

# Annual Rail Consumer Report

## 2021

06 July 2021



# Contents

---

<b>Executive Summary</b>	<b>3</b>
Key interventions to protect passengers	4
<b>1. Introduction</b>	<b>8</b>
<b>2. Our passenger work</b>	<b>10</b>
2.1 Ticket retailing and passenger rights	10
2.2 Passenger Information	13
2.3 Accessible Travel	18
2.4 Complaints and redress	27
<b>Annex A</b>	<b>32</b>
Examples of specific interventions with train operators and Network Rail	32
<b>Annex B</b>	<b>35</b>
Forward work programme 2021-22	35
<b>Glossary of terms</b>	<b>37</b>

# Executive Summary

---

1. The last year has been difficult for the whole industry and it's important to recognise the vital work that all rail staff have undertaken in supporting services for key workers and enabling freight to continue to operate. Despite working remotely for over a year we have continued to work constructively across the industry to deliver our forward work programme, adapting accordingly to the challenges the COVID-19 pandemic has placed upon us all.
2. We have achieved significant progress in ensuring the delivery of the commitments set out in our Accessible Travel Policy Guidance, including the provision of disability awareness and equality training to thousands of staff, and a reduction to the notice period for booking assistance to six hours before travel. We have ensured that passenger rights are protected despite the impact of the pandemic, particularly in relation to ticket refunds. Moreover, we have consistently worked to hold the industry to account for standards of service in how they manage complaints and for sustained improvement in the information provided to passengers.
3. We continue to fulfil an important role – alongside other transport regulators – in supporting the UK government's objective to prevent the cross-border transmission of the COVID-19 virus and facilitating the contact tracing programme. As the economy begins to recover from the pandemic and anticipated passenger numbers rise, our work to maintain and, where necessary, secure improvement to the customer service that train and station operators - including Network Rail - provide to passengers will remain central to our role.

## About this report

4. In this report we provide more detail on our key activities, highlighting where progress has been made and showing where further action has been necessary. In some areas we have included recent work undertaken since the end of the 2020-21 period but prior to publication of this report, including the impact on passengers of the Hitachi Class 800 train cracks issue in May.
5. In Annexes A and B we show, respectively, examples of our specific interventions with operators to protect the interests of passengers and our 2021-22 forward work programme. In particular, we will continue to monitor how well operators are providing better assistance to passengers who need it, what impact improvements to

customer information are having, and whether the industry's approach to handling customer complaints remains fit for purpose.

## Key interventions to protect passengers

### Ticket retailing and passenger rights

6. ORR aims to ensure that passengers have clear information to make informed ticket purchasing decisions. This has been particularly relevant this year with the advent of **COVID-19 travel restrictions and changes to ticket terms and conditions**. We therefore adapted our work programme to prioritise monitoring of information provision, particularly in relation to passengers' rights to refunds. We also examined the time train operators were taking to process refunds and took prompt action where we identified issues.
7. We have also started work on a **review of the administration charges for ticket refunds** set out in the National Rail Conditions of Travel to reflect technology developments (including more automated processes) and ensure that the level of fees remains appropriate.
8. This year we were pleased to launch our **Know Your Rail Rights** public information campaign covering priority topics such as complaints, refunds, ticket terms and conditions, and disruption.
9. In relation to regulations designed to enhance and strengthen **rail passengers' rights** ([Regulation \(EC\) No 1371/2007 \(as amended\)](#)) we supported train operators in developing a common framework for annual Service Quality Reports. The first editions of these reports were due to be published by train operators on their own websites from the end of May 2021.

### Passenger information

10. Under their licence conditions, train operators must provide appropriate, accurate and timely information to enable passengers to plan and make their journeys, including when there is disruption. New **COVID-19 health protection regulations** ([Health Protection Regulations 2021](#)) meant that our passenger information monitoring and enforcement role was initially extended to cover Eurostar's and Eurotunnel's obligation to give passengers information prior to international travel. This role was extended further in early 2021 to include the requirement on both operators to carry out pre-departure checks to ensure that passengers completed the necessary COVID-19 travel requirements, and now includes the ability for ORR to issue fixed penalty notices to operators where such checks have not been carried out

correctly. We have continued to monitor and enforce compliance as the health protection regulations have been amended.

11. In May this year, we conducted and have since published a [passenger impact review](#) of the withdrawal of **Hitachi Class 800 trains** following the discovery of cracks, looking at the consistency and clarity of information provided and identifying issues for further consideration by the industry to reduce the impact on passengers in any future disruption.
12. During the year, we have seen the industry's Passenger Information Improvement Plan evolve positively into the **Smarter Information Smarter Journeys programme**, aiming to make tangible and enduring network-wide improvements to the provision of passenger information. One of the deliverables in the 13 work packages is improvement to Network Rail's disruption management plans, to achieve better estimates of disruption periods for passengers.
13. We have also worked with the industry to further develop, refine and finalise the **Customer Information Measure (CIM)**, an assessment tool to drive continuous improvement in the delivery of customer information, and are now discussing wider roll-out. One example of how CIM principles have been used is in the development of a standard methodology for measuring major engineering work.
14. It is vital for passengers to have consistent timetable information to help them plan journeys with confidence. This year, with **timetable changes** happening more frequently due to the pandemic, we introduced a monitoring programme and engaged with [train operators](#) and [ticket retailers](#) to set out the key principles that they are expected to adhere to. We will continue to monitor compliance as passengers return to the railway.

## Assisted travel

15. Our focus is on ensuring that train and station operators including Network Rail comply with their Accessible Travel Policies (ATP), as required by their licences, and have due regard to the Joint Code of Practice on Design Standards for Accessible Railway Stations when relevant work is carried out.
16. Throughout the COVID-19 pandemic we have continued to **monitor the provision of assistance** and, where necessary, have intervened to ensure passengers have been able to request and receive the help they need to make essential journeys.
17. This year we have published **updated ATP Guidance to cover provision of accessible rail replacement services**. A new Memorandum of Understanding with

the Driver and Vehicle Standards Agency will ensure effective coordination in upholding the regulatory and legal requirements in this area and clarity for passengers about the specific areas of responsibility for each organisation.

18. All train and station operators including Network Rail were required to submit **updated ATPs for approval** this year and we have conducted detailed exercises to ensure operators meet their obligations. For example, by the end of 2021, almost 30,000 passenger-facing staff are due to have undertaken **disability awareness and equality training**. Every **train and station operator website** also now clearly displays all the crucial information needed to support an assisted travel journey and will comply with international website accessibility standards by the end of this year, so that passengers with disabilities and impairments are able to access their web services and information without limitation.
19. As part of our ongoing research into the experience of booked assistance users, we wrote to the four lowest performing train operators and **secured specific improvements to the reliability of booked assistance**. The industry-level data we have published this year shows a welcome increase in reliability and passenger satisfaction. We have continued to monitor and enforce adherence to ATP requirements to provide **redress for assistance failures**.
20. As part of our commitment to **stakeholder engagement**, we have begun quarterly meetings with train and station operators to discuss issues and ensure compliance on all the above areas. We have also held two meetings of ORR's biannual [Accessibility Stakeholder Forum](#), where the focus of discussion included the impact of the pandemic on disabled people's confidence in travelling by rail.
21. We have continued to analyse infrastructure projects where we have identified potential weaknesses regarding **compliance with the Joint Code of Practice on Design Standards for Accessible Railway Stations** and have engaged with Network Rail regarding its delivery of accessibility improvements.

