



OFFICE OF RAIL AND ROAD



# 'MEASURING UP'

ANNUAL RAIL CONSUMER REPORT 2018







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# INDEX

1. Executive Summary .....	6
2. Introduction .....	14
Background .....	15
3. Our passenger work .....	16
Ticket retailing .....	16
Passenger information .....	21
Assisted travel .....	26
Complaints and redress .....	32
4. Network Rail .....	44
5. Findings by train company .....	48
Guidance notes .....	48
Arriva Trains Wales .....	51
c2c .....	54
Caledonian Sleeper .....	57
Chiltern Railways .....	60
CrossCountry .....	63
East Midlands Trains .....	66
Govia Thameslink Railway .....	69
Grand Central .....	72
Great Western Railway .....	75

Greater Anglia .....	78
Heathrow Express.....	81
Hull Trains.....	84
London Overground .....	87
Merseyrail .....	90
Northern.....	93
ScotRail .....	96
South Western Railway.....	99
Southeastern .....	102
TfL Rail.....	105
TransPennine Express.....	108
Virgin Trains East Coast.....	111
Virgin Trains West Coast .....	114
West Midlands Trains .....	117
<b>Glossary</b> .....	<b>120</b>

# 1. EXECUTIVE SUMMARY

1. The Office of Rail and Road (ORR) is the combined economic and health and safety regulator for the GB rail network and the economic monitor for England's strategic road network. One of our strategic objectives is to **support better rail customer service**.
2. Passengers, like consumers in other sectors, expect to get a good service. This includes getting the information and assistance they need to help them plan and make journeys, buy tickets, and get where they want to get to on time and, when things go wrong, to be able to get things resolved quickly and effectively and get redress where appropriate. However, this doesn't always happen and we therefore work to understand better the experience of rail passengers in the areas that we regulate<sup>1</sup>, and where necessary, require the industry to improve. We focus on:
  - **Ticket retailing** – information to enable passengers to make informed decisions;
  - **Passenger information** – information to help passengers with journey planning, including when there is disruption;
  - **Assisted travel** – services for passengers who require assistance to make their journey; and
  - **Complaints and redress** – an effective service for handling complaints and redress.
3. During this reporting year we have seen good progress in areas such as Ticket Vending Machines (TVMs) and in working with companies to take forward improvement in assisted travel. We have used robust research and tested our work with an independent **Consumer Expert Panel**<sup>2</sup> to inform our policy making and approach. But there remains more that the industry can do, particularly in giving better information to passengers, and at times staff.

## Ticket retailing

4. In 2017 we used mystery shopping to investigate the extent to which **ticket vending machines (TVMs)** were meeting the needs and expectations of passengers, and to examine whether TVM-transactions led to the purchase of a more (or less) expensive ticket than was required for their journey. We identified five areas where clearer and more complete information was necessary for passengers and we challenged the industry to improve in each area. This year we repeated this research. The results showed that:
  - 91% of passengers would have bought the most appropriate ticket for their journey, an improvement of 11 percentage points compared to our 2017 survey; and
  - Of the 9% who might have bought the wrong ticket, 6% would have paid too much, a reduction from 13% last year.
5. In 2017 we called on train companies to both improve this service and provide greater assurance to passengers by introducing a voluntary **TVM Price Guarantee** whereby they commit to refund the additional costs where the passenger could have purchased a cheaper ticket. At that time c2c had already made a 'Right Ticket, Right Price' commitment which provided a refund of the difference in costs between the two ticket prices (in c2c's case offering twice the amount), and ScotRail also operated a Price Promise which made a similar commitment. Consequently, in our 2017 Annual Consumer Report, we showed that a further 10 companies had agreed to introduce a price guarantee.
6. This year all 17 train companies that use TVMs now have a TVM Price Guarantee in place. This is a significant step forward in providing additional protection and confidence for passengers in this area. From April this year we are collecting data to help us monitor the effectiveness of this remedy.

1. The vast majority of rail passenger services are provided by train companies under franchise agreements with government. These agreements specify many of the obligations and service standards that train companies are required to deliver and are overseen by government.

2. <http://orr.gov.uk/about-orr/how-we-work/expert-advisors/consumer-expert-panel>

7. We welcome this progress but there are still areas where improvements can be made for passengers. In particular, in the ticket types that can be purchased at TVMs, in information on ticket restrictions and validities, and in the details of what times off-peak tickets can be used.

### London Midland – Ticket Vending Machines (TVMs) at London Euston

A complainant drew our attention to an issue with London Midland's TVMs at London Euston which appeared to be programmed in such a way that they would not recognise senior railcards during the evening peak. This appeared to contradict the terms of the railcard. Despite the passenger raising it directly with London Midland over a number of months the matter remained unresolved.

It is important that passengers are given clear, timely and accurate information to enable them to purchase the appropriate ticket for their journey. Train companies should also make it clear what tickets are/are not available for sale at each sales channel, including TVMs. We conducted a mystery shopping exercise which revealed that the issue was more widespread than senior railcards. We therefore raised our concerns with London Midland to ensure that this issue was resolved. We also advised the complainant to contact the train company to seek a refund under its TVM price guarantee.

In response, London Midland initially placed appropriate signage on TVMs to highlight the issue to passengers, advise where cheaper tickets may be purchased and also developed a temporary workaround whilst a permanent solution was developed. The latter was put in place a short time afterwards.

While we have no evidence of a wider concern in this area, such cases provide useful insight for our future work in the area of ticket retailing.

8. **We will focus on assessing how companies make passengers aware of potential limitations in the ticket types available at TVMs and on the information relating to how and when tickets can be used. This forms part of a wider programme of work - including the use of targeted customer focus groups - on the availability of key information to potential passengers when they purchase tickets and applies irrespective of the sales route (e.g. TVMs, online, apps or at ticket offices). The results of this work will help us to further identify strengths and weaknesses in this area and challenge companies to improve the information that they provide.**

### Passenger information

9. We have written to and also met with all train companies and retailers - and continue to do so - to explicitly set out the requirement for passengers to be given appropriate, accurate and timely information irrespective of the operational challenges that they may be facing. We have also set out clear expectations for how companies should comply with their licence obligations under three broad principles. These principles include, but are not limited to, the provision of information while online timetables remain unreliable and may be subject to late change. **We have since (outside the time period covered by this report) narrowed our focus to specific companies where we can see significant room for improvement. If we do not see this improvement we expect to escalate our concerns, including where appropriate through enforcement.**
10. This remains a live issue at the time of writing. We are requiring train companies and independent retailers to use the 'triangle warning' information available on the National Rail Enquiries (NRE) journey planner, currently the most reliable source of customer information for all passenger rail services. This information will alert passengers to unconfirmed timetables, delays/cancellations and/or alternative transport arrangements (such as bus replacement services or extended journey times) that may affect the journey. **We are asking train companies and independent retailers to provide a definitive date for making changes to online information (specifically journey planners and ticket booking systems). Where it remains unclear that companies are taking all reasonable steps to make improvement in this area we will take appropriate enforcement action to secure the necessary changes.**

## Assisted travel

11. Station operators and train companies are required by their operating licences to establish and comply with a disabled people's protection policy (DPPP) which must be approved by us. A DPPP sets out the arrangements and assistance that the company will provide to protect the interests of disabled people.
12. In 2017 we published the results of three large-scale research exercises to determine the strengths and weaknesses of the assistance provided by both Network Rail (who in 2017-18 provided 29% of all booked passenger assistance) and train companies to passengers with disabilities. The results showed that most passengers who use assisted travel are satisfied with the service - 85% of Passenger Assist (those that book in advance of travel<sup>3</sup>) users and 71% of spontaneous users (those passengers that 'Turn up and go') would recommend it.
13. However, when the service fails it can lead to significant anxiety, distress and at times loss of confidence. One in five passengers reported not receiving all the specific assistance they had requested, staff were less likely to identify those with hidden disabilities, and over two-thirds of potential users of assisted travel were not aware that assistance was available. Comparative performance for all companies that provide passengers with assistance via the booked Passenger Assist service is shown in the table below.

Company	Sample size	Satisfaction with booking	Satisfaction with assistance at station	All assistance received
<b>Network Rail</b>	1,159	92%	92%	82%
<b>Arriva Trains Wales</b>	215	93%	87%	73%
<b>Chiltern Railways*</b>	67	91%	98%	88%
<b>East Midlands Trains</b>	169	90%	90%	73%
<b>Govia Thameslink Railway</b>	155	86%	93%	79%
<b>Great Western Railway</b>	454	94%	93%	81%
<b>Greater Anglia</b>	150	93%	89%	76%
<b>Northern</b>	131	92%	85%	73%
<b>ScotRail</b>	206	90%	96%	81%
<b>South Western Railway**</b>	170	93%	91%	76%
<b>Southeastern</b>	135	86%	88%	76%
<b>TransPennie Express</b>	150	91%	93%	83%
<b>Virgin Trains East Coast***</b>	437	92%	96%	87%
<b>Virgin Trains West Coast</b>	396	95%	93%	84%
<b>West Midlands Trains****</b>	185	90%	93%	77%
<b>TOTAL/AVERAGE</b>	<b>4,210<sup>4</sup></b>	<b>92%</b>	<b>92%</b>	<b>80%</b>

\*small sample size

\*\*South Western Railway took over the South Western franchise in August 2017 (previously operated by South West Trains)

\*\*\*London North Eastern Railway has since taken over the running of East Coast Mainline services from Virgin Trains East Coast (from 24 June 2018)

\*\*\*\*West Midlands Trains took over the West Midlands franchise in December 2017 (previously operated by London Midland)

3. Our data shows that there were around 1.3 million booked assists in 2017-18. This represents an increase of circa 5.7% on last year's figure where the number of booked assists was 1.2 million.
4. Includes 31 passengers using non-station managing train operators.



## Assisted travel – examples of feedback from passengers

*'They were there waiting for me. I was very happy and felt confident that I was being looked after - this is important as I have never travelled that length of journey on my own before and as I have heart problems I didn't want to feel fearful on the journey.'* (65-74, mobility and another long-term condition).

*'It is important that I am able to do anything independently. It is less stressful getting the train than it is trying to drive or having to arrange lifts. I am trying very hard to remain independent.'* (35-49, mobility and mental health).

*'Ramp wasn't ready, they had six wheelchairs to get on two separate areas and no ramps, wasn't good, lucky train was late.'* (16-24, another long-term condition)

14. This research has provided us with a robust evidence-base to identify the areas where assisted travel could be strengthened. In our 2017 consultation<sup>5</sup> on Assisted Travel we sought views on:
  - how awareness of assisted travel might be increased;
  - what action could be taken to improve the reliability of assistance to passengers;
  - how training for rail staff could be strengthened; and
  - how our monitoring of performance could be further enhanced.
15. We have consulted widely, holding an industry seminar in late 2017, together with meetings with a wide variety of organisations including passenger lobby groups, charities and disabled people's organisations to discuss the research findings and specific issues raised in our consultation e.g. the introduction of compensation to passengers where companies fail to provide assistance.
16. We have recently establish an Assisted Travel Advisory Group (ATAG) to further inform our work around the **development of revised Guidance for train and station operators in how to provide assistance to passengers**, and in making improvement to the broader reliability of assistance services for passengers. This Guidance is an important tool in setting clear expectations for Network Rail and train companies and is used in the development of the arrangements and assistance that they provide to passengers and that is set out in their DPPP's. The Guidance requires to be updated and expanded to better recognise passenger needs alongside the changing operating practices within the industry. This work will be a key area of focus for us for the remainder of 2018.
17. **A public consultation on proposed improvements in the four specific areas listed above, as well as wider revisions to the Guidance used by companies in the development of the arrangements and assistance that they provide to passengers, and by us in the formal approval of company DPPP's, will be published in the Autumn.**

5. <http://orr.gov.uk/rail/consumers/consumer-consultations/improving-assisted-travel-consultation>.

## Abellio Greater Anglia - Making Stations Accessible

When train companies and Network Rail carry out work at stations they need to have regard to the Code of Practice on Design Standards for Accessible Railway Stations<sup>6</sup> (the Code). This ensures that when work at stations is carried out recognition of accessibility needs is incorporated. We received a complaint from a local access group that Abellio Greater Anglia had not complied with the Code at Shenfield station and had not listened when they tried to engage with the company to resolve the problem. This included issues with Blue Badge parking spaces and signage.

As initially reported last year, we visited Shenfield station to see the situation in practice. We then worked with the train company to resolve the situation at this station, and identify works across its station estate to make sure that in future these are carried out in compliance. **However, in this area we reached the final stage in our decision making process that, had the company not given clear commitments to address the areas of non-compliance<sup>7</sup>, would have resulted in initiation of formal enforcement action.**

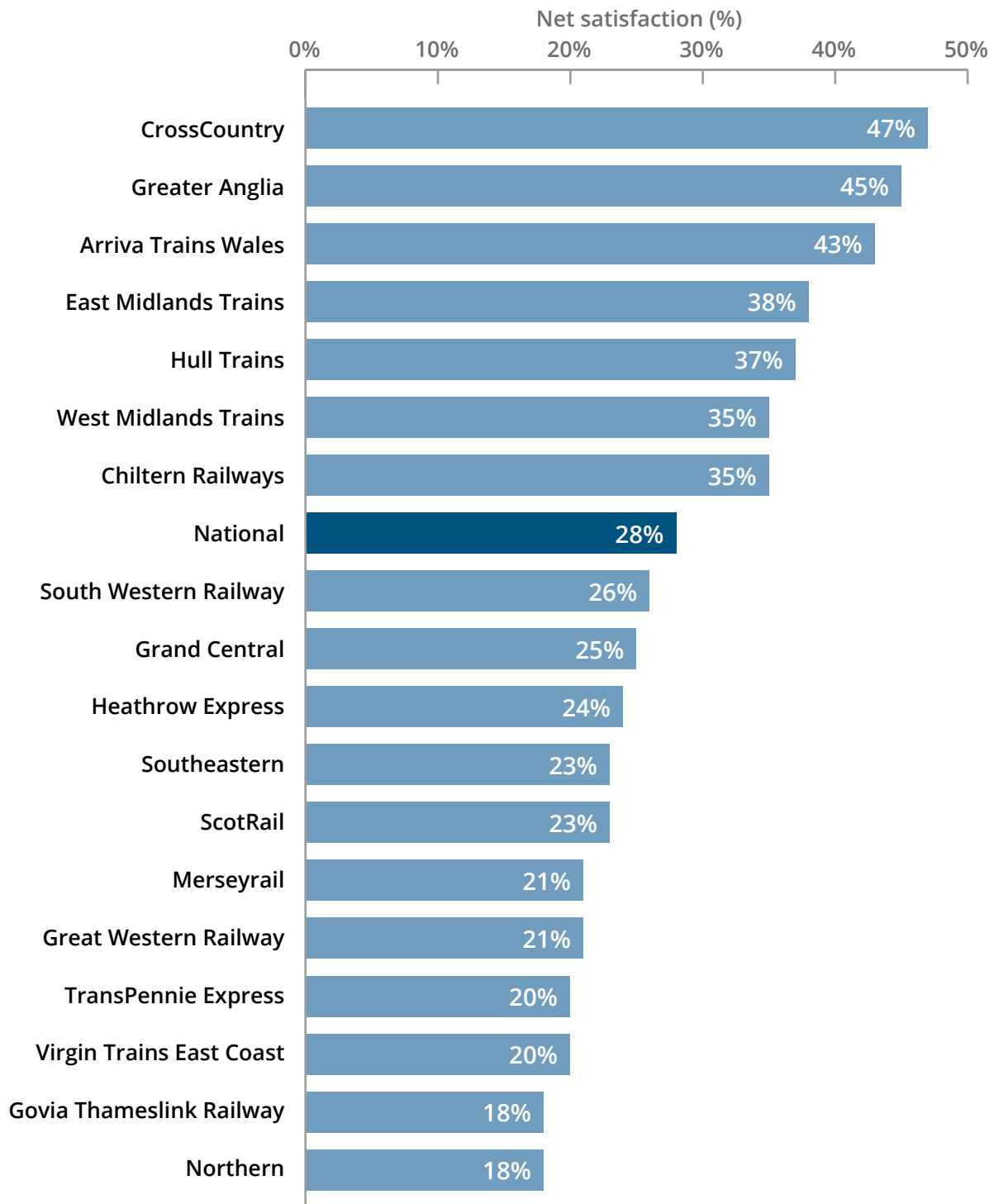
## Complaints and redress

18. Over the course of the last twelve months we have continued to focus on driving improvements in complaints handling with train companies. This includes monitoring their performance against the obligation to respond to 95% of complaints within 20 working days. In 2017-18 11 train companies have consistently met this requirement in each of the rail periods. The complaints rate of 29.3 per 100,000 journeys in 2017-18 is broadly the same as last year, as is the figure for the total number of complaints at just over 500,000.
19. To add to our understanding of performance, we have continued our survey of passenger satisfaction with train companies' complaints handling and, for the first time, we have published comparative information between train companies. The published data is focussed on passenger satisfaction with the process, and as shown in the table below, the outcome of the complaint.

6. A joint Code of Practice by the Department for Transport and Transport Scotland. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/425977/design-standards-accessible-stations.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/425977/design-standards-accessible-stations.pdf)

7. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0009/25497/exchange-of-3-letters-with-abellio-uk-re-condition-5-station-and-passenger-licence.pdf](http://orr.gov.uk/_data/assets/pdf_file/0009/25497/exchange-of-3-letters-with-abellio-uk-re-condition-5-station-and-passenger-licence.pdf)

## Passenger satisfaction with the outcome of their complaint 2017-18 (sample size 41,789)



**Note:** Due to low sample size, data for c2c, Caledonian Sleeper, London Overground, TfL Rail and Virgin Trains West Coast have not been displayed

20. **Transparency in this area has demonstrated that there is a clear gap in the quality of customer service between the best and weakest performers. This has enabled us to identify and share good practices but importantly, challenge those companies who are not performing well.**

## CrossCountry Trains – good practice in flexible resourcing and staff empowerment

CrossCountry Trains consistently exceeds the requirement to respond to 95% of complaints within 20 working days. It also performs better than all other companies in how passengers rate both the complaints process and the outcome of the complaint. We met with CrossCountry to understand how it handles complaints and to identify practices that might be shared with other companies. Flexibility in how it manages its resources and the proactive empowerment of staff were two stand-out findings. Both have helped inform our dialogue with companies who are struggling to meet their obligations and form part of the information that we require as part of our enhanced monitoring when performance drops.

21. Building on this clear insight into passenger satisfaction with the outcome of rail complaints, we have continued to work proactively as part of an Ombudsman Task Force – comprising the Rail Delivery Group, Transport Focus and London TravelWatch - created to introduce binding dispute resolution arrangements into the rail sector. The Rail Delivery Group has made good progress in developing proposals which will result in the launch of an **Alternative Dispute Resolution** (ADR) scheme later this year. In September we consulted on changes that, as a result of ADR, would be necessary to rail company (Network Rail and train companies) complaints handling procedures.
22. ADR provides free, independent and binding decision making, and membership of a scheme demonstrates a strong commitment to improved customer service and builds trust. Therefore, in our February<sup>8</sup> decision document we indicated that we were minded to introduce a licence requirement mandating membership of an ADR scheme.
23. **We will shortly consult on modifying rail companies' licences to make membership of an ADR scheme mandatory. We will also undertake a review of complaints handling in other regulated sectors where they have an ADR scheme in place to ensure that we can learn, and apply, any lessons to the rail sector.**
24. The area of **delay compensation** remains challenging. The result of our mystery shopping work<sup>9</sup> into information provided about delay compensation by passenger-facing staff showed only a small increase in performance over the previous year's exercise. We have asked train companies to explain what improvements they intend to deliver to ensure that their own staff understand the compensation schemes that they operate and can - when requested - consistently provide accurate and helpful information to passengers. The responses we receive will determine the extent to which we will require to escalate our approach to securing improvement including the use of more formal licensing powers in the area of information provision to passengers.
25. **We have enhanced our monitoring to understand whether passenger take-up of delay compensation is increasing, which we will publish. Later this year we will also repeat our compensation 'gap' analysis to understand the difference between the number (and value) of claims that passengers could in theory choose to make for compensation and the number (or value) of claims actually made.**
26. Finally, this year we worked with the Rail Delivery Group and the Competition and Markets Authority to make changes to the National Rail Conditions of Travel (NRCoT) to make it clearer that passengers may have rights under the **Consumer Rights Act 2015** (CRA), in addition to industry arrangements, when they are delayed. These changes were introduced on 11 March 2018<sup>10</sup> with the publication of a revised version of the NRCoT.

8. <http://orr.gov.uk/rail/consumers/consumer-consultations/changes-to-complaints-handling-guidance>

9. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0007/27646/rail-delay-compensation-mystery-shopping-2017-report.pdf](http://orr.gov.uk/_data/assets/pdf_file/0007/27646/rail-delay-compensation-mystery-shopping-2017-report.pdf)

10. <http://orr.gov.uk/news-and-media/press-releases/2018/national-rail-conditions-of-travel>

27. These changes are a welcome step. However, it is important that they are backed-up in practice. This means ensuring that the information provided to passengers about their rights is clear, accurate and easily accessible and does not mislead them or discouraged them from claiming when they have a legitimate right to do so. **We are reviewing how companies have implemented the changes in practice, for example by amending the information they provide to passengers via their websites. As a result, we will consider what further action we require to take to ensure that companies understand the CRA and that they are meeting their obligations to passengers. This may include use of our powers under Part 8 of the Enterprise Act 2002 to compel compliance if necessary.**

### Further information

28. As space in this report is limited, we have created some interactive tools on our website to provide access to additional historical data where it is has not been possible to include it here. These can be found at: <http://orr.gov.uk/rail/consumers/annual-rail-consumer-report>. Over the coming year, we will look to develop this approach and further improve access to this data.
29. We welcome views to assist us in the development of future publications. Responses should be emailed to [competition@orr.gov.uk](mailto:competition@orr.gov.uk) or sent to Consumer Team, Office of Rail and Road, One Kemble Street, London WC1A 4AN.

## 2. INTRODUCTION

30. This is our third Annual Consumer Report, which, as in previous years, focuses on the four main areas of our passenger facing work:
- **ticket retailing** – the provision of clear, accurate and complete information about fares and tickets, so that passengers can make informed decisions when choosing, buying and using rail products.
  - **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.
  - **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.
  - **complaints and redress** – the provision of an easily accessible, effective and efficient complaints and redress service.
31. The first part of this report sets out what we have done in each of these areas over the last year, and covers both our day-to-day monitoring and compliance activity together with the work we do to improve service quality and raise standards. It includes examples of our interventions as well tables that show how train companies have performed relative to each other in a number of areas, notably around the provision of assisted travel and complaints handling.
32. The second part of this report consists of individual data sheets, which provide information on each train company's individual performance across a range of key indicators, between April 2017 and March 2018.
33. Our first Annual Consumer Report, published in 2016<sup>11</sup> was an interim report so this is only the second time that we have been able to include data for a full year and the first time we have been able to publish year-on-year data in some areas. As space in this report is limited, we have created some interactive tools on our website to provide access to additional historical data where it is has not been possible to include it here. These can be found at: <http://orr.gov.uk/rail/consumers/annual-rail-consumer-report>. Over the coming year, we will look to develop this approach and further improve access to this data.
34. Since last year's report<sup>12</sup>, we have continued to enhance the quality of the data we collect and have introduced additional reporting requirements to help us monitor performance in relation to ticket vending machines and the payment of delay compensation.
35. The background section below provides further information on this work, particularly in relation to our role and our approach to regulation.

11. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0012/22116/measuring-up-annual-rail-consumer-report-june-2016.pdf](http://orr.gov.uk/_data/assets/pdf_file/0012/22116/measuring-up-annual-rail-consumer-report-june-2016.pdf)

12. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0007/25297/measuring-up-annual-rail-consumer-report-july-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0007/25297/measuring-up-annual-rail-consumer-report-july-2017.pdf)

## Background

### Our role

36. The Office of Rail and Road (ORR) is the combined economic and health and safety regulator for the GB rail network and the economic monitor for England's strategic road network. With regard to rail passenger services, which are the subject of this report, the vast majority of these are provided by train companies under franchise agreements with government. These agreements specify many of the obligations and service standards that train companies are required to deliver and are overseen by government.
37. Our work derives from the licences we issue to train companies and Network Rail and from our powers and responsibilities under consumer and competition law. As a result, our passenger facing work is focused on the four areas outlined above. Three of these, passenger information, assisted travel, and complaints handling, are the subject of conditions in the licences we issue<sup>13</sup>, while our interest in ticket retailing stems from our consumer law powers<sup>14</sup>.
38. We are not responsible for setting fares, awarding or monitoring franchises, or for setting the level of public subsidy in the railways – these are the responsibility of government. Nonetheless, we work closely with the Department for Transport (DfT), Transport Scotland, the Welsh Government, as well as passenger and consumer bodies, such as Transport Focus (TF) and London TravelWatch (LTW).

### Our approach

39. Our approach to regulation is based on a process of **monitoring, analysis, and engagement**, which enables us to identify issues and take appropriate and proportionate action where necessary. Key to this approach is the collection of data on key performance indicators. Over the last year we have continued to work with train companies to enhance the breadth, depth and quality of this data.
40. To support our monitoring activities we undertake purposeful and targeted consumer research. This, and the collection and analysis of key data, helps to ensure that we have a clear and robust evidence base to identify issues and support our interventions. Publication of this data, particularly where it is possible to compare relative performance, also helps provide an incentive on companies to make improvements.
41. Where improvements are not forthcoming, or are not likely to be delivered in a timely manner, we take prompt and effective **compliance and enforcement** action. We have a range of tools at our disposal, depending on the seriousness of the issue and what is proportionate in the circumstances. This generally involves engagement with the company or companies concerned and can also include audits, targeted reporting, establishment of corrective actions plans and, ultimately, enforcement action. Where appropriate we are transparent in the action we take, and there are a number of case studies throughout this report that reflect this approach.

#### Role and work of ORR's Consumer Expert Panel<sup>15</sup>

To support our work we draw upon the breadth of knowledge and experience provided by an independent **Consumer Expert Panel**. The Panel operate in an advisory role to review and inform ORR's policy making and research. They provide cross-sectoral insight into consumer behaviour and economics and the application of this in a variety of regulated environments. In the last year the panel have advised ORR's work in a wide variety of areas including: numerous aspects of the consumer work described in this report; publication of rail financial information; Network Rail's approach to stakeholder engagement; competition studies; train crowding and managing disruption on the strategic road network in England.

13. <http://orr.gov.uk/rail/consumers/licence-obligations-to-consumers>

14. <http://orr.gov.uk/rail/consumers/consumer-law>

15. <http://orr.gov.uk/about-orr/how-we-work/expert-advisors/consumer-expert-panel>

## 3. OUR PASSENGER WORK

42. As explained in the introduction to this report, our passenger facing work is focused around four main areas:
- **ticket retailing;**
  - **passenger information;**
  - **assisted travel;** and
  - **complaints and redress.**
43. This section of the report sets out what we have done in each of these four areas over the last year, and covers both our day-to-day monitoring and compliance activity as well as the work we do to improve service quality and standards. It includes examples of our interventions and tables that show how train companies have performed relative to each other in a number of areas, notably around the provision of assisted travel and complaints handling.

### Ticket retailing

#### Introduction

44. It is important that passengers get good information when choosing, buying, and using rail tickets so that they can make informed decisions. Train companies, like companies in other sectors, are subject to consumer law, which requires, among other things, that they provide passengers with the information they need and do so in a way that is clear and timely<sup>16</sup>.
45. The following sets out the work we have done over the last year to help improve the information that is provided to passengers when purchasing tickets, including at ticket vending machines and online.

### Monitoring and insight

#### Ticket vending machines

46. Ticket vending machines (TVMs) are designed to provide rail passengers with the opportunity to make quick and easy ticket purchases at the train station, as an alternative to using other means such as ticket offices. This is a popular method of buying tickets with around one third of passengers using a ticket machine to buy tickets.
47. In 2017, we used mystery shopping<sup>17</sup> to investigate the extent to which TVMs were meeting the needs and expectations of passengers, and to examine whether TVM-based transactions led to the purchase of a more (or less) expensive ticket than was required for their journey needs. From this work we identified five areas where clearer and more complete information was necessary for passengers and we challenged the industry to improve<sup>18</sup>.
48. This year we repeated this work to see whether train companies had made progress. The results showed that 91% of passengers would have bought the most appropriate ticket for their journey, an improvement of 11 percentage points compared to our 2017 survey. Of the 9% who might have bought the wrong ticket, 6% would have paid too much, a reduction from 13% last year.

16. Train companies adopted their own Code of Practice on this in 2015 – [http://www.nationalrail.co.uk/times\\_fares/ticket\\_types/93747.aspx](http://www.nationalrail.co.uk/times_fares/ticket_types/93747.aspx)

17. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0016/24046/research-into-passengers-experience-of-ticket-vending-machines-february-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0016/24046/research-into-passengers-experience-of-ticket-vending-machines-february-2017.pdf)

18. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0018/24048/ticket-vending-machines-review-february-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0018/24048/ticket-vending-machines-review-february-2017.pdf)



49. Where consumers struggle to make good purchase decisions because of confusing or incomplete information we expect companies to take steps to minimise the potential disadvantage that may arise. In 2017, we therefore challenged train companies to introduce a **TVM Price Guarantee**, as well as to improve the service they provided to passengers. At that time 12 train companies<sup>19</sup> agreed to introduce a voluntary TVM Price Guarantee whereby they will refund the additional costs where a passenger could have purchased a cheaper ticket.
50. **As a result of our continued focus in this area all 17 train companies that operate TVMs have now made this commitment (see table below).** This is a significant step forward in providing additional protection and confidence for passengers in this area and from April this year we are collecting data to help us monitor the effectiveness of this remedy.

19. c2c and ScotRail already had a TVM price guarantee in place

## Train companies' adherence to a TVM Price Guarantee

Train company	TVM price guarantee?		TVM Price Guarantee
	07/17	03/18	
Arriva Trains Wales	✓	✓	<a href="https://www.arrivatrainswales.co.uk/Refunds/">https://www.arrivatrainswales.co.uk/Refunds/</a>
c2c	✓	✓	<a href="http://www.c2c-online.co.uk/about-us/our-policies/right-ticket-right-price-commitment/">http://www.c2c-online.co.uk/about-us/our-policies/right-ticket-right-price-commitment/</a>
Chiltern	✓	✓	<a href="https://www.chilternrailways.co.uk/ticket-types-fares">https://www.chilternrailways.co.uk/ticket-types-fares</a>
East Midlands Trains	✓	✓	<a href="https://www.eastmidlandstrains.co.uk/frequently-asked-questions/#wrong-ticket">https://www.eastmidlandstrains.co.uk/frequently-asked-questions/#wrong-ticket</a>
GTR	✗	✓	<a href="https://www.southernrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket">https://www.southernrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket</a> <a href="https://www.thameslinkrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket">https://www.thameslinkrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket</a> <a href="https://www.greatnorthernrail.com/tickets/buy-tickets/refunds-and-changing-your-ticket">https://www.greatnorthernrail.com/tickets/buy-tickets/refunds-and-changing-your-ticket</a> <a href="https://www.gatwickexpress.com/tickets/buy-tickets/refunds-and-changing-your-ticket">https://www.gatwickexpress.com/tickets/buy-tickets/refunds-and-changing-your-ticket</a>
Greater Anglia	✓	✓	<a href="https://www.greateranglia.co.uk/tickets-fares/ticket-vending-machine-price-promise">https://www.greateranglia.co.uk/tickets-fares/ticket-vending-machine-price-promise</a>
Great Western Railway	✓	✓	<a href="https://www.gwr.com/plan-journey/tickets-railcards-and-season-tickets/ticket-types">https://www.gwr.com/plan-journey/tickets-railcards-and-season-tickets/ticket-types</a> <a href="https://www.gwr.com/help-and-support/refunds-and-compensation/unused-ticket-refunds">https://www.gwr.com/help-and-support/refunds-and-compensation/unused-ticket-refunds</a>
Heathrow Express	✓	✓	<a href="https://www.heathrowexpress.com/faqs/ticket-faqs">https://www.heathrowexpress.com/faqs/ticket-faqs</a>
Merseyrail	✓	✓	<a href="https://www.merseyrail.org/tickets-passes/refunds.aspx">https://www.merseyrail.org/tickets-passes/refunds.aspx</a>
Northern	✓	✓	<a href="https://www.northernrailway.co.uk/faq/tickets">https://www.northernrailway.co.uk/faq/tickets</a>
ScotRail	✓	✓	<a href="https://www.scotrail.co.uk/about-scotrail/our-price-promise">https://www.scotrail.co.uk/about-scotrail/our-price-promise</a>
Southeastern	✗	✓	<a href="https://www.southeasternrailway.co.uk/tickets/ways-to-save/ways-to-pay">https://www.southeasternrailway.co.uk/tickets/ways-to-save/ways-to-pay</a> <a href="https://www.southeasternrailway.co.uk/help-and-contact/help/faqs/buy-before-you-board">https://www.southeasternrailway.co.uk/help-and-contact/help/faqs/buy-before-you-board</a>
South Western Railway*	n/a	✓	<a href="https://www.southwesternrailway.com/contact-and-help/refunds-and-compensation/refunds">https://www.southwesternrailway.com/contact-and-help/refunds-and-compensation/refunds</a>
Transpennine Express	✓	✓	<a href="http://www.tpexpress.co.uk/help/contact-us/price-promise">http://www.tpexpress.co.uk/help/contact-us/price-promise</a>
Virgin Trains East Coast**	✓	✓	<a href="https://www.virgintraineastcoast.com/faq/tickets-booking/#cid_10942_0_784">https://www.virgintraineastcoast.com/faq/tickets-booking/#cid_10942_0_784</a>
Virgin Trains West Coast	✗	✓	<a href="https://www.virgintrains.co.uk/help-and-contact">https://www.virgintrains.co.uk/help-and-contact</a>
West Midlands Trains***	n/a	✓	<a href="https://www.westmidlandsrailway.co.uk/tickets-fares/price-promise">https://www.westmidlandsrailway.co.uk/tickets-fares/price-promise</a> <a href="https://www.londonnorthwesternrailway.co.uk/tickets-fares/price-promise">https://www.londonnorthwesternrailway.co.uk/tickets-fares/price-promise</a>

\*South Western Railway took over the South Western franchise in August 2017 (previously operated by South West Trains)

\*\*London North Eastern Railway has since taken over the running of East Coast Mainline services from Virgin Trains East Coast (from 24 June 2018)

\*\*\*West Midlands Trains took over the West Midlands franchise in December 2017 (previously operated by London Midland)

51. We welcome this progress but there are still areas where further improvements can be made. In particular, in the ticket types that can be purchased at TVMs, in information on ticket restrictions and validities, and in the details of what times off-peak tickets can be used. **We will continue to challenge train companies to improve the information they provide to passengers via TVMs, to meet the growing expectations of passengers and make ticket buying clearer and easier.**
52. Since April 2017, we have also been collecting data from train companies on the number and type of complaints they receive about TVMs to better understand and monitor the areas of concern for TVM users. The number of these complaints is generally low, around 3.2% of all complaints in 2017-18, and many relate to the TVM machine itself (for example the TVM not working). Just over one in five complaints about TVMs related to information provision. This monitoring, and intelligence received from other sources, helps us to identify and act where things go wrong – as in the following example.

### London Midland – Ticket Vending Machines (TVMs) at London Euston

A complainant drew our attention to an issue with London Midland's TVMs at London Euston which appeared to be programmed in such a way that they would not recognise senior railcards during the evening peak. This appeared to contradict the terms of the railcard. Despite the passenger raising it directly with London Midland over a number of months the matter remained unresolved.

It is important that passengers are given clear, timely and accurate information to enable them to purchase the appropriate tickets for the journey. Train companies should also make it clear what tickets are/are not available for sale at each sales channel, including TVMs. We conducted a mystery shopping exercise which revealed that the issue was more widespread than senior railcards. We therefore raised our concerns with London Midland to ensure that this issue was resolved. We also advised the complainant to contact the train company to seek a refund under its TVM price guarantee.

In response, London Midland initially placed appropriate signage on TVMs to highlight the issue to passengers, advise where cheaper tickets may be purchased and also developed a temporary workaround whilst a permanent solution was developed. The latter was put in place a short time afterwards.

While we have no evidence of a wider concern in this area, such cases provide useful insight for our future work in the area of ticket retailing.

