Benchmarking operators' performance in rail passenger assistance: 2026 report

2. Benchmarking assistance delivery

30. Table 1 ranks operators' performance in delivering assistance over the last three years (weighted in favour of the most recent years), using the methodology described in Chapter 1. Operators are ranked based on a weighted overall delivery score.

Table 2: Weighted assessment of assistance delivery, 2023 to 2026

Operator	Overall delivery score	Reliability (proportion receiving none of the assistance booked)[1]	Satisfaction with assistance received at station[1]	Satisfaction with staff knowledge and proficiency at station[1]	Satisfaction with assistance experience at station[2]
London North Eastern Railway	93	8%	95%	96%	88%
Southeastern	92	8%	93%	94%	86%
Network Rail	91	8%	92%	93%	84%
Chiltern Railways	91	9%	91%	94%	85%
Greater Thameslink Railway	91	10%	93%	95%	85%
Great Western Railway	90	11%	93%	94%	84%
Avanti West Coast	89	10%	92%	94%	81%
Greater Anglia	89	12%	92%	94%	86%
TransPennine Express	89	13%	92%	95%	85%
ScotRail	89	12%	91%	93%	84%
East Midlands Railway	88	12%	90%	91%	82%
South Western Railway	87	14%	90%	92%	82%
Transport for Wales	87	14%	90%	93%	82%
Northern Trains	86	16%	90%	94%	80%
West Midlands Trains	85	16%	89%	92%	79%

Figures are rounded to the nearest whole number. [1]Source: ORR Experiences of Passenger Assist survey. [2]Source: Passenger Assist app data.

Table 2: Weighted assessment of assistance delivery, 2023 to 2026 (accessible version)

Operator	Overall delivery score	Reliability (proportion receiving none of the assistan
London North Eastern Railway	93	8%
Southeastern	92	8%
Network Rail	91	8%
Chiltern Railways	91	9%
Greater Thameslink Railway	91	10%

Operator	Overall delivery score	Reliability (proportion receiving none of the assistan
Great Western Railway	90	11%
Avanti West Coast	89	10%
Greater Anglia	89	12%
TransPennine Express	89	13%
ScotRail	89	12%
East Midlands Railway	88	12%

Operator	Overall delivery score	Reliability (proportion receiving none of the assistan
South Western Railway	87	14%
Transport for Wales	87	14%
Northern Trains	86	16%
West Midlands Trains	85	16%

Figures are rounded to the nearest whole number. [1]Source: ORR Experiences of Passenger Assist survey. [2]Source: Passenger Assist app data.

Key findings

31. Overall, our assessment continues to show a picture of relatively high satisfaction with assistance received at the station, and with staff knowledge and proficiency, across all operators. Individual operators' relative performance on each satisfaction metric is generally consistent with

how they are ranked on the other satisfaction metrics

32. Reliability of assistance delivery shows greater variation across operators, with persistent delivery gaps continuing to affect the minority of passengers. This has a clear impact on their confidence to travel.

33. The data presented in Table 1 represents a rolling picture over three years, weighted towards more recent performance. This helps explain why last year's weakest performers remain amongst the weaker performers this year, despite some recent signs of improvement, which are discussed below. Annex B provides annual data for the years 2023-2026.

Strongest performers

34. The strongest performer overall is London North Eastern Railway (LNER), followed by Southeastern. These were also the two strongest performers in 2025. Network Rail, Chiltern Railways and Greater Thameslink Railway (GTR) are this year's next strongest performers.

35. These operators are best performing across all metrics but are joined by Great Western Railway (GWR) for satisfaction with assistance received (via survey), TransPennine Express (TPE) for satisfaction with staff knowledge and proficiency, and Greater Anglia for satisfaction with the assistance experience (via app ratings).

36. Year-on-year, South Western Railway (SWR) (17% in 2024-2025 to 9% in 2025-2026), Northern Trains (18% to 13%) and Chiltern Railways (10% to 5%) achieved the largest improvements in reliability. Chiltern passengers' satisfaction with the assistance experience (via app ratings) also rose from 81% to 87%.

Weakest performers

37. The operator with the lowest overall score was West Midlands Trains (WMT), followed by Northern, Transport for Wales (TfW) and SWR. These operators were consistently poorer across all metrics. Avanti West Coast and East Midlands Railway (EMR) recorded some of the lowest satisfaction with assistance experience at stations (via app ratings).

38. Year-on-year, Avanti also had the largest drop in reliability from 9% in 2024-2025 to 12% in 2025-2026.

39. The app satisfaction data has also given us enhanced visibility of operators with smaller samples in our survey, who are therefore not able to be included in our full Delivery assessment.

Engagement with operators

40. Following our in-depth Capability to Improve assessments last year, this year we have continued to engage with 2025's weakest performers Northern, SWR and WMT, in order to achieve sustained improvements.

41. We have also engaged with operators where we have specific new concerns regarding performance during the latest year. This included TfW for reliability and Avanti for impact on confidence to travel and app ratings.

42. Chapter 3 covers this in more detail.

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