## Complaints and redress

22. We want to ensure that customer complaints and delay compensation are handled effectively by the industry. During 2020-21, we continued to monitor train operators' performance in making a full response to 95% of complaints within 20 working days. For those operators that struggled to meet response targets due to pandemic-related challenges, we engaged on plans to recover their performance and **supported a successful return to compliance**.

23. We commenced the **review of the current complaints handling guidance** that we provide to train and station operators, including Network Rail for its stations, to ensure it remains fit for purpose. We continued to track **passenger satisfaction with complaints handling** and received almost 17,500 survey responses, showing a slight increase in satisfaction with both the handling and outcome of passenger complaints.
24. This year we have been working with stakeholders to **implement the recommendations of the independent review of year one of the Rail Ombudsman**. This has included ORR taking on the Secretariat of the Rail Alternative Dispute Resolution Scheme Council and strengthening its governance capabilities.
25. As planned, we published our initial **consultation on proposals to introduce a new licence condition on delay compensation**, which will require adherence to a delay compensation code of practice. Following responses, we issued a second consultation in May on the wording of the code of practice and licence condition, which will set a common baseline for all rail operators, designed to improve the experience of passengers in this key area.

# 1. Introduction

---

## Our role

26. The Office of Rail and Road (ORR) is the combined economic and health and safety regulator for GB's rail network and the economic monitor for England's strategic road network.
27. Our passenger facing work, which is the subject of this report, derives from the licences we issue to train and station operators including Network Rail for its managed stations, and from our powers and responsibilities under consumer and competition law. As a result, our consumer work is focused in four areas. Three of these – passenger information, assisted travel and complaints handling – are the subject of conditions in the licences we issue, while our interest in ticket retailing stems from our consumer law powers.
28. We also fulfil statutory roles in relation to regulations on rail passengers' rights ([Regulation \(EC\) No 1371/2007](#)), and concerning COVID-19 health protection requirements around international rail travel ([Health Protection Regulations 2021](#)).
29. In response to the pandemic, the government put in place Emergency Measures Agreements (EMAs) with train operators under franchise agreements to ensure rail services could continue to operate. For the vast majority of operators these EMAs were replaced by Emergency Recovery Measures Agreements from September 2020, although there are some exceptions to these arrangements for certain operators. These agreements specify many of the obligations and service standards that train operators are required to deliver and are overseen by the Department for Transport (DfT), Transport Scotland and the Welsh government.
30. We are not responsible for setting fares, awarding or monitoring management agreements, or for setting the level of public subsidy in the railways – these are the responsibility of government. Nonetheless, we work closely with DfT, Transport Scotland and the Welsh government, as well as passenger and consumer bodies, such as Transport Focus and London TravelWatch.
31. In this Annual Rail Consumer Report, we summarise the work we have undertaken in the following areas:
  - **ticket retailing and passenger rights** – the provision of clear, accurate and complete information about fares and tickets, and their terms and conditions, so

that passengers can make informed decisions when choosing, buying and using rail products, and the protection of **rail passenger rights** (Regulation (EC) No 1371/2007);

- **passenger information** – the provision of appropriate, accurate and timely information about services, so that passengers can plan and make their journeys with a reasonable degree of assurance, including when there is disruption, and about COVID-19 health protection and pre-departure requirements for international rail passengers entering England;
- **assisted travel** – the ability for passengers who require assistance to make their journey easily and confidently, whether those journeys are made on a ‘turn-up-and-go’ basis or where assistance has been booked in advance; and
- **complaints and redress** – the provision of an easily accessible, effective and efficient complaints and redress service, including delay compensation.

32. We have set out the results of our day-to-day monitoring and compliance work and our policy work designed to improve customer service quality, raise standards, recognise success and share good practice. We also provide case studies as examples of our interventions.

33. This year we have not included individual data for each train operator, as the impact of COVID-19 on train services has made it difficult to draw meaningful comparisons with performance in previous years. Nonetheless, statistical information on the passenger experience, including complaints, passenger assistance and delay compensation claims, can be found on [ORR's data portal](#).

## Role and work of ORR's Consumer Expert Panel

To support our work, ORR draws on the breadth of knowledge and experience provided by our independent [Consumer Expert Panel](#). This year, we conducted a recruitment exercise appointing four new members. The Panel has advised ORR's work in a wide variety of areas including: the review of our complaints handling guidance to licence holders; a Rail Safety and Standards Board project on handling safety-related contacts from members of the public; our assessment of Highways England's performance and user satisfaction; and the assessment of Network Rail's Stakeholder Engagement.

# 2. Our passenger work

---

## 2.1 Ticket retailing and passenger rights

### Introduction

34. Our main interest in ticket retailing is to ensure that passengers have clear, accurate and complete information to make an informed purchasing decision. This has been particularly relevant this year when there have been changes to ticket terms and conditions to reflect the travel restrictions arising from the pandemic. This resulted in some amendments to our planned work programme as we prioritised our monitoring of information provided to passengers, particularly in relation to ticket refunds.

### Administration charges for ticket refunds

35. This year, following discussion with DfT, we have started work to review the refund administration charges set out in the National Rail Conditions of Travel (NRCoT). The NRCoT allows train operators to charge a maximum administration fee of £10 for ticket refunds. The level of these fees has not been reviewed for a number of years and, with the advent of better technology and a move to online processes, it is important to ensure that the charges remain appropriate and are cost reflective. We will share our findings with DfT, which is responsible for agreeing any changes to NRCoT. This project will continue into next year.

### Impact of COVID-19 - refund policies

36. As a result of the pandemic, the UK government announced some changes to refund policies for rail tickets, to reflect the travel restrictions imposed by national and local lockdowns. We carried out a programme to monitor the information train operators and independent retailers were providing to passengers about these refund rights. We also examined the time that train operators were taking to process refunds, taking into account any temporary extensions agreed between the UK government and the train operators, and took prompt action where we identified issues. We give two examples of our interventions below.

## Refund processing timescales - Greater Anglia

Our monitoring identified that Greater Anglia had fallen behind the requirement to process refund applications within eight weeks (extended from four weeks by the government in response to the pandemic). We sought further information from Greater Anglia to establish the cause and scale of the processing delays. Greater Anglia explained that, in common with many other train operators, it had seen a significant spike in refund applications. However, it also had the largest number of smartcard season ticket holders and was unable to process these refunds remotely without the physical smartcard. For many of these cases, it was necessary to contact passengers individually to confirm information to process the refund. Greater Anglia was finding this challenging because some customers had not updated their contact details when they renewed their ticket, or temporarily had no access to the work email accounts they had registered.

We sought information about the method and frequency of Greater Anglia's follow-up contacts and met to discuss a way forward. Greater Anglia understood that it had challenges and updated us on how it was adapting the way it was contacting passengers to close out the refund payment. For example, staff were being redeployed to focus resources on the refund process and the refund messaging on the website was being updated, including specific FAQs and detailed information one click away from the homepage. As a result of these initiatives, Greater Anglia came back into compliance with its response time obligations.