### Audit of train company websites

53. Over the course of the last year, we have followed up on the audit of train company websites that we published in March 2017<sup>20</sup>. The purpose of the audit, which was an action from the **Action Plan for Information on Rail Fares and Ticketing**<sup>21</sup>, was to evaluate train company websites against the principles set out in the Code of Practice on retail information<sup>22</sup>. The purpose of this Code is to promote best practice in meeting consumer law and industry standards and help ensure that ticket retailers give passengers a clear understanding of what level of service they can expect, whether from a ticket office, online, a ticket machine, or other self-service channels.
54. The audit found that most of the information that passengers are likely to need when planning journeys and buying tickets was provided but that there were exceptions to this, with some information not always being available or suitably prominent. For example, information only found by hovering over a word or area, which was not obvious; or behind a small or unintuitive icon; and the use of some potentially unclear industry jargon.
55. We therefore wrote to train companies to highlight the general findings of the audit and to require that they review these in the context of their website and consider what actions they could take to improve the information they provide to passengers.

20. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/25017/train-operating-companies-website-audit-overview-report-march-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/25017/train-operating-companies-website-audit-overview-report-march-2017.pdf)

21. <https://www.gov.uk/government/publications/action-plan-for-information-on-rail-fares-and-ticketing>

22. [http://www.nationalrail.co.uk/times\\_fares/ticket\\_types/93747.aspx](http://www.nationalrail.co.uk/times_fares/ticket_types/93747.aspx)

56. In addition to this general review, there were three specific issues that we decided to look at in greater depth. These related to:
- the provision of information about, and application of, GroupSave discounts;
  - the provision of live journey information; and
  - information about key terms and conditions.
57. We asked train companies to confirm how these issues are dealt with on their website and, where relevant, to provide details of any changes they intended to make and the timescales for doing so. As a result of our intervention, train companies have taken steps to improve the information they provide. Nonetheless, we identified that further work needs to be done on the prominence of key ticket restrictions and terms which we will now be a key area of focus for us in the coming year. We published an update report on the findings of this work in December 2017<sup>23</sup>.
58. Our audit report supported RDG's on-going audit process for train company websites, which was also an action from the Action Plan for Information on Rail Fares and Ticketing. Under this process<sup>24</sup>, RDG have committed to carry out regular audits of train company websites, publishing the results and working with train companies to resolve any issues identified. The findings of the RDG audits will provide insight into key areas where ORR may require to take further action to protect the interests of passengers – whether in relation to individual train companies (as below) or at a cross-industry level.

### ScotRail – information about first class accommodation and wheelchair space

The location of wheelchair spaces can vary between the class of seating e.g. standard, first or both. However, passengers should be clearly advised of any restrictions on their ability to travel on different ticket types. We received a complaint from a passenger who purchased a first class ticket via ScotRail's website, but had not been informed of restrictions on wheelchair accommodation in first class. In effect, this meant that they were unable to make use of their ticket.

When we explained our concerns to ScotRail, the website was subsequently updated to provide information about the lack of wheelchair accommodation in first class. This information is now available in both the information section of the website and during the ticket purchase process. As a result, clear information on the wheelchair accommodation restrictions should now be available to all passengers.

We have since explained to all companies that they must ensure passengers using a wheelchair should not be offered a ticket, which in practical terms they may not be able to make use of. All passengers should be made aware of any restrictions during the ticket purchasing process.

### TVM and automated ticket gates market study

59. Market studies are one of a number of tools at ORR's disposal to examine possible competition issues and address them if appropriate. They are examinations into whether markets are working well, and possible causes of market failure. Market studies take into account regulatory and other economic drivers in a market, as well as patterns of consumer and business behaviour.
60. On 14 March 2018, we launched a market study into the supply of TVMs and automatic ticket gates<sup>25</sup>. This follows our work looking into the wider markets for ticketing equipment and systems. In the course of this work, we identified concerns that high concentration and a lack of effective competition may be causing higher prices, reductions in quality, and, stifling innovation of TVMs and automatic ticket gates. At the time of writing responses are due to our statement of scope<sup>26</sup>.

23. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0014/26303/train-company-websites-audit-update-report-december-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0014/26303/train-company-websites-audit-update-report-december-2017.pdf)

24. See section 7.4.3 of RDG's implementation plan – [https://www.raildeliverygroup.com/about-us/publications.html?task=file\\_download&id=469773782](https://www.raildeliverygroup.com/about-us/publications.html?task=file_download&id=469773782), published February 2018

25. <http://orr.gov.uk/rail/publications/research-and-studies/monitoring-markets/supply-of-ticket-vending-machines-and-ticket-gates-market-study>

26. <http://orr.gov.uk/rail/publications/research-and-studies/monitoring-markets/supply-of-ticket-vending-machines-and-ticket-gates-market-study>

## Smart Ticketing Delivery Board

61. ORR has attended the Smart Ticketing Delivery Board (the Board) as an observer. The purpose of the Board is to hold the industry to account for the delivery of the Smart Ticketing on National Rail (STNR) programme, and, to ensure industry is both well-sighted and involved, where appropriate, in the decision making process for STNR. The Board has succeeded in engaging the industry and bringing them into the process of delivering smart ticketing, thereby actioning the lessons learned from the National Audit Office report into the South East Flexible Ticketing Programme<sup>27</sup> (SEFT) programme. This has also allowed the STNR programme to benefit from industry knowledge and expertise, and also to benefit from bulk purchase and joint negotiations with suppliers.
62. The goal of the Board is to ensure the successful delivery of the STNR programme, and the realisation of its benefits. However, a decision could be made to retain the Board beyond the completion of the STNR programme to provide policy and delivery oversight of future smart ticketing developments. We will continue to focus on ensuring that any developments in this area recognise the passenger interest as required by our powers and responsibilities under consumer and competition law.

## Next steps

63. On **ticket vending machines**, we have seen good progress but our research shows that there are still areas where improvements can be made. We will continue to challenge train companies to improve the information they provide to passengers via TVMs, to meet the growing expectations of passengers and make ticket buying clearer and easier.
64. On **train company websites**, we will assess the findings of the RDG audits, identifying key areas where ORR may require to take further action to protect the interests of passengers.
65. Following up on the findings of both our TVM mystery shopping work and our website audit, which both suggested that **key ticket restrictions and terms** are not always suitably prominent, we have commissioned research to help us understand the extent to which passengers are aware of, and understand, these when buying and using tickets. We will publish the findings of this research alongside any necessary actions and recommendations to help improve the prominence and clarity of key terms and conditions, in the autumn.

## Passenger Information

### Introduction

66. One of the conditions of train and station operator licences relates to passenger information and requires companies to ensure the provision of appropriate, accurate and timely information to enable railway passengers and prospective passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption. Network Rail has a complementary licence condition. This requires the provision of appropriate, accurate and timely information relating to planned and actual movements of trains on their network to enable train companies to meet their information obligations to passengers and prospective passengers, including when there is disruption.
67. We have published guidance<sup>28</sup> to support the passenger information licence condition by giving more information about what is expected and how it will be enforced. One aspect of this requires companies to publish a **Code of Practice<sup>29</sup> for the Provision of Customer Information** and to abide by it. The following section reports on activity in this area over the last year.

27. <https://www.nao.org.uk/report/investigation-into-the-south-east-flexible-ticketing-programme/>

28. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf)

29. In practice, companies follow the ATOC Code of Practice on the provision of customer information (<https://www.raildeliverygroup.com/about-us/publications.html?task=file.download&id=469771025>), which in turn requires them to publish a local plan, which sets out how the code applies to their own circumstances.

## Timetabling issues

68. Our monitoring of train company websites identified that some were showing different local timetables (e.g. by publishing PDFs) to those in online journey planners a few days ahead of known events such as strike action. We raised this with the companies concerned who informed us that their amended timetables had been provided to the Network Rail System Operator (SO)<sup>30</sup> but were taking longer than expected to be uploaded into online journey planners.
69. The SO subsequently changed the way that short term changes to the timetable are made. This means that some train times may now not be confirmed until six weeks in advance of the date of travel, rather than the usual 12 weeks (sometimes called the Informed Traveller timescales). The impact of this on passengers is that some advance tickets (traditionally discounted tickets sold in limited numbers and subject to availability) may not be available in the normal timescales and train times shown for journeys being made several months ahead may be changed nearer to the time of travel.

### South Western Railway – timetable information

We received a number of complaints regarding timetabling information being provided by SWR. The industry's weekly engineering report showed that SWR was consistently the company with the most timetable errors for engineering work, sometimes with published timetables that were being advertised on their website and in journey planners for the coming weekend still being wrong.

We formally raised the issue with SWR<sup>31</sup> in early 2018 setting out our serious concerns regarding the information provided to passengers about its rail services. We required SWR to take urgent action to ensure that passengers are provided with the information they need to make informed decisions.

In its response SWR set out a number of immediate improvements to provide better information to passengers. It also gave details of other enhancements together with measures designed to provide enduring improvement in this area. The action taken to date should make it easier for passengers to plan their journeys. However, it is important that all of the promised improvements are delivered in a timely manner and we are now monitoring SWR's progress in this area.

70. We wrote to all train companies<sup>32</sup> in February 2018 to clarify our expectations for compliance with the licence under three broad principles we expected them to follow while the online timetables for passengers remained unreliable and potentially subject to late change.
71. Our subsequent monitoring of train company websites against each of the principles has shown some significant gaps, particularly where information shown on the National Rail Enquiries website to say that a train 'may not run' is not consistently shown on all train company websites. Consequently passengers may purchase a ticket from a train company website, unaware that additional information that could significantly impact their purchase decision, was available from National Rail Enquiries.
72. We published a report of our findings alongside next steps in May<sup>33</sup>. As part of our close working relationship with Transport Focus they have carried out complementary work examining the impact on the individual passenger, their report is also published<sup>34</sup>.

30. The centrally based system operator function within Network Rail covers activities such as timetabling, capacity allocation and long term planning.

31. <http://orr.gov.uk/rail/consumers/licence-obligations-to-consumers/passenger-information-during-disruption>

32. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0020/27047/licence-condition-4-letter-to-toc-managing-directors-2018-02-23.pdf](http://orr.gov.uk/_data/assets/pdf_file/0020/27047/licence-condition-4-letter-to-toc-managing-directors-2018-02-23.pdf).

33. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0003/27804/informed-traveller-investigation-2018-05-25.pdf](http://orr.gov.uk/_data/assets/pdf_file/0003/27804/informed-traveller-investigation-2018-05-25.pdf)

34. <https://www.transportfocus.org.uk/research-publications/publications/advance-notice-rail-engineering-works-update/>

73. As we evaluated the data on the train company sites it became clear that the websites of third party ticket retailers were also enabling passengers to purchase a ticket, unaware that additional information that could significantly impact their purchase decision, was available from National Rail Enquiries. While such ticket retailers are not licenced by ORR and are therefore not subject to the same licence obligations as train companies, they do have responsibilities under consumer law. We therefore wrote to third party ticket retailers also setting out our powers in this area and expectations on the information that should be available to passengers when purchasing a ticket.
74. **This remains a live issue at the time of writing and will continue to be a primary area of focus in the coming year. We are asking train companies and independent retailers to now incorporate all of the information that is available from National Rail Enquiries on their desktop websites, mobile websites and as appropriate, mobile apps.**
75. **This action will enable all ticket retailers to show 'triangle warning' information to passengers to alert them to unconfirmed timetables, delays/cancellations and/or alternative transport arrangements (such as bus replacement services or extended journey times) that may affect the journey. This is relevant decision making information and is required so that passengers are provided with all of the information they may need to enable them to choose, buy and use the most appropriate ticket for their journey. We have asked train companies and independent retailers to provide a definitive date for making changes to online information (specifically journey planners and ticket booking systems). Where it remains unclear that companies are taking all reasonable steps to make improvement in this area we will take appropriate action to secure the necessary changes.**

## Monitoring and insight

76. Over the course of the last year, we have continued to proactively monitor train company websites as well as examine specific issues that come to our attention either directly or via third parties. Where we identify problems with incorrect, inaccurate, or unclear information we take prompt and effective action with train companies to rectify the matter. We have set out below two examples where we have intervened to improve the information provided by train companies about their services.

### Great Western Railway (GWR) – late notice of disruption

In October 2017, GWR was given just eight days' notice that Network Rail would close lines in the Reading area over the weekend of 14/15 October. We were concerned about the prominence of this information on GWR's website (it occurred at the same time as GWR's website was promoting the introduction of their new trains) and that occasional travellers with booked tickets may not be aware that their service had changed.

Following our intervention, GWR changed the homepage of their website so that the engineering work message for that weekend was displayed first as a way of bringing this to passengers' attention. Passenger announcements were also made on stations and an eye-catching poster used. GWR was also able to contact passengers who had booked online through its website.

## Govia Thameslink Railway (GTR) – Gatwick Express timetable information

In October 2017, GTR implemented its autumn timetable, which included reductions in the Gatwick Express service. The changes were in place until 8 December but when we examined the Gatwick Express website we found that incorrect timetables were being displayed. Although there was a 'banner' alerting passengers to the changes, the PDF versions of timetables showed the normal service and although a list of cancelled trains was given, this was only for trains departing from Gatwick so it was not clear what time the train would have been scheduled to leave Brighton.

We contacted GTR regarding the incorrect information they were providing about their Gatwick Express services. As a result, GTR made changes to its website to correct the errors and make it clearer to passengers which trains were affected by the timetable changes.

77. We have also looked at a number of train company 'local plans' over the course of the year. A local plan is based on the industry approved '**Code of Practice<sup>35</sup> on the Provision of Customer Information**', which sets out how individual train companies will provide information and is tailored to how they run their services. When a company 'local plan' is revised we check it for compliance against the published industry Code of Practice. Our analysis in the company data sheets provided later in this document shows that a number of companies have fallen behind on their annual updates. We are following this up with companies concerned to identify the reasons for such delays, potential underlying issues and any subsequent impact on passengers.

### Audit of train company websites

78. As noted above under ticket retailing, we followed-up last year's audit of train company websites against the industry '**Code of Practice<sup>36</sup> on retail information for rail tickets and services**'. The audit identified that a number of the booking tools on train company websites were not including live information about cancelled trains in their search results with the resultant risk that passengers could book tickets on trains that were not running.
79. We examined this further in our subsequent audit follow-up. We also asked train companies to confirm how this was dealt with on their website and, where relevant, to provide details of any changes they intended to make and the timescales for doing so. The results<sup>37</sup> indicated train company websites either showed cancelled trains as not running, or they were not returned in the search results. Either way, we were generally satisfied at the time that the websites operated in such a way that passengers' should not be able to book a ticket for a train that is not running (where this information is known to the train company at the time of booking). We are however looking again at the websites of all train companies and third party retailers, and the information they provide about timetables and delays and cancellations, as part of our on-going work on the timetabling issues outlined above.

### National Rail Passenger Survey and passenger satisfaction with information provision

80. Data about the performance of the industry in delivering information to passengers is provided through the National Rail Passenger Survey (NRPS), conducted twice a year by Transport Focus. Last autumn's report shows a small percentage point increase of 3.9% against the previous year in the provision of information during the journey, but the usefulness of information provided during delay remains static at 44%. See table below.

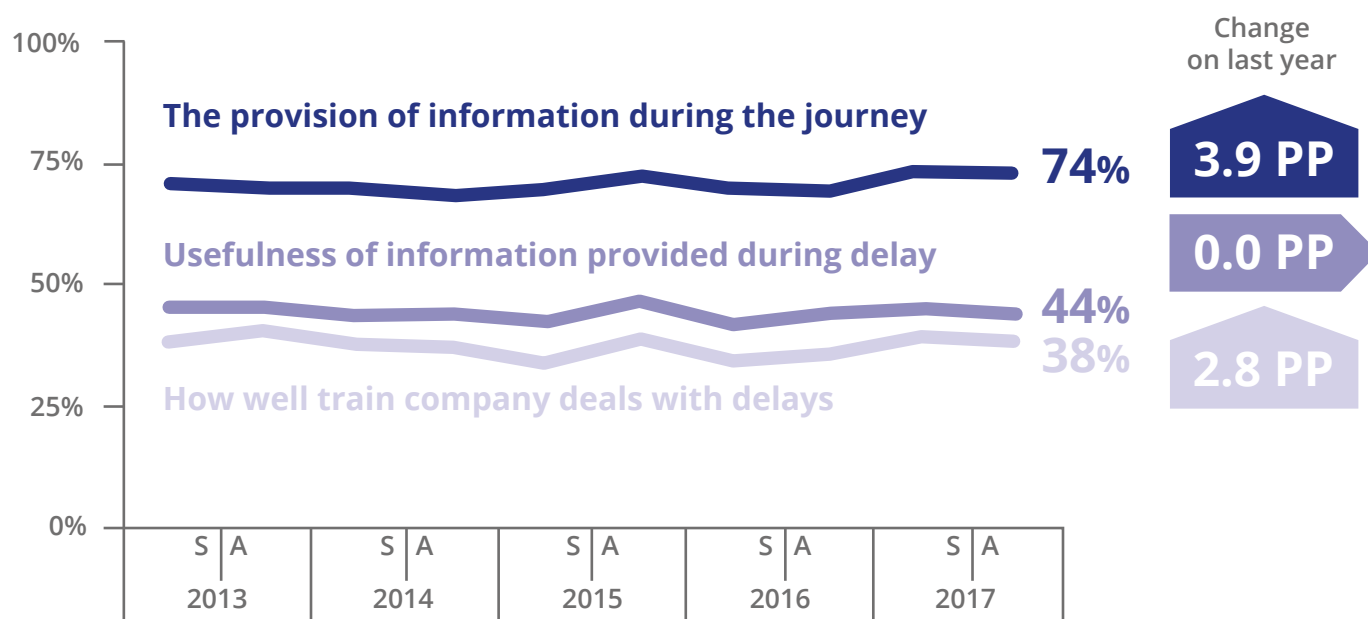
35. [http://www.raildeliverygroup.com/about-us/publications.html?task=file\\_download&id=469771025](http://www.raildeliverygroup.com/about-us/publications.html?task=file_download&id=469771025)

36. <http://www.nationalrail.co.uk/static/documents/content/RetailInformationForRailTicketsCoP.pdf>

37. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0014/26303/train-company-websites-audit-update-report-december-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0014/26303/train-company-websites-audit-update-report-december-2017.pdf)



## National Rail Passenger Survey



Source: Transport Focus, National Rail Passenger Survey (NRPS)

Notes: The NRPS takes place twice a year, in Spring (S) and Autumn (A)

81. NRPS seeks passengers' views on the journey currently being made and so does not always capture the views of passengers when they have actually been disrupted. As a result, the industry decided to launch its own survey. This has now been running for two years and the latest data (covering October 2016 to September 2017) was published on the RDG website in December 2017<sup>38</sup>. It concluded that the overall rating of how the train company deals with delays/cancellations is poor, with seven times as many negative ratings as positive. Comparison between Wave 6 and Wave 2 (a year earlier) of the research shows a slight improvement in scores.
82. In common with last year's results, the survey suggested that the areas of information provision that need most attention are:
- the availability of alternative transport if the train service could not continue;
  - the time taken to resolve the problem;
  - the amount of information provided; and
  - frequency of updates.
83. The report identifies the areas impacting most on passenger satisfaction. In particular, that information on length of delay has the greatest positive impact on customer satisfaction. It also cites information about connections, an apology, and information on compensation and refunds as also having impacts.

38. <https://www.raildeliverygroup.com/about-us/publications.html?task=file.download&id=469773737>, see figure 34

## Next steps

84. This year we will initiate work to more fully understand the extent to which the existing industry approved '**Code of practice on the Provision of Customer Information**' is influencing and supporting how companies are operating in this area. In doing this, we expect to work with individual companies to understand the end to end process and flow of information that results in the success or failure of useful, and timely information provision to passengers across a variety of communication channels. We will use this work to identify good practice that can be shared across the industry, as well as potential gaps or opportunities to deliver improvement through the existing regulatory framework. We will also consider if the current focus on documentation, such as individual 'local plans' plans, is delivering continued improvement of the type now required in this area. In relation to regular activity in this area we will:
- Publish a **revised regulatory statement** on the Passenger Information (PIDD) Licence Condition taking into account the changes resulting from our work on passenger timetabling;
  - **Conduct website checks in advance of major disruption** and contact Network Rail and train companies to remind them about best practice in terms of information provision to passengers at such times; and
  - Identify the reasons for delays in the **publication of local plans** in this area, potential underlying issues and any subsequent impact on passengers.

## Assisted Travel

### Introduction

85. Train and station operators (including Network Rail) are required by the licences we issue to establish and comply with a Disabled People's Protection Policy<sup>39</sup> (DPPP). We publish guidance on how they should write their DPPP<sup>40</sup>, which requires them to set out their arrangements for providing assisted travel<sup>41</sup> to passengers, both those passengers who book assistance in advance and, where reasonably practicable, those who want to travel without pre-booking assistance. We approve operators' DPPPs and monitor their compliance with them. We also carry out research to help us identify areas for improvement and address weaknesses.
86. The following sections report on our detailed research and work we are doing to further improve assisted travel. We set out our day-to-day work, including what we have done to improve the data we collect to help us better monitor licence holders' performance together with a number of examples where we have taken action as a result of our monitoring activity.

### Improving Assisted Travel

#### Research

87. Over the last year we conducted three large-scale quantitative research projects involving more than 5,000 consumers to identify areas of strength and weakness with the assistance provided to travellers at both a rail company (including Network Rail) and industry level. In particular, the research<sup>42</sup> focussed on how aware people are of Passenger Assist and what is often referred to as 'turn up and go' (but also spontaneous travel or unbooked assistance), fulfilment of and satisfaction with Passenger Assist as a service, and passenger experience of turn up and go services. Building on this, we also undertook qualitative research<sup>43</sup> with passengers, staff and industry leaders to better understand the drivers of satisfaction and the challenges in providing the service.

39. <http://orr.gov.uk/rail/consumers/licence-obligations-to-consumers/disabled-peoples-protection-policies> [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/5604/how-to-write-your-dppp.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/5604/how-to-write-your-dppp.pdf)

40. Those using booked assistance Passenger Assist, and spontaneous travel 'Turn up and go'

41. Those using booked assistance Passenger Assist, and spontaneous travel 'Turn up and go'

42. <http://orr.gov.uk/rail/licensing/licensing-the-railway/disabled-peoples-protection-policy>

43. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0020/26453/passenger-experiences-of-passenger-assist-qualitative-research-december-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0020/26453/passenger-experiences-of-passenger-assist-qualitative-research-december-2017.pdf)

88. The research found that:
- *awareness* of assisted travel is low, with 70% of potential Passenger Assist, and 86% of potential turn up and go users not knowing about these services but now that they were aware more than half were now more likely to use it;
  - *user experience and reliability*. Most Passenger Assist users (85%) were satisfied with the service and most turn up and go users (71%) would recommend it to those with the same disability as them. However, one in five Passenger Assist users did not receive all the assistance they had booked which adversely affected their confidence that all their requirements will be met; and
  - *staff helpfulness*. Most users were satisfied with the helpfulness and attitude of assistance staff (78% turn up and go, 90% Passenger Assist). However, passengers with hidden disabilities reported that staff were less likely to spot their disability and so were less likely to receive all their assistance they had booked.

## Consultation

89. The depth and comprehensiveness of this research provided us with a robust evidence base on which to draw to identify areas where arrangements for assisted travel can be strengthened. We therefore published a consultation in November 2017<sup>44</sup> that sought views on the four key areas we identified for improving assisted travel and the possible options for how each might be taken forward. In particular:
- how awareness of assisted travel might be increased;
  - what action could be taken to improve the reliability of assistance to passengers;
  - how training for rail staff could be strengthened; and
  - how our monitoring of performance could be further enhanced.
90. We also set out our plans for updating the Guidance<sup>45</sup> operators must follow when drawing up their DPPP. Developing services for those who need assistance is a challenging and complex area where proactive engagement with actual users, industry and representative organisations is key. We therefore held a successful industry seminar in November, together with meetings with a wide variety of organisations including passenger lobby groups, charities and disabled people's organisations to discuss the research findings and specific issues raised in our consultation e.g. the provision of compensation to passengers where companies fail to provide assistance.
91. We have also recently establish an Assisted Travel Advisory Group<sup>46</sup> (ATAG) to further inform ORR's work in the development of revised guidance for train and station operators in how to provide assistance to passengers, and in making improvement to the broader reliability of assistance services for passengers who require additional support when travelling by train. This guidance is an important tool in setting clear expectations for Network Rail and train companies, it requires updating and expanding to better recognise passenger needs alongside the changing operating practices within the industry.
92. Delivering improvement to the services received by disabled passengers is a substantial area of focus for us. We have identified fundamental areas where specific changes will be of greatest benefit to passengers and we are now challenging Network Rail, train companies and the Rail Delivery Group (who play a key role here) to work together and deliver a more reliable, consistent and better quality of service to meet the needs of all passengers who require assistance to travel. This work will be a key area of focus for us for the remainder of 2018 and updates will be available on our website<sup>47</sup>.

44. <http://orr.gov.uk/rail/consumers/consumer-consultations/improving-assisted-travel-consultation>

45. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/5604/how-to-write-your-dppp.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/5604/how-to-write-your-dppp.pdf)

46. <http://orr.gov.uk/news-and-media/press-releases/2018/assisted-travel-advisory-group-created-by-rail-regulator>

47. <http://orr.gov.uk/rail/consumers/consumer-consultations/improving-assisted-travel-consultation>

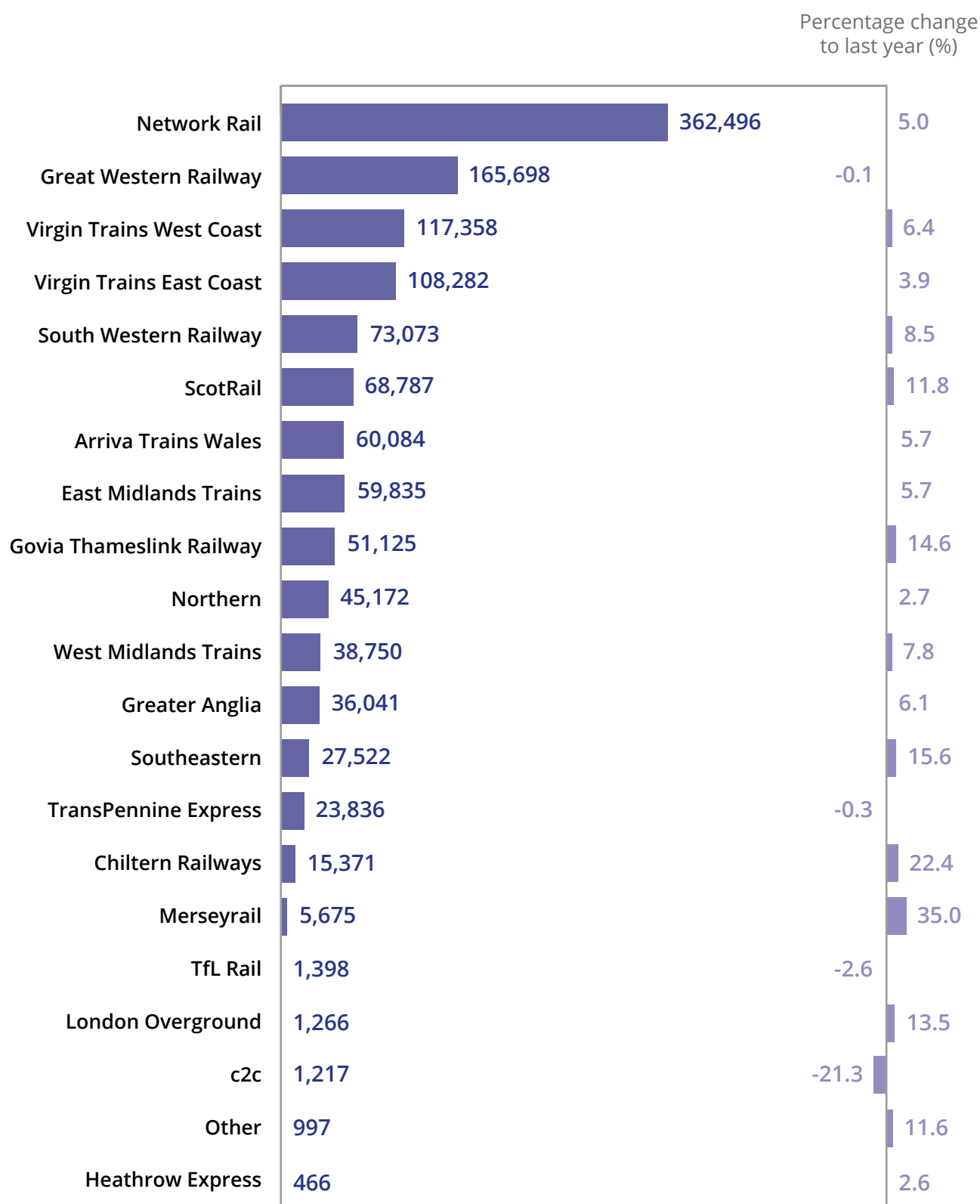
## Monitoring and insight

### Core data

93. As referred to above, we monitor licence holders' compliance with their obligations, and performance against them, on an on-going basis through the year. This monitoring work is based primarily on the data we collect from licence holders, although we also draw upon information from other sources such as consumer research, consumer bodies such as Transport Focus and London TravelWatch as well as consumer complaints.
94. Over the course of this year, we have taken steps to enhance the depth, breadth and accuracy of the data we collect, including on assistance. In addition to collecting data on the volumes of booked assistance and accessibility complaints, we have now started to collect data to help us better understand how assistance is delivered in practice.
95. A particular area of note in 2017-18 was the commencement in the latter part of the year of train companies' and Network Rail's reporting of assisted travel data from their respective stations. This includes data on completion rates for booked assistance and on the provision of unbooked assistance. We are working with companies to make sure that this new data is complete and accurate. We have also continued with our satisfaction with booked assistance research, which we intend to start publishing on a quarterly basis. This is an important step in improving the completeness of our data and further serves to improve the transparency around the experiences of passengers who require assistance.
96. In terms of the volume of booked assistance provided this year, the table below shows that there were more than 1.3 million booked assists in 2017-18, an increase of 5.7% on last year (1.2 million booked assists)<sup>48</sup>. Only four companies reported a drop in the number of booked assists, three of which were small falls in terms of volume.

48. The industry defines 'assists' as the number of assists which have been requested through the Passenger Assist system. Passenger bookings relate to the number of bookings made through the Passenger Assist system. For each booking there can be several assists requested.

## Volume of booked assists and percentage change to last year 2017-18



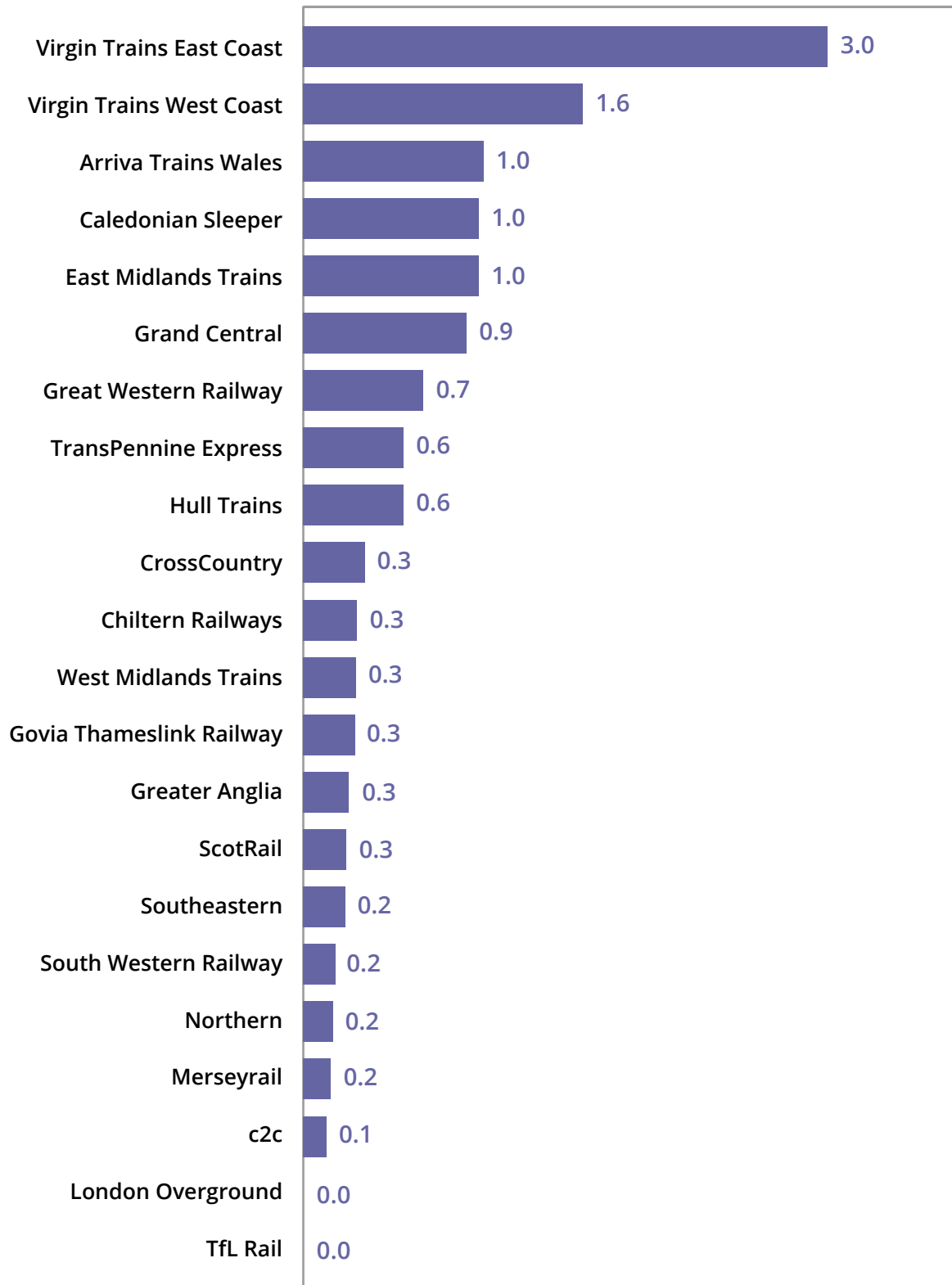
**Note:** Data on the volume of booked assistance requests received in each rail period is available for each train company that manages a station. Data is therefore not available for train companies that do not manage any stations.

'Other' covers smaller train companies whose passengers can book assistance through the Passenger Assist system.

**Source:** Rail Delivery Group (RDG)

97. In terms of complaints about accessibility, the accessibility complaints rate across the industry in 2017-18 was 0.3 complaints per 100,000 journeys. This represents a 0.7% increase on 2016-17, which equates to 5,865 accessibility complaints. Overall 1.0% of all complaints were about accessibility, which has remained fairly constant over the past three years. The table below shows how train companies compare in terms of the volume of complaints they received per 100,000 journeys.

### Accessibility complaints per 100,000 journeys



## Monitoring and insight

98. We have continued to monitor operators' compliance with their DPPP, and acted upon the complaints we have received directly from consumers and other stakeholders. As a result, we have taken prompt and effective action in a number of areas, for example in relation to driver only operated trains.

### Govia Thameslink Railway (GTR) – role of conductor changing to that of 'On Board Supervisor' (OBS)<sup>49</sup> on Southern services.

In late summer 2016, concerns were raised with us by members of the public, MPs and the RMT union about the planned changes in staffing on Southern services. The concerns were specifically around the role of conductor changing to that of 'On Board Supervisor' (OBS), and that due to a change in the way the doors are controlled, trains can now run without an OBS in 'exceptional circumstances'.

We had extensive discussions with GTR in order to clarify the effect the proposed changes might have on passengers with disabilities and how any potential impacts would be mitigated. As a result GTR provided specific assurances in the areas of staffing; assistance processes and options for passengers; its assistance team and communication both between staff and with passengers. We assessed that the measures put in place by GTR were potentially capable of delivering its passenger assistance requirements and so, no amendment to GTR's DPPP was considered necessary.

Following the introduction of GTR's staffing changes, we decided to initiate enhanced monitoring arrangements between March 2017 and May 2017 to ensure that GTR remained in compliance with its approved DPPP on Southern services.

