Annual Report and Accounts 2023 to 2024

Delivery of service standards

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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 2023-24. The table shows how we performed against each of these.

Provision	Service standard	Percentage achieved
Issue new or revised train driver licences	100% of applications processed within one month of receipt of all necessary documentation	89%
ROGS safety certificate and authorisations (Railway and Other Guided Transport Systems Regulations)	100% determined within 4 months of receiving completed application	100%

Provision	Service standard	Percentage achieved
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	100%
Efficient processing of technical authorisations	100% of responses within 28 days of receiving complete submission	100%
Access and licensing casework	100% decided within 2 months of receipt of all relevant information	100%
Freedom of Information requests	90% of requests for information responded to within 20 working days of receipt	100%
General enquiries and complaints, including adjustment to account for cases investigated	95% of enquiries and complaints responded to within 20 working days of receipt	98%
Prompt payment of suppliers' invoices to ORR	80% paid within 10 days of valid invoice	93%

Provision	Service standard	Percentage achieved
Prompt payment of suppliers' invoices to ORR	100% paid within 30 days of valid invoice	100%
Publication of quarterly statistical releases	100% published within 4 months after quarter end	88%
Proactive railway inspection	50% (minimum) of ORR inspector time on proactive inspection	55%

We did not process 100% of train driver licence applications within one month of receipt of documentation as we experienced a dip in performance during migration to a new train driver licensing portal. Performance is now back up to 100%.

We did not publish 100% of quarterly statistical releases as we experienced data quality issues from our data source, which delayed publication. These have now been resolved and performance is back up to 100%.

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