## Communication of refund policy - Eurostar

We identified that the information Eurostar was providing to passengers about their [refund rights](#) during the pandemic was potentially misleading. In particular, whilst Eurostar's website and service cancellation emails to passengers provided prominent information about claiming an e-voucher for disruption, it was not sufficiently clear that customers could claim a full refund for a cancelled service. Following an exchange of correspondence, we met with Eurostar to discuss our concerns further. As a result of our intervention, Eurostar agreed to provide prominent messaging about the choice of a full refund or an e-voucher in its cancellation emails. Eurostar also advised us that it was in the process of redesigning its Exchanges and Refunds page to provide clearer information on its website and that it had decided to voluntarily extend the validity of passengers' e-vouchers.

## Passenger rights

37. In December, we launched 'Know Your Rail Rights', a campaign to provide information about passengers' rights on key topics identified in our research as sometimes lacking clarity. This included areas such as complaints, refunds, ticket terms and conditions, and disruption. We published a blog on our website to announce the campaign, created infographics to provide key information on these important topics in an accessible and engaging way, and shared these on our social media.
38. [Regulation \(EC\) No 1371/2007 \(as amended\)](#) sets out rights for rail passengers, particularly in the areas of information and ticketing provision, compensation and assistance. Our role is to ensure that relevant train operators, station managers and retailers comply with the provisions of the regulations. Following the [expiry of the domestic exemption](#), this is the first year that train operators are required to publish an annual Service Quality Report, covering metrics such as punctuality, passenger satisfaction, and complaints handling. We worked with train operators to develop a common framework for the reports and the first editions were due to be published by train operators on their own websites from the end of May 2021.

## Main priorities for 2021-22

39. In the coming year, we will:
  - conclude our review of administration fees in the NRCoT and agree next steps with DfT and industry;
  - establish an enduring and proportionate process for relevant train operators to collate and publish their annual Service Quality Reports; and
  - provide greater clarity to train operators and retailers on our consumer powers (this work was deferred from last year due to the pandemic and some legislation has been affected by the UK's Exit from the EU).

## 2.2 Passenger Information

### Introduction

40. One of the conditions in train operator licences relates to passenger information. This requires operators to ensure the provision of appropriate, accurate and timely information to enable railway passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption. In addition, the pandemic has introduced some significant new areas of work for us on both information and pre-departure checks designed to reduce the cross-border transmission of COVID-19 and facilitate the contact tracing programme.

### Impact of COVID-19 Health Protection Regulations

41. This year, the pandemic introduced a new area of responsibility for ORR to support the government's efforts to protect public health. In June 2020, our passenger information monitoring role was extended via new health protection regulations to include health information provided by Eurostar and Eurotunnel to passengers using the Channel Tunnel. This required information to be given to customers when booking, at check-in and on board the train. We introduced new compliance monitoring via website and social media reviews, as well as drawing on the experience of ORR staff who need to use these services in their role.
42. In January 2021, the government introduced further new health regulations relating to international travel to England. These required Eurostar and Eurotunnel to ensure that passengers possess a notification of a negative COVID-19 test within 72 hours of travel and complete a Passenger Locator Form. They also gave ORR a new enforcement role, providing us with the power to issue a fixed penalty notice on the operator of £2000 for each offence. As the regulations also apply to aviation and maritime, we discussed arrangements with DfT, Home Office, Border Force, Civil Aviation Authority and the Maritime and Coastguard Agency to achieve consistency in approach.
43. These regulations have since been amended as the UK government continues to review and update its rules for international travel. These include new enforceable requirements depending on whether the passenger has travelled from a 'green', 'amber' or 'red' list country. ORR has continued to monitor and enforce compliance with these regulations, adapting to changes in government policy in this rapidly evolving area.

## Passenger impact review - Hitachi Class 800 trains

44. We have continued to respond proactively to unexpected events as they occur. One such example, which has taken place since the end of the 2020-21 financial year but prior to publication of this report, is the impact on passengers of the Hitachi Class 800 trains issue in May 2021.
45. Train services were disrupted from 8 May following the discovery of cracks in the Class 800 trains operated by Great Western Railway (GWR), London North Eastern Railway (LNER), TransPennine Express, and Hull Trains. ORR commenced a review not only of the safety lessons but also the impact on passengers from the withdrawal of trains from service. Our review covered:
- **consistency and clarity of travel information** – both over the weekend of 8 May as the safety issues became apparent and in the following weeks, and covering information provided by the operators and National Rail Enquiries (NRE);
  - **ticket refunds** – information provided by train operators, NRE and independent rail retailers to passengers about their refund rights and the application of administration fees;
  - **alternative travel arrangements** – advice to passengers, including ticket acceptance on other operators; and
  - **passenger assistance** – the steps taken to contact passengers who had booked assistance to travel and the accessible alternative arrangements offered.
46. We set out the results of our [passenger impact review](#), including issues for further consideration by the industry to reduce the impact on passengers in any future disruption, in our document published on 25 June 2021.

## Smarter Information Smarter Journeys

47. In September, we published the industry's response to our challenge that it works together to provide a [Passenger Information Improvement Plan](#) to set out how it will make tangible and enduring network-wide improvements to the provision of passenger information. Now known as the 'Smarter Information Smarter Journeys' (SISJ) programme, this consists of 13 work packages with representation from across the industry, including ORR and Transport Focus. We have continued our regular meetings with the industry programme leads responsible for the work packages to monitor its delivery.
48. We have also worked with the industry to further develop the Customer Information Measure (CIM), a model that will allow the maturity of the approach adopted by train

operators and Network Rail to be assessed, enabling improvements to be implemented and progress monitored. Following feedback from a pilot conducted by Network Rail, CrossCountry and LNER, we have refined and finalised the CIM as a working tool and are now discussing wider rollout with the industry. Together, we will consider which areas of the CIM to prioritise in year one and subsequent years.

## Timetable information

49. With changes to timetables and travel advice happening more often than usual, the pandemic has highlighted just how vital it is for passengers to have consistent information that helps them plan and make journeys with confidence. This year, we introduced a monitoring programme to determine whether an operator's timetable was changing and how passengers would know, in order to ensure that the necessary information was available.
50. In this period when timetables are being confirmed at less than the standard 'informed traveller' timescale of 12 weeks, it is more important than ever that train operators are open with passengers about the challenges they face. They should update journey information frequently across all their communication channels (so that there is 'one version of the truth') and provide clear information about the availability of cheaper advance tickets. Therefore, in October 2020 we wrote to [train operators](#) and [ticket retailers](#) to set out the key principles to which we expect them to adhere during this period.
51. As passengers are being encouraged to return to the railway and with summer holiday plans being made, the importance of this information will become more significant. We continue to monitor how far ahead timetable information is being provided and are following up with those train operators that are confirming services only a week in advance, to better understand their issues and ensure it is clear to passengers when timetables are confirmed.



## Network Rail

52. We have continued to work with Network Rail as part of the SISJ programme. One of the work package deliverables should improve the prioritised plans that are used in control rooms to manage disruption incidents. In particular, use of historical incident data has allowed an incident recovery prediction tool to be developed and tested at Rugby Signal Control Centre. This should mean that more reliable estimates for the period of disruption can be provided in information that is released to passengers.
53. We have also continued to monitor information provision around major engineering work. Using CIM principles, we developed a standard methodology to measure such work in a consistent way. The major enhancement works at King's Cross have been a particular focus and we were pleased that the Network Rail project team proactively sought our view of its information arrangements. We are adopting the same methodology as we review the disruptive work in the Bristol area this summer.