Our analysis of the data provided by GTR, and comparison with other data available to us via our core data monitoring function and research findings, satisfied us that there was no need to extend the enhanced monitoring period. We considered that GTR provided assurance that it has systems and processes in place to deliver passenger assistance in the context of its workforce restructuring on some Southern routes.

## Making stations accessible

99. When train companies and Network Rail carry out work at stations they need to have regard to the Department for Transport and Transport Scotland's Code of Practice on Design Standards for Accessible Railway Stations ('the Code')<sup>50</sup>. The Code is a detailed document that ensures that any infrastructure work at stations is carried out in recognition of accessibility needs. It applies at the point at which a licence holder installs, renews or replaces infrastructure or facilities.
100. As noted in our last Measuring Up report, this year we have worked with DfT to ensure that all station and train companies understand and are fully aware of their obligations under the Code. We wrote, jointly with the DfT and Transport Scotland, to confirm the circumstances in which the Code is triggered, the process for applying for dispensations and derogations from the Code, where responsibility lies for projects involving third party design and delivery, and our monitoring and enforcement approach. We also asked licence holders to confirm their understanding of the content of the letter and to provide details of the nominated contact on Code issues. The letter has been published on our website<sup>51</sup>. We will continue to investigate any situation where it appears that the requirements of the Code have not been followed.

49. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0011/25967/disabled-peoples-protection-policy-letter-to-gtr-2017-11-10.pdf](http://orr.gov.uk/_data/assets/pdf_file/0011/25967/disabled-peoples-protection-policy-letter-to-gtr-2017-11-10.pdf)

50. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/425977/design-standards-accessible-stations.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/425977/design-standards-accessible-stations.pdf)

51. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0016/26107/joint-orr-ts-dft-letter-licence-holders.pdf](http://orr.gov.uk/_data/assets/pdf_file/0016/26107/joint-orr-ts-dft-letter-licence-holders.pdf)

## DPPP approvals

101. Over the course of the last year, we have approved four new DPPPs and reviewed<sup>52</sup> two existing ones. Our approval letters are published on our website<sup>53</sup>.

## Next steps

102. We will work with our Assisted Travel Advisory Group to further inform our work around the development of revised Guidance for train and station operators in how to provide assistance to passengers and will publish a consultation on draft revised DPPP guidance for operators in the autumn. We will finalise and publish the revised guidance by the end of 2018, and require receipt of revised DPPPs from operators by the end of March 2019.
103. We will continue to monitor **train companies' performance**, analysing core data returns and using information we receive to take appropriate compliance, and where appropriate enforcement action.
104. We will continue to **review and approve DPPPs** from new franchise holders and where material changes have been made by train companies to existing DPPPs.

## Complaints handling and redress

### Introduction

105. Where things go wrong passengers expect their complaints to be dealt with in a fast and effective manner. Train and station licence holders are required by their operating licence to have a Complaints Handling Procedure (CHPs) which has been approved by ORR. These set out how companies should go about meeting the expectations of their customers when they make a complaint.
106. Complaints should be a driver for improvement in service for future passengers. Where things go wrong companies should learn from the complaint to not only address the individual's issue but more widely to help those who are dissatisfied but do not complain and to prevent the issue from arising in future. Consumers expect matters to be put right and given appropriate redress, whether through compensation or an apology.
107. The following sections report on our work to improve complaints handling and redress.

### Monitoring and insight

#### Core data

108. We have continued to work with train companies to improve the quality and consistency of data they provide as part of their core data monitoring. As in previous years, we held a workshop with stakeholders to obtain a common understanding of reporting requirements and undertook a root and branch review of our reporting guidance<sup>54</sup>. In order to further ensure the robustness of the data reported to us, we have asked train companies to provide a written statement that the data they are providing to us is accurate.
109. Our complaints data shows (see table below) that there were 29.3 complaints per 100,000 journeys in 2017-18 for franchised train companies. The complaints rate was broadly the same as last year (a 0.3% decline from 29.4 complaints per 100,000 journeys in 2016-17). 11 train companies reported an increase in complaints, whilst 10 reported a reduction.

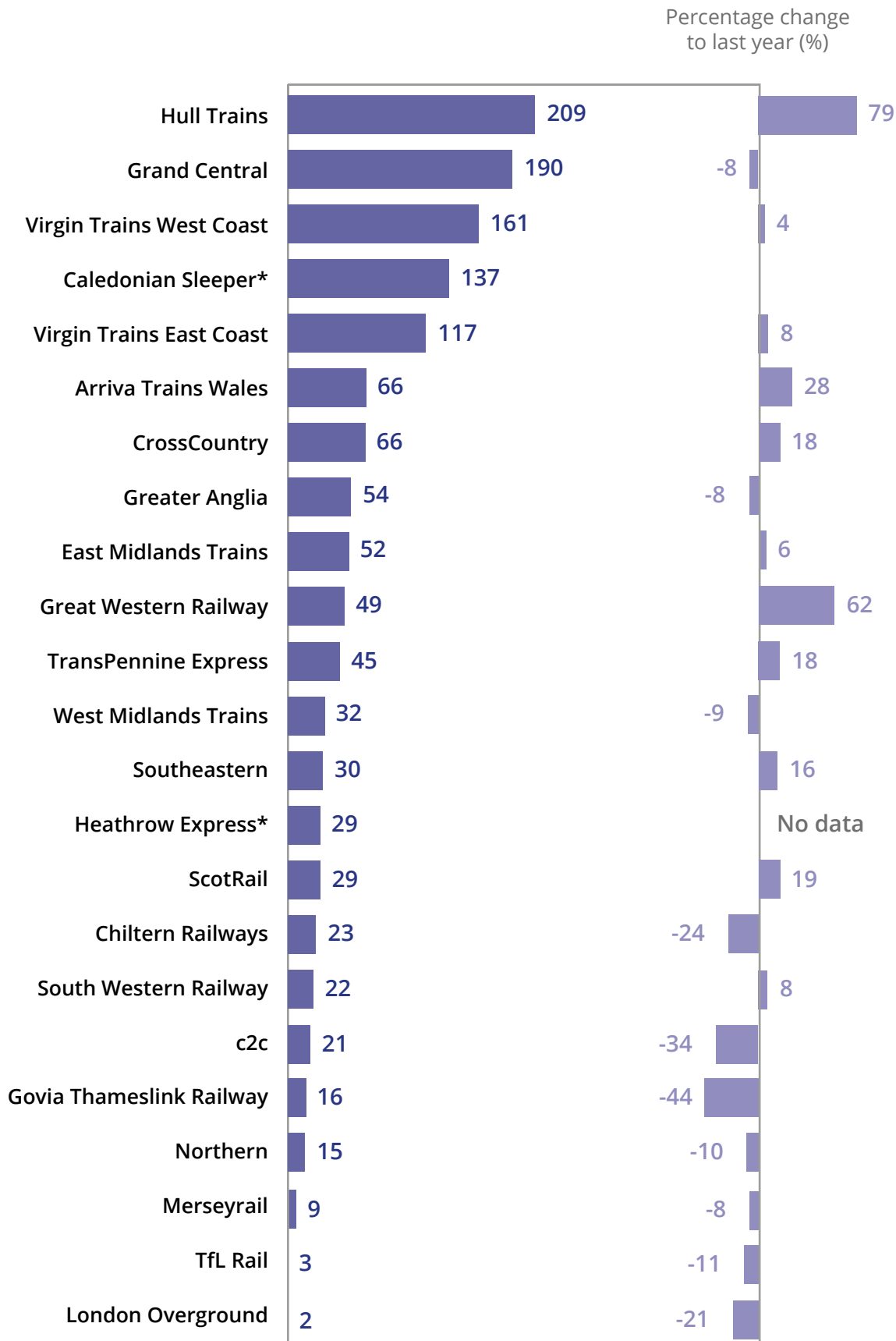
52. We review existing DPPPs where the operator has made material changes subsequent to our initial approval

53. <http://orr.gov.uk/rail/licensing/licensing-the-railway/disabled-peoples-protection-policy>

54. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0006/27618/reference\\_guide\\_for\\_2018-19\\_orr\\_core\\_data\\_compliance\\_monitoring.pdf](http://orr.gov.uk/_data/assets/pdf_file/0006/27618/reference_guide_for_2018-19_orr_core_data_compliance_monitoring.pdf)



## Complaints rate by train company by 100,000 journeys



**Notes:** Due to data quality issues, 2016-17 data for Heathrow Express has not been shown. Caledonian Sleeper provided data from 2016-17 Q3 so an annual complaints rate comparison has not been provided.

110. The top five reasons to complain, as a percentage of all complaints, in 2017-18 were:
- Punctuality/reliability (25.3%)
  - Facilities on board (8.1%)
  - Sufficient room for all passengers to sit/stand (7.3%)
  - Ticket buying facilities (6.7%)
  - Online ticket sales (5.5%)
111. As last year, punctuality and reliability accounted for the highest proportion of complaints, although this was a decrease of 1.1 percentage point compared to last year.
112. Train companies are required to provide a full response to 95% of complaints within 20 working days. The table below shows performance over the last 12 months.

### Compliance with 95% requirement by rail period

	1	2	3	4	5	6	7	8	9	10	11	12	13	Periods below 95%
c2c	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Caledonian Sleeper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Chiltern Railways	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
CrossCountry	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Govia Thameslink Railway	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Grand Central	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Heathrow Express	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Merseyrail	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
ScotRail	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
Southeastern	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
TransPennine Express	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	0
East Midlands Trains	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	2
Great Western Railway	✓	✓	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	2
West Midlands Trains	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	2
Arriva Trains Wales	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	3
Hull Trains	✓	✓	✓	✓	✓	✗	✓	✓	✗	✓	✗	✓	✓	3
Virgin Trains East Coast	✗	✓	✓	✓	✗	✓	✗	✗	✓	✓	✓	✓	✓	4
London Overground	✓	✓	✗	✗	✓	✗	✗	✓	✓	✓	✓	✓	✓	5
TfL Rail	✓	✓	✗	✗	✗	✗	✓	✓	✗	✓	✓	✓	✓	5
Greater Anglia	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	6
Northern	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	6
South Western Railway	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	8
Virgin Trains West Coast	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	10

Source: Train companies

113. As can be seen from this table, over the year, 11 train companies have consistently met their obligations in this regard.
114. There may be occasions where companies are subject to sudden or unexpected increases in complaints (e.g. following major disruption to their services). Where this happens we expect them to have plans in place to swiftly recover and maintain performance.
115. We have a range of measures at our disposal to secure compliance with requirements including enhanced monitoring, auditing of complaints processes, and enforcement action. Below are some examples of the action we have taken where train companies have been unable to meet requirements and to understand why some perform better than others.

### **CrossCountry Trains – good practice in flexible resourcing and staff empowerment**

As CrossCountry Trains consistently exceeds its Complaints Handling Procedure (CHP) requirement to respond to 95% of complaints within 20 working days we met with the company to understand how it handles complaints and to see what practices might be used elsewhere. Flexibility in how it manages its resources and the proactive empowerment of staff were two stand-out findings. These have helped inform our dialogue with companies who are struggling to meet their obligations and the information we need to capture as part of our enhanced monitoring.

116. As mentioned above, there may be occasions where train companies are struggling to meet their obligations. In these circumstances we encourage companies to proactively contact us to explain what is happening and why, and the steps they are taking to improve performance so that we can provide appropriate guidance. In the last year we have developed enhanced weekly reporting to capture better information such as on resources and trends to enable us to track progress where compliance with requirements have not been achieved.

### **Arriva Trains Wales (ATW) – increase in complaints due to poor weather affecting services**

ATW wrote to us in December to alert us to an increase in complaints due to bad weather which was likely to impact their ability to meet its requirement to respond to 95% of complaints within 20 working days. ATW stated that it had increased its resources significantly to overcome this. We kept in regular dialogue and monitored progress through enhanced monitoring. Whilst ATW was outside of its requirements for two periods after they notified us, the measures it had put in place were successful and they returned to compliance and standard monitoring.

117. Our monitoring has also helped us to identify and take proactive action with companies where they are failing to meet their regulatory obligations.

### **South Western Railway (SWR) – backlog in complaints inherited at franchise**

We were concerned that shortly after taking on the new franchise SWR had a number of complaints outstanding from the previous South West Trains (SWT) franchise and was failing to meet its requirement to respond to 95% of complaints within 20 working days.

In December 2017 we placed SWR on enhanced weekly monitoring and sought a detailed, clear and achievable plan for improvement to both meet and remain within the required timescale for responding to complaints. In its response SWR set out that it had implemented a new tracking mechanism for monitoring complaints and had added further resource to the function. It also confirmed that all SWT complaints had been resolved. As a result, SWR returned to compliance and once we were satisfied that this improvement was being sustained the enhanced monitoring became unnecessary.

### Greater Anglia (GA) – failure to respond to 95% of complaints in 20 working days

Our proactive monitoring of train companies complaints handling identified that Greater Anglia was not meeting its obligation to respond to 95% of complaints within 20 working days. We therefore contacted the company to require them to explain the reasons for the failure and to provide a plan for returning swiftly to compliance. We also placed the company on enhanced monitoring.

We have noted that the additional resources devoted to dealing with complaints, together with an organisational change to their handling, has seen a reduction in the number of complaints outstanding and an improvement in overall performance. Whilst it appears that Greater Anglia is taking the necessary steps to return to compliance, we will continue to monitor its progress and take further action if the company does not achieve its obligations.

118. Where we find that improvements are not being made as swiftly as we would expect, we can undertake an audit of the company's complaints handling to understand the underlying reasons for the problems to identify and discuss how these might be overcome. Where improvement is not forthcoming we have the option of taking regulatory enforcement action.

### Virgin Trains West Coast (VTWC) - failure to respond to 95% of complaints in 20 working days

We identified that VTWC had consistently failed to meet its requirement to respond to 95% of complaints within 20 working days. Dialogue with the company had not resulted in the expected improvement. We therefore conducted an audit, visiting the company to establish why progress had not been made in performance. VTWC cited a high volume of complaints and the challenge of balancing complaints handling with delay repay cases.

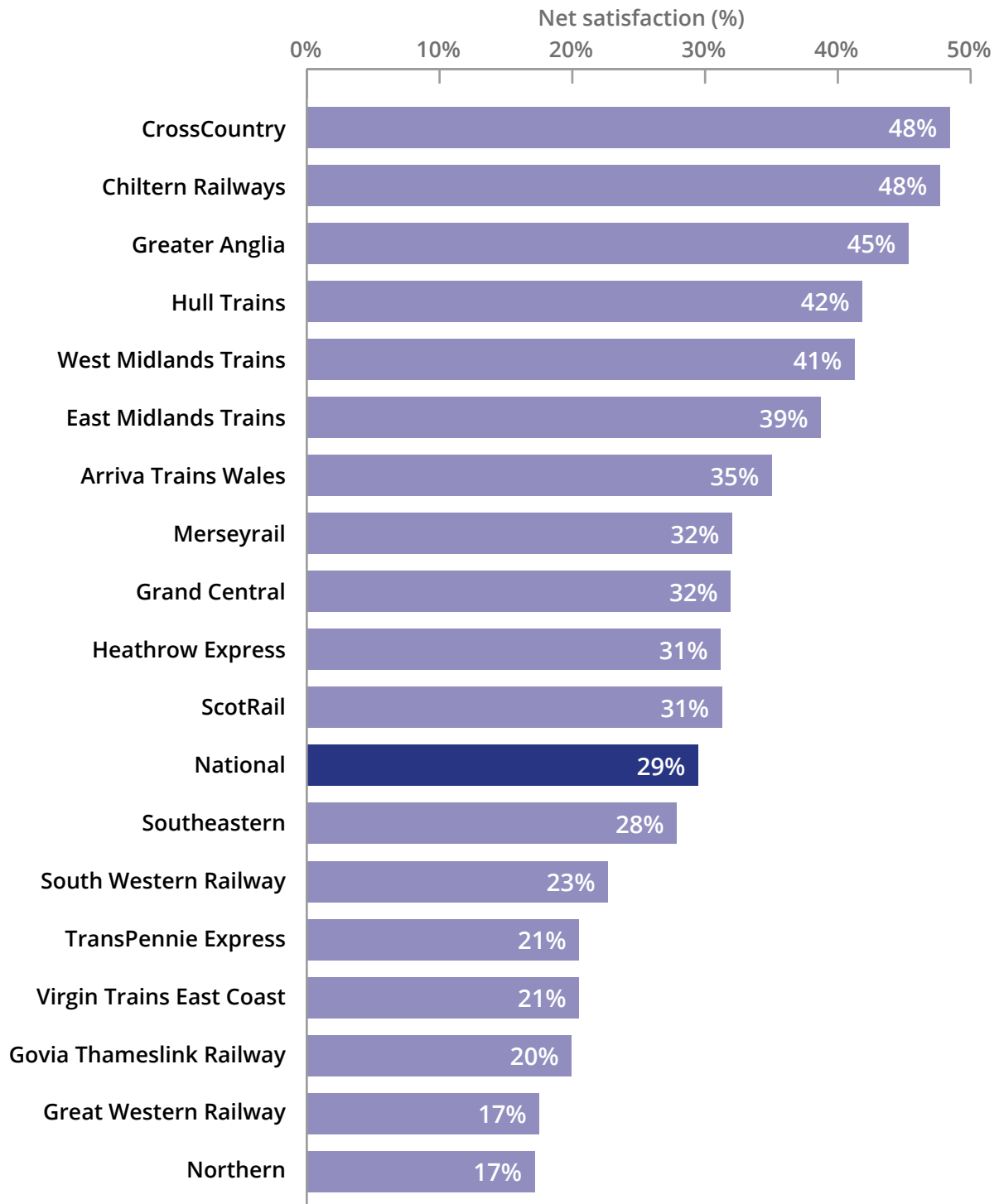
It became apparent that there was also confusion in VTWC regarding the regulatory requirement to respond to 95% of complaints within 20 working days and the point at which complaints responses are reported. As a result we have clarified the requirement to respond to 95% of complaints within 20 working days and the reporting to remove any possible ambiguity. VTWC has increased the resource devoted to complaints and has implemented a new Customer Relationship Management (CRM) system. Our enhanced monitoring has noted the impact of these measures and VTWC's gradual improvements. The company has now returned to compliance. We continue to monitor to ensure that this improvement is now sustained.

## Satisfaction with complaints handling

119. We have continued our survey of passenger satisfaction with train companies' complaints handling. This independent research measures satisfaction across a range of indicators and enables us and train companies to gain a better understanding of performance in this key area of customer service. We publish the results on a quarterly basis on the ORR data portal<sup>55</sup>.
120. The graphs below set out relative performance regarding passengers' satisfaction with train companies' complaints handling in two key areas: **the process**; and **the outcome**. The results demonstrate that there is much for train companies to do to satisfy the expectations of their passengers, and a clear gap between the best and poorest performers, which the latter should seek to address.

55. <https://dataportal.orr.gov.uk/displayreport/report/html/714731b9-2331-4104-8f6d-73aea61dfa78>

## Passenger satisfaction with the complaints process

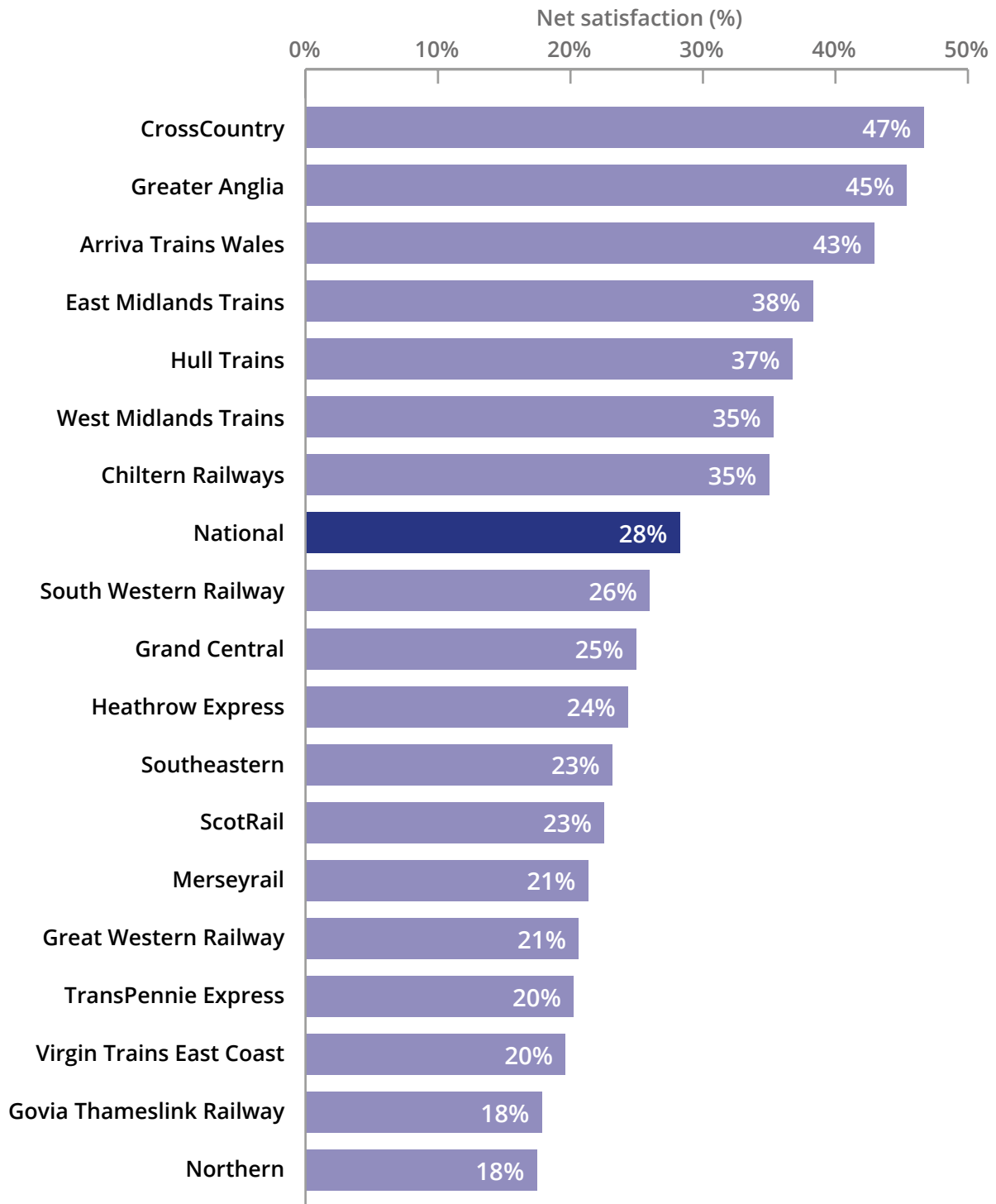


Sample size: 41,789

Note: Due to low sample size, data for c2c, Caledonian Sleeper, London Overground, TfL Rail and Virgin Trains West Coast have not been displayed.

Source: ORR – Passenger satisfaction with complaint handling survey

## Passenger satisfaction with the complaints outcome



Sample size: 41,789

Note: Due to low sample size, data for c2c, Caledonian Sleeper, London Overground, TfL Rail and Virgin Trains West Coast have not been displayed.

Source: ORR – Passenger satisfaction with complaint handling survey

121. Over the last year, more than 41,000 passengers have participated in the survey. This provides a robust and rich evidence base from which train companies can draw in order to identify the areas on which they need to focus to improve their handling of complaints.
122. We are aware that the new General Data Protection Regulations (GDPR) came into force from 25 May 2018. We made arrangements in advance of its introduction and Virgin Trains West Coast agreed to pilot the new survey procedures before they were rolled out more widely.

## Strengthening complaint resolution

123. Building on this clear insight into passenger satisfaction with the outcome of rail complaints, we have continued to work proactively with the Rail Delivery Group (RDG), Transport Focus and London TravelWatch as part of a Task Force created to introduce binding dispute resolution arrangements into the rail sector. RDG has made substantial progress in developing proposals with rail passenger service providers, which should see an Alternative Dispute Resolution (ADR) scheme to be known as the 'Rail Ombudsman' launched later this year.
124. ADR schemes provide consumers with a free and independent means of complaints resolution whose decisions are binding on the company. Membership of an ADR scheme demonstrates to consumers a strong commitment to customer service and builds trust. Feedback loops from the scheme to companies should drive improvements in complaints handling and provide a learning opportunity to address issues and prevent complaints arising. ADR schemes also provide an additional source of information to regulators about company performance and emerging issues, and to consumer bodies to inform their advocacy role.
125. To facilitate the introduction of an ADR scheme we consulted on changes to our Complaints Handling Procedure (CHP) guidance in September. In particular, given the existing appeals roles of Transport Focus and London TravelWatch, to which consumers should be signposted (i.e. given information about independent assistance) when their complaint is unresolved, what should the time limit be for that signposting to happen, and whether rail companies should be required to join the scheme.
126. Our decision document, published in February 2018<sup>56</sup>, confirmed that consumers should be signposted directly to the ADR scheme where their complaint cannot be resolved to the consumer's satisfaction by the rail company and that the signposting communications (letters or emails) should contain key personalised information about the scheme (that it is free and independent, the possible outcomes, and decisions are binding on the company but not the consumer). We also decided that this signposting should happen no more than eight weeks after the complaint has been received, a period which we will review one year after the scheme's operation to see whether it remains appropriate.
127. Finally, in our decision document we stated that we were minded to introduce a licence requirement mandating membership of an ADR scheme. We consider that the voluntary nature of the current scheme could undermine the benefits which we expect to accrue from its creation and not build effectively on the good work RDG has undertaken. Requiring companies to join, and remain a member of an ADR scheme, will provide consumers with certainty of the availability of redress, consistency of experience across industry and other sectors, and clarity over case outcomes and the process of complaints handling. It will also enable the ADR scheme to operate effectively and deliver benefits to the whole industry.

56. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0005/26699/consultation-on-changes-to-complaints-handling-guidance-decision-letter-2018-02-08.pdf](http://orr.gov.uk/_data/assets/pdf_file/0005/26699/consultation-on-changes-to-complaints-handling-guidance-decision-letter-2018-02-08.pdf)

## Redress

128. As well as having fast and effective process in place to respond to complaints, it is also important that passengers can get redress when things go wrong. While this might just be an apology and explanation, it might also involve a refund or compensation.

## Delay compensation

129. Over the last couple of years, train companies have delivered significant improvements in the area of delay compensation – making it easier for passengers to claim compensation and increasing the range of payment methods available.

## Mystery shopping

130. As noted in last year's Measuring Up, we repeated our mystery shopping work aimed at helping us understand how well company staff – particularly those in ticket offices - respond to customer enquiries regarding delay compensation. The results, which have been published on our website<sup>57</sup>, showed only a small increase in performance over the previous year's exercise.
131. We have asked train companies to explain what improvements they intend to deliver to ensure that their own staff understand the compensation schemes that they operate and can - when requested - consistently provide accurate and helpful information to passengers. The responses we receive will determine the extent to which we will require to escalate our approach to securing improvement including the use of more formal licensing powers in the area of information provision to passengers.
132. We have enhanced our monitoring to understand whether passenger take-up of delay compensation is increasing, which we will publish. Later this year we will also repeat our compensation 'gap' analysis to understand the difference between the number (and value) of claims that passengers could in theory choose to make for compensation and the number (or value) of claims actually made.

## Five good practice standards for improving the compensation claims process

133. We also asked that train companies provide us with the details of any changes they have made in relation to the five good practice standards we recommended for improving the compensation claims process. Having reviewed their responses, we have updated the table we published last year (see below). The only change from last year is the Northern no longer has a downloadable PDF claim for on its website, although its online form can be printed off.

57. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0007/27646/rail-delay-compensation-mystery-shopping-2017-report.pdf](http://orr.gov.uk/_data/assets/pdf_file/0007/27646/rail-delay-compensation-mystery-shopping-2017-report.pdf)



## Train companies' adherence to the five good practice standards we recommended for improving the compensation claims process

Train company	Dedicated paper claims form				Dedicated poster or contact card				Direct link from home page				PDF delay claim form on website				Dedicated online claim process			
	Mar-16	Dec-16	Mar-17	May-18	Mar-16	Dec-16	Mar-17	May-18	Mar-16	Dec-16	Mar-17	May-18	Mar-16	Dec-16	Mar-17	May-18	Mar-16	Dec-16	Mar-17	May-18
Arriva Train Wales	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
c2c	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
Caledonian Sleeper	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Chiltern Railways	✗	✗	✓	✓	✗	✗	✓	✓	✗	✗	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓
CrossCountry	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
East Midlands Trains	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓
GTR	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Grand Central	✗	✗	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
Greater Anglia	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Great Western Railway	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Heathrow Express	✗	✗	✗	✗	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓
Hull Trains	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓
Merseyrail	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Northern	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓
ScotRail	✓	✓	✓	✓	✗	✗	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
Southeastern	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
South Western Railway*	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓
Transpennine Express	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓
Virgin Trains	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓
Virgin Trains East Coast**	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓
West Midlands Trains***	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓	n/a	n/a	n/a	✓

\*South Western Railway took over the South Western franchise in August 2017 (previously operated by South West Trains)

\*\*London North Eastern Railway has since taken over the running of East Coast Mainline services from Virgin Trains East Coast (from 24 June 2018)

\*\*\*West Midlands Trains took over the West Midlands franchise in December 2017 (previously operated by London Midland)

## New core data

134. It is important that we understand whether the take-up of compensation is increasing. Therefore, we have now introduced a new requirement for train companies to provide us with data on the numbers of delay compensation claims they receive, the time taken to process them, and the number that are rejected<sup>58</sup>. This will enable us to track changes in volumes over time as well as the take-up of compensation. We will report on the results in next year's report.
135. We will also use the results of RDG's website audits (as outlined in the section on ticket retailing) to help us assess whether further improvements are needed in this area.

## Changes to the National Rail Conditions of Travel (NRCoT)

136. As we noted in last year's report, the Consumer Rights Act 2015 (the CRA) came into force in relation to rail passenger services on 1 October 2016. The CRA essentially requires that companies, including train companies, provide services with 'reasonable care and skill' and in accordance with the information they, or those acting on their behalf, provide to consumers.
137. Where services do not meet these requirements, the CRA provides consumers with various remedies, which include a refund of 'an appropriate amount', which may be up to the price paid, depending on the circumstances. The CRA also makes clear that seeking such a statutory remedy does not prevent a consumer from seeking other remedies, such as damages.
138. Depending on the circumstances, it therefore offers passengers a potential alternative (and in some cases overlapping) route to redress to the industry's own arrangements when their journey is delayed.
139. Given that the CRA might apply in addition to, or instead of, the industry's own arrangements, we were concerned that the way in which the industry's arrangements were expressed in the NRCoT might not be suitably clear. In particular, that it might lead some passengers to think that this is the only route to redress available to them and not consider a claim under the CRA.
140. We therefore worked with RDG and the Competition and Markets Authority to secure changes to the Conditions to make it clearer that passengers may have rights under consumer law, in addition to industry arrangements, when they are delayed.
141. These changes were introduced on 11 March 2018<sup>59</sup> with the publication of a revised version of the NRCoT. The changes are a welcome step. However, it is important that they are backed-up in practice. This means ensuring that the information provided to passengers about their rights is clear, accurate and easily accessible and does not mislead them or discouraged them from claiming when they have a legitimate right to do so.

58. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0006/27618/reference\\_guide\\_for\\_2018-19\\_orr\\_core\\_data\\_compliance\\_monitoring.pdf](http://orr.gov.uk/_data/assets/pdf_file/0006/27618/reference_guide_for_2018-19_orr_core_data_compliance_monitoring.pdf), see section H

59. <http://orr.gov.uk/news-and-media/press-releases/2018/national-rail-conditions-of-travel>

## Next steps

142. We will publish a consultation to modify rail companies' licences to make **membership of an ADR scheme mandatory**. We will set out the key principles we expect to see in the scheme, together with the role ORR intends to take in the scheme's oversight to ensure that it meets consumers' expectations.
143. We will undertake a **review of complaints handling in other regulated sectors** where they have an ADR scheme in place to ensure that we can learn, and apply, any lessons to the rail sector.
144. On **delay compensation**, in addition to monitoring by way of the new core data we are collecting and the results of RDG's website audit work, later this year we will repeat our compensation 'gap' analysis to understand the difference between the number (and value) of claims that passengers could in theory choose to make for compensation and the number (or value) of claims actually made.
145. We will also consider what further action might be necessary in light of the responses from train companies to our mystery shopping research. We are reviewing how train companies have implemented the changes to the NRCOT in practice for example, by amending the information they provide to passengers via their websites. As a result, we will consider what further action we require to take to ensure that train companies understand the CRA and apply this to rail passenger services correctly. This may include use of our powers under Part 8 of the Enterprise Act 2002 to compel compliance if necessary.

## 4. NETWORK RAIL

### Introduction

146. Network Rail owns and operates the national rail network (this includes the track and related infrastructure, and 20 of Britain's largest and busiest stations – including 11 stations in London). Two of the stations that Network Rail now manages (Clapham Junction and Guildford) only came under Network Rail's management on 1 April 2018, and therefore are not included in the statistics presented in this report. The key passenger facing obligations that apply to Network Rail fall within its station licence<sup>60</sup> and therefore relate to the stations it manages (although its network licence<sup>61</sup> also includes obligations around passenger information).
147. These passenger facing obligations require Network Rail to:
- cooperate, as necessary, with train companies to enable them to provide appropriate, accurate and timely information to enable passengers to plan and make their journeys with a reasonable degree of assurance, including when there is train service disruption (Condition 3 of Network Rail's station licence);
  - establish and comply with a **Disabled People's Protection Policy** (DPPP) which sets out the arrangements by which Network Rail will protect the interests of rail users who are disabled in their use of managed stations; and
  - establish and comply with a **complaints handling procedure** (CHP) relating to licensed activities from customers (Condition 5 of Network Rail's station licence).
148. As with train companies, we use the data we collect to monitor Network Rail's performance and compliance with its obligations.

### Information for passengers

149. There are industry systems for setting timetables and providing passengers with information. The System Operator (SO), which is a function within Network Rail, coordinates the process for fixing a base timetable twice a year and for making short-term changes to it. The industry norm is that timetables are agreed and confirmed at least 12 weeks ahead of travel enabling train companies to open ticket reservations and bookings for passengers (this is known as T-12).
150. In February 2018, Network Rail announced that it was not able to produce finalised timetables **12 weeks** in advance. It announced plans to finalise timetables six weeks in advance and a plan to get the timetabling schedule back to normal. These issues have left passengers unable to access journey information in the usual timescales.
151. We are evaluating how this issue arose and whether the plan put in place to recover the situation is robust. We are also continuing to monitor delivery of the recovery plan as the industry now works to restore normal informed traveller timescales. If our work concludes that Network Rail has breached its licence, either now or in the past, enforcement action could be taken. We will provide updates on our website<sup>62</sup> as our work develops.

60. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0012/3234/nr-stat-licence.pdf](http://orr.gov.uk/_data/assets/pdf_file/0012/3234/nr-stat-licence.pdf)

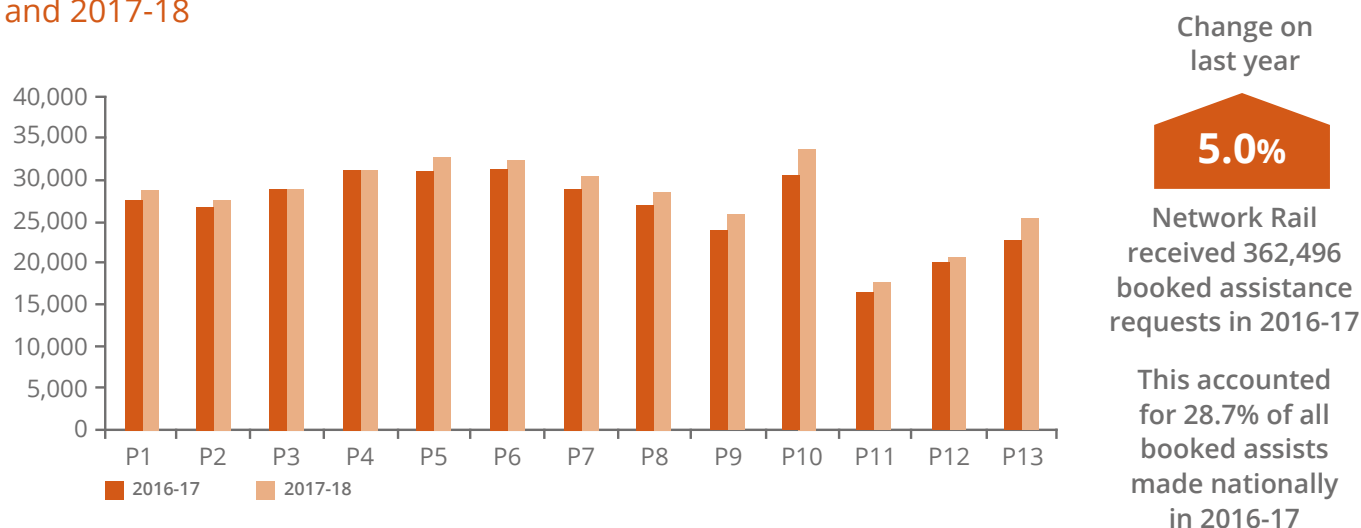
61. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0012/3063/netwrk\\_licence.pdf](http://orr.gov.uk/_data/assets/pdf_file/0012/3063/netwrk_licence.pdf)

62. <http://orr.gov.uk/rail/consumers/rail-timetable-issues>

## Assisted Travel

152. Although passengers usually book assistance via the relevant train company they are travelling with, Network Rail is responsible for providing assistance at its managed stations. Data received from RDG (see table below) shows there were 362,496 booked assistances requested at Network Rail managed stations in 2017-18, an increase of 5.0% compared to the same period in the previous year. **This represents 29% of all booked assistance requests made nationally in 2017-18.**

### Total volume of assisted journeys booked at Network Rail stations by rail period 2016-17 and 2017-18



Source: RDG

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

153. Alongside the train operating companies, Network Rail's managed stations were also included in research we conducted in 2017-18 to investigate passenger experiences of booked assistance. The table below shows how Network Rail performed on the key measures within the study<sup>63</sup>.

