Annual report and accounts 2022 to 2023

Delivery of service standards

Much of ORR's business-as-usual work involves providing services to those in the industry or others with an interest in our work. As an organisation that is largely funded, directly or indirectly, by the public, it is essential that we publish service standards as part of our commitment to transparency. The service standards below were published in our business plan for 2022-23. The table shows how we performed against each of these.

Table 2: Performance against service standards

Provision	Service standard	Achieved	Percentage achieved
Issue new or revised train driver licences	100% of applications processed within one month of receipt of all necessary documentation	Standard met	100%
ROGS safety certificate and authorisations (Railway and Other Guided Transport	100% determined within 4 months of receiving completed application	Standard met	100%

Provision	Service standard	Achieved	Percentage achieved
Systems Regulations)			
Report to Rail Accident Investigations Branch (RAIB) on the progress of its recommendations	100% response to RAIB recommendations within 1 year of associated RAIB reporting being published	Standard met	100%
Efficient processing of technical authorisations	100% of responses within 28 days of receiving complete submission	Standard met	100%
Access and licensing casework	100% decided within 2 months of receipt of all relevant information	Standard met	100%
Freedom of Information requests	90% of requests for information responded to within 20 working days of receipt	Standard met	100%
General enquiries and complaints, including	95% of enquiries and complaints responded	Standard met	96%

Provision	Service standard	Achieved	Percentage achieved
adjustment to account for cases investigated	to within 20 working days of receipt		
Prompt payment of suppliers' invoices to ORR	80% paid within 10 days of valid invoice	Standard met	88%
Prompt payment of suppliers' invoices to ORR	100% paid within 30 days of valid invoice	Standard narrowly missed	99%*
Publication of quarterly statistical releases	100% published within 4 months after quarter end	Standard met	100%
Proactive railway inspection	50% (minimum) of ORR inspector time on proactive inspection	Standard met	56%

**The target was narrowly missed as a result of a finance system issue early on the year, which has been resolved.*

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