### Engineering work – King's Cross Station

We have been working with Network Rail to provide independent assurance about its passenger information plans during the King's Cross station closures necessary to facilitate the East Coast upgrade. This includes reviewing information across Network Rail and train company websites, as well as the dedicated website for the upgrade.

Our approach centres around five questions:

- Is it clear upon landing on each of the websites that something different is happening?
- If you know something is happening, can you find correct information?
- Is there accessibility information about replacement transport?
- Are you alerted that something different is happening when buying a ticket?
- Is information consistent between the train operator and NRE websites?

We also provided feedback to LNER following our review of the information it provided in the run-up to the King's Cross weekday closure in February 2021. We were pleased to note that LNER used our methodology in its own review ahead of similar closures in April and June 2021.

## Main priorities for 2021-22

54. In the coming year, we will:

- continue to actively participate in the SISJ programme to ensure that changes are delivered and, as part of this, consider whether any updates to our [guidance for licence holders](#) are necessary;
- work with Network Rail to review information provided for passengers when there are major engineering works; and
- revise our routine monitoring to move away from incidents to focus on more regular reviews of train operating company information based on a standard methodology.

## 2.3 Accessible Travel

### Introduction

55. Train and station operators (including Network Rail and London Underground for the stations they operate on the national rail network) are required by the licences we issue to establish and comply with an Accessible Travel Policy (ATP).
56. The licence condition also requires that, in establishing an ATP and in making any alterations to it, train and station operators including Network Rail shall have due regard to the Joint Code of Practice on Design Standards for Accessible Railway Stations (the Code), published by DfT and Transport Scotland. The Code ensures that any infrastructure work at stations complies with European or national standards on accessibility and applies when a licence holder installs, renews or replaces infrastructure or facilities. We monitor licence holders' compliance with the Code.

### Impact of COVID-19

57. Throughout the pandemic we have monitored the provision of assistance by train and station operators and, where necessary, intervened to ensure passengers have been able to request and receive the help they need to make essential journeys. This has not diverted us from our focus on monitoring the delivery by operators' of the improvements to assisted travel we introduced from 2019. We give an example of our intervention below.



## ORR testing of new industry telecoms system

Following the roll out in September 2020 of new requirements on operators to strengthen their processes for the coordination of assisted journeys between stations, we held meetings with station operators to ensure their plans for implementing these changes were compliant and in line with our expectations. One of the innovations operators had developed to enable them to comply with this was a new, industry-wide telecoms systems that helps automate the coordination of assistance-related calls between stations. ORR played an active role in testing this new technology to verify its efficacy. This led to ORR requesting some technical changes that were subsequently adopted by operators to improve its functionality and reliability. Better communication between stations should reduce the likelihood of assisted journeys going wrong.

## Updated ATP Guidance – to reflect changes to the requirements for rail replacement services

58. In September 2020, we published [updated ATP Guidance](#), replacing the previous guidance from July 2019. The updated ATP Guidance sets out additional commitments all operators must include in their policies for the procurement and provision of accessible rail replacement services, and for ensuring passengers receive useful and up-to-date information in this area. This followed our detailed policy work and stakeholder engagement in 2019-20, when we wrote to the Rail Minister and rail industry leaders, highlighting the changes we have made and setting out for their consideration a range of other, non-regulatory proposals for reform.
59. In January 2021, we signed a Memorandum of Understanding with the Driver and Vehicle Standards Agency, the department responsible for enforcing the Public Service Vehicle Accessibility Regulations. Its purpose is twofold: to ensure effective coordination and cooperation in relation to the regulation of accessible rail replacement public service vehicles; and to provide clarity for passengers, government and the respective regulated industries about our two organisations' specific areas of responsibility and how we will work together to monitor and uphold the regulatory requirements and relevant legislation in this area.

## Approval of ATPs

60. Following publication of the new ATP Guidance, we asked every train and station operator to submit an updated ATP by 30 November 2020. Revisions were to include commitments to the new rail replacement measures and the assistance safeguarding measures that station operators must put in place to ensure passengers reliably

receive assistance when they alight the train. At the time of publication of this report, we had approved 21 submissions.

## Deployment of mobile assistance staff

In 2020 we secured new ATP commitments to the introduction of new mobile assistance teams on the Great Northern, Southern, Southeastern and Thameslink rail networks. This will ensure passengers are able to obtain boarding and alighting assistance from roving staff trained in providing passengers with assistance, even in cases where there are no staff rostered on the train or at the station. We are continuing our discussions with Chiltern Railways and Greater Anglia on the provision of assistance in similar circumstances on their networks.

## Monitoring delivery of ATP commitments

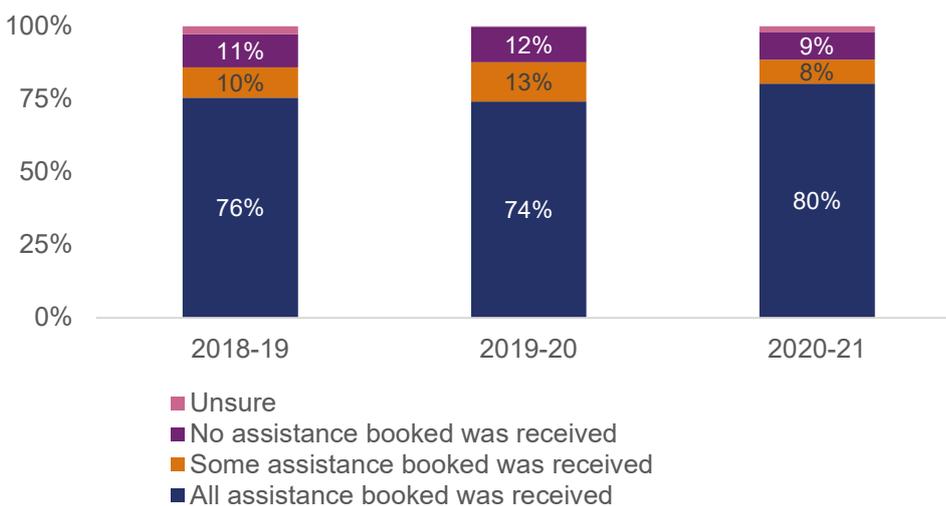
### Staff training and website accessibility reviews

61. This year, we have undertaken detailed follow-up exercises designed to ensure that train and station operators including Network Rail meet their obligations in the ATP Guidance. In particular, we conducted exercises to assess progress on train and station operators' staff training in disability awareness, communications and assistance, and commissioned a technical audit to ensure that operators' websites meet industry website accessibility standards and provide specific information about the passenger assistance service.
62. By the end of 2021 almost 30,000 passenger-facing staff are due to have undertaken disability awareness and equality training. Around half of all train and station operators, including Network Rail, have developed brand-new courses to be used in inductions for new staff and refresher training for existing staff. Eleven train operators are extending the training from frontline staff to all colleagues. ORR has ensured that disabled people play a key role in the development and delivery of training, and that their experiences of using the railway are a central focus.
63. Every train and station operator website now clearly displays all the crucial information needed to support an assisted travel journey, including information on temporary reductions in accessibility and on what redress may be owed to passengers that do not get the assistance they booked. Every operator is committed to being compliant with [international website accessibility standards](#) by December 2021, so that passengers with disabilities and impairments are able to access their web services and information without limitation.