	Sample size	Satisfaction with booking process	Satisfaction with assistance at station	All assistance received
<b>Network Rail</b>	1,159	92%	92%	82%

154. In 2017-2018 Network Rail reported<sup>64</sup> that it delivered training on disability awareness and customer service to 120 station staff as part of its induction course to all new station employees. It reports this training is co-presented by disabled trainers and aims to:

- provide delegates with the skills and underpinning knowledge required to provide inclusive frontline customer services to meet the needs of passengers and other station users more effectively;
- understand the key role an accessible public transport system plays in creating a fairer and more inclusive society;
- provide delegates with the ability to assess their own preconceptions and knowledge of disability;
- develop a greater understanding of the effect of preconceptions; and
- explore the 'myths' around disability knowledge within society.

63. Network Rail's overall performance in the study can be viewed in Appendix 2 of the published report: [http://orr.gov.uk/\\_data/assets/pdf\\_file/0009/25983/research-into-passenger-experiences-of-passenger-assist-november-2017.pdf](http://orr.gov.uk/_data/assets/pdf_file/0009/25983/research-into-passenger-experiences-of-passenger-assist-november-2017.pdf)

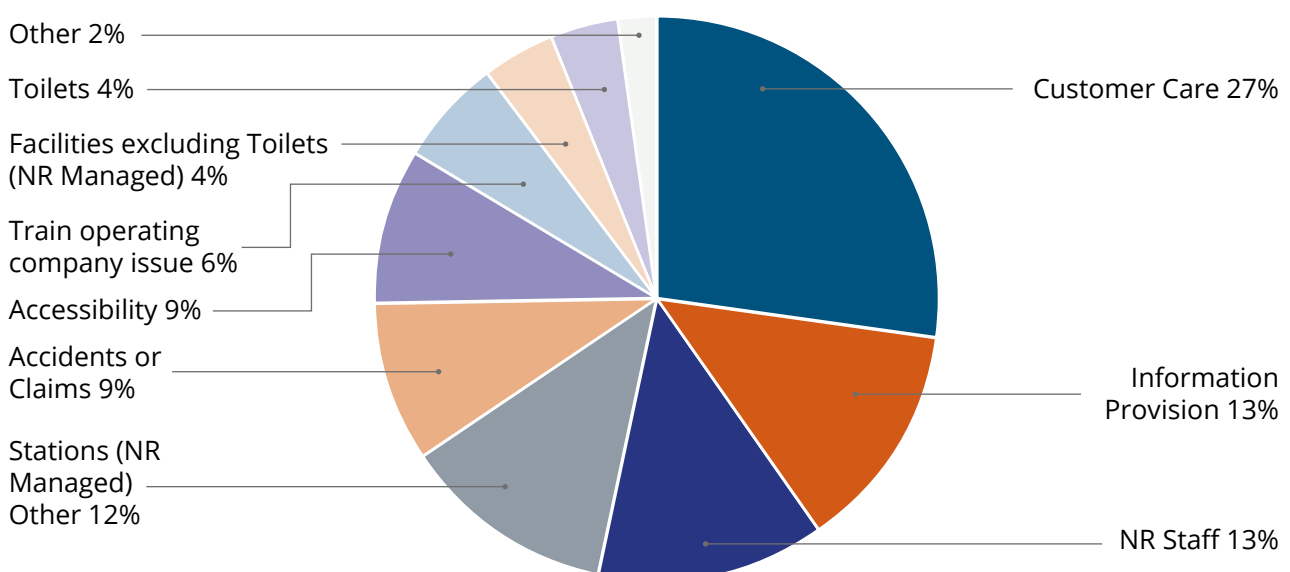
64. [http://orr.gov.uk/\\_data/assets/excel\\_doc/0019/28243/actions-to-improve-services-in-response-to-complaints-2017-18-all-train-companies.xlsx](http://orr.gov.uk/_data/assets/excel_doc/0019/28243/actions-to-improve-services-in-response-to-complaints-2017-18-all-train-companies.xlsx) and [http://orr.gov.uk/\\_data/assets/excel\\_doc/0020/28244/disability-and-equality-staff-training-2017-18-all-train-companies.xlsx](http://orr.gov.uk/_data/assets/excel_doc/0020/28244/disability-and-equality-staff-training-2017-18-all-train-companies.xlsx)

155. As described in detail in part 4, our extensive research into this area has provided us with a robust evidence-base to identify the areas where assisted travel could be strengthened. In our 2017 consultation<sup>65</sup> we sought views on:
- how awareness of assisted travel might be increased;
  - what action could be taken to improve the reliability of assistance to passengers;
  - how training for rail staff could be strengthened; and
  - how our monitoring of performance could be further enhanced.
156. We have consulted widely, holding an industry seminar in late 2017, together with meetings with a wide variety of organisations including passenger lobby groups, charities and disabled people's organisations to discuss the research findings and specific issues raised in our consultation e.g. the introduction of compensation to passengers where companies fail to provide assistance. **A public consultation on proposed improvements in the four specific areas listed above, as well as wider revisions to the Guidance<sup>66</sup> used by Network Rail in the development of the arrangements and assistance that they provide to passengers, and by us in the formal approval of company DPPPs, will be published in the Autumn.**

## Complaints handling

157. In 2017-18, Network Rail received 1,988 complaints related to its 18 managed stations, 20% fewer than the previous year. Station complaints are a small subset of all Network Rail's overall customer contacts, the vast majority of contacts and complaints it receives relate to areas of operations outside of its managed stations and thus outside of our scope in regulating how Network Rail manages complaints under its Complaints Handling Procedures. Therefore, the information reported here excludes contacts from consumers about issues such as engineering works, lineside maintenance, and vegetation or fly tipping which can affect those who live alongside tracks.
158. In terms of the causes of complaints regarding Network Rail's managed stations, the largest category related to customer care which accounted for 27% of the total. This was followed by complaints about the provision of information (13%) and complaints about Network Rail staff (13%) (see table below).

### Percentage of Network Rail station complaints by category



**Note:** 'Other' category includes complaints about lost property, car parks and retail.

**Source:** Network Rail

65. <http://orr.gov.uk/rail/consumers/consumer-consultations/improving-assisted-travel-consultation>

66. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/5604/how-to-write-your-dppp.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/5604/how-to-write-your-dppp.pdf)

159. In order to ensure licence holders are learning from the valuable feedback that complaints provide and using it to embed a culture of continuous improvement, we ask them to provide us with explanations of the steps they are taking to address the issues that are generating the highest numbers of complaints from passengers.
160. To address the issues raised in the "Customer Care" category, Network Rail has reported that many of its stations have increased the number of customer service assistants with an aim to improve the visibility and availability of staff to customers in key locations. In addition, customer feedback terminals are being introduced at London and Southeast stations. Network Rail plans to disseminate the results across all of their stations as part of a "lessons learnt" exercise. Wi-Fi and Customer Information screens enhancements have been delivered at Euston and London Bridge stations. Focus have also been given to improving customer signage with the introduction of digital onward travel screens at Edinburgh Waverley station to further integrate onward transport options.
161. Licence holders are required to respond to 95% of complaints within 20 working days. Our monitoring of Network Rail's performance on complaints handling in 2017-18 showed that 82.7% of complaints were responded to within 20 working days. Whilst it should be noted that this equates to a relatively small number of complainants (344) who did not receive a response within 20 working days, it is important that all licensees adhere to the regulatory requirement in this area and we are working with Network Rail to improve their complaints handling performance in relation to their managed station complaints.
162. As Network Rail is now operating as a devolved business, response times for complaints about managed stations are the responsibility of the route in which the station is located. Each route monitors average response times across all contact types through their scorecards. This incentivises routes to focus on identifying issues and improving response times. Network Rail is currently doing further analysis on the station complaints it receives to identify the root causes of response times exceeding the 20 day target and will develop individual improvement plans with each station manager as required.
163. Following discussion with Network Rail in 2016-17, we agreed that it would not participate in the complaints handling survey that we operate for train companies. This is because we regulate complaints handling as it relates to Network Rail's large managed stations and not the wider aspects of its business. Complaints about other aspects of Network Rail's business, such as complaints from lineside residents, fall outside the scope of our monitoring. It became clear that Network Rail already had processes in place to request feedback from everyone who contacted them on how their enquiry or complaint was handled. We worked with Network Rail to help them include our data requirement into their existing customer feedback processes. This meant that Network Rail agreed that it would provide us with 'equivalent data' by providing the survey outputs to us to satisfy our compliance reporting requirement.
164. **We began receiving this data in period 5 2017-18 but we are assessing whether this meets our reporting requirement due to the low survey response rate. As a result this information is not suitable for publication at this time. We will continue to engage with Network Rail on this issue with a view to publishing its survey results later this year.**
165. **As noted earlier in this document, in our February decision<sup>67</sup> on changes to CHP guidance to facilitate the introduction of the ADR scheme we stated that we were minded to introduce a licence requirement mandating membership of an ADR scheme. This obligation would also apply to Network Rail.**

67. [http://orr.gov.uk/\\_data/assets/pdf\\_file/0005/26699/consultation-on-changes-to-complaints-handling-guidance-decision-letter-2018-02-08.pdf](http://orr.gov.uk/_data/assets/pdf_file/0005/26699/consultation-on-changes-to-complaints-handling-guidance-decision-letter-2018-02-08.pdf)

# Guidance notes on how to read the train company reports



## Provision of information to passengers

### Key facts



**Owner group:** This is the parent company which owns the train operating company.

**Operator:** Train operating company.

**Franchise:** Name of the franchise the train operating company operates.

**Franchise period:** Period of time for which the train operating company has been contracted to run the franchise.

**Employees:** Number of employees the train operating company has.

**Operated stations:** Number of stations the train company operates.

**Sector:** Long distance, Regional or London and South East.

**Passenger journeys per annum:** Number of annual passenger journeys on the train operating company.

### Passenger satisfaction with the usefulness of information when delays occur

Passenger satisfaction with the usefulness of information provided to passengers when delays occur, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2013 to Autumn 2017. Spring 2018 data was published by NRPS on 19 June 2018.

The side arrows indicate the percentage point change from Autumn 2016 to Autumn 2017.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Passenger satisfaction with how well the train company deals with delays

Passenger satisfaction with how well the train company deals with delays, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2013 to Autumn 2017. Spring 2018 data was published by NRPS on 19 June 2018.

The side arrows indicate the percentage point change from Autumn 2016 to Autumn 2017.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Passenger satisfaction with the provision of information during the journey

Passenger satisfaction with the provision of information during the journey, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2013 to Autumn 2017. Spring 2018 data was published by NRPS on 19 June 2018.

The side arrows indicate the percentage point change from Autumn 2016 to Autumn 2017.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Transparency and accountability

Train operators produce a 'Local Plan' setting out how they will provide information to passengers. This can be tailored to how they run their services.

Train operators need to publish their Local Plan (or a public facing version of it), a link to the current Code of Practice for the provision of customer information and an Annual Progress Report. All operators were compliant with this in October 2015 but in October 2016 the industry changed its Code of Practice.

This box records whether the operator has updated its website in accordance with the new Code of Practice. An audit of operator websites was undertaken in May 2018.

### Actions to improve information for passengers 2017-18

The information in this box outlines the actions the train company has informed ORR that it has taken in the period 2017-18 to improve the quantity and or quality of information it is providing to its passengers.

Examples have been supplied direct by the train operator.





# Train operating company

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

The information in this box outlines the actions the train company has informed ORR that it has taken in the period 2017-18 to improve accessible rail travel on its services.

A link is also provided to the source of this data which was the train company's response to an ORR request for information.

### Alternative accessible transport

The number of instances where the train company provided Alternative Accessible Transport (AAT) in 2017-18.

All operators must provide free alternative transport that is accessible to the passenger to take them to the nearest or most convenient accessible station in certain circumstances, for example when the station is inaccessible to the passenger or when rail replacement services are inaccessible.

The volume of AAT may be high because an operator has a large number of inaccessible stations (for example) so it is important to view the figures in context.

**Source:** Train Operating Companies

## Booked assistance volumes and reliability

The number of passenger assists requested. These assists were booked through the National Passenger Assistance Booking System, known as Passenger Assist, managed by the Rail Delivery Group (RDG). Please note, the data does not include unbooked assistance, often called 'Turn Up and Go'.

The number of booked assistance requests are shown for each company that manages a station, and therefore not necessarily against the train company which the passenger travels with. For example, if a passenger requests an assist at Darlington station for a Cross Country train journey, the assist will be recorded against Virgin Trains East Coast, as Virgin Trains East Coast manage the station. This is why we do not have any data for those train companies who do not manage any stations.

Data is shown in rail periods. A rail period is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Source:** Rail Delivery Group (RDG)

**Data tables:** [Rail passenger assists by station operator - Table 16.03](#)

Completion rate for assistance. Based on research by Breaking Blue on passenger experiences of Passenger Assist.

The data shown is based on the following question: Question D5 - *Did you actually receive the following assistance?*

The sample size is shown due to varying sample sizes between operators.

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18

The volume of accessibility complaints per 100,000 journeys. This is shown for both the train company and at a national level.

Accessibility rate is calculated using the complaint categories which train companies submit to ORR.

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

The information in this box describes the staff training in relation to disability and equality obligations the train company reports it has undertaken in 2017-18 with a view to improving the quality of service it provides to passengers who require additional support when travelling on its services.

**Source:** Train Operating Companies



# Train operating company

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate

The volume of complaint correspondence closed per 100,000 journeys. Complaints are normalised by passenger journeys to allow effective comparison of data between time periods and train operating companies.

Our regulatory requirement is to close 95% of complaints within 20 working days.

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

This survey asks passengers who have complained to a train company to offer feedback on how well they felt the company handled their complaint.

The first chart shows how passengers rated their satisfaction with train company's overall complaints handling process. The second chart shows how passengers rated their satisfaction with the outcome of the complaint they made to the train company.

'Satisfied' is a combination of 'satisfied' and 'very satisfied'. 'Dissatisfied' is a combination of 'dissatisfied' and 'very dissatisfied'.

The number of survey respondents for each train company is also shown. National results are weighted by complaint volumes to ensure the survey is representative of the complaints received by train companies.

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

**Note:** Figures may not total exactly 100% due to rounding.

### Passenger satisfaction with each aspect of complaint handling process 2017-18

This survey asks passengers who have complained to a train company to offer feedback on how well they felt the company handled their complaint.

The chart in this box shows how passengers rated their satisfaction with each aspect of the train company's complaint handling process.

'Satisfied' is a combination of 'satisfied' and 'very satisfied'. 'Dissatisfied' is a combination of 'dissatisfied' and 'very dissatisfied'. Arrows indicate how the train company compares to the national average of those 'satisfied'.

The number of survey respondents for each train company is also shown. National results are weighted by complaint volumes to ensure the survey is representative of the complaints received by train companies.

**Data tables:** [Passenger satisfaction with complaints handling](#)

**Note:** Figures may not total exactly 100% due to rounding.

**Source:** ORR – Passenger satisfaction with complaint handling survey

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18

This survey asks passengers who have complained to a train company to offer feedback on how well they felt the company handled their complaint.

The chart in this box shows how passengers rated their view of the train company in light of how it handled their complaint, namely: *more positive about them; no different; more negative about them.*

The number of survey respondents for each train company is also shown. National results are weighted by complaint volumes to ensure the survey is representative of the complaints received by train companies.

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

**Note:** Figures may not total exactly 100% due to rounding.

### Top 5 reasons for complaints 2017-18

The data in this box shows the top five causes of complaints for the train company in 2017-18. The table also shows what proportion of complaints each of the top five complaints issues accounted for and the percentage point change for each complaint category versus 2016-17.

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve complaints handling 2017-18

The information in this box outlines the steps that each train company reports it has taken in 2017-18 to address issues highlighted in passenger complaints. This relates to the requirement for each licensee to demonstrate how it is embedding a culture of continuous improvement in its complaint handling.

A link to the company's approved Complaints Handling Procedure is also provided.

**Source:** Train Operating



# Arriva Trains Wales

## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains

**Operator:** Arriva Trains Wales (ATW)

**Franchise:** Wales & Borders

**Franchise period:** 8 December 2003 – 13 October 2018

**Employees:** 2,193

**Operated stations:** 247

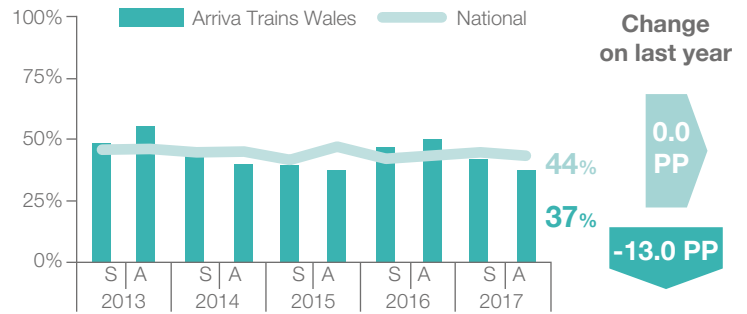
**Sector:** Regional

**Passenger journeys per annum:** 32.9 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

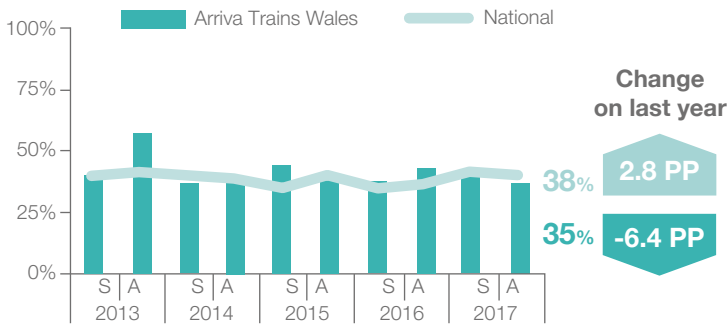
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



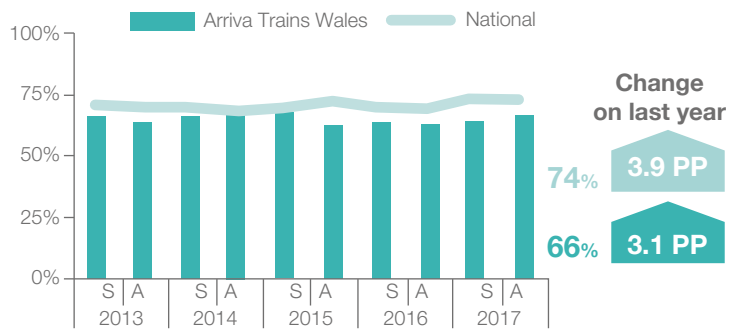
PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jan 2017 ✓

Franchise ends in October 2018 so no changes required to Local Plan.

### Actions to improve information for passengers 2017-18

ATW reports it has taken the following actions to improve its provision of information to passengers:

- Increased use of the rolling information bar on its website to highlight changes to ATW services. This also enables ATW to use flash messaging about upcoming disruption on the home page of the website.
- Increased the number of targeted customer information emails enabling ATW to contact those who have booked or previously travelled on a route experiencing disruption.



# Arriva Trains Wales

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Arriva Trains Wales reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- An audio guide of their Disabled People's Protection Policy (DPPP) has been created in English and Welsh for customers with impaired vision.
- Assistance meeting points have been introduced, on a trial basis, at four of their busiest stations.
- A full review of station facility information has been carried out and updated online.

A more detailed list of the actions ATW has taken to improve accessible travel can be viewed here: [Click here](#)

### Alternative accessible transport

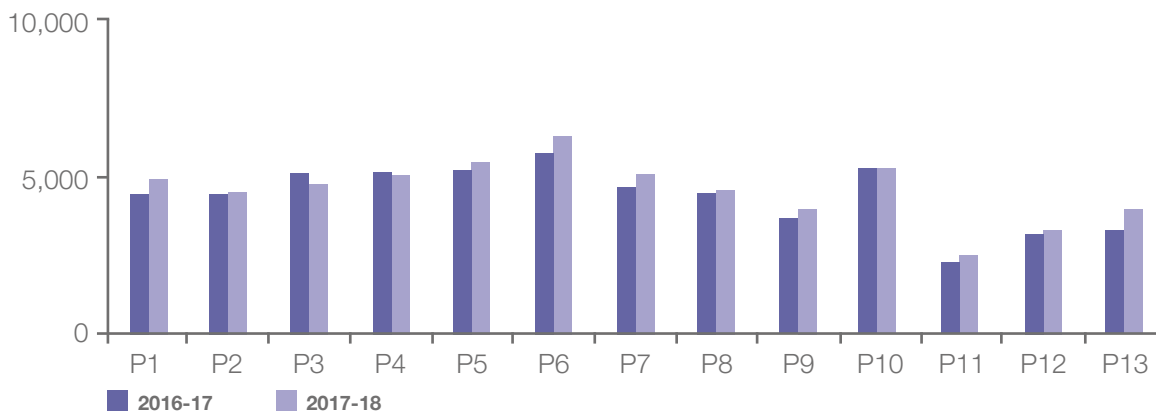
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **204** times by ATW.

### Booked assistance volumes and reliability

ATW received 60,084 booked assistance requests in 2017-18. This accounted for 4.8% of all booked assists made nationally in 2017-18



Change on last year

5.7%

ATW's completion rate for booked assistance was 73%.



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

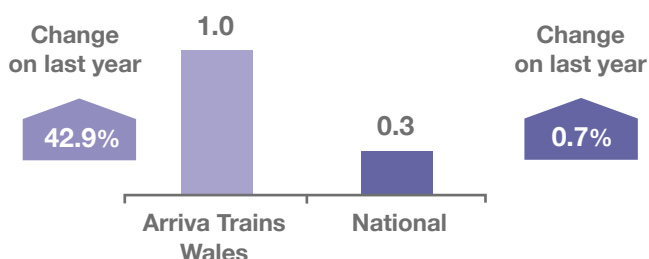
**Sample size:** 215

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

In 2017-18 a total of 319 ATW staff undertook some form of disability or equality awareness training.

- This included 19 new Conductors who received disability awareness training as part of their induction.
- Another 300 station staff received some refresher disability training as part of their Development Sessions.

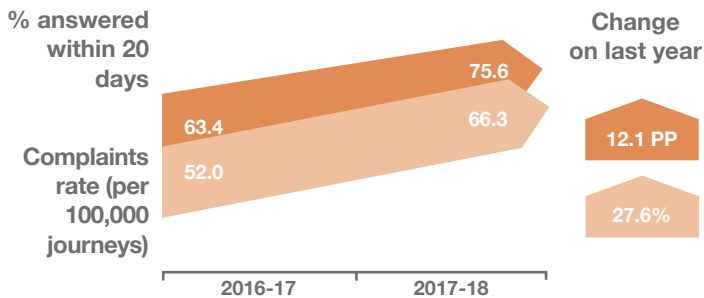
A full description of ATW's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Arriva Trains Wales

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



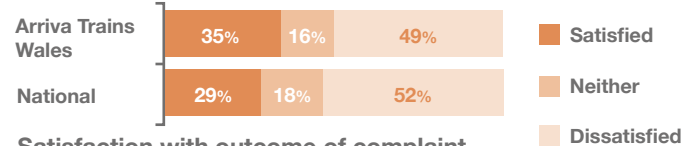
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

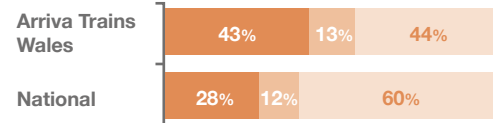
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

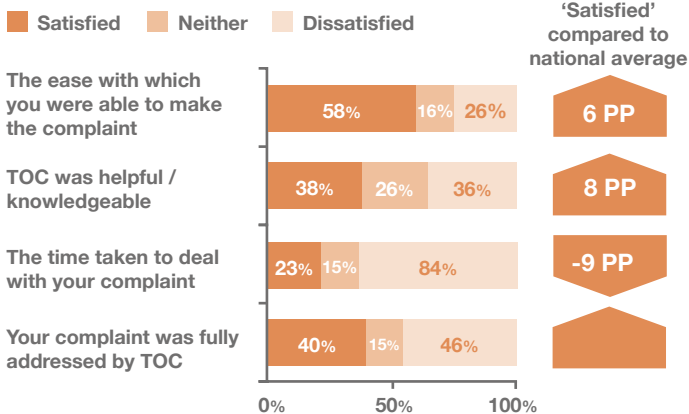


Sample size: 3,955

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



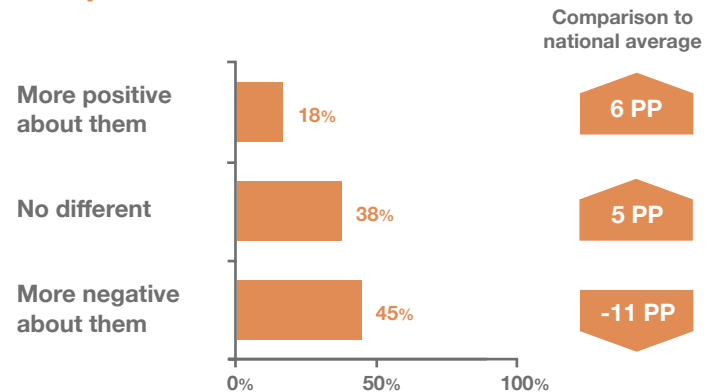
Sample size: 3,955

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 3,955

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
34.7%	Punctuality/reliability (i.e. the train arriving/departing on time)	-10.5 PP
12.0%	Sufficient room for all passengers to sit/stand	2.5 PP
4.3%	Ticket buying facilities	0.2 PP
3.9%	The helpfulness and attitude of staff on train	0.2 PP
3.9%	Provision of information about train times/platforms	1.1 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

ATW's Complaints Handling Procedure is available at:

[http://orr.gov.uk/data/assets/pdf\\_file/0020/22736/atw-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0020/22736/atw-chp-letter.pdf)

ATW reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- ATW have spent approx. £1m upgrading the software in TVMs to improve their speed and reliability in response to complaints about them.
- Introduced a mystery shopping programme to monitor staff attitude in light of complaints about staff helpfulness in some locations.

A more detailed list of the actions ATW has taken to improve services in response to complaints can be viewed here:

[Click here](#)



c2c

## Provision of information to passengers

### Key facts

**Owner group:** Trenitalia

**Operator:** c2c

**Franchise:** Essex Thameside

**Franchise period:** 9 November 2014 –  
10 November 2029

**Employees:** 682

**Operated stations:** 25

**Sector:** London and South East

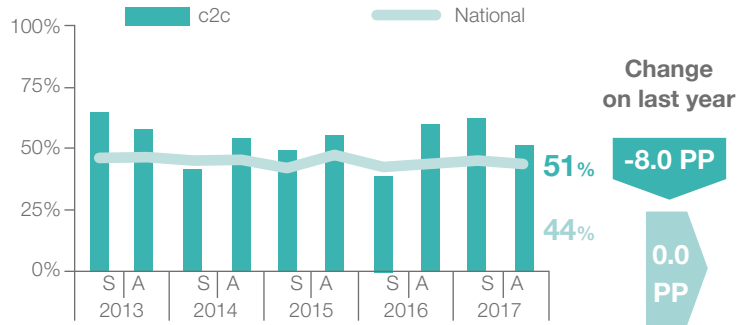
**Passenger journeys per annum:** 47.9 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)



### Passenger satisfaction with the usefulness of information when delays occur

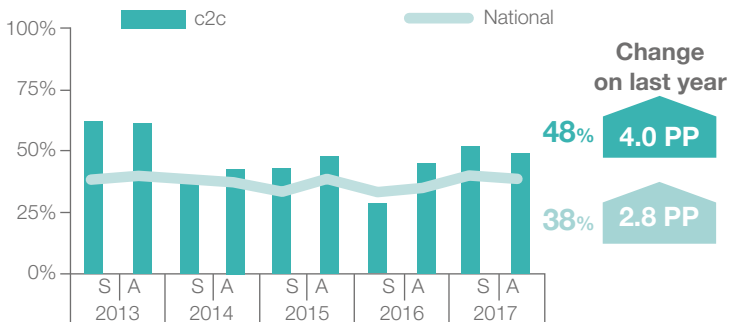


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

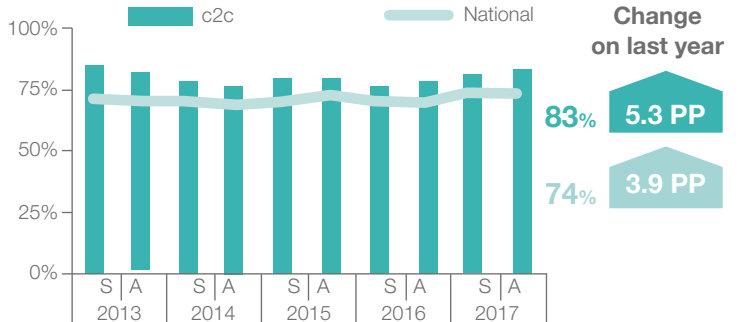


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Feb 2017 ✗

Local Plans are required to be updated annually.

### Actions to improve information for passengers 2017-18

c2c reports it has taken the following actions to improve its provision of information to passengers:

- New CIS screens have been fitted at all stations with additional functionality e.g. now display train loading data.
- Improved how information is displayed by adopting use of 'disruption mode' on CIS screens at stations. This now means that any services that are not running during disruption are not shown, and only services that are running are shown which avoids passenger confusion.



## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

c2c reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Stations and on-board help points have been upgraded to allow customers to gain direct, up-to-date information on their train service.
- Direct feedback on the impact of changes to services is sought from members of c2c's accessibility group.
- Specialised services (such as large print timetables) are made available to customers upon request.

A more detailed list of the actions c2c has taken to improve accessible travel can be viewed here: [Click here](#)

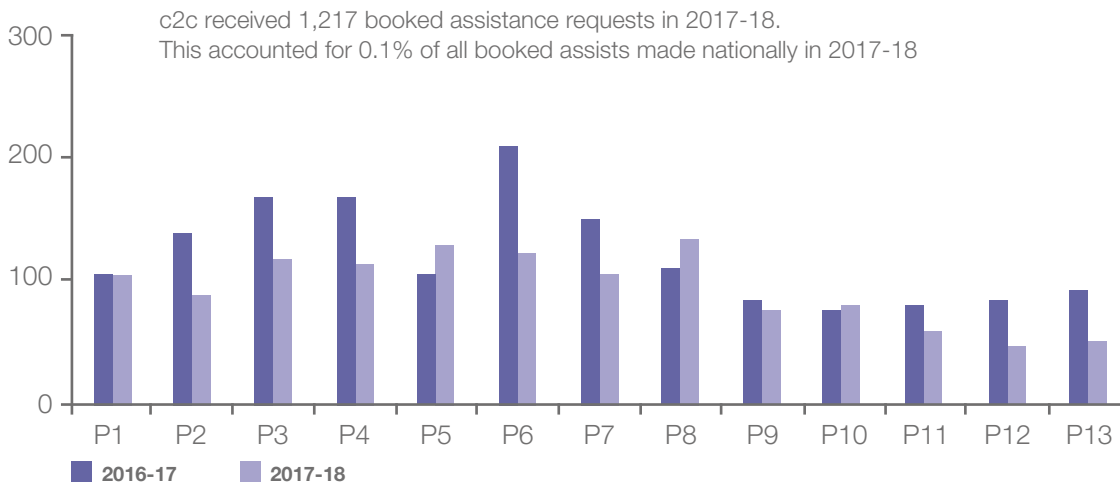
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

c2c do not currently capture AAT volumes.

### Booked assistance volumes and reliability



Change on last year

**-21.3%**

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

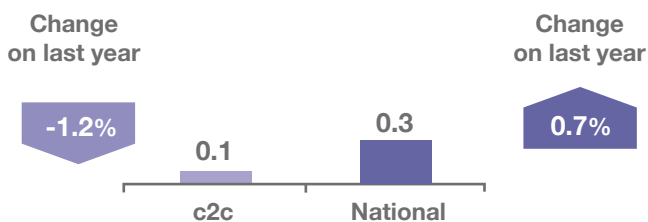
**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

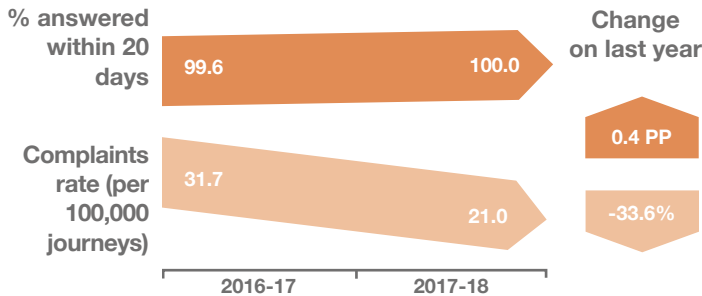
- In 2017-18 a total of 662 c2c staff received some form of disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction and existing staff are currently planned to receive fresher training at a minimum of every two years.

The full range of disability training activities undertaken by c2c in 2017-18 can be viewed here: [Click here](#)



## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



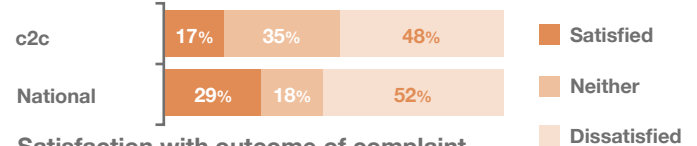
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

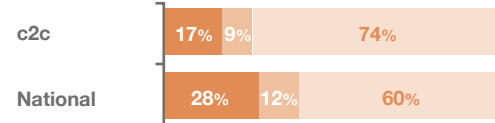
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

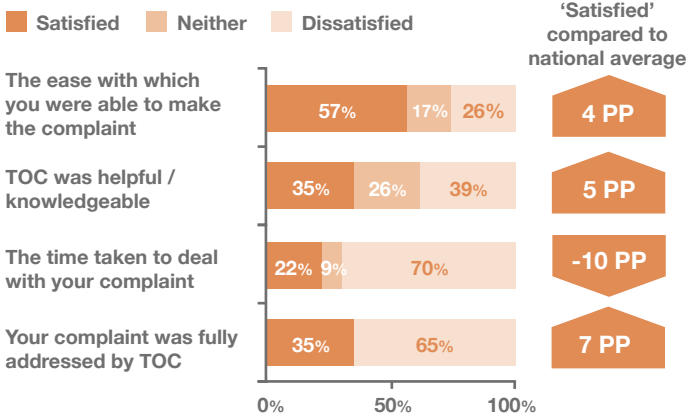


Sample size: 23. Due to a low sample size, please treat these figures with caution

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



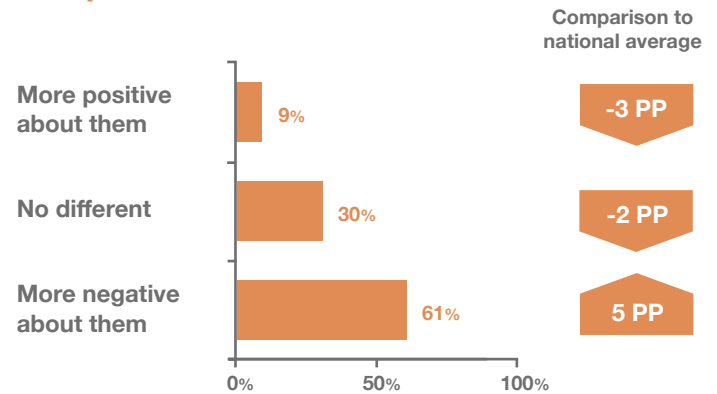
Sample size: 23. Due to a low sample size, please treat these figures with caution

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 23. Due to a low sample size, please treat these figures with caution

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
37.7%	Smartcards	5.6 PP
11.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	-0.2 PP
11.3%	Ticketing and refunds policy	1.2 PP
5.0%	No response from TOC	-4.6 PP
3.9%	Ticket buying facilities	1.3 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

c2c's Complaints Handling Procedure is available at: [http://orr.gov.uk/\\_data/assets/pdf\\_file/0011/19694/chp-approval-c2c-essex-thameside-nxet-20141027.pdf](http://orr.gov.uk/_data/assets/pdf_file/0011/19694/chp-approval-c2c-essex-thameside-nxet-20141027.pdf)

c2c reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Recruited 30 new drivers to address complaints about reliability and punctuality (because often these delays were caused by a shortage of traincrew).
- Introduced a range of customer service measures throughout the year to support its 20,000 smartcard users (who were the largest source of complaints).

