



ORR Business Plan 2025 to 2026

Service Standards for 2025 to 2026

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. This year we will be engaging with the sectors we regulate to check if our key rail industry-facing performance indicators are both relevant and challenging, and whether other KPIs would be more useful.

Provision	Standard
Issue new or revised train driver licences	100% of applications decided within 1 month of receipt of all necessary documentation
ROGS safety certificates and authorisations (Railway and Other Guided Transport Systems Regulations)	100% decided within 4 months of receiving completed application
Report to the Rail Accident Investigations Branch (RAIB) on the progress of its recommendations	100% response to RAIB recommendations within 1 year of associated RAIB report being published

Provision	Standard
Efficient processing of technical authorisations	100% of responses within 28 days of receiving complete submission
Approve the Accessible Travel Policy of a new licence holder	100% approved within 6 weeks of receipt of all relevant information
Track, station and depot access applications	100% decided within 6 weeks of receipt of all relevant information
Operator licence and licence exemption applications	100% decided within 2 months of receipt of all relevant information
Freedom of Information requests	100% of requests for information responded to within 20 working days of receipt*
General enquiries and complaints, including adjustment to account for cases investigated	95% of enquiries and complaints responded to within 20 working days of receipt
Data access rights requests	100% of all data access requests responded to within 1 month of receipt
Prompt payment of suppliers' invoices to	90% paid within 5 days of valid invoice

Provision	Standard
ORR	100% paid within 30 days of valid invoice
Publication of the four accredited official statistics quarterly/biannual statistical releases	100% published within 4 months of quarter or half-year end
Market studies	100% of interim market study reports published within 6 months of launch of market study, 100% of final market studies reports published within 12 months of launch of market study.
Proactive, preventative regulatory interventions	50% of ORR inspector time spent on proactive, preventative regulatory interventions

*includes responding to the requestor to indicate a time extension beyond 20 days will be necessary, for example to consider the application of a public interest test.