage of procurement for the Suburban fleet Invitation to Negotiate (ITN).
- 6.7 Network Rail plan to upgrade the TIIS for future fleet procurement, incorporating learning from current fleet procurement (Intercity and Suburban).

Infrastructure readiness for the introduction of new rolling stock

- 6.8 Network Rail Scotland has improved governance for the Suburban fleet introduction which should ensure that any infrastructure changes that may be necessary are completed in time for the introduction of the new fleet.
- 6.9 Separately, Network Rail Scotland has assured us that it is working with ScotRail to make sure that the TIIS provides ScotRail with network capability data to allow it

to procure the new fleet with confidence. ScotRail confirmed to us that Network Rail is providing what it needs for fleet procurement.

Infrastructure monitoring

- 6.10 A list of infrastructure monitoring capabilities for consideration on new service trains has been developed and Network Rail's aspirations for new fleet procurement are articulated in TIIS document. Network Rail and ScotRail continue to work on emerging technologies in this area.

Depot and stabling capability plan

- 6.11 Network Rail Scotland is working with ScotRail to develop a depot and stabling capability plan which is governed through the Long-Term Rolling Stock Working Group. Network Rail is working with ScotRail's Depot & Stabling Strategy Manager to confirm and develop the detailed requirements for the projects already identified to be delivered.
- 6.12 Work continues on key depot locations to be used for the InterCity Transition fleet, governed through the InterCity Integration Group.

7. Financial sustainability – meeting the net cost challenge of Scotland’s rail sector

7.1 The Scottish Ministers specified several requirements relating to how they expect Network Rail Scotland to meet the net cost challenge of rail in Scotland. This includes:

- delivering efficiency to improve the net cost and financial sustainability of the Scottish rail system. This includes working with ScotRail (and cross-border passenger and freight operators as appropriate), to develop a whole industry financial view for each route;
- supporting secure rail industry employment within Scotland through steady work-banks, avoiding peaks and troughs in activity;
- fully exploiting timetable/service-based opportunities and rolling stock options to derive maximum utility from the existing network;
- focusing on efficient and affordable investment in infrastructure, in the right location and at the right time to limit the impact on passengers and freight customers and drive down costs;
- maintaining and enhancing a contracting strategy that recognises the value of using local products and providers in delivering greater sustainability and seeks to create a cluster of rail capability in Scotland;
- maximising benefits resulting from on-site activities, such as sharing possessions, access, on-site costs, compounds etc; and
- improving transparency on renewals work to support tracking of planned versus actual costs and enable comparison against rail industry benchmarked unit costs across the UK, Europe etc.

Delivering efficiency to improve the net cost of the whole Scottish rail system

7.2 Network Rail Scotland has made good progress delivering efficiencies in Year 2, achieving £79 million of savings, 27% more than the target of £62 million. Delivery benefited from strong workbank planning, improved contract negotiations with suppliers and more efficient use of access – underpinned by the relative stability of the delivery plan. While over 70% (£276 million) of the £389 million efficiency

target remains to be delivered in the final three years, current progress indicates the target is not at risk.

- 7.3 Leading indicators suggest that Network Rail Scotland is well prepared for delivery in Year 3. Efficiency plans are 95% developed, renewals remits issued and accepted by the supply chain are at 95%, above the national average, and 127% of required access has been secured to deliver the planned work. Scotland has benefited from a relatively stable delivery plan compared to England and Wales, enabling earlier efficiency gains and a flatter trajectory later in CP7. This aligns with our independent reporter's recommendations.
- 7.4 In terms of calculating the net cost of the railway, Network Rail Scotland and ScotRail continue to provide a monthly profit and loss update to the Alliance Board. Network Rail and ScotRail tested use of the GBR finance model but ongoing consistency issues with other reporting made this challenging. Issues have been discussed with the GBR finance team and amendments to reporting are being progressed. Network Rail Scotland has said that end of year key metrics show the net cost of the railway has remained stable in real terms, but further analysis is needed to confirm this position.