A more detailed list of the actions c2c has taken to improve services in response to complaints can be viewed here: [Click here](#)





# Caledonian Sleeper

## Provision of information to passengers

### Key facts



**Owner group:** Serco

**Operator:** Caledonian Sleeper

**Franchise:** Caledonian Sleeper

**Franchise period:** 31 March 2015 – 31 March 2030

**Employees:** 168

**Operated stations:** 0

**Sector:** Scotland

**Passenger journeys per annum:** 0.3 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

**Note:** Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website.

### Passenger satisfaction with how well the train company deals with delays

**Note:** Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website.

### Passenger satisfaction with the provision of information during the journey

**Note:** Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website.

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – none ❌
- Local Plan – none ❌

Currently non-compliant.

### Actions to improve information for passengers 2017-18

Caledonian Sleeper reports it has taken the following actions to improve its provision of information to passengers:

- Due to Caledonian Sleeper having a high staff-to-passenger ratio, staff can inform passengers face-to-face on board when disruption takes place (if requested to by the passenger at check-in).
- All passengers are also now contacted by text message if there is disruption prior to departure.



# Caledonian Sleeper

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Caledonian Sleeper reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Unlike most train operators, Caledonian Sleeper enables passengers to book assistance at the same time as booking their ticket. This avoids the usual two-stage process most passengers face which involves booking tickets and assistance separately.
- It has also worked with the SFOs at the 48 stations it calls at to strengthen the reliability of assistance where it is provided by third party operators.

A more detailed list of the actions Caledonian Sleeper has taken to improve accessible travel can be viewed here:

[Click here](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

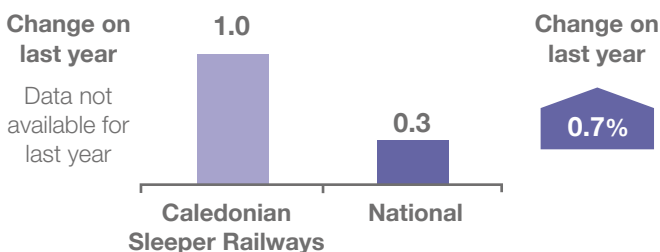
- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **zero** times by Caledonian Sleeper.

### Volume of booked assistance by rail period 2016-17 and 2017-18

Data on the volume of booked assistance requests received in each rail period and passenger satisfaction with booked assistance is available for each train operator that manages a station. This data is therefore not available for Caledonian Sleeper because they do not manage any stations.

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Note:** Caledonian Sleeper did not provide data for the full reporting year 2016-17, so no comparisons to last year have been made

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 all 168 Caledonian Sleeper staff received some form of disability or equality awareness training.
- All new staff receive disability awareness training as part of their induction and all existing staff receive a refresher training on an annual basis.
- The training programmes were developed by an external agency and are delivered by in-house trainers.

A full description of Caledonian Sleeper's disability training activities in 2017-18 can be viewed here on our website:

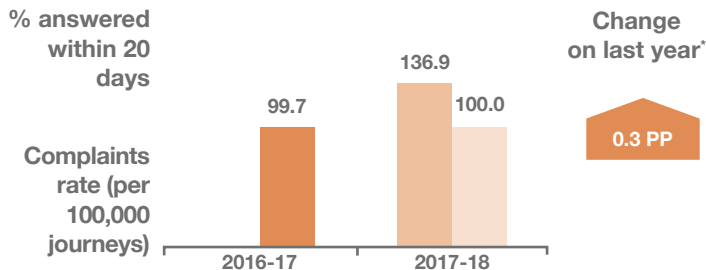
[Click here](#)



# Caledonian Sleeper

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



**Note:** Caledonian Sleeper provided data from 2016-17 Q3 so a complaints rate comparison has not been provided

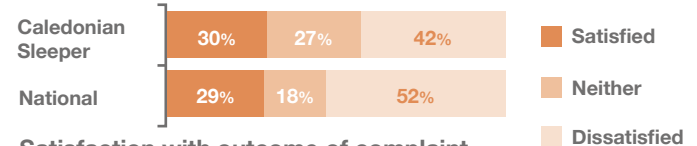
PP = percentage point change

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

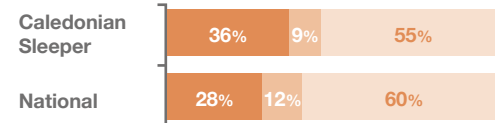
**Data tables:** [Complaints rate by train operating company – Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

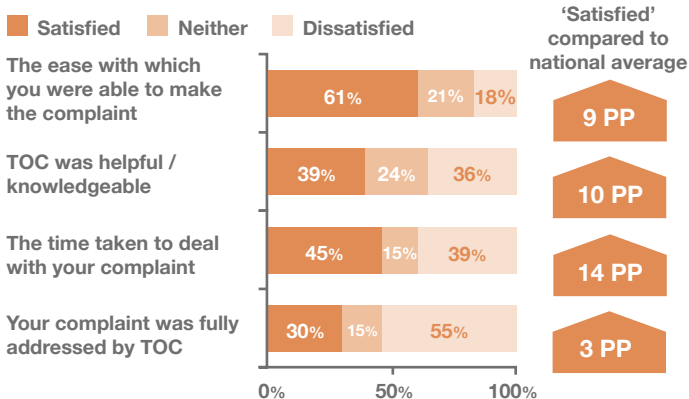


**Sample size:** 33. Due to a low sample size, please treat these figures with caution

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



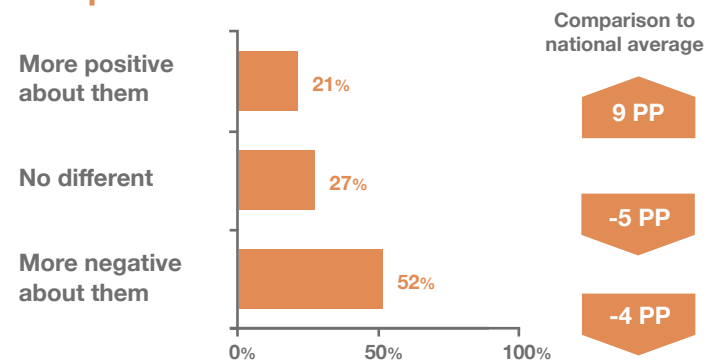
**Sample size:** 33. Due to a low sample size, please treat these figures with caution

PP = percentage point change

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



**Sample size:** 33. Due to a low sample size, please treat these figures with caution

PP = percentage point change

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
29.1%	Other – miscellaneous	20.9 PP
11.7%	Upkeep and repair of the train	5.2 PP
7.7%	Facilities on board	7.7 PP
6.8%	The cleanliness of the inside	2.7 PP
5.4%	Other complaints handling	2.4 PP

PP = percentage point change

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Caledonian Sleeper's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0017/24803/caledonian\\_sleeper\\_chp.pdf](http://orr.gov.uk/data/assets/pdf_file/0017/24803/caledonian_sleeper_chp.pdf)

Caledonian Sleeper reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Sought to address complaints related to passengers booking packages ahead of time that are not yet available due to the delayed introduction of the new trains by reviewing the products offered at sales points.
- Amended and improved the way it administers Delay Repay in response to passenger complaints.

A more detailed list of the actions Caledonian Sleeper has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Chiltern Railways

## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains

**Operator:** Chiltern Railways

**Franchise:** Chiltern Railways

**Franchise period:** 21 July 1996 – 11 December 2021

**Employees:** 840

**Operated stations:** 35

**Sector:** London and South East

**Passenger journeys per annum:** 28.1 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

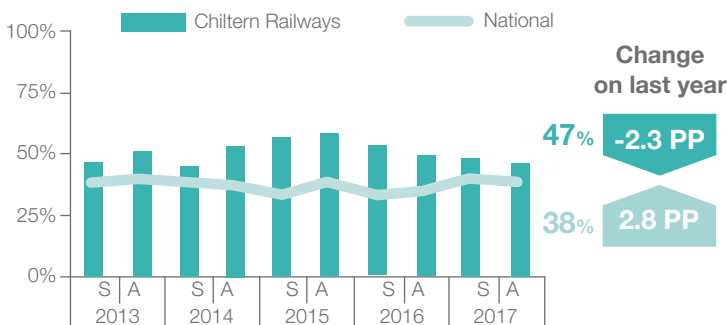


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

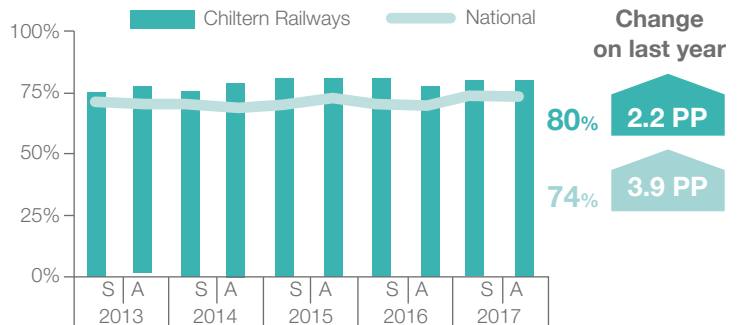


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Oct 2016

The Local Plan was written for the old Code of Practice and needs to be updated.

### Actions to improve information for passengers 2017-18

Chiltern reports it has taken the following actions to improve its provision of information to passengers:

- New web site launched, with improved functionality allowing improved use of disruption banners for timely customer information.
- Free Wi-Fi rolled out to entire train fleet, allowing passengers to obtain information online.
- Changed working practices enabling Social Media Team to relocate to the Control Team during disruption, to ensure accurate and timely information.
- Tablets introduced at Marylebone for frontline staff to receive information in real-time and disseminate to customers.
- Roving microphones introduced at Marylebone.



# Chiltern Railways

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Chiltern reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A link to its Disabled People's Protection Policy (DPPP) and a commitment to providing assistance to passengers has been provided on the landing-page of their website.
- An enhanced register has been developed to check the availability and quality of critical equipment required to provide passengers with assistance.

A more detailed list of the actions Chiltern has taken to improve accessible travel can be viewed here: [Click here](#)

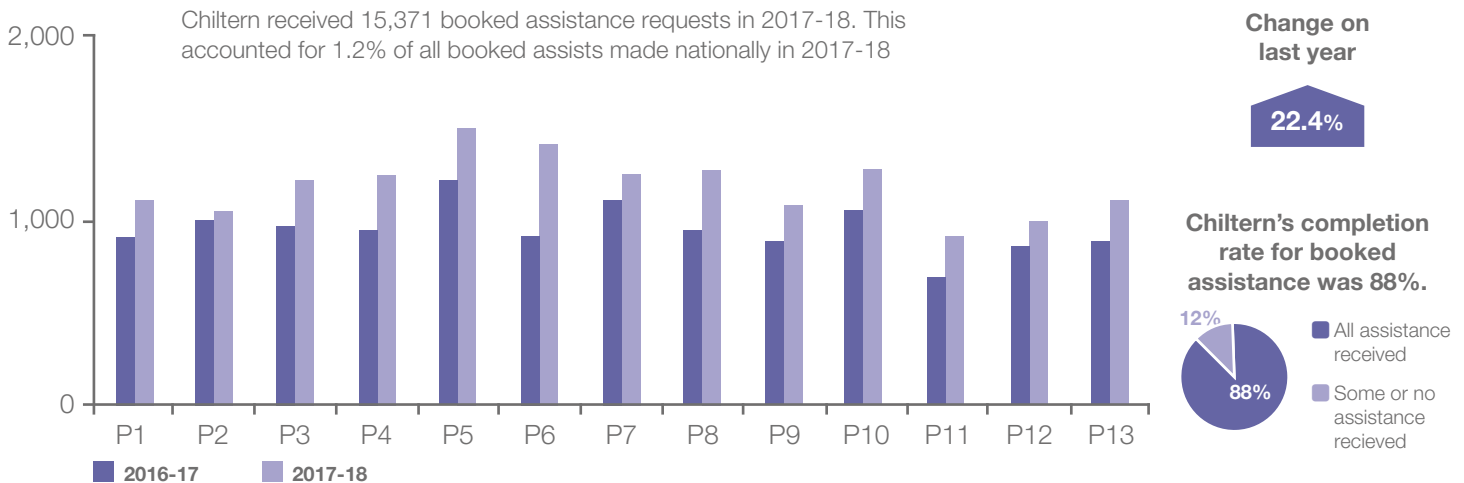
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **152** times by Chiltern.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

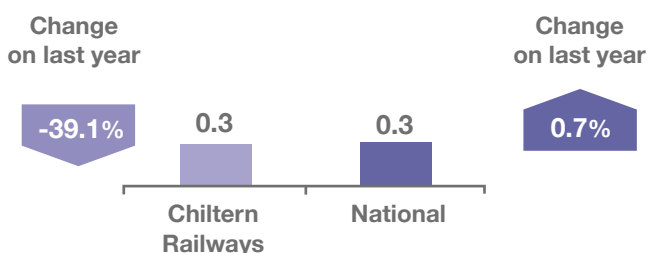
**Sample size:** 67 (low sample size)

**Question D5 - Did you actually receive the following assistance?**

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

In 2017-18 a total of 86 Chiltern staff received some form of disability and equality awareness training.

- This figure includes both new starters who receive disability awareness training as part of their induction and existing passenger-facing staff who undergo refresher training once every two years.
- The induction course disability element is delivered by Hear First. The refresher training is delivered by in-house trainers. Both courses are comprised of a mix of theory and practical learning.

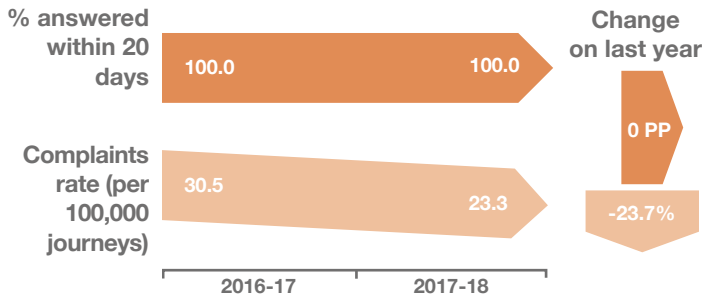
A full description of Chiltern's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Chiltern Railways

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



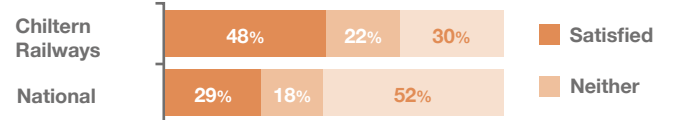
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

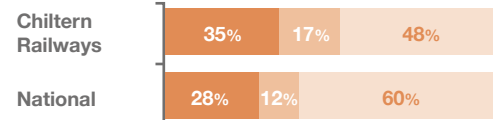
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

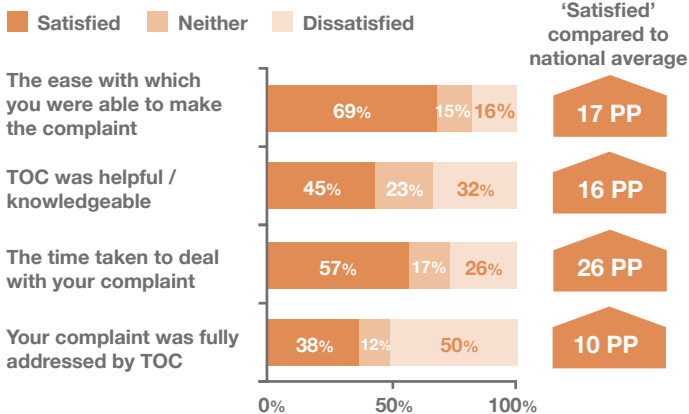


Sample size: 613

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



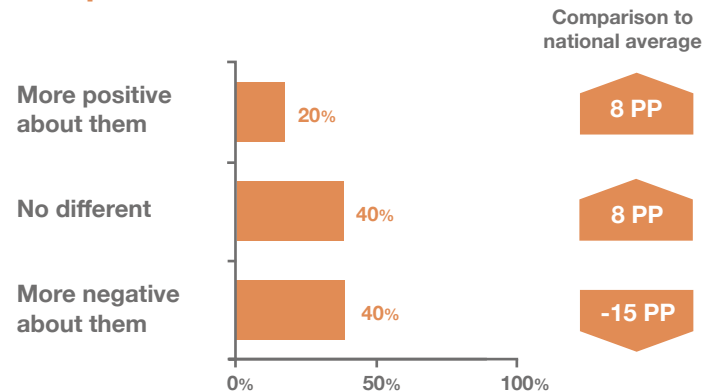
Sample size: 613

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 613

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
11.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	-7.9 PP
9.8%	Sufficient room for all passengers to sit/stand	6.0 PP
9.4%	Ticket buying facilities	3.3 PP
8.0%	The helpfulness and attitude of staff on train	-3.8 PP
5.8%	Provision of information about train times/platforms	0.6 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Chiltern's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0005/22919/chiltern\\_railway\\_chp\\_approval\\_letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0005/22919/chiltern_railway_chp_approval_letter.pdf)

Chiltern reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced new TVMs to address complaints about ticket buying facilities.
- Amended the timetable to increase the number of seats available to address complaints about standing/overcrowding.

A more detailed list of the actions Chiltern has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# CrossCountry

## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains

**Operator:** CrossCountry

**Franchise:** New CrossCountry

**Franchise period:** 16 October 2016 – 13 October 2019

**Employees:** 1,885

**Operated stations:** 0

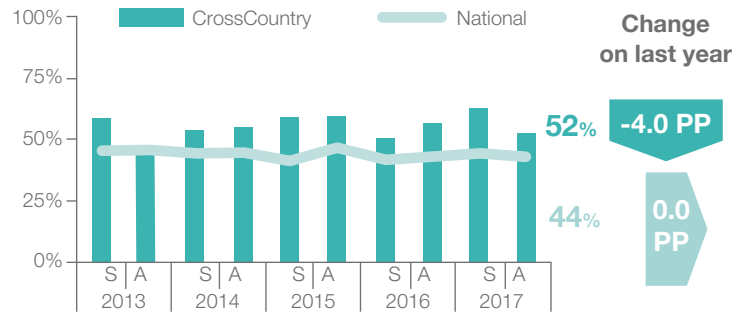
**Sector:** Long distance

**Passenger journeys per annum:** 40.1 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

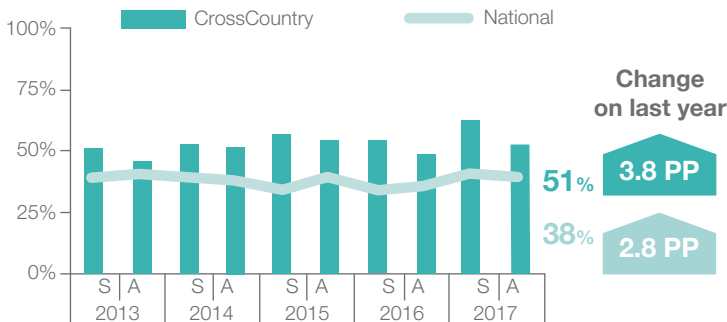


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

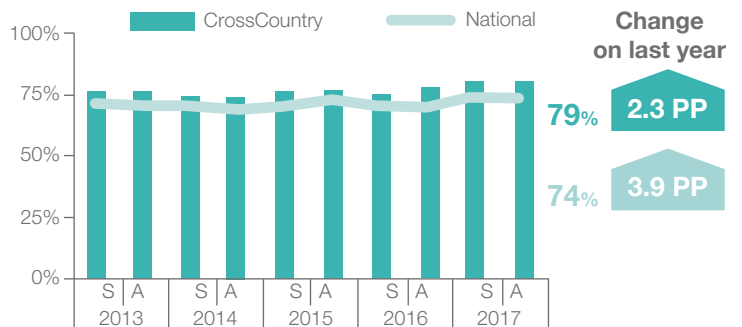


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Dec 2017 ✓

An updated Local Plan is under review by ORR.

### Actions to improve information for passengers 2017-18

CrossCountry reports it has taken the following actions to improve its provision of information to passengers:

- Implemented JourneyCheck for its passengers which provides the latest updates on services.
- A Customer Hub team is based in Control to ensure they have the latest information to relay to passengers, especially important during periods of disruption.
- Provide a 24/7 social media service to its passengers which can relay travel information and answer queries.



# CrossCountry

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

CrossCountry reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Internal and external working groups have been established to focus on accessibility and inclusion improvements. CrossCountry also works closely with Northern, Hull Trains and TPE to increase passenger awareness of assistance.
- Website layout and content has been reviewed and updated. Information on accessible travel has also been made clearer, more prominent and accessible.

A more detailed list of the actions CrossCountry has taken to improve accessible travel can be viewed here: [Click here](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

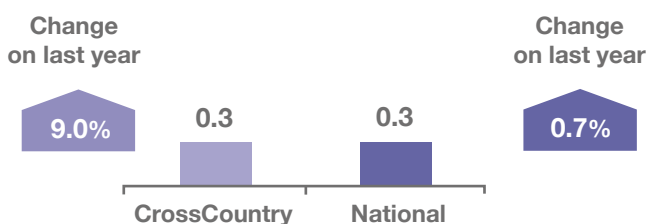
- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **113** times by CrossCountry.

### Volume of booked assistance by rail period 2016-17 and 2017-18

Data on the volume of booked assistance requests received in each rail period and passenger satisfaction with booked assistance is available for each train operator that manages a station. This data is therefore not available for CrossCountry because they do not manage any stations.

### Accessibility complaints rate (per 100,000 journeys) 2017-18



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

In 2017-18 a total of 119 CrossCountry staff received some form of disability or equality awareness training.

- All new staff receive a day's dedicated disability awareness training during their induction which covers both theory and practical exercises.
- This learning is then refreshed during staff briefing sessions on an ad hoc basis.

A full description of CrossCountry's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)

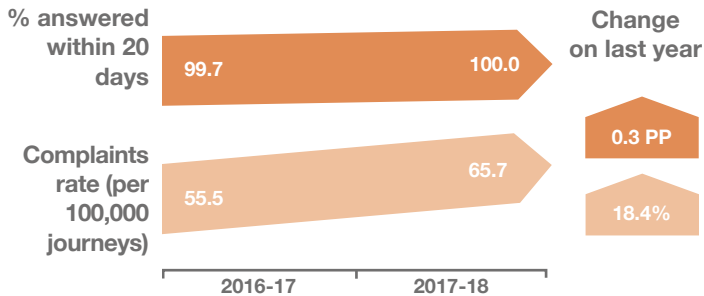




# CrossCountry

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



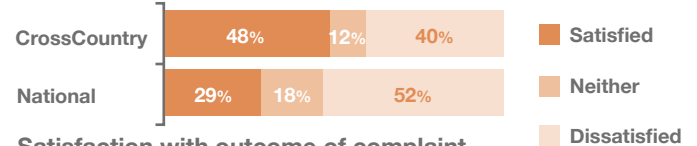
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

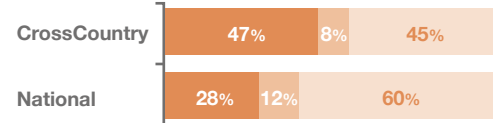
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

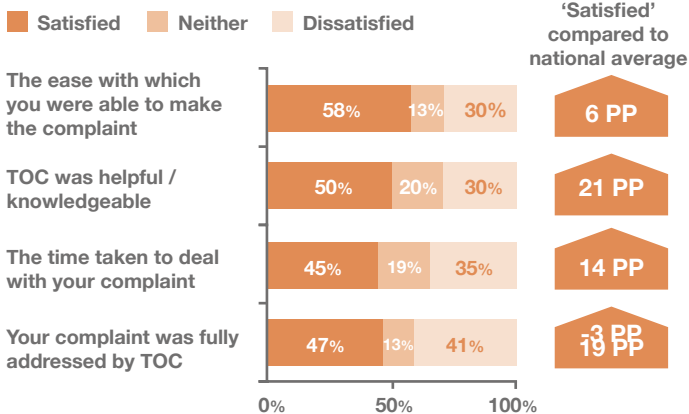


Sample size: 233

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



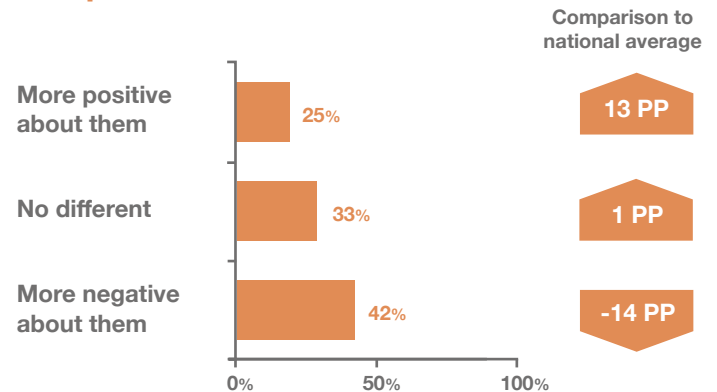
Sample size: 233

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 233

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
46.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	8.1 PP
23.7%	Sufficient room for all passengers to sit/stand	-2.8 PP
10.9%	Ticket buying facilities	-2.5 PP
6.2%	The helpfulness and attitude of staff on train	0.9 PP
1.6%	Provision of information about train times/platforms	-1.2 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

CrossCountry's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0012/22251/crosscountry-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0012/22251/crosscountry-chp-letter.pdf)

CrossCountry reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced more catering staff at the weekend on certain routes in response to passenger feedback/complaints.
- Introduced a new app for train managers to allow them to log train faults in real time which expedites the maintenance and repair on its Voyager trains.

A more detailed list of the actions CrossCountry has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# East Midlands Trains

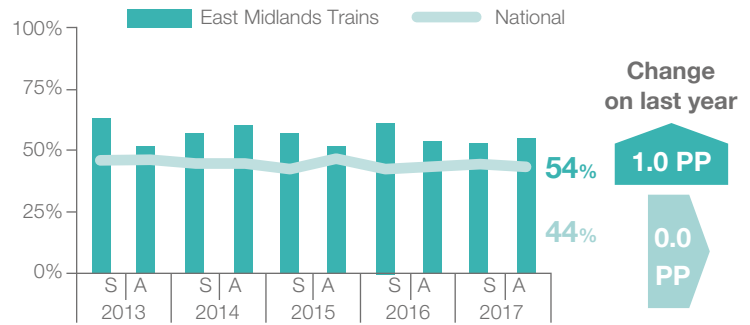
## Provision of information to passengers

**Key facts**

**Owner group:** Stagecoach  
**Operator:** East Midlands Trains  
**Franchise:** East Midlands  
**Franchise period:** 11 November 2007 – 04 March 2018  
**Employees:** 2,352  
**Operated stations:** 90  
**Sector:** Long distance / Regional  
**Passenger journeys per annum:** 27.2 million

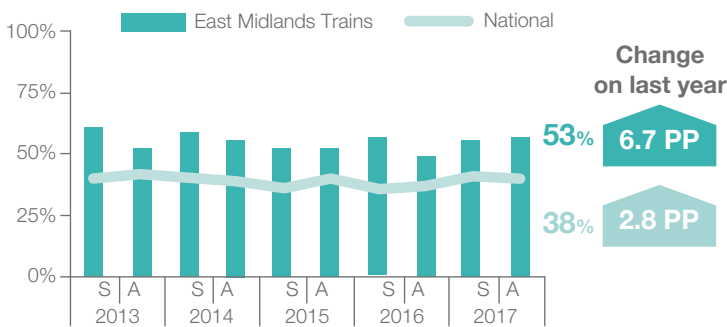
**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



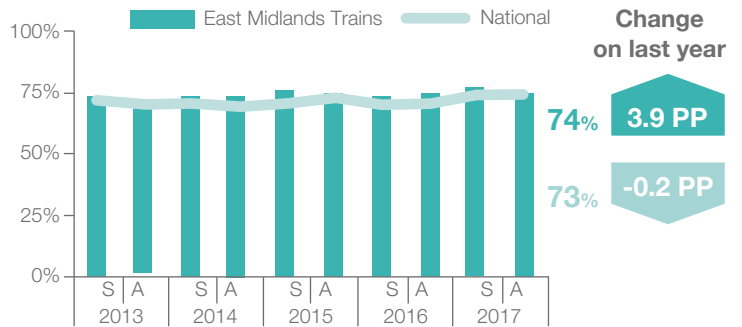
PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report**. This is required to meet industry action PIDD-41.

- Code of Practice – Sep 2016
- Local Plan – Dec 2017

A revised April 2018 **Local Plan** has been reviewed by ORR.

### Actions to improve information for passengers 2017-18

East Midlands Trains reports it has taken the following actions to improve its provision of information to passengers:

- Strengthened the quality and consistency of on-train and station announcements by making improvements to the scripts staff use for announcements.
- Tried to change the culture within the Control teams to ensure that the customer experience is at the centre of decision making and how information is disseminated.



# East Midlands Trains

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

East Midlands Trains reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- The telephone number for booking assistance has been included on station and on-train posters.
- Created a new 'Vulnerable People Policy' to support staff when dealing with passengers with additional support needs.

A more detailed list of the actions EMT has taken to improve accessible travel can be viewed here: [Click here](#)

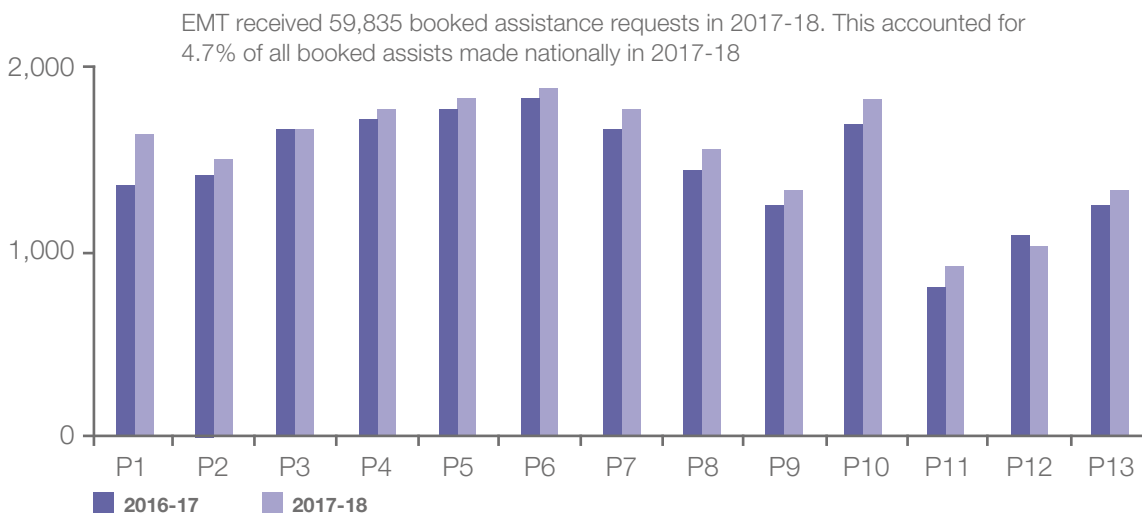
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **99** times by EMT.

### Booked assistance volumes and reliability



Change on last year

5.7%

EMT's completion rate for booked assistance was 73%.



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

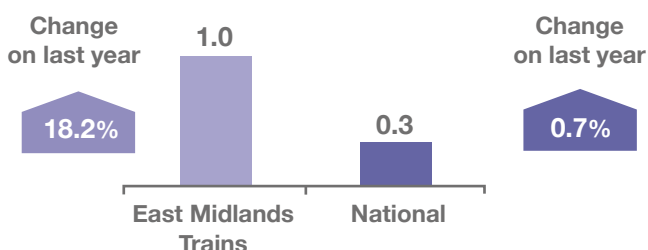
**Sample size:** 169

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

In 2017-18 a total of 144 EMT staff received some form of disability and equality awareness training.

- This included 110 staff with passenger-facing roles (such as guards, station staff and customer service staff) who completed disability training as part of their induction. It covered both theory and practical exercises to ensure their competence in the technical aspects of assistance provision.
- A further 34 staff completed an e-learning disability training programme which was created by a specialist external agency.

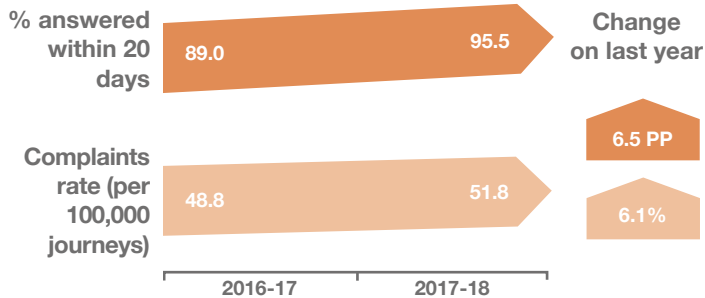
A full description of EMT's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# East Midlands Trains

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



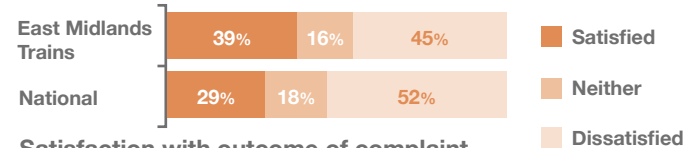
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

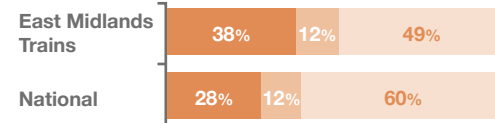
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

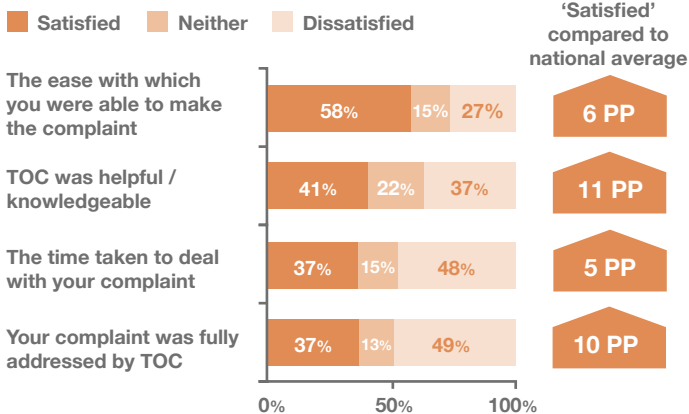


Sample size: 1,122

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



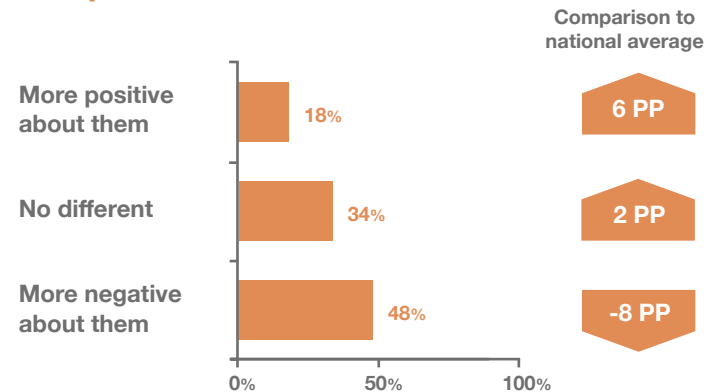
Sample size: 1,122

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 1,122

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
20.9%	Sufficient room for all passengers to sit/stand	6.9 PP
17.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	-12.3 PP
14.8%	Facilities on board	-2.1 PP
6.7%	Ticket buying facilities	0.1 PP
5.5%	The helpfulness and attitude of staff on train	1.2 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Chiltern's Complaints Handling Procedure is available at:

[http://orr.gov.uk/data/assets/pdf\\_file/0018/20835/approval-emt-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0018/20835/approval-emt-chp-letter.pdf)

EMT's reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced better TVMs in response to passenger feedback, and introduced mobile ticketing to widen sales channels.
- Empowered train and station staff to resolve complaints at first contact with a 'Permission to Act' training programme.