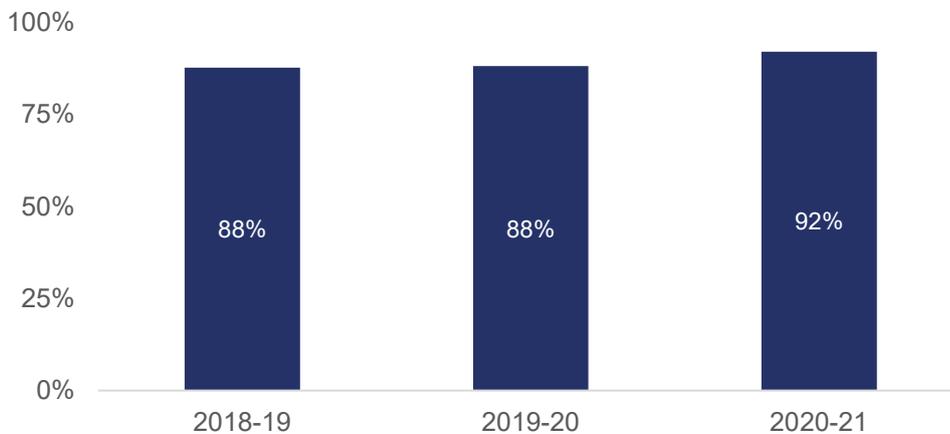
## Reliability of assistance

64. We conduct ongoing research into the experience of booked assistance users who rely on the service to make their journeys. Our survey results for 2019-20 enabled us to identify those train operators whose assistance provision was falling short of what we, and passengers, expect. This year, [we wrote to](#) the four lowest performing train operators where our data identified concerns over whether passengers were provided with all the assistance they had booked: Northern Trains; South Western Railway (SWR); Transport for Wales Rail; and West Midlands Trains (WMT). We asked these operators to explain the reasons for the lower level of performance in this area and secured specific actions they would take to improve the reliability of booked assistance provision. In the coming year, we intend to carry out a mystery shop of passengers' experience of booking and obtaining assistance to assess whether improvements are being delivered across the whole industry.
65. We have continued our consumer research in 2020-21, seeking views directly from passengers who had booked assistance. Whilst the fall in the number of users due to the pandemic means that we are unable to report by operator this year, we can report at an industry level. Figure 1 and Figure 2 below show a welcome increase in both the percentage of passengers receiving all the assistance they booked and in the level of satisfaction with the assistance received. We have published the [research report](#) alongside this report.

**Figure 1. Passenger outcome for booked assistance, Great Britain, 2018-19 to 2020-21**



**Figure 2. Satisfaction with assistance received at the station (for those met by assistance staff), Great Britain, 2018-19 to 2020-21**



## Provision of redress

66. Through our regular data collection, we have continued to monitor train operator adherence to ATP requirements on the provision of redress for passenger assistance failures. Our analysis identified that several train operators were approving a relatively low proportion of redress claims when compared to the number of failures. [We wrote to](#) nine operators to understand the reasons for this and the actions they would take to ensure passengers receive the redress to which they are entitled. We followed this up in individual conversations with operators to ensure they have a clear understanding of requirements in this area. In the coming year, we will continue to monitor performance, particularly when passenger numbers rise, to ensure that redress claims are treated appropriately.

## Compliance monitoring

67. We have continued to monitor compliance with ATPs and have taken action where our intervention was necessary to protect passengers. We give an example below.

## Access to the wheelchair space – GTR

In late January 2021, we were made aware of concerns expressed on social media about Great Northern's cycle storage policy, and the arrangements for assisting passengers to the wheelchair space on its trains. Recognising this is an important issue for wheelchair users, we sought clarity from the franchisee, Govia Thameslink Railway (GTR), on the changes that had been made to its cycle policy, and we reminded the company of its duty to ensure that wheelchair space is kept free of obstructions on its services (including cycles where permitted on board).

GTR provided assurances that it was fulfilling its passenger licence obligations under its approved ATP and its legal duties under the Persons with Reduced Mobility National Technical Specification Notice (PRM-NTSN). It also confirmed that it would no longer indicate on any of its train company websites that cycles can be stored in the wheelchair space.

## Stakeholder engagement

68. In January 2021, we undertook the first in our planned series of quarterly meetings with every train and station operator to discuss current issues and to ensure continuing compliance with our training, website, passenger assistance provision redress and other commitments. We met again in April, and subsequent meetings are planned for July, October and thereafter. During these discussions, we also ensured that operators were ready for the reduction in the amount of notice they are permitted to ask for when passengers request assistance to travel – from 10pm the day before travel to six hours before travel from 1 April 2021.
69. Our engagement with other key stakeholders continued throughout the year. In September 2020 and February 2021, we held meetings of ORR's biannual Accessibility Stakeholder Forum, following the successful inaugural meeting in February 2019. [These meetings](#) have focused on ORR's role in monitoring the delivery of improvements to assisted travel and on the impact of the pandemic on disabled people's confidence in travelling by rail.

## Report into fatal accident at Eden Park station

70. In February 2021, the Rail Accident Investigation Branch published its report into a visually impaired person struck by a train at Eden Park station. ORR welcomed the report's recommendation to use our ATP Guidance as a vehicle to improve the availability of information on tactile surfaces at stations across the UK. The issue of

tactile paving has also been recognised as a key area of work by DfT, who are working towards a full audit of every station in Great Britain and the development of a new database and public-facing website. We will monitor the progress of this work in conjunction with the ATP Guidance to ensure clarity and consistency of information provision to passengers.

## Network Rail

71. As the operator of Great Britain's largest stations and the provider of almost one third of all passenger assistance, Network Rail is critical to the experience of disabled passengers using the railway. We recently approved its revised ATP which outlines its commitments and standards of service for its 20 stations. To accompany this policy document, Network Rail will produce individual station guides, which will include key accessibility information tailored to each station. There will be a guide for Euston station in London, which has been developed in consultation with Network Rail's Built Environment Accessibility Panel.
72. We welcomed that Network Rail will be extending the delivery of its ATP disability awareness training to its entire staff network. Seven of the training outcomes will be provided via a new e-learning package to its non-passenger-facing staff in the coming months.

## Compliance with the Design Standards for Accessible Railway Stations: A Joint Code of Practice

73. This year, we have continued to analyse infrastructure projects where we have identified potential weaknesses regarding compliance with the Joint Code of Practice on Design Standards for Accessible Railway Stations (the Code). The table below illustrates those cases where we have engaged with Network Rail regarding its work to deliver accessibility improvements across their regions.
74. We have seen a welcome shift by Network Rail towards embedding accessibility into infrastructure works and more common use of Diversity Impact Assessments (DIA). Nonetheless, we have continued to identify examples where accessibility has been overlooked during a station project. It remains unclear how this area will develop in the next five-year control period for infrastructure investment, which starts in 2023. In the meantime, we intend to make clearer the industry's obligations to have due regard to the Code.

