

ORR Business Plan 2026 to 2027

Service Standards for 2026 to 2027

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.

In 2025-26 we engaged with the rail sector to review our key rail industry-facing service standards to check they are both relevant and challenging, and whether other standards would be more useful. This has resulted in some amendments to existing standards and several new standards added for 2026-27. Further information can be found in [A review into our rail industry-facing service standards](#).

Provision	Standard
Issue new or revised train driving licences	100% of applications decided within one month of receipt of all necessary documentation
ROGS safety certificates and authorisations (Railway and Other Guided Transport Systems Regulations)	100% decided within four months of receiving completed application 100% of authorisations (including exemptions) to be published within five

Provision	Standard
	working days 100% of expired authorisations (including exemptions) to be removed from our website within five working days 100% of exemptions to be processed within four months of receiving a completed application
Report to the Rail Accident Investigations Branch (RAIB) on the progress of its recommendations	100% response to RAIB recommendations within one year of associated RAIB report being published
Efficient processing of interoperability authorisations	100% of responses within 21 days of receiving complete submission
Approve the Accessible Travel Policy of a new licence holder	100% approved within four weeks of receipt of all relevant information
Track, station and depot access applications	100% decided within six weeks of receipt of all relevant information
Track, station and depot access appeals	100% decided within six weeks of receipt of all relevant information
Operator licence and licence exemption	100% decided within two months of receipt

Provision	Standard
applications	of all relevant information
Market studies	100% of interim market study reports published within six months of launch of market study 100% of final market study reports published within 12 months of launch of market study
Competition complaints	100% of competition complaints will receive an initial response within 10 working days of receipt
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 one month of receipt
Data access rights requests	100% of all data access requests responded to within one month of receipt
Prompt payment of suppliers' invoices	90% paid within five days of valid invoice

Provision	Standard
	100% paid within 30 days of valid invoice
Publication of the four accredited official statistics quarterly and biannual statistical releases	100% published within four months of the quarter or half-year end
Proactive, preventative regulatory interventions	50% of 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.

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