A more detailed list of the actions EMT has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Govia Thameslink Railway

## Provision of information to passengers

**Key facts**

**Owner group:** Govia

**Operator:** Govia Thameslink Railway (GTR)

**Franchise:** Southern / Thameslink / Great Northern / Gatwick Express

**Franchise period:** 14 September 2014 – 01 September 2021

**Employees:** 7,143

**Operated stations:** 234

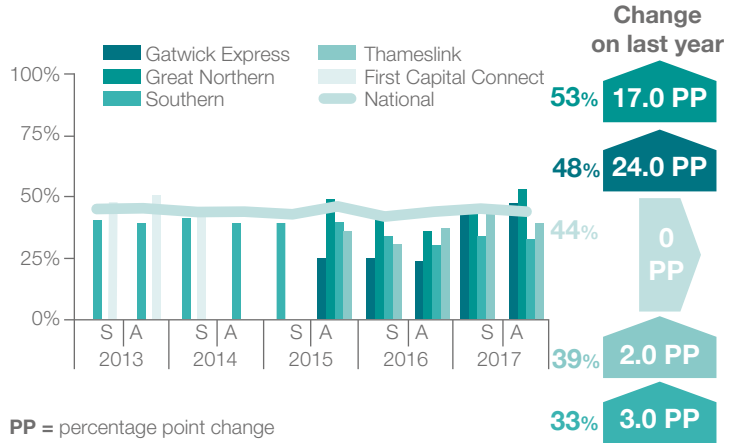
**Sector:** London and South East

**Passenger journeys per annum:** 318.8 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

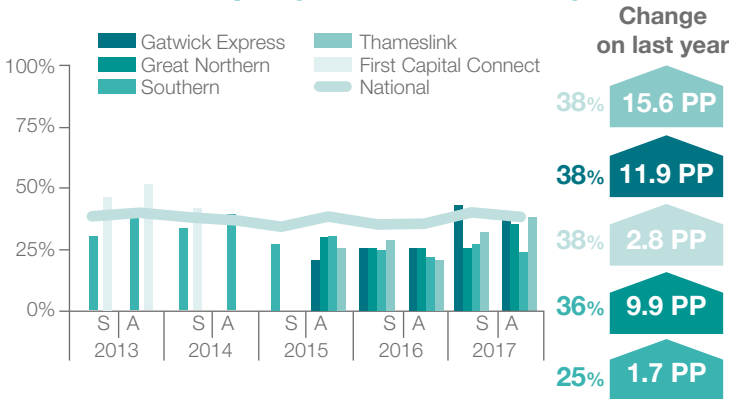
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



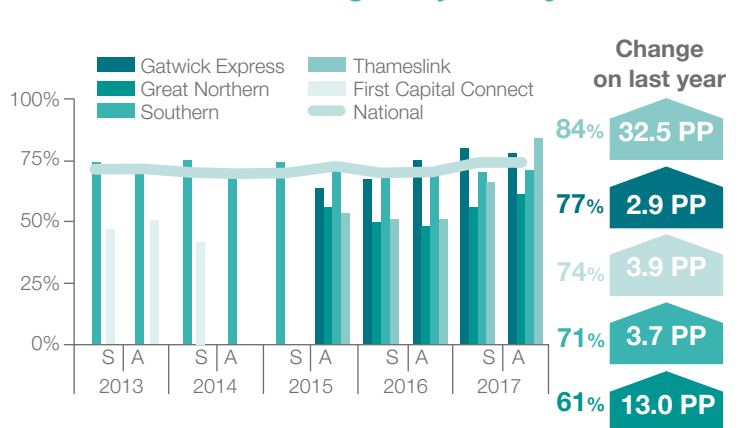
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#) (NRPS)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jul 17 ✓

The information is up to date. The Local Plan should be reviewed annually.

### Actions to improve information for passengers 2017-18

GTR reports it has taken of the following actions to improve its provision of information to passengers:

- New Southern website that follows recommended good practice guidelines for informing customers during disruption has been introduced.
- Alternative Route information is available on posters at all GTR stations and online to aid customers during disruption.
- Improved Customer Information Screens are being installed at all Southern stations.
- Wi-Fi has been added to the Gatwick Express Fleet which enables passengers to check travel information.



# Govia Thameslink Railway

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Govia Thameslink Railway reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A dedicated 'Assisted Travel Support' team has been introduced in their contact centre to deal with all aspects of assisted travel support.
- An assisted travel post journey feedback survey is sent to every customer who books to allow customers to provide feedback on their experience.

A more detailed list of the actions GTR has taken to improve accessible travel can be viewed here: [Click here](#)

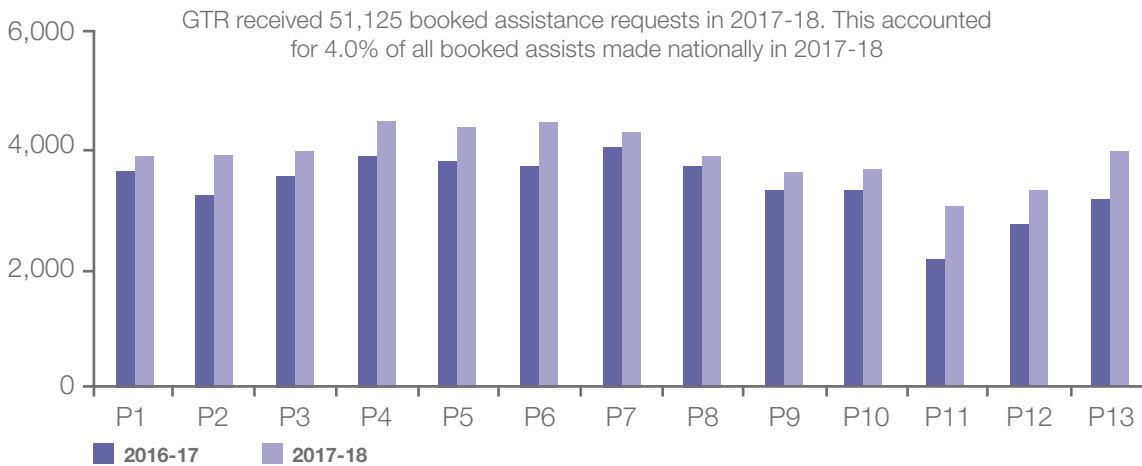
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **899** times by GTR.

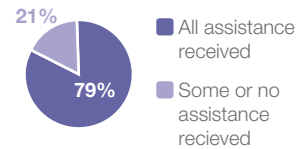
### Booked assistance volumes and reliability



Change on last year

**14.6%**

GTR's completion rate for booked assistance was **79%**.



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

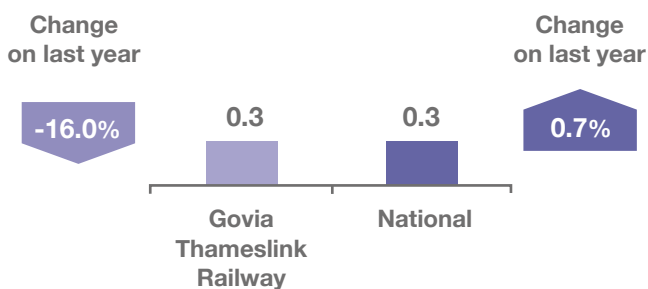
**Sample size:** 155

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of **1,742** GTR staff undertook training via their new eLearning disability awareness module. This provides staff with information on how to assist or support passengers with a range of needs or impairments.
- GTR has also created Accessibility Ambassadors led by an Accessibility Manager to share knowledge and best practice with staff across routes.

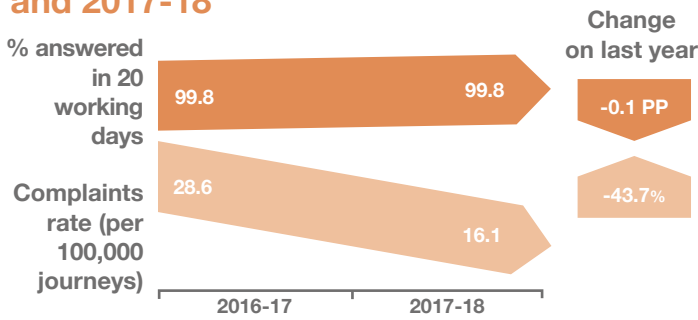
Further detail on GTR's full programme of disability and equality awareness training during 2017-18 can be viewed here: [Click here](#)



# Govia Thameslink Railway

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



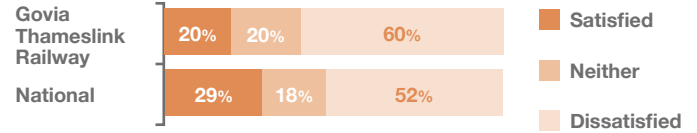
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

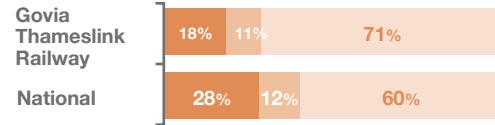
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

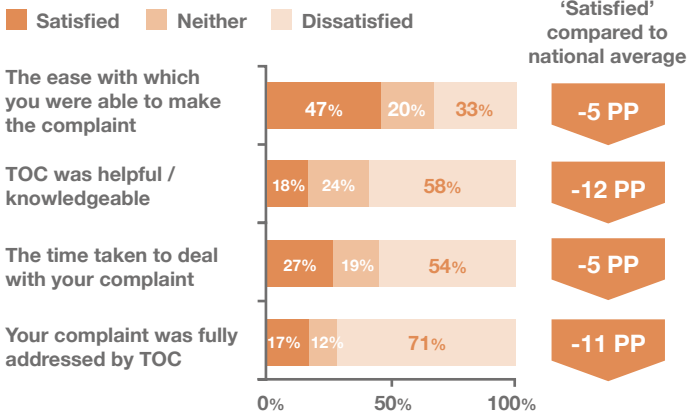


Sample size: 2,451

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



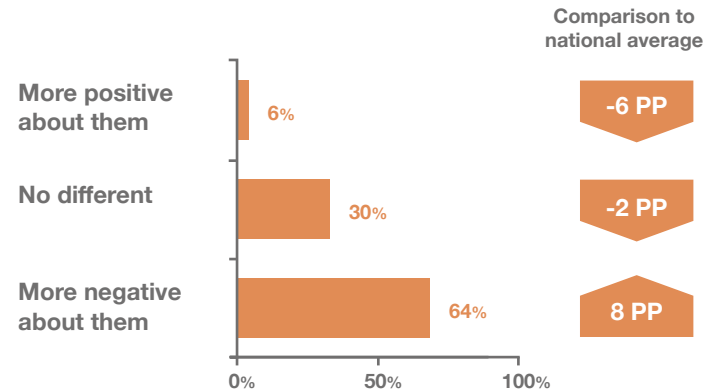
Sample size: 2,451

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 2,451

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
14.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	-12.1 PP
9.3%	Ticket buying facilities - other	-2.1 PP
9.3%	Ticket buying facilities	5.2 PP
8.4%	Smartcards	4.7 PP
7.8%	Level of compensation	3.4 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services for passengers 2017-18

GTR's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0016/23038/approval-gtr-chp.pdf](http://orr.gov.uk/data/assets/pdf_file/0016/23038/approval-gtr-chp.pdf)

GTR reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced new technology to speed up the processing of passenger Delay Repay claims.
- Created a dedicated team in Customer Services, supported by technical experts, to focus solely on improving the experiences of Smartcard users.

A more detailed list of the actions GTR has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Grand Central

## Provision of information to passengers

### Key facts

**Owner group:** Arriva UK Trains

**Open access operator:** Grand Central

**Track access agreement:** 18 December 2007 – 1 December 2026

**Employees:** 157

**Operated stations:** 0

**Sector:** Long distance

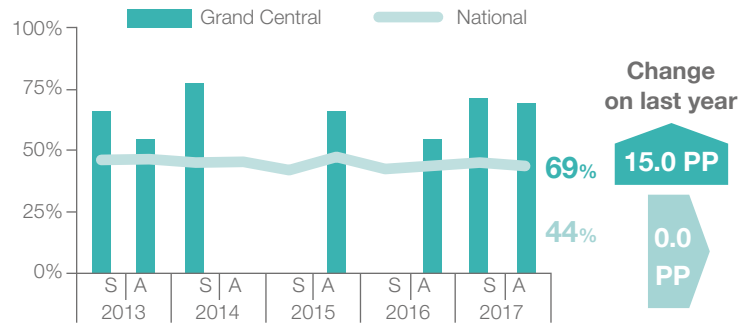
**Passenger journeys per annum:** 1.4 million



**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



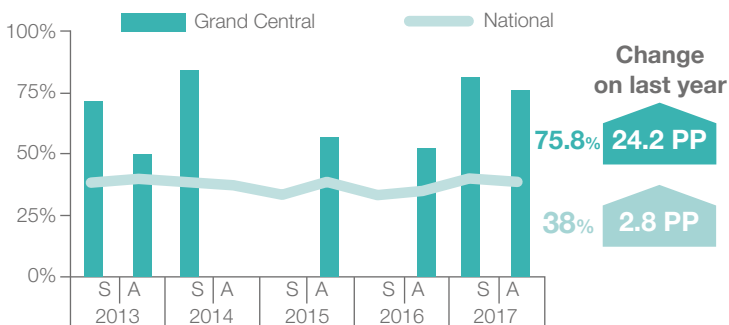
**Note:** Data for Grand Central is not available for all waves of the NRPS due to low response rates

**PP** = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



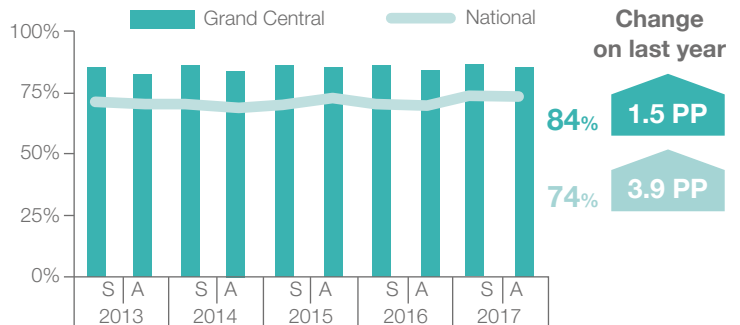
**Note:** Data for Grand Central is not available for all waves of the NRPS due to low response rates

**PP** = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



**PP** = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#) (NRPS)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jul 2017 ✓

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

Grand Central reports it has taken the following actions to improve its provision of information to passengers:

- Introduced a new online seat graphic checker to provide Flexible Ticket customers with a simple overview of seat availability.
- Enhanced information leaflets produced for London King's Cross to support customers' onward journeys in the event of significant disruption.
- Introduced Travel Safe Officers for selected weekend services to provide additional information and support to customers at stations and on-board.





# Grand Central

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Grand Central reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- On-board facilities have been refurbished and improved to help increase their reliability.
- A 'Try the Train' initiative has been created to allow local disability groups provide feedback on their experiences.
- An Accessibility and Inclusion steering group has been established to review customer feedback on accessible travel.

A more detailed list of the actions Grand Central has taken to improve accessible travel can be viewed here:

[Click here](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

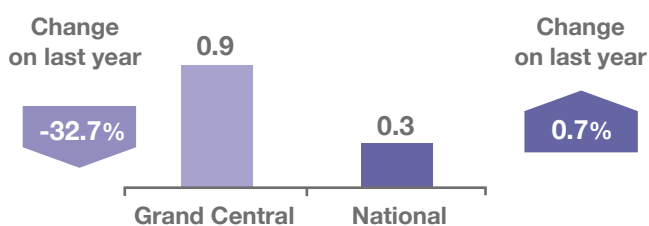
- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **zero** times by Grand Central.

### Volume of booked assistance by rail period 2016-17 and 2017-18

Data on the volume of booked assistance requests received in each rail period and passenger satisfaction with booked assistance is available for each train operator that manages a station. This data is therefore not available for Grand Central because they do not manage any stations.

### Accessibility complaints rate (per 100,000 journeys) 2017-18



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- Grand Central introduced a new disability and equality training module in February 2018, which 8 frontline staff have attended so far. A rolling training programme is underway which will see the majority of Grand Central's customer-facing staff complete the module by the end of 2018.
- All managers in Grand Central's operational and safety teams have received disability awareness and equality training. This is to ensure they are familiar with the latest legislation and regulatory requirements which affect the business to enable them to develop company policies and procedures in compliance with these.

Further detail on Grand Central's full programme of disability and equality awareness training during 2017-18 can be viewed here:

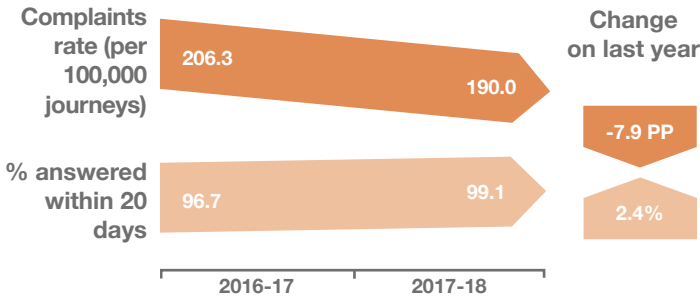
[Click here](#)



# Grand Central

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



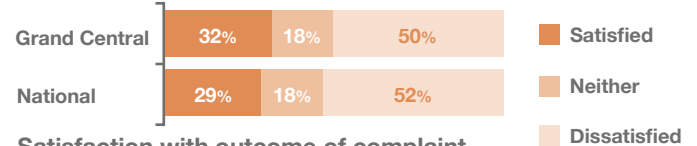
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

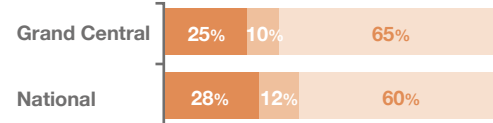
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

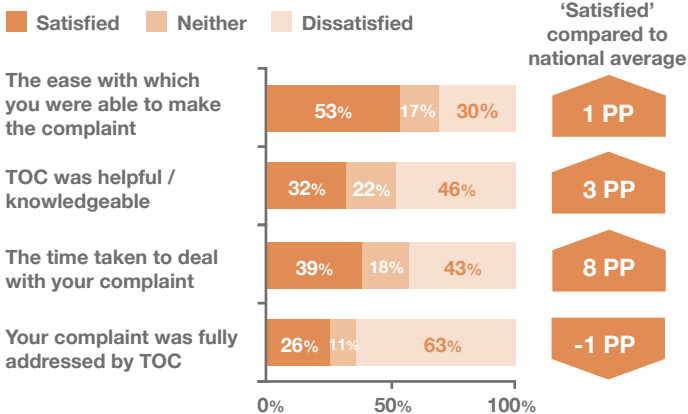


Sample size: 644

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



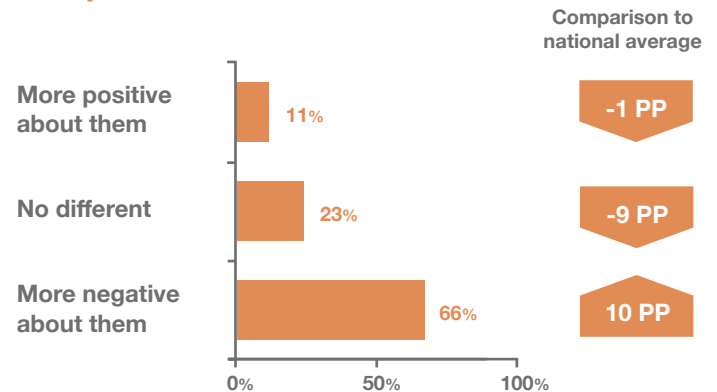
Sample size: 644

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 613

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
13.9%	Facilities on board	-21.0 PP
12.4%	Your personal security on board	12.0 PP
10.5%	Sufficient room for all passengers to sit/stand	1.7 PP
10.0%	Punctuality/reliability (i.e. the train arriving/departing on time)	-13.1 PP
8.6%	Upkeep and repair of the train	8.2 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Grand Central's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0020/24158/grand-central-chp-dec-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0020/24158/grand-central-chp-dec-letter.pdf)

Grand Central reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Used passenger feedback from complaints about facilities on-board to influence the design of its new fleet (e.g. more sockets and charging points).
- Introduced a new traffic-light Seat Availability Checker to inform passengers about the busyness of services.

A more detailed list of the actions Grand Central has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Great Western Railway

## Provision of information to passengers

**Key facts**

**Owner group:** FirstGroup

**Operator:** Great Western Railway

**Franchise:** Greater Western

**Franchise period:** 26 September 2015 – 31 March 2019

**Employees:** 6,057

**Operated stations:** 196

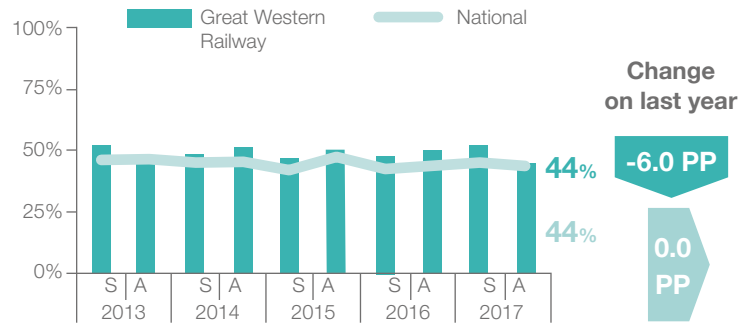
**Sector:** Long distance / London and South East / Regional

**Passenger journeys per annum:** 103.7 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Dec 2017 ✓

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

GWR reports it has taken the following actions to improve its provision of information to passengers:

- Introduction of internal delay reporting app to improve response to disruption
- Introduced delay compensation. announcements at unstaffed stations.
- Introduced portable digital displays at stations affected by extensive rail improvement work programmes to advise on change to journeys.
- Improved journey information on the GWR passenger app.



# Great Western Railway

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Great Western Railway reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Contact cards have been created and provided to passengers. These are also made available in text and braille format.
- A text help number has been introduced for passengers using Assisted Travel services.

A more detailed list of the actions GWR has taken to improve accessible travel can be viewed here: [Click here](#)

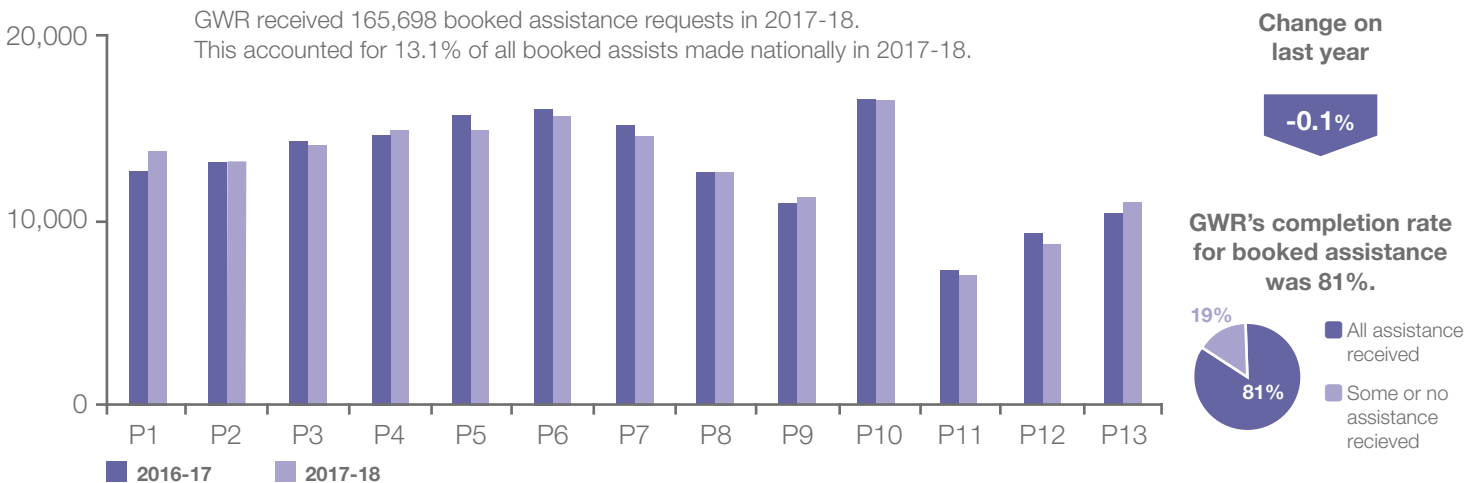
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **745** times by GWR.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

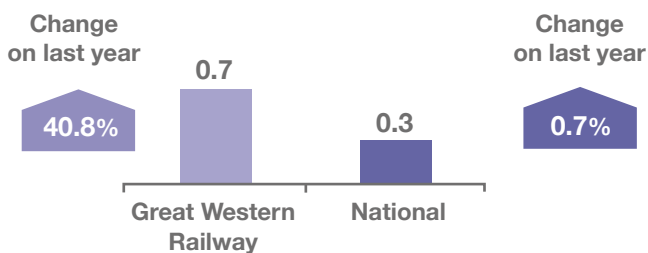
**Sample size:** 454 (low sample size)

**Question D5 - Did you actually receive the following assistance?**

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

In 2017-18 a total of 4,798 GWR staff attended a range of disability and equality awareness training.

- All new staff are required to undergo disability awareness training as part of their induction which includes a mix of theory and practical demonstrations of assistance provision.
- GWR also work with charities such as Parkinson's UK, Purple Angels and Autism West Midlands to advise on in-house disability training programmes.

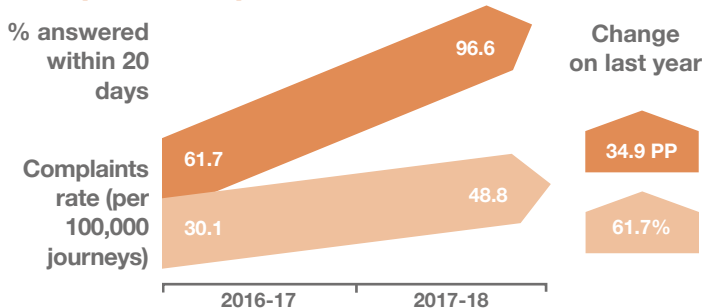
A full description of GWR's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Great Western Railway

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



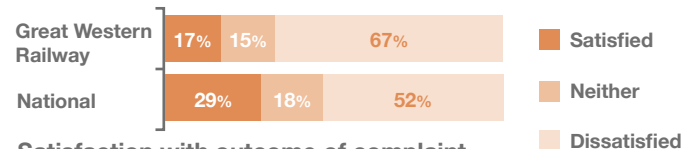
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

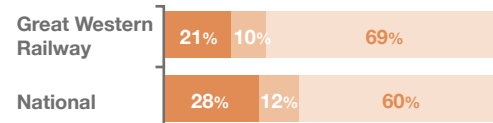
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

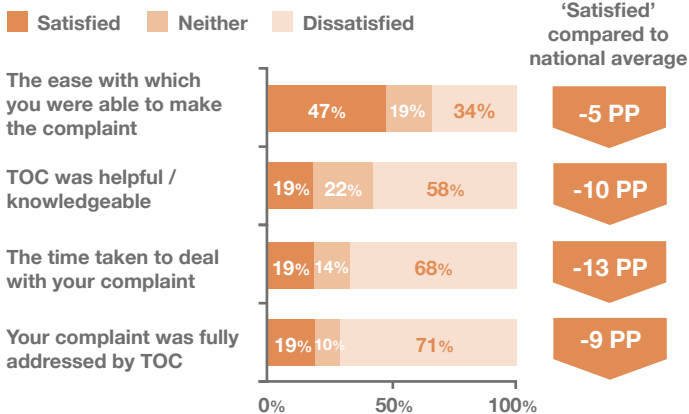


Sample size: 613

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



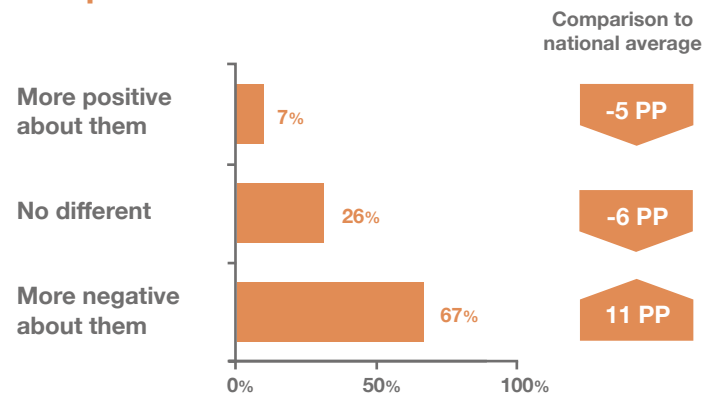
Sample size: 8,042

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 8,042

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
18.7%	Other policy	-6.2 PP
13.0%	Ticket buying facilities	2.4 PP
11.9%	Sufficient room for all passengers to sit/stand	3.2 PP
9.2%	Ticket buying facilities - other	-0.2 PP
7.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	-0.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

GWR's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0015/23154/gwr-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0015/23154/gwr-chp-letter.pdf)

GWR reports it has taken the following action in 2017-18 to address issues highlighted in passenger complaints:

- Introduction of new trains across their network with increased capacity to reduce crowding on commuter services.
- Improved website to make buying a ticket, and buying the cheapest ticket easier.
- Launched Smart Ticketing trial on Severn Beach line.
- Launched Mobile Ticketing across GWR network.

A more detailed list of the actions GWR has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Greater Anglia

## Provision of information to passengers

**Key facts**

**Owner group:** Abellio / Mitsui

**Operator:** Abellio

**Franchise:** East Anglia

**Franchise period:** 16 October 2016 – 11 October 2025

**Employees:** 3,075

**Operated stations:** 133

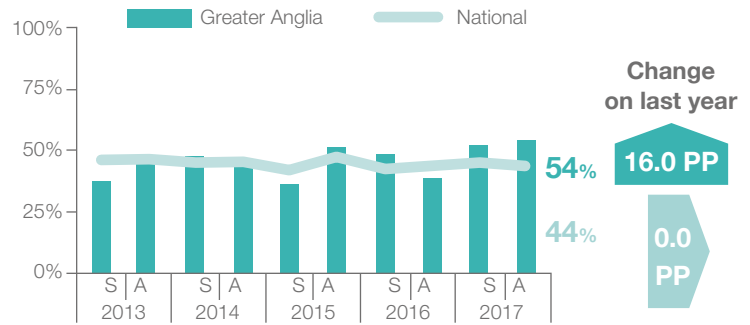
**Sector:** Long distance / London and South East

**Passenger journeys per annum:** 81.3 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

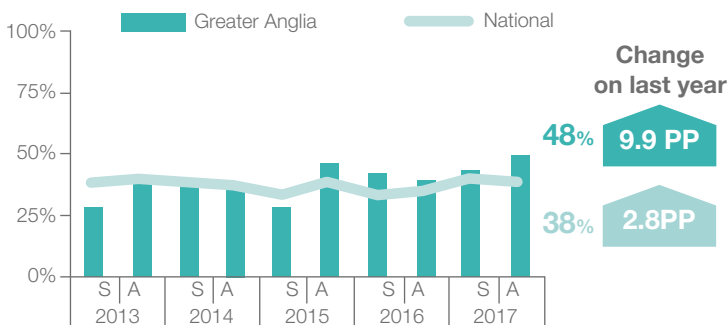


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

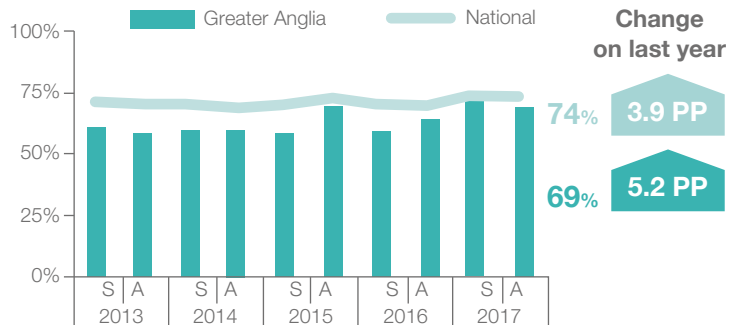


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Jun 2014
- Local Plan – Jun 2015

Not compliant.

### Actions to improve information for passengers 2017-18

Greater Anglia reports it has taken the following actions to improve its provision of information to passengers:

- Created new 'HUB stations' who will receive information direct from the Control Room, which they can then quickly disseminate to the small group of stations in their area.
- New weekly and monthly 'disruption review' calls to reflect and learn best practice from recent events.
- Improved and simplified messaging on Customer Information Screens (e.g. by introducing colour coding, loading info, etc.)



# Greater Anglia

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Greater Anglia reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Attempted to further promote its Assisted Travel services to passengers by producing leaflets to be displayed at ticket offices and other locations (e.g. local doctor surgeries, libraries, etc).
- Wallet-sized cards with key information about Assisted Travel have been made to distribute to anyone asking about assistance on trains or at stations.

A more detailed list of the actions Greater Anglia has taken to improve accessible travel can be viewed here: [Click here](#)

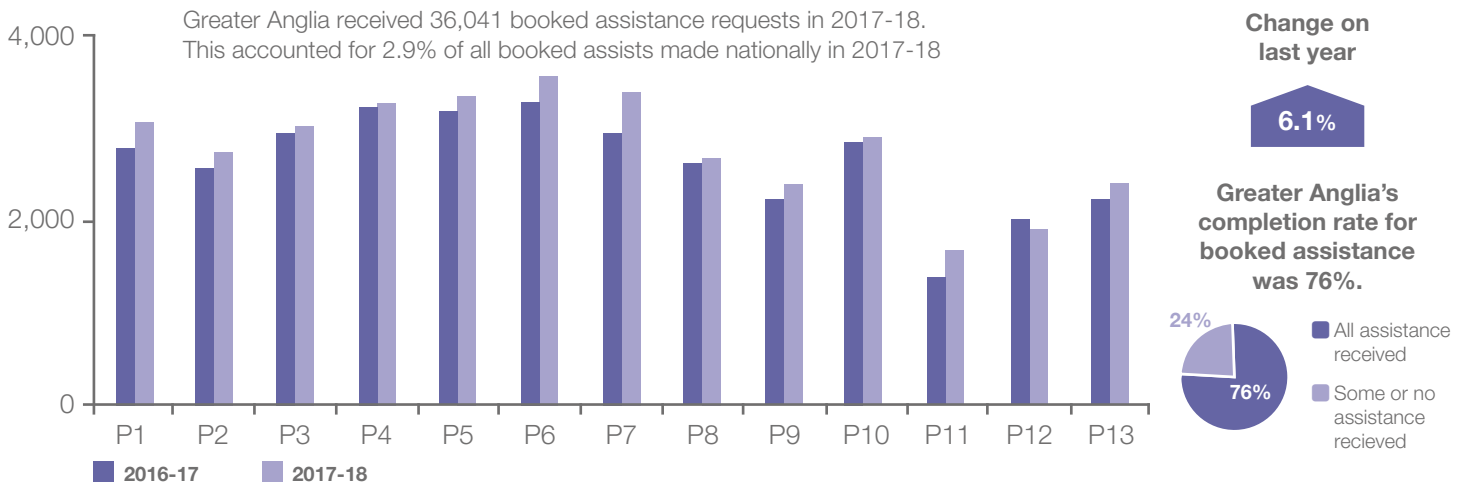
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **440** times by Greater Anglia.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

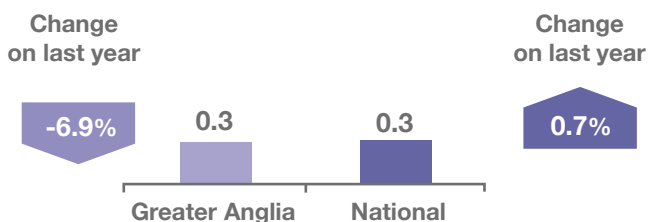
**Sample size:** 150 (low sample size)

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 244 Greater Anglia staff received disability and equality awareness training.
- Greater Anglia has one of the most in-depth and comprehensive staff training programmes on disability awareness that ORR has seen as part of its monitoring of industry's activities in this area in 2017-18.