**Table 2.1 Joint Code of Practice on Design Standards for Accessible Railway Stations**

Station	Operator	Works carried out by and when	Issue	Update
Barnt Green	WMT	Network Rail (NR) (>two years ago)	The provision of lifts was not included as part of the station's major footbridge works.	NR is continuing to look at securing funding to develop the station. We will continue to monitor and hold NR to account for securing funding and completion of the works.
Eltham (and several stations in southern region)	Southeastern	NR (dates vary)	As part of platform extension works at Eltham, tactile paving was only applied to the newly extended part of the platform, not the whole length of the existing platform.	Since our intervention, NR has confirmed all platforms across the Kent and Sussex routes will be fitted with tactile surfaces by March 2022.
Hornden	Northern	NR (<two years ago)	A substantial ramped bridge was installed as part of a new footbridge with minimal consultation with disability groups.	NR is committed to revisiting all project DIAs across the Eastern region to ensure disabled groups are included as part of the consultation.
Kidbrooke	Southeastern	NR (> two years ago)	The provision of lifts was not included as part of the station's major footbridge works.	NR is continuing to look at securing funding to develop the station. We will continue to monitor and hold NR to account for securing funding and completion of the works.
Liphook	SWR	NR (<two years ago)	The provision of lifts was not included as part of the design stage of a footbridge renewal.	NR is committed to installing lifts by November 2021.
Tilehurst	GWR	NR (> two years ago)	The provision of lifts was not included as part of the station's major footbridge works.	NR is committed to installing lifts by spring 2022.

Source: ORR

## Main priorities for 2021-22

75. In the coming year we will:

- conclude our current audit of station accessibility information provided on the NRE website and on each operator's website, write to each operator with the results and require remedial action where necessary;
- subject to Government COVID-19 guidance on essential travel, carry out mystery shops of the passenger assistance user experience, from booking to receiving assistance;
- undertake a further audit of operators' website accessibility, to include the experience of disabled users;
- continue our quarterly meetings with operators, focusing on the delivery of staff training commitments in 2021 and ensuring they are ready to meet the requirement to allow passengers to book assistance with only two hours' notice from 1 April 2022;
- finalise the remaining approvals of revised ATPs and carry out an annual review of each operator's ATP;
- publish a consultation on ATP Guidance for operators of single stations, trams and heritage railways that use the national rail network, and other 'bespoke' operators (this work was postponed from 2020 when many such operators suspended their services due to the pandemic); and
- clarify industry's obligations with respect to the Joint Code of Practice on Design Standards for Accessible Railway Stations and assist DfT's expert working group in its work on its redevelopment.

## 2.4 Complaints and redress

### Introduction

76. Train and station operators including Network Rail are required by their operating licence to have a Complaints Handling Procedure that has been approved by ORR. This sets out how operators should go about meeting the expectations of their customers when they make a complaint. If they are unable to do so, passengers can seek redress through the Rail Ombudsman.

### Impact of COVID-19

77. This year, train operators had to respond to the particular challenges of handling complaints during the pandemic, such as the transition of their workforce to home working and responding to increases in the volume of refund requests. During 2020-21, we continued our monitoring of train operators' performance in making a full response to 95% of complaints within 20 working days, whilst also increasing our engagement with industry, particularly during the first six months of the pandemic, in order to understand the difficulties it was facing.

### Complaints handling monitoring and insight

78. In the early months of the year, three train operators – c2c, GWR and SWR – struggled to meet the regulatory requirement to respond to 95% of complaints within 20 working days. ORR therefore instigated more frequent regulatory reporting and engaged with each operator on its plans to recover performance. All three operators returned to compliance and have since sustained this. We give an example below.

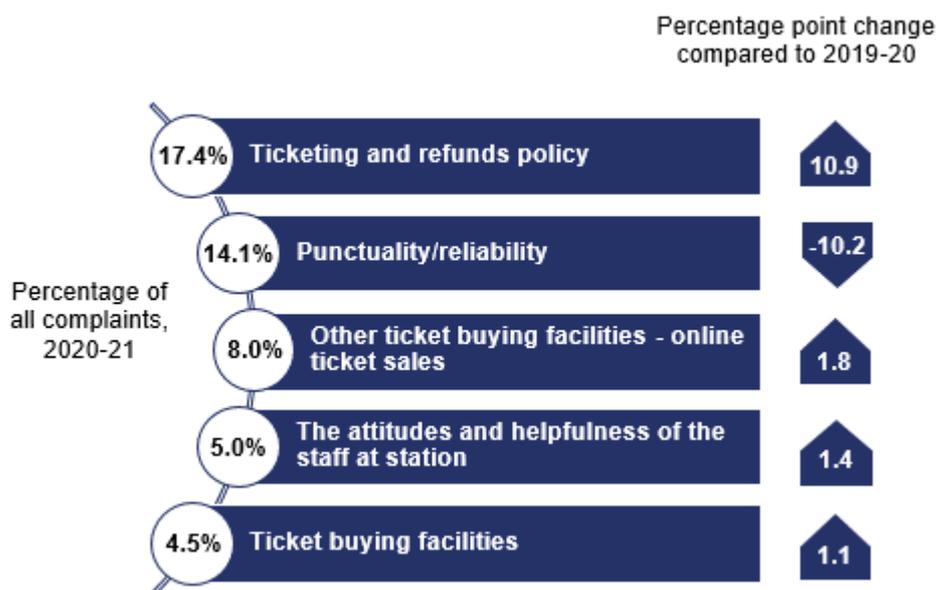
#### **Failure to respond to 95% of complaints in 20 working days – SWR**

In June 2020, SWR contacted us to set out the challenges it was facing due to the COVID-19 pandemic. The company had prioritised the handling of the large number of passenger refund requests it had received, which had resulted in a backlog in its handling of complaints. This had impacted on its ability to meet the regulatory requirement to respond to 95% of all complaints within 20 working days.

The company engaged with us on its plans to return to compliance and discussed options for resolving the backlog. We underscored the importance of passengers continuing to receive a response to their complaint and instituted more frequent regulatory reporting to monitor the success of the company's recovery plan. By summer, SWR's complaints handling response times had returned to compliance, which it sustained for the rest of the year.

79. The fall in the number of passengers travelling as a result of the pandemic was reflected in the overall volume of complaints train operators received. In 2020-21 there were 133,003 complaints, a 75.1% decrease from the year before. Figure 3 below shows the top five complaints in 2020-21. The main change from last year is the increase in the percentage of complaints about ticketing and refunds (from 6.4% to 17.4% this year).

**Figure 3. Top five complaint categories, Great Britain, 2020-21**



80. Measures such as the wearing of face coverings on public transport also had an impact on the type of complaints train operators received. For example, we saw a higher proportion of all complaints about personal security on board from June 2020 onwards. We provided guidance to train operators on how to categorise COVID-19 related complaints, to encourage consistency in reporting across the industry.

### Complaints handling satisfaction

81. During 2020-21, we continued our research to track how satisfied passengers were with the handling of their complaints. We received almost 17,500 survey responses this year and they showed a slight increase in satisfaction with both the handling and outcome of passenger complaints.

82. Following on from our commitment in last year’s Annual Consumer Report, in December [we wrote to](#) seven train operators who performed below the national weighted average in the 2019-20 period and asked them to set out how they have used the survey results to understand the causes of dissatisfaction, and the steps

they have taken or are planning to take, to improve. A common theme in a number of responses was how specific challenges such as disruption on the network, new systems or other operational challenges had increased customer contact volumes, thereby slowing complaints handling response times and reducing passenger satisfaction. We were encouraged to see train operators actively using the insights from complaints to improve their service, with some setting out how they had made changes to systems, processes and resourcing as a result. Whilst some operators saw better passenger satisfaction results in our survey this year, others fared less well. We will continue to incentivise the use of learning from complaints to drive continuous improvement.

