Annual report and accounts 2022 to 2023

Annex A: Delivery against business plan deliverables in 2022-23

In our 2022-23 business plan we published a number of deliverables. The table below sets out those deliverables and how we have performed.

A Safer Railway

2022-23 Commitment	Status
Carry out risk assessments and other support to TfL on the opening of the Elizabeth Line	Commitment met
Build and implement new Train Driving Licence Portal*	Commitment not met
Conclude our own Carmont investigation	Commitment met
Assess whether Network Rail has complied with its track worker safety	Commitment

2022-23 Commitment	Status
improvement notices	met
Conduct Post-Implementation Reviews for government legislation, in particular for the Train Driving Licences and Certificates Regulations 2010	Commitment met
Agree and deliver a revised tripartite Memorandum of Understanding (MOU) between ORR, Department of Infrastructure (Northern Ireland) and HSE NI	Commitment met
Deliver an inspection programme to review safety management arrangements across tramways on Signals Passed at Stop	Commitment met
Facilitate the heritage sector's delivery of common standards on good practice	Commitment met
Deliver an inspection project on the maintenance of tram system switches and crossings	Commitment met

** Technical issues identified during testing of the portal have delayed this project. We continue to work with our contractors to resolve these and will deploy the portal in 2023-24.*

Better Rail Customer service

2022-23 Commitment	Status
Accept Passenger Information Pledges as regulatory commitments	Commitment met
Update environmental guidance to industry	Commitment met
Publish the outcomes of audits on train company websites, looking both at the accessibility of those sites and at the accuracy of information provided about accessibility at stations	Commitment met
Determine whether HS2 can levy an investment recovery charge	Commitment met
Launch statutory consultation on new complaints handling arrangements	Commitment met
Publish report of annual audit into Network Rail's use of general approvals to vary access contracts during 2021-22	Commitment met
Publish Annual Assessment of Network Rail’s Stakeholder Engagement	Commitment met

2022-23 Commitment	Status
Take on sponsorship of the Rail Ombudsman, subject to contract tender and licence modification processes	Commitment met
Conduct annual review of Eurotunnel's Network Statement	Commitment met
Update our assessment of Eurotunnel's recovery of long-term costs	Commitment met

Value for Money from the Railway

2022-23 Commitment	Status
Issue PR23 consultations on charging frameworks and financial incentives for performance	Commitment met
Carry out review into the recording of maintenance activities accuracy within Maintenance Delivery Units	Commitment met
Carry out review into the effectiveness of Structures Examinations Compliance within Network Rail	Commitment met
Carry out review into technology adoption by use of case studies	Commitment

2022-23 Commitment	Status
within Network Rail	met
Provide formal advice to UK and Scottish governments on CP7 funding and outputs	Commitment met
Publish annual Rail Safety statistics	Commitment met
Issue PR23 consultations on our approach to holding Network Rail to account	Commitment met
Complete review of Management of Depot Plant Assets	Commitment met
Publish Annual Assessment of Network Rail	Commitment met
Review effectiveness of Network Rail Contract Management – management of claims and contract variations	Commitment met
Publish annual Rail Industry Finance statistics	Commitment met

2022-23 Commitment	Status
Issue Periodic Review 24 (HS1) consultation document	Commitment met
Complete review of Management of Vegetation Assets for Risks and Opportunities	Commitment met

Better Highways

2022-23 Commitment	Status
Quality assure National Highways' annual Smart Motorways safety update report	Commitment met
Publish the Annual Assessment of National Highways	Commitment met
Complete capability reviews into National Highways' potential for further efficiencies in RP3	Commitment met

Our People and Performance

2022-23 Commitment	Status
Introduce a new Drugs and Alcohol Policy	Commitment met
Revise and publish Whistleblowing Policy	Commitment met
Implement a more engaging and digital learning approach through the launch of our new learning management system	Commitment met
Enhance cybersecurity by the introduction of more “Play Books” for automatic attack mitigation	Commitment met
Provide and complete mandatory Bullying and Harassment training for all staff	Commitment met
Revise ORR Fraud Prevention Policy and deliver Fraud Awareness training to the Senior Leadership Group and Executive Team	Commitment met
Finalise workforce and location options for two regional office relocations, Glasgow and Manchester	Commitment met

2022-23 Commitment	Status
Build values into employee recognition and reward	Commitment met
Build Diversity and Inclusion into governance processes and undertake further school outreach	Commitment met
Consolidate information technology and data	Commitment met

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