ORR Business Plan 2024-25

Deliverables

Our deliverables for each quarter of 2024 to 2025.

A safer railway

Q1

- Convene an event to bring together senior leaders from track and train dutyholders to engage in the industry's rail resilience capability

Q3

- Deliver a strategic, structured and targeted intervention programme on Network Rail's approach to maintaining the safety of assets, specifically focused on maintenance delivery activities (including 'modernising maintenance')
- Work with DfT to secure legislative changes following the Post Implementation Review of the Train Driving Licences and Certificates Regulations 2010

Q4

- Deliver a strategic, structured and targeted intervention programme to assess the adequacy of industry's risk management arrangements for operating during extreme weather
- Secure transfer to ORR of National Safety Authority (NSA) responsibilities for the UK half of the Channel Tunnel
- Review and influence industry's new Platform Train Interface strategy

- Undertake a focused inspection programme to look at rail workers' welding fumes exposure
- Develop and deliver face-to-face engagement activities to drive improvements in health and safety risk management across the heritage sector
- Review outputs from the rail resilience capability event to develop future areas of work

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Better rail customer service

Q1

- Consult on proposals to require operators to take passenger views into account when considering station staffing changes
- Report and consult on a review of our open access economic assessment methodology

Q2 and Q4

- Publish six-monthly data on ORR and industry's compliance with sale of access and timetabling deadlines

Q3

- Assess and report on the quality of passenger information for planned rail replacement services

Q4

- Develop a new approach to benchmarking operators' performance on provision of assistance to passengers
- Conclude and publish the outcome of the review of the Retail Information Code of Practice
- Conduct annual review of Network Statements for Network Rail, Eurotunnel, HS1, the Heathrow Airport Link and Core Valley Lines

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Value for money from the railway

Q1

- Publish open letter on conclusion of PR23 and outline future CP7 work
- Publish final report on railway station catering market study

Q2

- Publish Annual Assessment of Network Rail
- Publish Annual Assessment of HS1
- Produce draft determination for HS1 (PR24)

Q3

- Publish Network Rail Annual Efficiency and Finance Assessment
- Publish Annual Assessment of Network Rail's stakeholder engagement
- Publish Annual Rail Safety statistics
- Publish Annual Rail Industry Finance statistics
- Publish Statistics on Annual Estimates of Station Usage

Q4

- Produce final determination for HS1 (PR24)
- Consult on approach to charges for CP8

Better highways

Q1

- Carry out Efficiency Review of National Highways' Strategic Business Plan for RIS3
- Quality assure National Highways' annual smart motorways safety update report
- Publish the outcome of our investigation into National Highways' performance, delivery

Q2

- Publish our Annual Assessment of National Highways' performance

Q3

- Publish regional benchmarking of National Highways' performance

Q4

- Publish our third Annual Assessment of Safety Performance on the Strategic Road Network
- Refresh our policy on how we will hold National Highways to account for the third road period (RP3)

Our people and performance

Q1

- Provide risk management training for ORR colleagues

Q2

- Provide fraud awareness training for ORR colleagues
- Introduce people information dashboards for managers
- Complete the first cycle of our rolling 12-month Cyber Security Plan

Q3

- Hold an ORR business insight day in partnership with Access Aspiration
- Revise ORR procurement policy and procedures to comply with new procurement legislation
- Deliver bystander intervention training
- Evaluate and benchmark organisational culture via a culture audit

Q4

- Finalise ORR's new 3-year Technology Strategy
- ← Previous Service standards