## Complaints handling guidance

83. This year we commenced a review of ORR's current [complaints handling guidance](#) to licence holders to ensure it remains fit for purpose and has kept pace with passenger expectations. To support our review, we commissioned research on good practice in complaints handling, and gathered train operators' feedback on our current guidance. We also commissioned research to understand the key drivers of passenger satisfaction with complaints handling, using the results of our survey. The outputs from this work will feed into our review, and we are grateful to all those train operators and stakeholders who have engaged with us on this work to date.

## Complaints handling by Network Rail's managed stations

84. We monitor Network Rail's performance on responding to complaints about the stations it manages. This year, Network Rail received 850 complaints related to its 20 managed stations, down from 1,934 in 2019-20. It responded to 96.1% of all complaints within 29 calendar days, thereby exceeding its national target.
85. We have continued our regular quarterly meetings with Network Rail to discuss its performance on complaints handling for its managed stations. We understand that Network Rail has developed new reporting tools to support station teams' awareness of open complaints with the aim of improving complaints closure rates. We have also engaged closely with the company on its development of new complaints categories, which will be in use for 2021-22, and should provide improved insight on the station-related complaints it receives.

## Redress – the Rail Ombudsman

86. In summer 2020, we published the results of the independent [review of year one of the Rail Ombudsman](#). Whilst the review found it met its key performance indicators and its service is valued by train operators, a number of areas were identified where

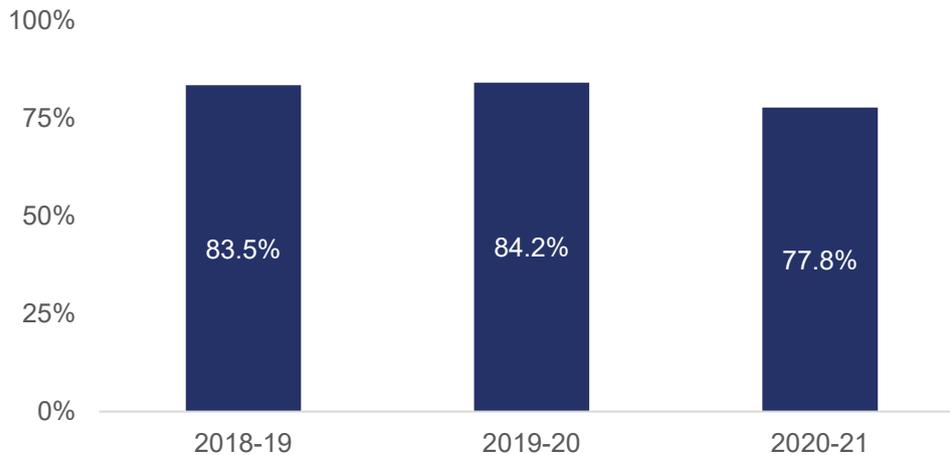
the Ombudsman arrangements could be enhanced, namely around governance and accountability, operations, and impact and influence.

87. During 2020-21 we have been working with stakeholders to implement the review's recommendations. This has included ORR taking on the Secretariat of the Rail Alternative Dispute Resolution (ADR) Scheme Council, which provides governance over the Ombudsman scheme. We have also worked on strengthening the Scheme Council's own governance capabilities through restructured agendas and enhanced reporting.
88. While the volume of complaints to the Ombudsman has decreased in 2020-21, reflecting the wider decrease in complaints volumes across the industry, the insight from complaints remains as important as ever. We have been working closely with the Ombudsman scheme to support its work on implementing the recommendations of the review, including working collaboratively to enhance its reporting to the Scheme Council so that the insights from complaints are shared.

## **Redress – delay compensation**

89. ORR collects and publishes data from train operators on delay compensation, the national scheme that train operators use to compensate passengers for unexpected delays and cancellations. The data that we publish includes the number of claims received, closed and approved, and the percentage of claims responded to within 20 working days. We use this information to identify any general trends and specific outliers.
90. All train operators experienced substantial decreases in delay compensation claim volumes compared to the previous year; in 2020-21 there were 394,948 delay compensation claims closed by train operators, a decrease of 93.7% compared with 2019-20. This decrease primarily reflects the drop in passenger numbers caused by the pandemic and the improvement in train service performance. The reduction in claim volumes helped to ensure operators processed almost all claims within 20 working days (a proxy for the one month target referred to in the NRCoT).
91. Figure 4 below shows that, overall, 77.8% of the delay compensation claims closed were subsequently approved by train operators this year. This represents a decrease of 6.4 percentage points compared to 2019-20.

**Figure 4. Delay compensation approval rate, Great Britain, 2018-19 to 2020-21**



## Delay compensation licence condition

92. In June 2020, we published our initial consultation on our proposals to introduce a new licence condition on delay compensation which will require adherence to a delay compensation code of practice. The proposals focus on improving passenger awareness, simplifying and harmonising claim processes, monitoring, and continual improvement. This follows our 2019 [recommendations to the Williams Review](#).
93. In the light of responses to the consultation, we refined our proposals. We also noted that recent [research by DfT and Transport Focus](#) showed that the percentage of passengers claiming delay compensation for an eligible journey had increased by only two percentage points, to 37%, over the past two years. In May 2021, we published a [second consultation](#) seeking comments on the draft wording of the code of practice and licence condition.

## Main priorities for 2021-22

94. In the coming year we will:
- publish a consultation on our proposed changes to the existing ORR [complaints handling guidance](#) for licence holders;
  - continue our work on implementing the recommendations of the Rail Ombudsman review and embedding new ways of working with the Rail ADR Scheme Council, in order to support its governance role; and
  - publish a statutory licence change consultation to introduce a new licence condition on delay compensation.

# Annex A

## Examples of specific interventions with train operators and Network Rail

Area	Issue	Company	Action/outcome & impacts
Ticket retailing	Refund policy	Eurostar	We secured improvements from Eurostar to its website information and communications to passengers to ensure that it was properly informing passengers of their right to a cash refund for cancelled services.
Ticket retailing	Refund processing timescales	Greater Anglia	We worked with Greater Anglia to ensure it focussed on reducing the processing time for refunds. It put in place measures to reduce the backlog of refund applications.
Passenger information	Detailed reviews of information ahead of Kings Cross works	Network Rail (NR), London North Eastern Railway (LNER), Govia Thameslink Railway (GTR)	We provided feedback from our reviews to NR. LNER also adopted our approach to carry out its own checks. Our feedback has been used to improve communications to passengers for later project phases.
Passenger information	Gypsy Patch Bridge overrun – lack of information on Great Western Railway (GWR) and NR websites	GWR, NR	We worked with NR regional communications to ensure that the pages were updated. This highlighted a wider issue across NR (see below).
Passenger information	Out of date or incomplete information about the impact of its project work	NR	We worked with NR nationally and asked that NR asks its routes to update the project pages to provide up-to-date information about the impact of projects. This is now complete.