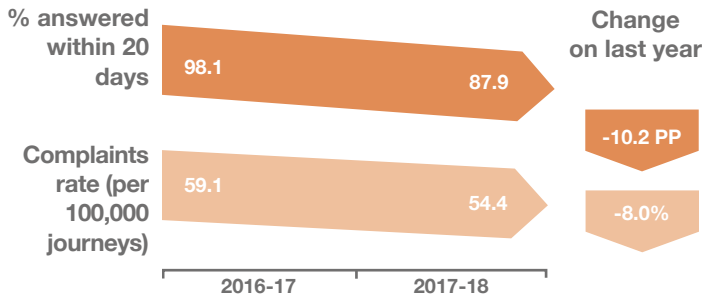
We therefore recommend reading the full detailed description of Greater Anglia's disability training activities here on our website: [Click here](#)



# Greater Anglia

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



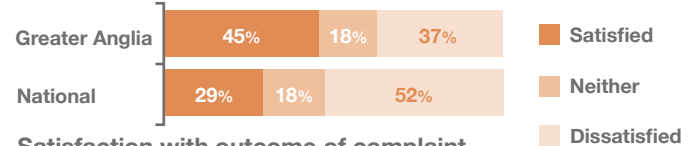
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

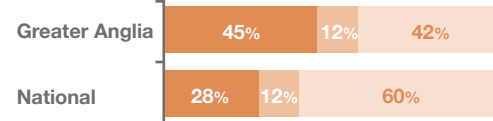
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

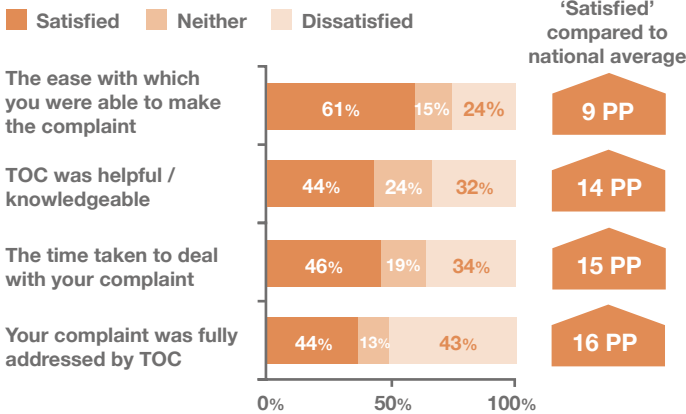


Sample size: 2,181

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



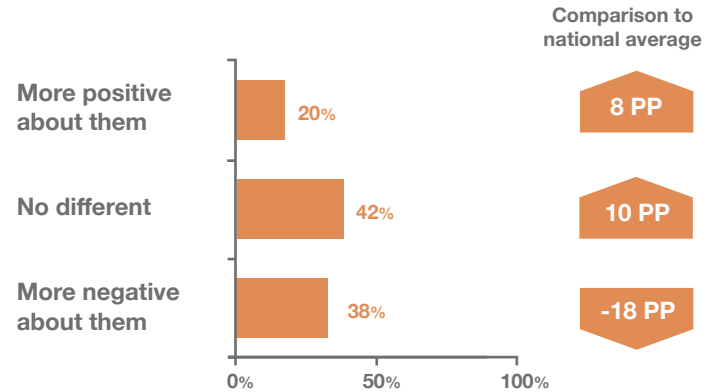
Sample size: 2,181

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 2,181

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
44.1%	Punctuality/reliability (i.e. the train arriving/departing on time)	2.3PP
14.3%	Ticket buying facilities	0.2 PP
6.6%	Compensation claims process	0.9 PP
6.0%	Ticketing and refunds policy	-2.3PP
3.5%	Claim rejected	0.1 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Greater Anglia's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0014/22703/abellio\\_greater\\_anglia\\_chp\\_approval\\_letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0014/22703/abellio_greater_anglia_chp_approval_letter.pdf)

Greater Anglia reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced Virtual Ticket Agents to support TVM users (meaning they can press a button and speak directly to staff in the contact centre who can assist).
- Improved and simplified the Delay Repay claims process in response to passenger complaints about claims being unfairly rejected.

A more detailed list of the actions Greater Anglia has taken to improve services in response to complaints can be viewed here:

[Click here](#)





# Heathrow Express

## Provision of information to passengers

**Key facts**

**Owner group:** Heathrow Airport Holdings

**Operator:** Heathrow Express

**Operation start date:** 28 June 1998

**Employees:** 485

**Operated stations:** 0

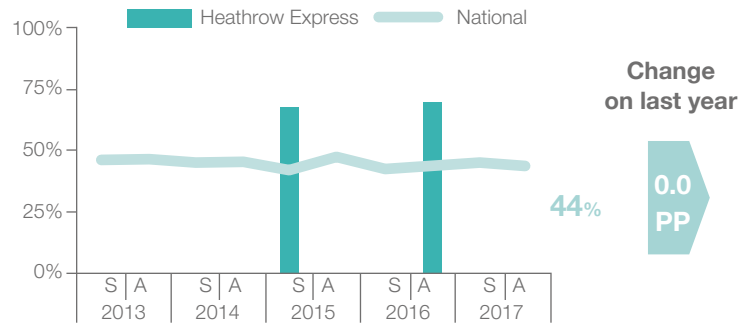
**Sector:** Provides an airport rail link between London Heathrow Airport and Paddington

**Passenger journeys per annum:** 6,387,707

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



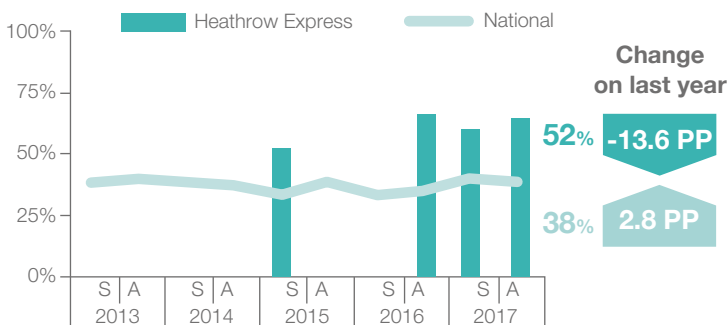
**Note:** Data for Heathrow Express is not available for all waves of the NRPS due to low response rates

**PP** = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



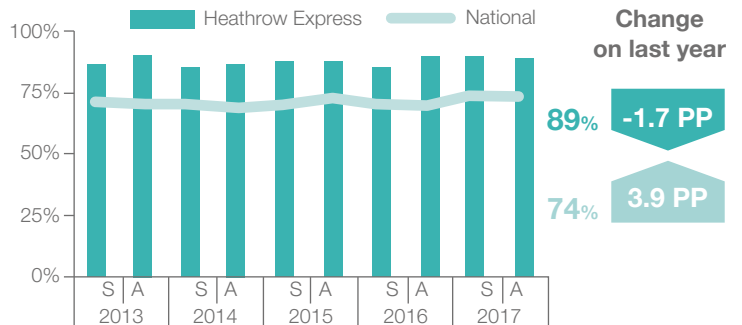
**Note:** Data for Heathrow Express is not available for all waves of the NRPS due to low response rates

**PP** = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



**PP** = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – May 2018 ✓

An updated Local Plan is under review by ORR.

### Actions to improve information for passengers 2017-18

Heathrow Express reports it has taken the following actions to improve its provision of information to passengers:

- Introduced new Customer Information Screens at Heathrow stations.
- Provided frontline teams with handheld devices that link to live train running information.
- Published their first PIDD Local Plan and worked in collaboration with Heathrow Rail and other TOCs to deliver a Joint Local Plan for operations at Heathrow.



# Heathrow Express

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Heathrow Express reports it has taken some of the following actions in 2017-18 to improve its Assisted Travel provision:

- Printed passenger accessibility-related material is made available in a range of formats, including audio files and braille.
- Accessible features have been introduced to the website and mobile app.
- Staff are trained to recognise and support passengers with hidden disabilities.

A more detailed list of the actions Heathrow Express has taken to improve accessible travel can be viewed here: [Click here](#)

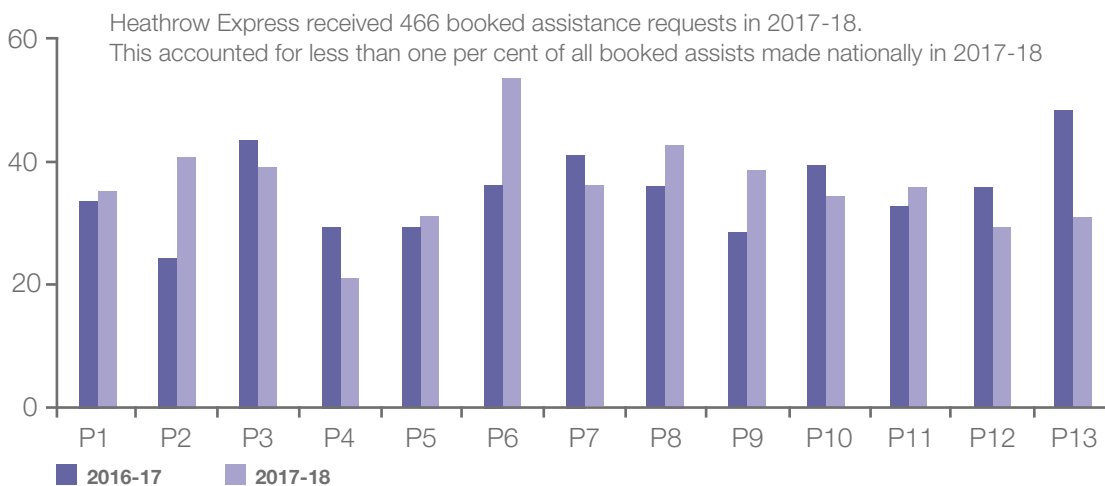
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **zero** times by Heathrow Express (principally due to all its station being fully accessible).

### Booked assistance volumes and reliability



Change on last year

2.6%

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18

This data is not available for Heathrow Express for 2017-18. Heathrow Express will start providing this data from 2018-19.

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- Heathrow Express frontline staff receive disability and equality awareness training as part of their induction which is then refreshed annually.

A full description of the disability training activities Heathrow Express state they have undertaken in 2017-18 can be viewed here on our website: [Click here](#)

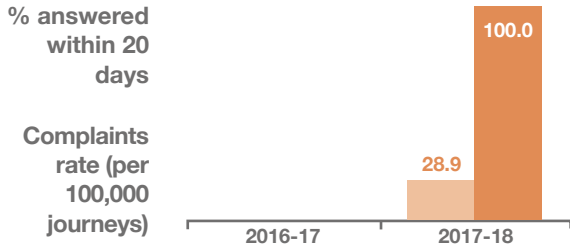
Heathrow Express currently have a DPPP for approval under review by ORR.



# Heathrow Express

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



**Note:** Due to data quality issues, 2016-17 data for Heathrow Express has not been shown

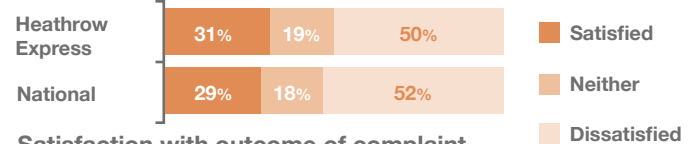
PP = percentage point change

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

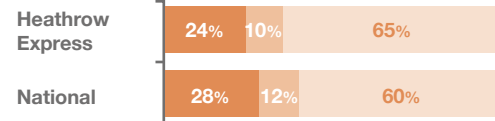
**Data tables:** [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

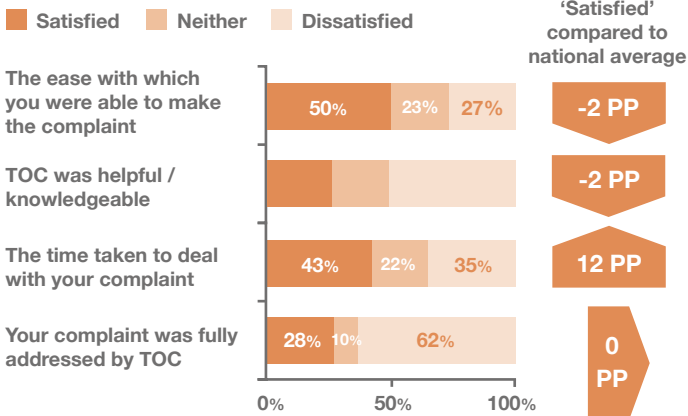


Sample size: 201

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



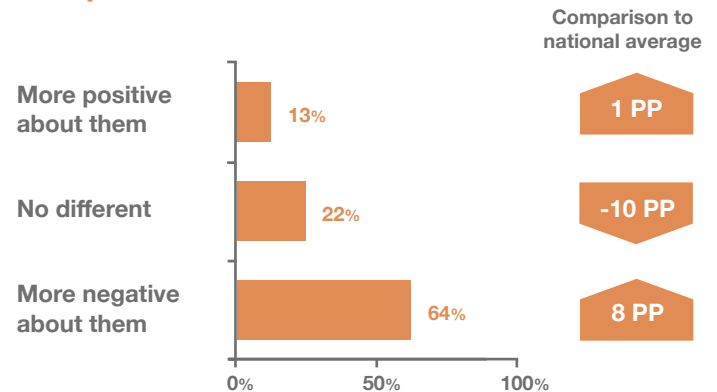
Sample size: 201

PP = percentage point change

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 201

PP = percentage point change

**Source:** ORR – Passenger satisfaction with complaint handling survey

**Data tables:** [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
35.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	-2.2 PP
32.4%	Ticket buying facilities	5.2 PP
7.1%	Provision of information on website or mobile apps	1.1 PP
6.0%	The attitude and helpfulness of the staff at station	4.7 PP
5.4%	Environmental	4.4 PP

PP = percentage point change

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

The Heathrow Express Complaints Handling Procedure is available at:

[http://orr.gov.uk/\\_data/assets/pdf\\_file/0008/24200/approval-heathrow-express-cph.pdf](http://orr.gov.uk/_data/assets/pdf_file/0008/24200/approval-heathrow-express-cph.pdf)

Heathrow Express reports it has taken the following action in 2017-18 to address issues highlighted in passenger complaints:

- They are in the process of installing new TVMs to address a large volume of complaints about their user friendliness.

The full list of the actions Heathrow Express states it has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Hull Trains

## Provision of information to passengers

### Key facts

**Owner group:** FirstGroup

**Open access operator:** Hull Trains

**Track access agreement end date:** December 2029

**Employees:** 118

**Operated stations:** None

**Sector:** Long distance

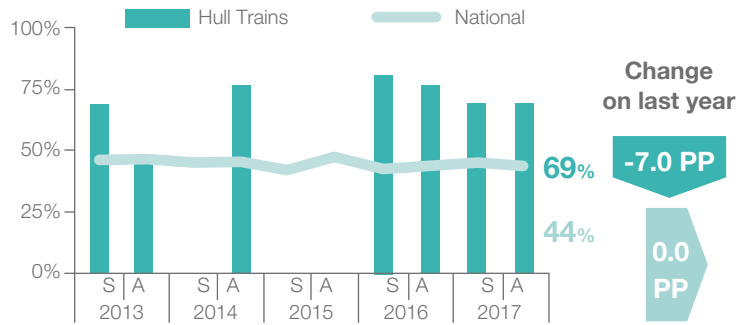
**Passenger journeys per annum:** 1.0 million



**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

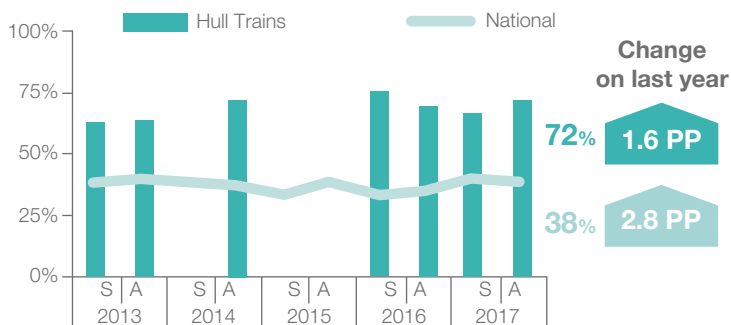


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

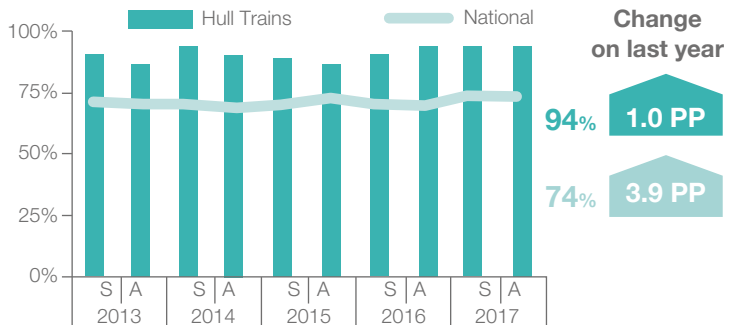


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – May 2017 ✓

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

Hull Trains reports it has taken the following actions to improve its provision of information to passengers:

- Made increased use of electronic screens on trains to relay real-time information to passengers.
- Increased use of social media to spread awareness of disruption.
- Dedicated teams deployed to support customers during periods of disruption.
- Closer working with Grand Central to strengthen how they both disseminate information to passengers at King's Cross.



# Hull Trains

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Hull Trains reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A joint inclusivity forum has been established for Hull Trains, TPE and Northern to work together to promote accessible travel.
- On-board teams have been briefed to advise customers about Assisted Travel services where they are unaware of it.
- All on-board managers now have the Passenger Assist app on their smartphones.

A more detailed list of the actions Hull Trains has taken to improve accessible travel can be viewed here: [Click here](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **once** by Hull Trains.

### Volume of booked assistance by rail period 2016-17 and 2017-18

Data on the volume of booked assistance requests received in each rail period and passenger satisfaction with booked assistance is available for each train operator that manages a station. This data is therefore not available for Hull Trains because they do not manage any stations.

### Accessibility complaints rate (per 100,000 journeys) 2017-18



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 4 Hull Trains staff received some form of disability or equality awareness training.
- This was principally focused on new starters and included: On-board Managers, Customer Hosts and Customer Service staff.
- The training is provided by Hull Trains' sister operator TransPennine Express and covers a range of legislation, relevant policies, theories and practices pertaining to the wide-range of disabilities and assistance needs staff may encounter.

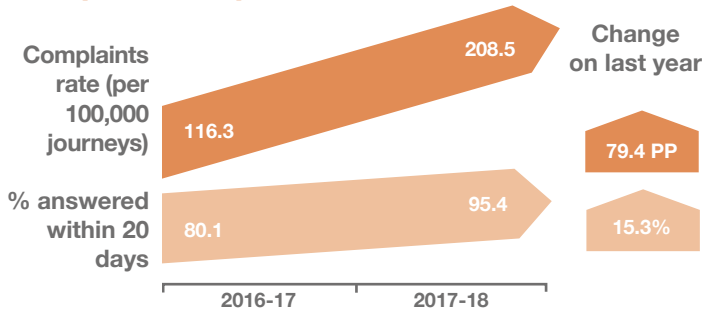
A full description of Hull Trains' disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Hull Trains

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



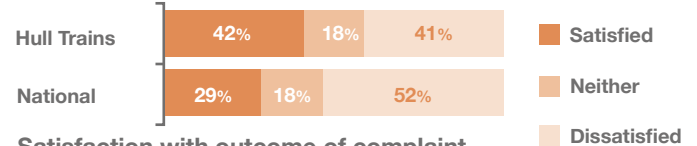
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

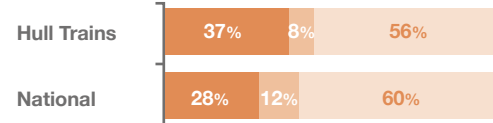
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

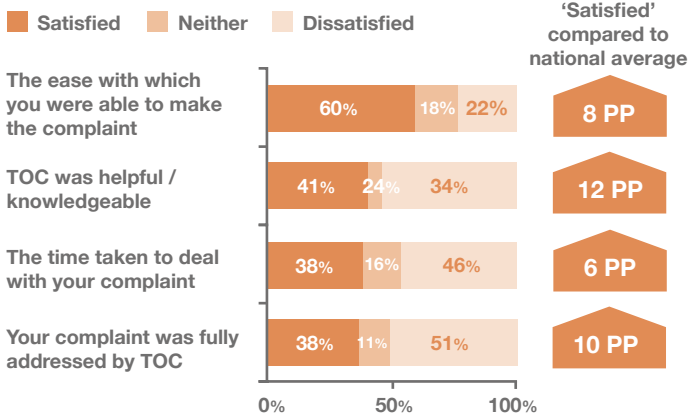


Sample size: 160

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



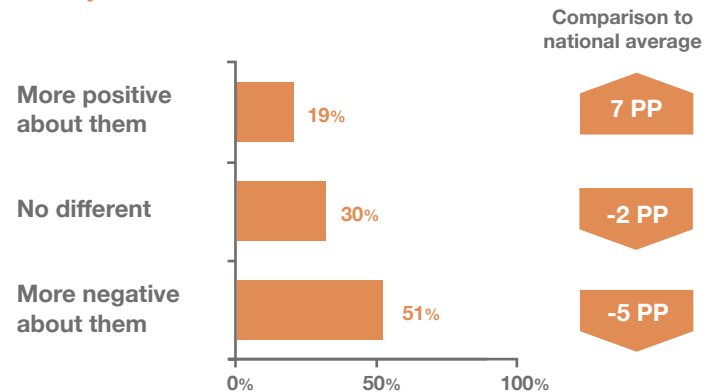
Sample size: 160

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 160

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
31.1%	Punctuality/reliability (i.e. the train arriving/departing on time)	-6.2 PP
14.5%	Facilities on board	7.6 PP
12.1%	Upkeep and repair of the train	1.0 PP
9.3%	Sufficient room for all passengers	0.4 PP
5.7%	The helpfulness and attitude of staff on train	-2.8 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Hull Trains' Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0019/22861/hull-trains-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0019/22861/hull-trains-chp-letter.pdf)

Hull Trains reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced a new maintenance strategy to improve the reliability of its fleet.
- Strengthened planning and engagement to try to identify potential spikes in demand further in advance to provide more capacity to meet it.

A more detailed list of the actions Hull Trains has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# London Overground

## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains

**Operator:** Arriva Rail London (ARL)

**TfL concession:** London Overground

**Concession period:** 13 November 2016 – 1 May 2024

**Employees:** 1,440

**Operated stations:** 81

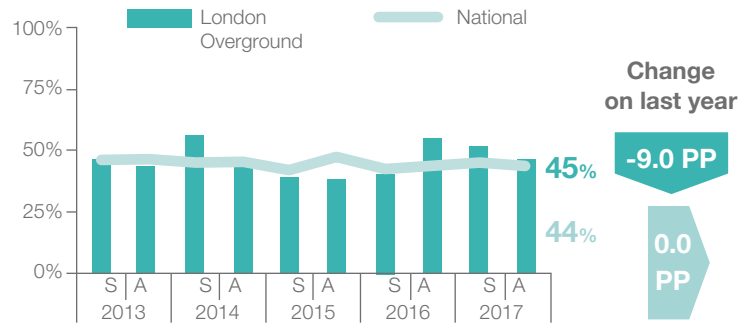
**Sector:** London and South East

**Passenger journeys per annum:** 189.8 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

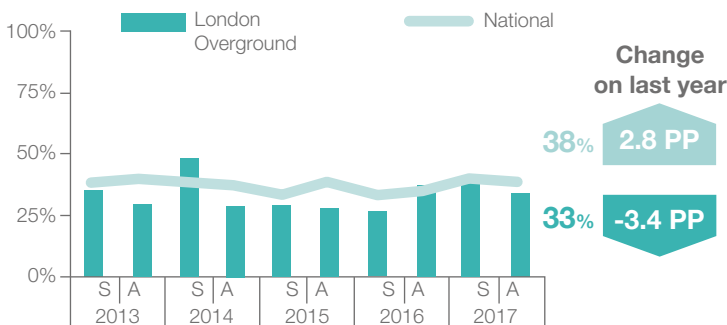


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

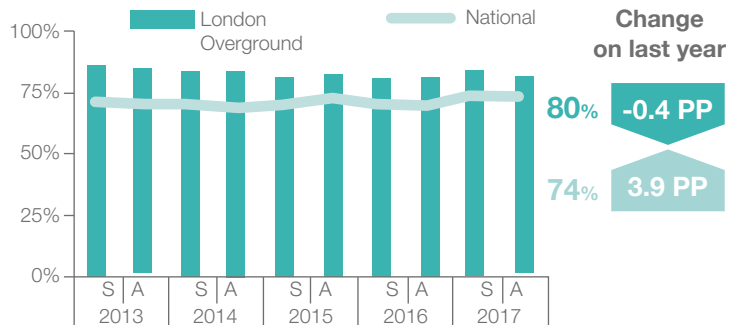


PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Nov 2016

An updated Local Plan is currently being reviewed.

### Actions to improve information for passengers 2017-18

London Overground reports it has taken the following actions to improve its provision of information to passengers:

- Improved on-board announcements by drivers with journey information.
- Initiative to improve the quality of station posters and leaflets.
- Introduction of “Wonderwall” at 27 stations displaying live departure information, including calling points and travel status for London Overground and London Underground, and arrival / onward travel information.



# London Overground

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

London Overground reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- 50% of frontline staff have received refresher training on how to use ramps correctly. All staff will have undertaken this refresher course by March 2019.
- In conjunction with TfL, London Overground operate an 'Assisted Travel Mystery Shopping' programme to gather feedback on the quality of assistance they provide.

A more detailed list of the actions London Overground has taken to improve accessible travel can be viewed here:

[Click here](#)

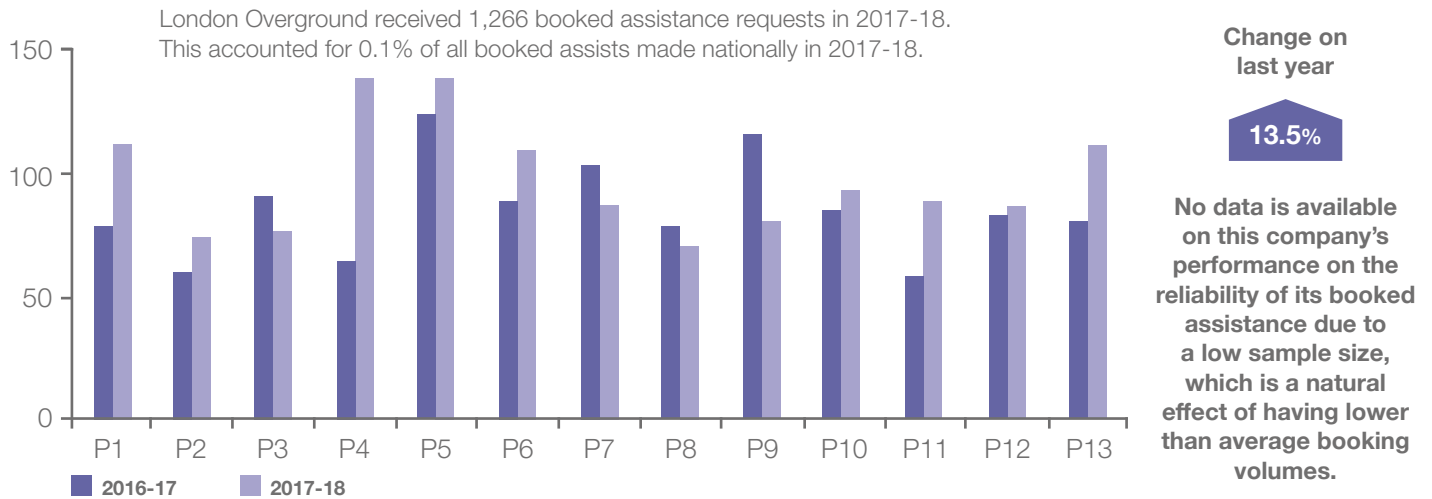
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **zero** times by London Overground.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

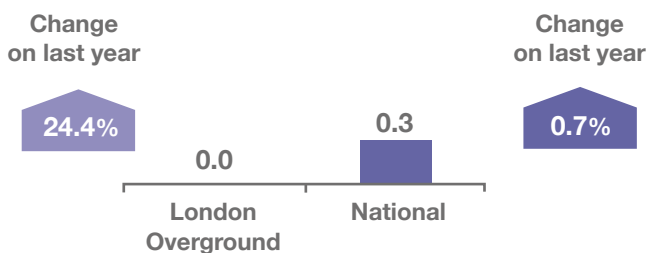
**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 182 frontline London Overground staff received some form of disability or equality awareness training.
- All new staff receive disability awareness training as part of their induction and all existing staff receive a refresher course annually. The courses are a mix of classroom based and online learning combined with practical exercises.

A full description of London Overground's disability training activities in 2017-18 can be viewed here on our website:

[Click here](#)

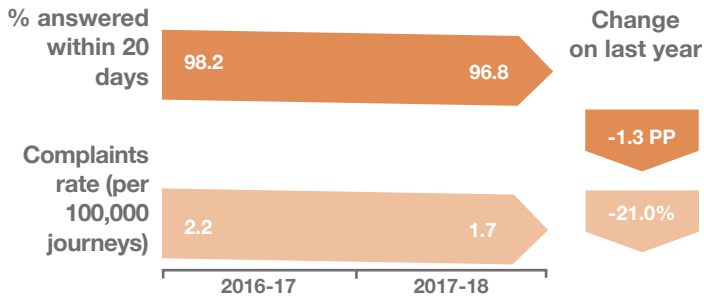




# London Overground

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



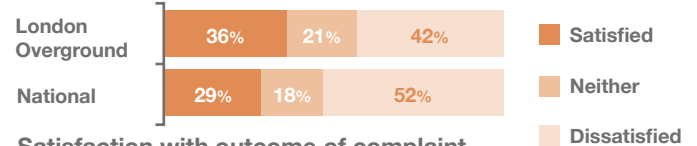
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

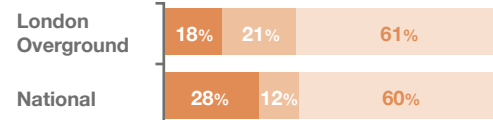
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

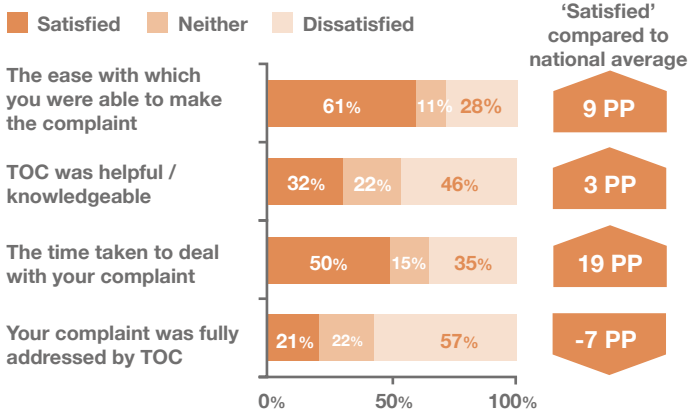


Sample size: 99. London Overground joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



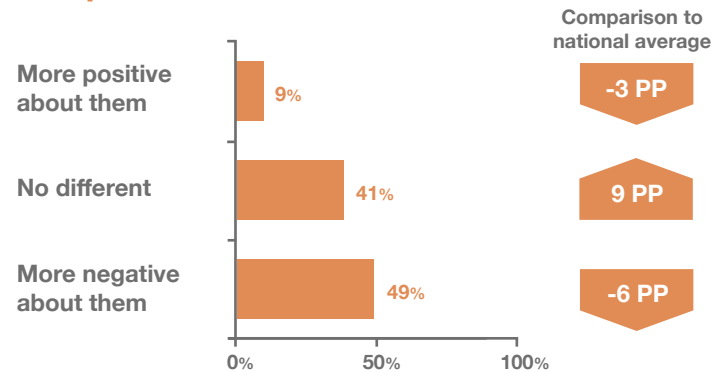
Sample size: 99. London Overground joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 99. London Overground joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
39.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	4.5 PP
15.4%	The attitudes and helpfulness of the staff at station	3.7 PP
6.5%	The facilities and services	3.9 PP
4.2%	Environmental	1.5 PP
4.1%	Your personal security whilst using station	0.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

London Overground's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0013/23143/arl-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0013/23143/arl-chp-letter.pdf)

London Overground reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Trialling new arrangements to manage overcrowding at certain station entrances/exits in response to complaints.
- Using analysis of social media sentiment data to identify the causes of dissatisfaction before they escalate to complaints across all services.

A more detailed list of the actions London Overground has taken to improve services in response to complaints can be viewed here: [Click here](#)



# Merseyrail

## Provision of information to passengers

**Key facts**

**Owner group:** Serco / Abellio

**Operator:** Merseyrail

**Franchise:** Merseyrail

**Franchise period:** 20 July 2003 – 22 July 2028

**Employees:** 1,185

**Operated stations:** 66

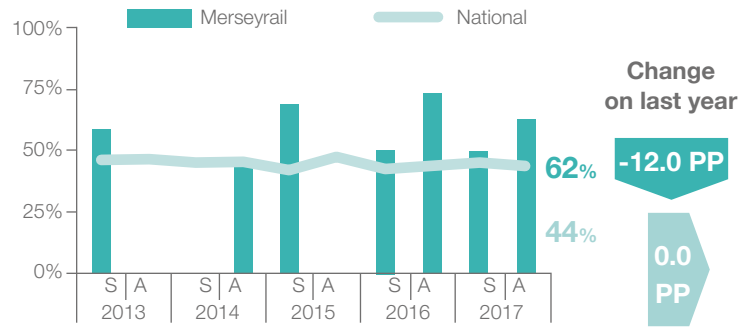
**Sector:** Regional

**Passenger journeys per annum:** 40.9 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

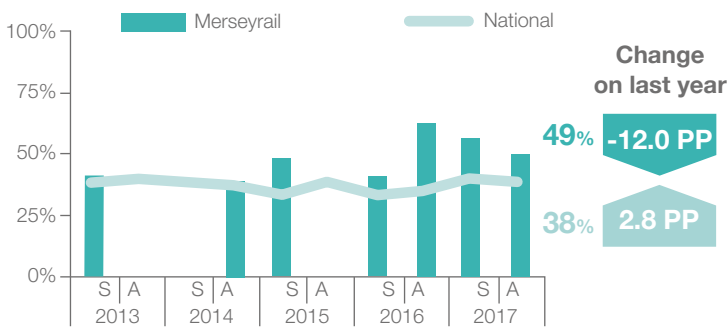


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

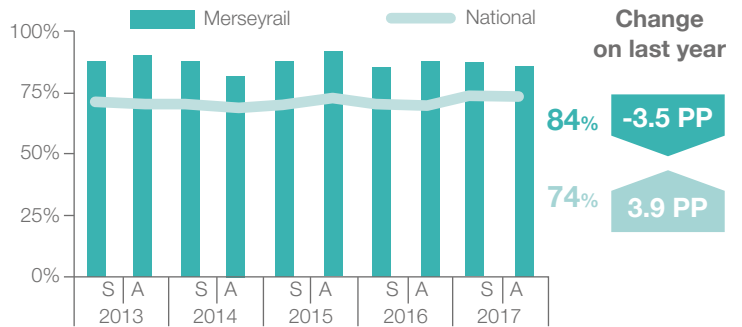


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41)

- Code of Practice – Oct 2016 ✓
- Local Plan – June 2018 ✓

An updated Local Plan is under review by ORR.

### Actions to improve information for passengers 2017-18

Merseyrail reports it has taken the following actions to improve its provision of information to passengers:

- Delivered extensive passenger communications programmes around Lime Street Closures and Wirral Loop Line Track Renewal (the latter received a European Customer Service Award in 2017).
- Implemented a permanent, dedicated social media customer team delivering live travel information to customers during most operational hours.