Producing stable workbanks

- 7.5 Network Rail Scotland has shared its CP7 renewals workbank with its supply chain to enable effective planning and efficient delivery. It is working with the supply chain to schedule works across CP7 to smooth resource, generate efficiency and minimise passenger disruption.
- 7.6 Network Rail Scotland reports that it regularly shares information with the supply chain, and positively, has had positive feedback from industry bodies with respect to this. We have heard similar positive feedback from the Rail Industry Association (RIA) during Year 2.
- 7.7 During Year 2, Network Rail Scotland undertook a review of all asset classes for the remaining years of CP7. It resulted in some changes to the scheduling of renewals through a better understanding of how asset disciplines could integrate and, for example, optimise the use of planned possessions. We have previously noted the large volume of signalling work forecast to be delivered in the last year of CP7, this has now been reprogrammed with more volumes planned into year 3 to smooth the profile. As part of its review, Network Rail Scotland worked with the supply chain to provided further efficiency through packaging of works, which is a positive in the current economic climate.

- 7.8 Overall, we consider the review of all asset classes for the remaining years of CP7 will provide greater confidence in deliverability of planned work and it should increase the resilience and stability of the plan for the remainder of CP7.

Exploiting timetable/service-based opportunities and rolling stock options

- 7.9 During the year, Network Rail Scotland has demonstrated where it has considered performance impact during the development of the timetable, with the December 2025 timetable undergoing significant performance stress testing and evidence of optioneering for the North Clyde timetable (which will take effect from December 2026).
- 7.10 There has been good collaboration between Network Rail Scotland and ScotRail, effectively using combined resources to identify opportunities to improve the timetable without the need for infrastructure spend. This was demonstrated through the changes in the May 2026 timetable – which introduced additional services for ScotRail between Edinburgh Waverley and North Berwick / Leven / Aberdeen as well as key connecting services from Ayr to Glasgow Central (on Sundays), all with minimal or no infrastructure interventions.
- 7.11 These activities align with a wider Network Performance Board and Network Rail (System Operator) focus on strengthening performance, using performance modelling to support future timetable changes.

Maximising benefits from on-site activities

- 7.12 Network Rail Scotland demonstrated results from its Integrated Planning Office (IPO), including the three week blockade in June 2025 in the Far North Line which allowed delivery of large renewals volumes and maintenance, exploiting a safer, more effective and more efficient possession of the line.
- 7.13 The IPO is supporting the application of a Decision Impact Assessment Model (DIAM). DIAM is the process of assessing disruptive access proposals, enabling Network Rail Scotland to better understand the affordability of access to industry as a whole and the impact to its passengers and freight. DIAM was used to help assess options for multi-year Access Strategies on the Glasgow North Electrics, primarily for Electrical and Plant Renewals, but with other Asset Renewals integrated.
- 7.14 As set out above, during Year 2, Network Rail Scotland completed a significant review of all asset classes for the remaining years of CP7. As part of this review, Network Rail Scotland sought to identify where it could optimise the use of possessions.

Maintaining and enhancing contracting strategies that recognise the value of using local products

- 7.15 Network Rail Scotland has established a collaborative, system-wide approach to supporting small and medium-sized enterprises (SMEs), working closely with the Rail Cluster Builder, Scottish Engineering and eight Tier 1 suppliers. Through targeted engagement events, buyer forums, networking opportunities and streamlined onboarding processes, Network Rail Scotland aims to provide SMEs with better access opportunities while improving understanding of the challenges faced by smaller businesses.
- 7.16 By adopting a “right work, right supplier” approach, Network Rail Scotland and its industry partners are structuring contracts in ways that encourage SME participation, particularly in areas such as depot works, non-operational infrastructure and labour services. Procurement strategies are increasingly designed to make opportunities more accessible to smaller firms.
- 7.17 Recent frameworks, including those for fencing and vegetation management, have incorporated SME-friendly lotting arrangements and ring-fenced funding to support business growth and investment. In addition, Tier 1 suppliers are providing mentoring, capability development and supply chain integration support, helping SMEs build the capacity and expertise needed to compete effectively within the rail sector. Improved data collection is also enhancing visibility of SME involvement and strengthening understanding of supply chain resilience across Scotland.
- 7.18 Network Rail Scotland has maintained active engagement with the Railway Industry Association, the Civil Engineering Contractors Association and other industry partners to better understand SME pipeline concerns, capacity challenges and supplier needs, while also collaborating with other infrastructure organisations such as Scottish Water to share learning, benchmark approaches and identify best practice that supports improved outcomes for SMEs.
- 7.19 Network Rail Scotland remains committed to retaining expenditure within Scotland where possible as it recognises the benefits that are associated with doing so. An audit for 2024-2025 found that 87% of strategic partner spend remained within Scotland, demonstrating the positive regional impact of the programme and Network Rail Scotland expect this trend to continue into 2025-2026.