Area	Issue	Company	Action/outcome & impacts
Passenger information	Newhaven Harbour service reductions not made clear	Southern	We worked with Southern to ensure that communications to passengers were improved.
Passenger information	Detailed reviews of information ahead of Kings Cross works	NR,LNER, Govia Thameslink Railway (GTR)	We provided feedback from our reviews to NR. LNER also adopted our approach to carry out its own checks. Our feedback has been used to improve communications to passengers for later project phases.
Accessibility	Reliability of booked passenger assistance	Northern, South Western Railway (SWR), Transport for Wales, West Midlands Trains	We wrote to the four lowest performing operators. Each operator has committed to specific improvements aimed at improving the reliability of passenger assistance. We are monitoring the delivery of these.
Accessibility	Redress for failed Passenger Assist	Avanti West Coast, c2c, East Midlands Railway, GTR, GWR, LNER, SWR, TransPennine Express, ScotRail	We wrote to nine train operators querying the high proportion of unapproved redress claims. We found that redress claims were not being recorded and reported correctly. We have reiterated our requirements and, where necessary, operators have carried out internal reviews of claims to ensure passengers that are entitled to redress receive it.
Accessibility	Review of train and station operators' progress towards meeting disability awareness training compliance	All	We reviewed all material and plans and worked with operators to ensure they met requirements. By the end of 2021, almost 30,000 frontline staff will have received training in providing a better service to disabled passengers.
Accessibility	Review of train and station operators' progress in meeting website content and	All	We commissioned a technical website accessibility audit and carried out our own review of website content. All content is now compliant and full website

Area	Issue	Company	Action/outcome & impacts
	accessibility requirements		accessibility will be achieved by end 2021.
Complaints	Enhanced monitoring due to failure to comply with requirement to resolve 95% of complaints within 20 working days	c2c	We instituted more frequent regulatory reporting to monitor c2c's progress in returning to compliance. The operator returned to compliance and sustained this for the remainder of the year.
Complaints	Enhanced monitoring due to failure to comply with requirement to resolve 95% of complaints within 20 working days	GWR	We instituted more frequent regulatory reporting to monitor GWR's progress in returning to compliance. The operator returned to compliance and sustained this for the remainder of the year.
Complaints	Enhanced monitoring due to failure to comply with requirement to resolve 95% of complaints within 20 working days	SWR	We instituted more frequent regulatory reporting to monitor SWR's progress in returning to compliance. The operator returned to compliance and sustained this for the remainder of the year.

# Annex B

## Forward work programme 2021-22

Consumer area	ORR next steps	Timing
Ticket retailing	Establish an enduring and proportionate process for relevant train operators to collate and publish their Service Quality Reports.	Summer 2021
Ticket retailing	Conclude our review of administration fees in the National Rail Conditions of Travel and agree next steps with DfT and industry.	Autumn 2021
Ticket retailing	Provide greater clarity to train operators and retailers on our consumer powers (this work was deferred from last year due to the pandemic and some legislation has been affected by the UK's exit from the EU).	Autumn 2021
Passenger Information	Continue to actively participate in the SISJ programme to ensure that changes are delivered and, as part of this, consider whether any updates to our guidance for licence holders are necessary.	Ongoing
Passenger Information	Work with Network Rail to review information provided for passengers when there are major engineering works.	Ongoing
Passenger Information	Revise our routine monitoring to move away from incidents to more regular reviews of train operating company information based on a standard methodology.	Summer 2021
Accessible Travel	Conclude our audit of station accessibility information provided on the National Rail Enquiries website and on each operator's website, write to each operator with the results and ask for remedial action where necessary.	Winter 2021
Accessible Travel	Subject to Government COVID-19 guidance on essential travel, carry out mystery shops of the user experience of passenger assistance, from booking to receiving assistance.	Winter 2021
Accessible Travel	Undertake a further audit of operators' website accessibility, to include the experience of disabled users.	Winter 2022
Accessible Travel	Continue our quarterly meetings with operators, focusing on the delivery of staff training commitments in 2021, and ensuring they are ready to meet the requirement to allow	Ongoing

Consumer area	ORR next steps	Timing
	passengers to book assistance with only two hours' notice from 1 April 2022.	
Accessible Travel	Finalise the remaining approvals of revised ATPs and carry out an annual review of each operator's ATP.	Ongoing
Accessible Travel	Make clearer industry's obligations with respect to the Joint Code of Practice on Design Standards for Accessible Railway Stations and assist DfT's expert working group in its work on its redevelopment.	Ongoing
Accessible Travel	Publish a consultation on ATP Guidance for operators of single stations, trams and heritage railways that use the national rail network and other 'bespoke' operators.	Spring 2022
Complaints	Publish a consultation on our proposed changes to the existing ORR complaints handling guidance for licence holders.	Summer 2021
Redress	Continue our work on implementing the recommendations of the Rail Ombudsman review and embedding new ways of working with the Rail ADR Scheme Council, in order to support its governance role.	Ongoing
Redress	Publish a statutory licence change consultation on delay compensation.	Summer 2021
Redress	Introduce a new licence condition on delay compensation.	Winter 2021

# Glossary of terms

---

**Accessible Travel Policy (ATP)** – train and station operators are required by their operating licences to establish and comply with an Accessible Travel Policy (ATP), approved by ORR. The ATP sets out, amongst other things, the arrangements and assistance that a company will provide to protect the interests of disabled people using its services, and to facilitate such use.

**Complaints Handling Procedure (CHP)** – train and station operators are required by their operating licences to establish and comply with a procedure for handling complaints relating to licensed activities from customers and potential customers. This procedure is known as the ‘complaints handling procedure’ (CHP). The CHP is approved and monitored by ORR.

**Consumer law** – protection in place to ensure the rights of consumers as well as fair trade, competition and accurate information in the marketplace. In this document referring to The Enterprise Act 2002, The Consumer Rights Act 2015, and The Consumer Protection (from Unfair Trading) Regulations 2008.

**Driver and Vehicle Standards Agency** – an executive agency of the Department for Transport.

**National Rail Conditions of Travel (NRCoT)** – an agreement between a passenger and train operator which applies to all domestic (non-international) journeys by scheduled passenger train services on the railway network of Great Britain. It sets out passengers’ and train operators’ rights and obligations when travelling by train.

**National Rail Enquiries (NRE)** – the source of customer information for all passenger rail services on the National Rail network in England, Wales and Scotland. The National Rail Enquiries website, run by RDG, includes a real-time journey planner, fares and live departure information.

**Network Rail** – the national rail network (track and related infrastructure) is owned and operated by Network Rail. It derives its revenue primarily from charges levied on train operators for access to its network and stations, and from a direct financial ‘network grant’ from the government. Network Rail also owns and operates 20 of Britain’s busiest stations – including 11 stations in London.

**Rail Ombudsman** – is an independent, not-for-profit organisation offering free, expert service to help sort out unresolved customer complaints about service providers within the rail industry.

**Rail Passenger Obligation Regulation (PRO)** – The PRO enhances and strengthens the rights of rail passengers, particularly in the areas of information and ticket provision, compensation and assistance, and provides rights for disabled persons and persons with reduced mobility. It applies to passenger operators, station managers, ticket vendors and tour companies.

**The Health Protection (Coronavirus, Public Health Information for Passengers Travelling to England) Regulations 2021**– The Regulation introduced new requirements for passengers arriving in England to have a valid negative COVID-19 test and a passenger locator form. It also introduced new liability requirements on operators providing international travel services, making them liable for any passenger who appears at the UK border without a negative COVID test or passenger locator form.



© Crown copyright 2021

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at [orr.gov.uk](https://orr.gov.uk)

Any enquiries regarding this publication should be sent to us at [orr.gov.uk/contact-us](https://orr.gov.uk/contact-us)