Improving transparency on the types of work, quantum, and costs of renewals work

- 7.20 Each month Network Rail Scotland provide us and Transport Scotland an update on progress against delivery of planned renewal volumes for the year, which shows progress against planned volumes and helps to highlight risks to delivery.

8. Growing passenger numbers and revenue

- 8.1 The Scottish Ministers specified requirements relating to how they expect Network Rail Scotland to support passenger and revenue growth:
- working with all rail passenger operators in Scotland to secure year on year passenger growth and therefore year on year revenue growth; and
 - taking all reasonable steps to contribute to the work to improve service quality and revenue protection across Scotland's Railway, and in particular, at Network Rail's stations, with these stations being included in the service quality inspections conducted by Transport Scotland.

Supporting passenger and revenue growth

- 8.2 On 1 September 2025 ScotRail peak fares were permanently abolished, following a pilot removal in October 2023. This change continues to have a positive impact on passenger demand. Our [Passenger rail usage statistics](#) published in June 2026 (covering the period from January to March 2026) shows that for ScotRail, passenger journeys had increased by 6% when compared with January to March 2025.
- 8.3 ScotRail and Network Rail Scotland recognise the importance of providing a reliable railway to sustain repeat custom from new users of the railway and to generate year on year growth. Therefore, there needs to continue to be a strong focus on minimising disruption, reduce journey times and ensure disruptive access is minimised. Recently, Network Rail Scotland has used its DIAM (discussed above) to inform its 3-year strategy for Edinburgh to Glasgow via Falkirk High.
- 8.4 In addition to maintaining a reliable service to passengers, ScotRail and Network Rail Scotland has undertaken a review of the eight strategic rail corridors in Scotland to help them understand where improvements to the timetable to help encourage modal shift. This could include timetable future changes designed to increase reliability, journey time, capacity or connectivity.
- 8.5 The Commonwealth Games, to be held in Glasgow between 23 July and 2 August 2026, are expected to generate a significant, time-limited increase in passenger demand across Scotland's rail network. This will place short-term operational pressures on services, infrastructure and station capacity over the duration of the event. A cross-industry event working group has been established to support coordinated readiness planning, with a focus on managing this increase in

demand, maintaining service reliability, and ensuring the safe and efficient movement of passengers during the Games period.

Improving service quality and revenue protection across Scotland's Railway

- 8.6 Network Rail Scotland has reported it continues to engage with the Transport Scotland's Service Quality Inspection Regime ([SQUIRE](#)) scheme. SQUIRE monitors and measures the quality of customer services provided by ScotRail and Caledonian Sleeper. The inspections cover all stations in Scotland, with the exception of Prestwick International Airport, Edinburgh Waverley and Glasgow Central Station, as ScotRail is not the lead operator at these stations. Performance for both operators is calculated and scored 1-5 (1 being the lowest and 5 being the highest).
- 8.7 At the end of Year 2, both ScotRail and Caledonian Sleeper achieved an overall SQUIRE score of 5. While scoring highly for the stations where ScotRail is the lead operator, there have been some notable issues throughout the year, including cleanliness issues at Edinburgh Waverley and problems associated with pigeons. Glasgow Central Low-Level station has also had challenges with water ingress, and we continue to work with Network Rail Scotland to make sure it is doing all it can to resolve those issues.



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