# Merseyrail

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Merseyrail reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Changes have been made to its website to bring accessibility information within one-click of the homepage. An interactive stations map has also been introduced.
- Assisted travel bookings/requests are now mostly dealt with in real-time by Merseyrail's social media team.

A more detailed list of the actions Merseyrail has taken to improve accessible travel can be viewed here: [Click here](#)

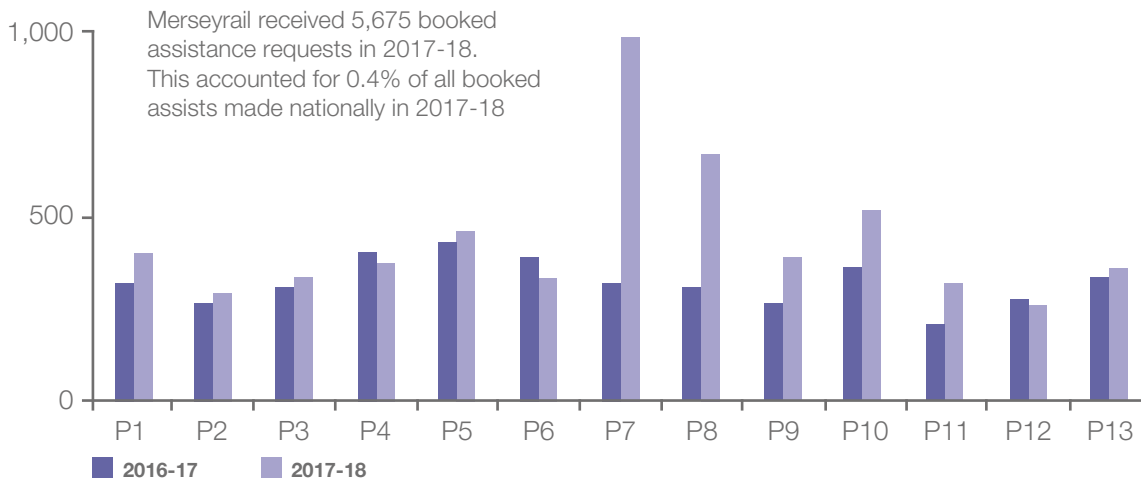
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **279** times by Merseyrail.

### Booked assistance volumes and reliability



Change on last year

**35.0%**

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

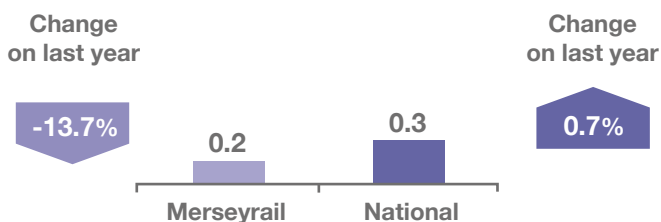
**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- 420 Merseyrail station staff undertook disability awareness training in 2017-18.
- All frontline staff undergo a competence assessment of their knowledge and proficiency in providing assistance on a two-year cycle. When deficiencies are identified the staff member will be required to undergo additional targeted training to ensure their full competence.
- Merseyrail training involves a mix of class-based learning, practical exercises (e.g. using ramps) and shadowing of experienced staff.

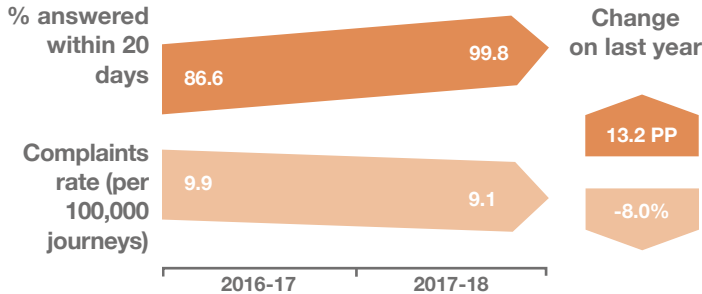
A full description of Merseyrail's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Merseyrail

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



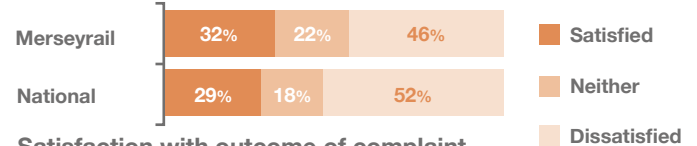
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

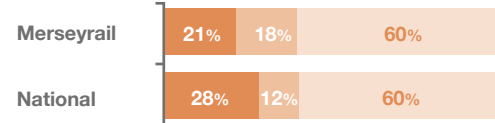
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

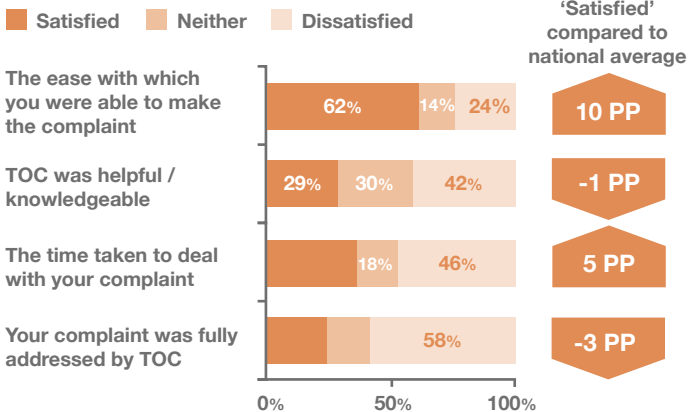


Sample size: 234

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



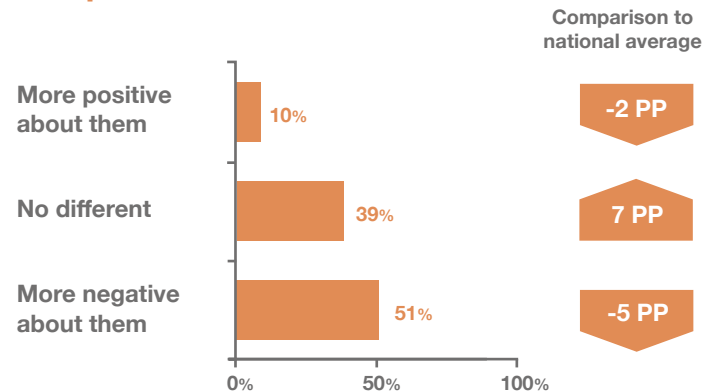
Sample size: 234

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 234

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
38.1%	Punctuality/reliability (i.e. the train arriving/departing on time)	-6.6 PP
7.2%	Ticket buying facilities	+3.6 PP
6.3%	The attitudes and helpfulness of the staff at station	+1.2 PP
4.1%	Your personal security on board	+1.9 PP
3.5%	Other policy	+1.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Merseyrail's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0014/21353/merseyrail-chp-dec-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0014/21353/merseyrail-chp-dec-letter.pdf)

Merseyrail reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Strengthened staff training and improved CCTV coverage to address complaints about passengers being stuck in train doors.
- Improved checks on staff performance regarding their helpfulness in response to some complaints about staff attitude

A more detailed list of the actions Merseyrail has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Northern

## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains

**Operator:** Northern

**Franchise:** Northern

**Franchise period:** 1 April 2016 – 31 March 2025

**Employees:** 5,837

**Operated stations:** 476

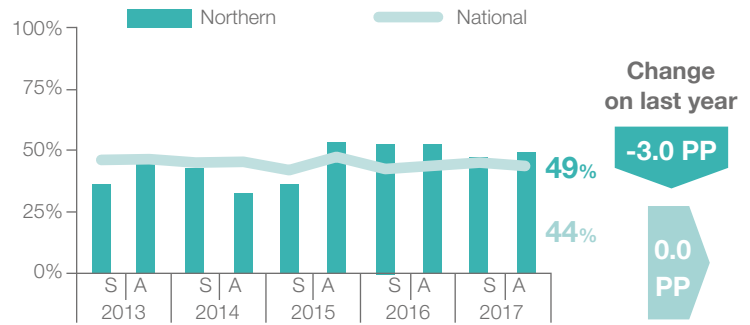
**Sector:** Regional

**Passenger journeys per annum:** 103.3 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

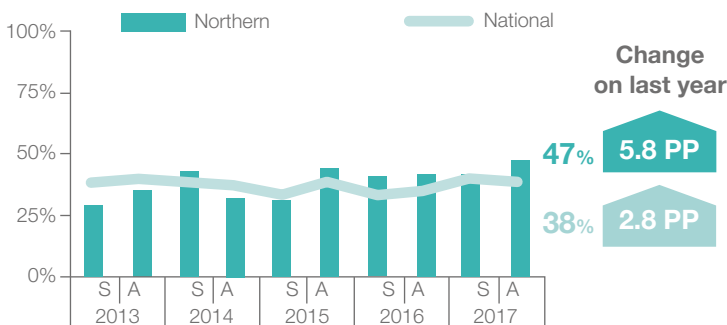
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



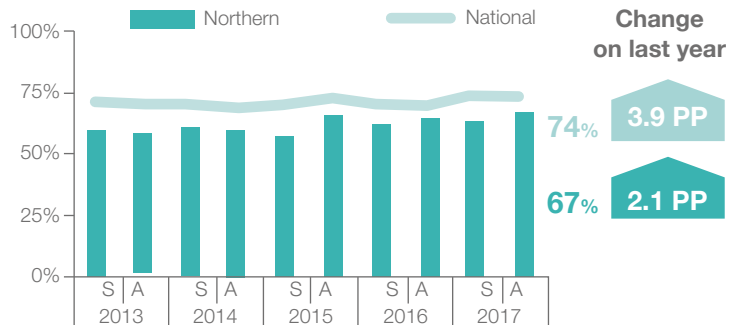
PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey (NPRS)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – none ❌
- Local Plan – Apr 2016 ❌

The Local Plan needs to be reviewed and a link to the Code of Practice is required.

### Actions to improve information for passengers 2017-18

Northern reports it has taken the following actions to improve its provision of information to passengers:

- Undertaken an ongoing quality review of all customer correspondence.
- Invested in new customer relationship management system to improve customer enquiry management.
- Increased visibility of staff and managers at stations
- Expanded and further embedded the social media team in the business to provide real time updates and responses to passengers.



# Northern

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Northern reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A cross functional customer working group has been established between Northern, CrossCountry, TPE and Hull Trains to discuss accessible travel and look for improvements.
- Website improvements are ongoing with changes made to layout, increased accuracy of information and new functionality to enable the bulk booking of assistance all introduced.

A more detailed list of the actions Northern has taken to improve accessible travel can be viewed here: [Click here](#)

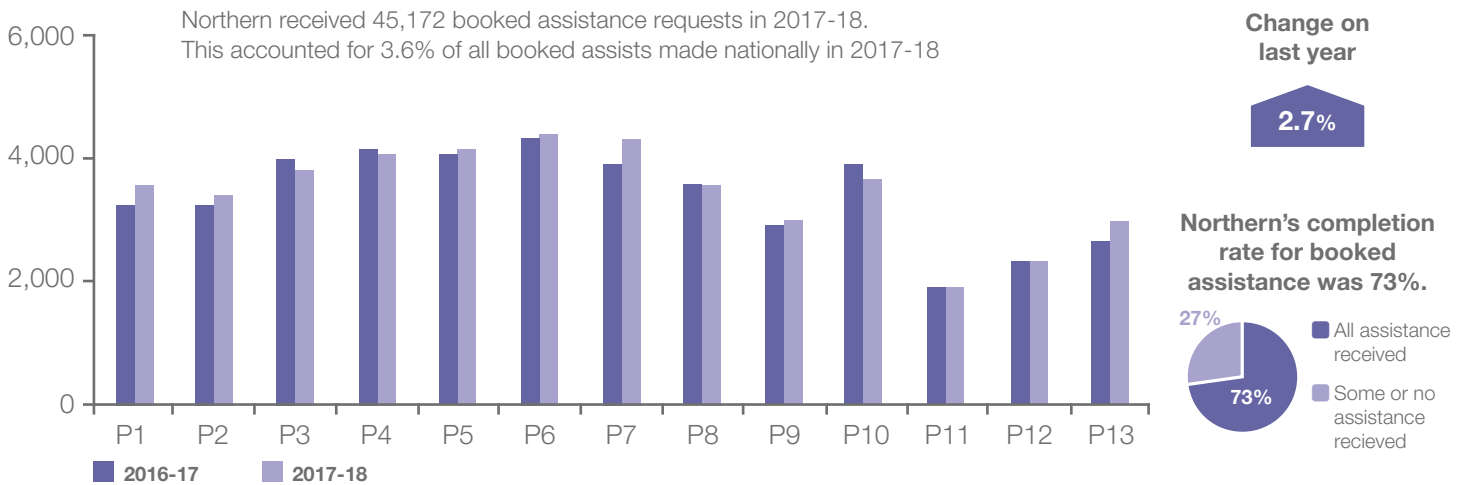
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **539** times by Northern.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

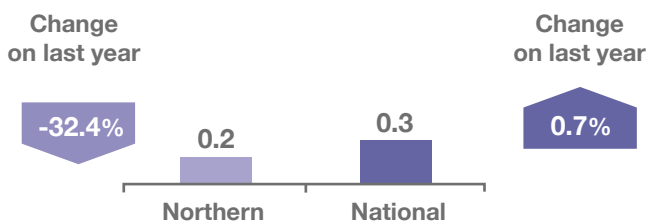
**Sample size:** 131

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 558 Northern staff received some form of disability or equality awareness training.
- This included disability roadshows across 17 depots and two customer contact centres.
- 320 staff attended a dedicated one day course on disability awareness.
- 38 staff completed the British Sign Language Level One course.

The full programme of disability-related training activities undertaken by Northern staff in 2017-18 can be viewed here:

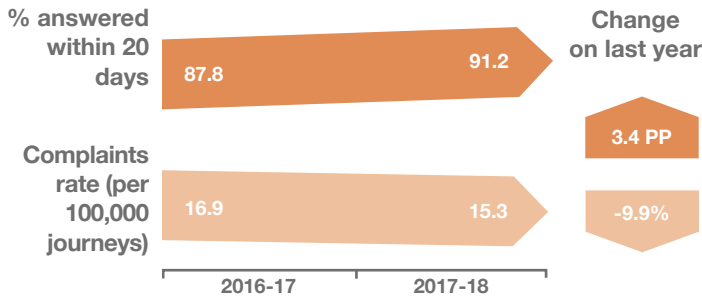
[Click here](#)



# Northern

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



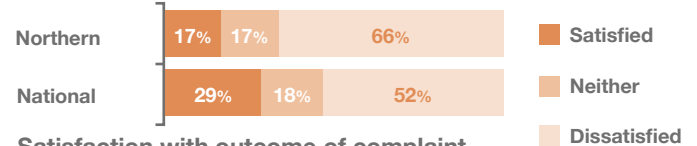
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

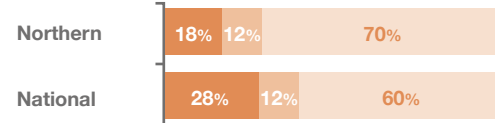
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

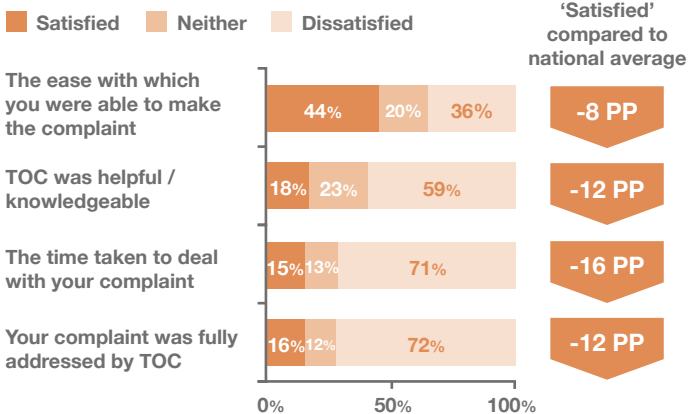


Sample size: 2,693

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



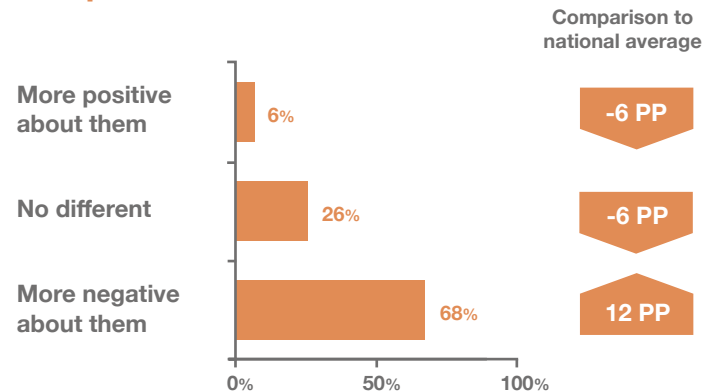
Sample size: 2,693

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 2,693

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
29.7%	Punctuality/reliability (i.e. the train arriving/departing on time)	5.2 PP
12.1%	Other – miscellaneous	0.6 PP
9.8%	Sufficient room for all passengers to sit/stand	-0.3 PP
7.1%	The attitudes and helpfulness of the staff at station	0.3 PP
6.3%	The helpfulness and attitude of staff on train	-0.1 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Northern's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0016/21355/northern-chp-dec-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0016/21355/northern-chp-dec-letter.pdf)

Northern reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- To address complaints about overcrowding it has improved the loading information on the train CIS.
- On-train staff have received additional training to address complaints about how staff were communicating and administering the 'buy before you ride' ticket policy.

A more detailed list of the actions Northern has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# ScotRail

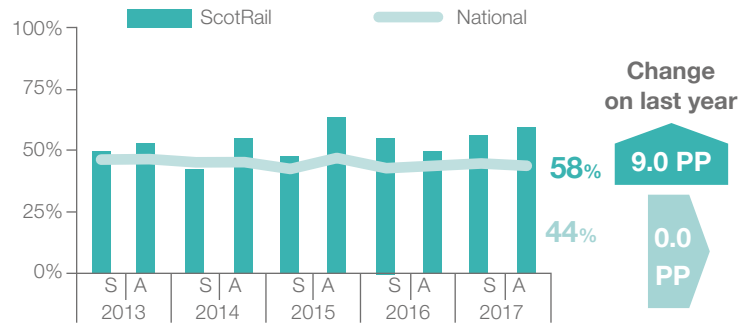
## Provision of information to passengers

**Key facts**

**Owner group:** Abellio  
**Operator:** Abellio ScotRail  
**Franchise:** ScotRail  
**Franchise period:** 1 April 2015 – 21 March 2025  
**Employees:** 4,820  
**Operated stations:** 356  
**Sector:** Scotland  
**Passenger journeys per annum:** 97.8 million

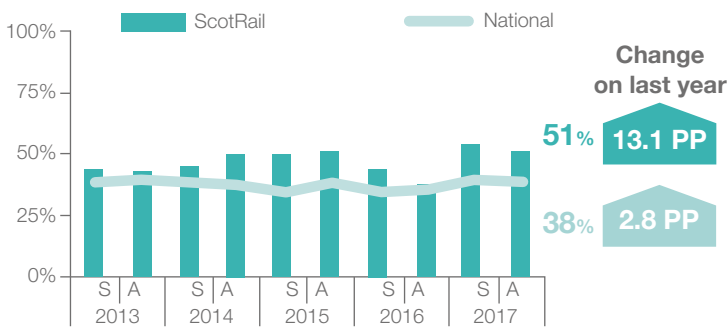
**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



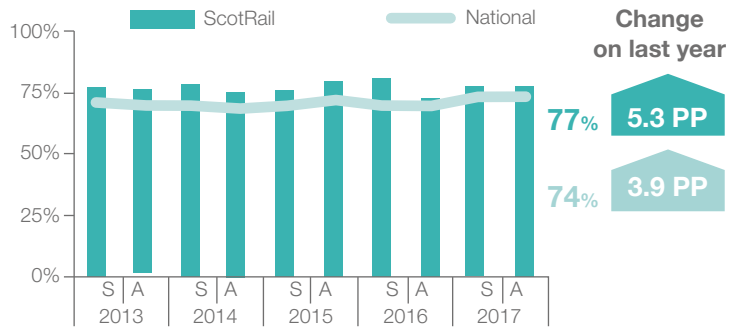
PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – none ❌
- Local Plan – none ❌

A compliant Local Plan from May 2017 has been reviewed but nothing is published.

### Actions to improve information for passengers 2017-18

ScotRail reports it has taken the following actions to improve its provision of information to passengers:

- Based the social media team in the Control Room during special events and severe weather to enhance the quality and immediacy of information.
- Installed new Customer Information Systems (CIS) at 28 stations.
- Created multi modal CIS screens at 30 stations.
- Introduced 'countdown mode' on CIS at Glasgow Low Level stations.





# ScotRail

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

ScotRail reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A new Assisted Travel Point has been introduced at Glasgow Queen Street station and three additional staff have been recruited to service this.
- An ongoing review of customer feedback and complaints takes place to improve assistance reliability.
- An accessibility audit of all ScotRail managed stations has been carried out.

A more detailed list of the actions ScotRail has taken to improve accessible travel can be viewed here: [Click here](#)

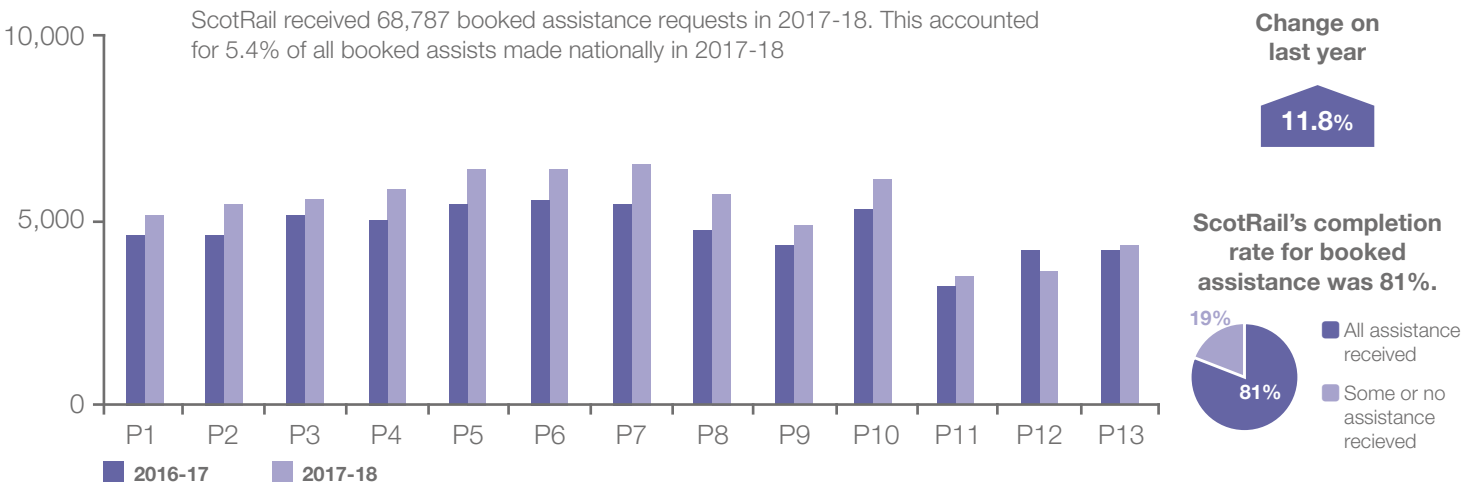
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **514** times by ScotRail.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

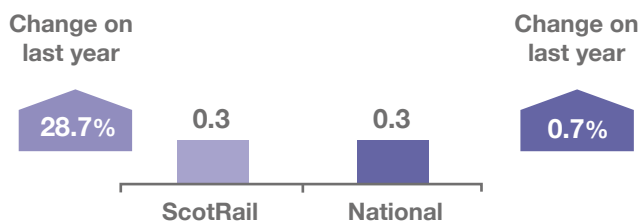
**Sample size:** 206

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- A total of 1,713 ScotRail staff undertook some form of disability awareness training in 2017-18, including: Train Drivers, Ticket Examiners, Conductors, Station staff (such as Dispatchers) and Station Managers.
- ScotRail has a dedicated one day specialist training course for staff covering a wide range of disabilities and impairments, including hidden disabilities.
- ScotRail also provides a further course to staff which is led by trainers from Deafblind Scotland.

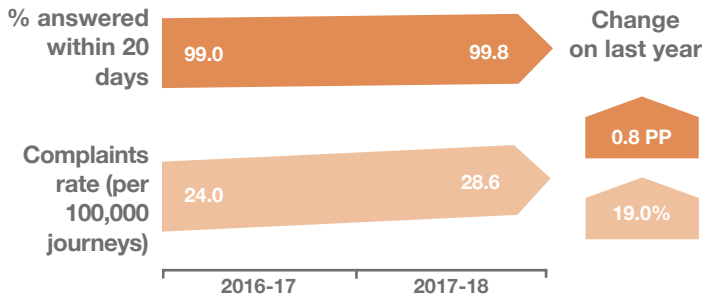
A full description of ScotRail's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# ScotRail

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



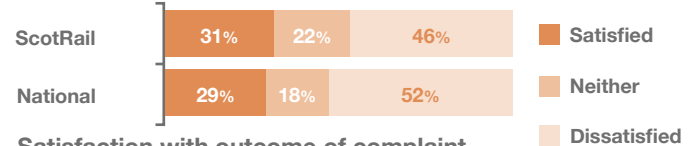
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

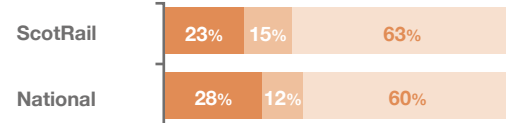
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

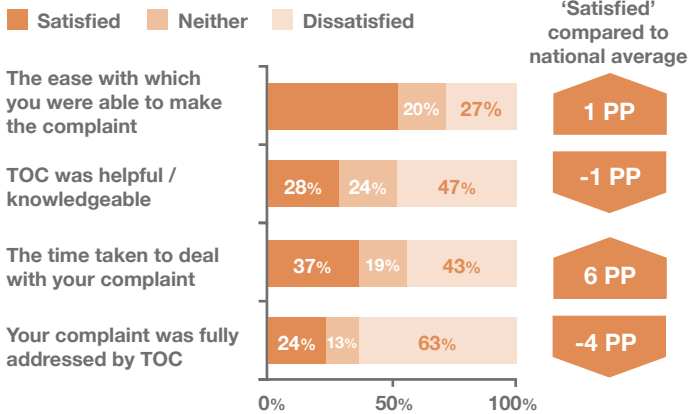


Sample size: 2,980

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



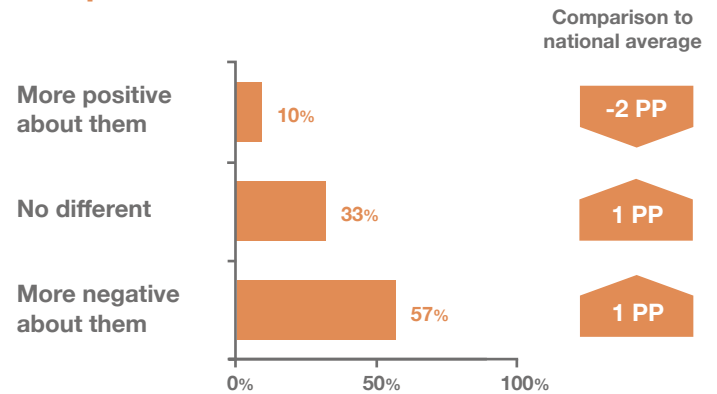
Sample size: 2,980

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 2,980

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
21.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	+0.4 PP
9.5%	Ticketing and refunds policy	+1.9 PP
9.3%	Smartcards	+3.8 PP
6.9%	Sufficient room for all passengers to sit/stand	-1.1 PP
6.4%	The attitudes and helpfulness of the staff at station	-1.4 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

ScotRail's Complaints Handling Procedure is available at: [http://orr.gov.uk/\\_data/assets/pdf\\_file/0011/20999/approval-asr-chp-letter.pdf](http://orr.gov.uk/_data/assets/pdf_file/0011/20999/approval-asr-chp-letter.pdf)

ScotRail reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Improved the reliability of its smartcards.
- Developed targeted training and staff coaching for stations that drew complaints about staff attitude.
- Introduced new trains with more capacity to address complaints about overcrowding.

A more detailed list of the actions ScotRail has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Southeastern

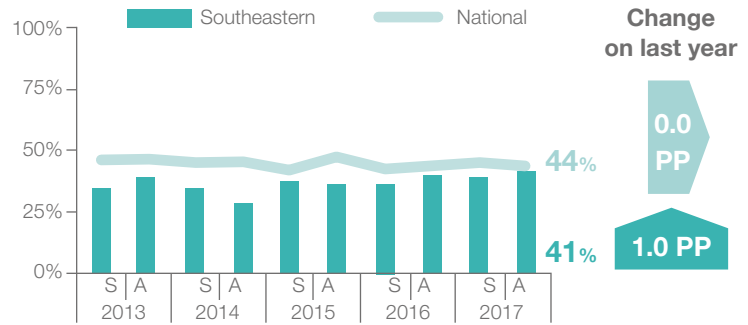
## Provision of information to passengers

**Key facts**

**Owner group:** Govia  
**Operator:** Southeastern  
**Franchise:** South Eastern  
**Franchise period:** 1 April 2006 – December 2018  
**Employees:** 4,325  
**Operated stations:** 164  
**Sector:** London and South East  
**Passenger journeys per annum:** 176.2 million

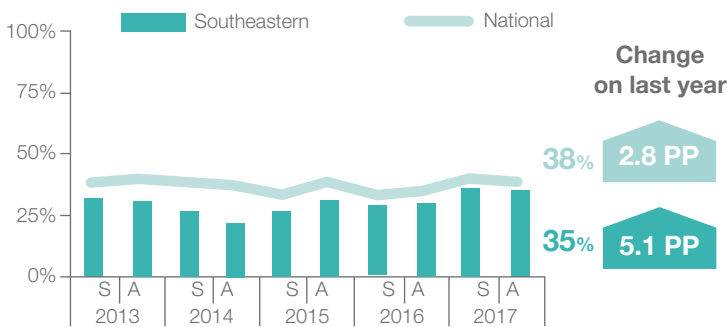
**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



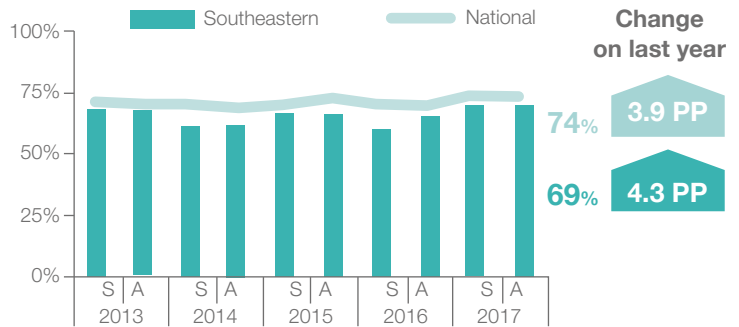
PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jul 2017 ✓

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

Southeastern reports it has taken the following actions to improve its provision of information to passengers:

- A programme to replace Customer Information System (CIS) screens at every station, including new functionality to display and announce the last reported location of a train, and enhancements to the information provided.
- New radio technology enabling direct communication with drivers, enabling control rooms to make live public announcements on trains.



# Southeastern

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Southeastern reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Mystery shopping research is carried out with disabled passengers every month and feedback is shared with managers and staff.
- A contact card has been produced and provided to passengers containing assisted travel telephone numbers.
- Specialist maps have been produced to show accessibility and staffing of all stations.

A more detailed list of the actions Southeastern has taken to improve accessible travel can be viewed here: [Click here](#)

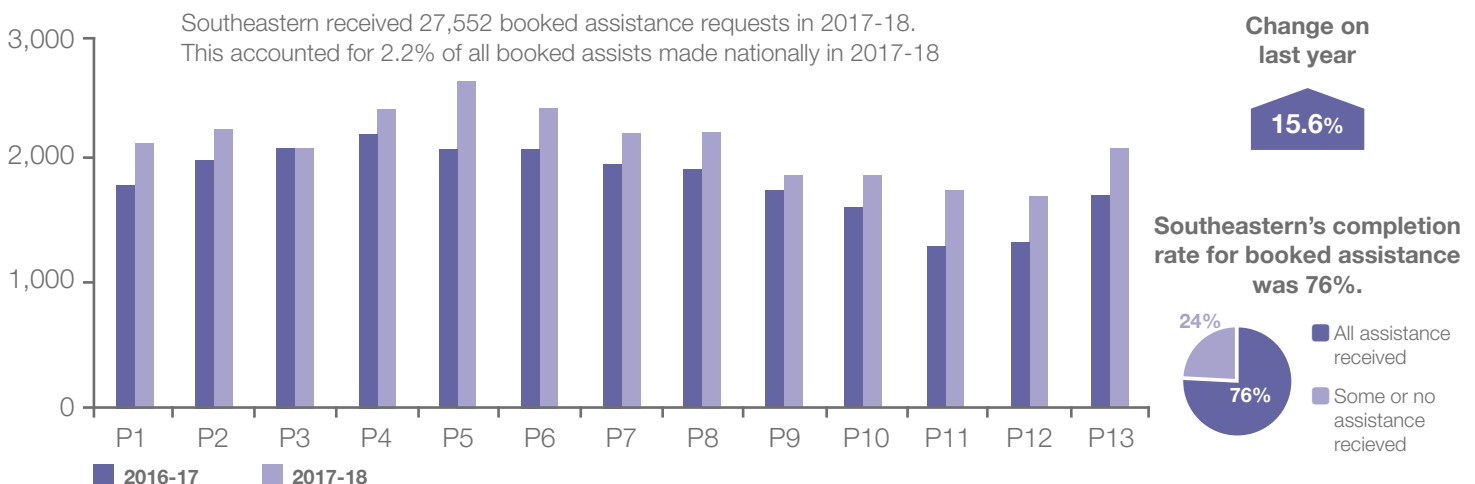
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **1,510** times by Southeastern.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

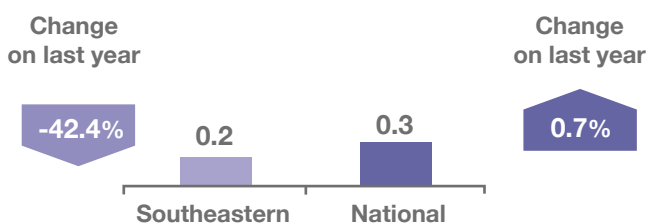
**Sample size:** 135

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 281 Southeastern staff received some form of equality or disability awareness training.
- This included 88 Southeastern station staff who underwent a 1.5 day training course on disability awareness.
- A further 143 operational staff (such as Drivers, Conductors and On-Board Managers) underwent a dedicated one day training course on how to deliver on-train assistance.

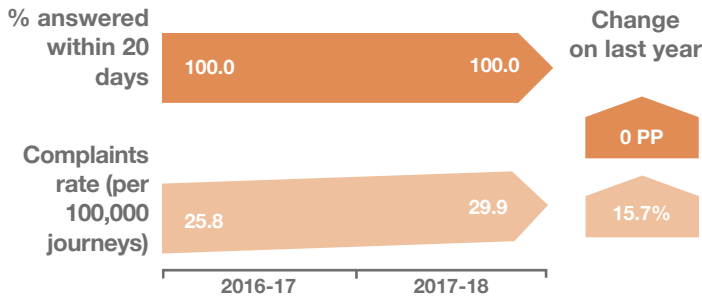
A full description of Southeastern's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Southeastern

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



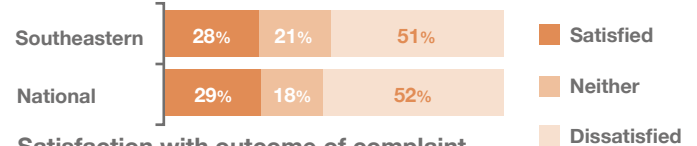
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

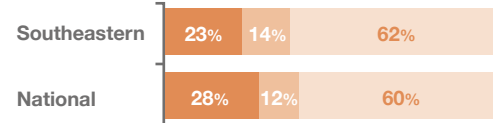
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

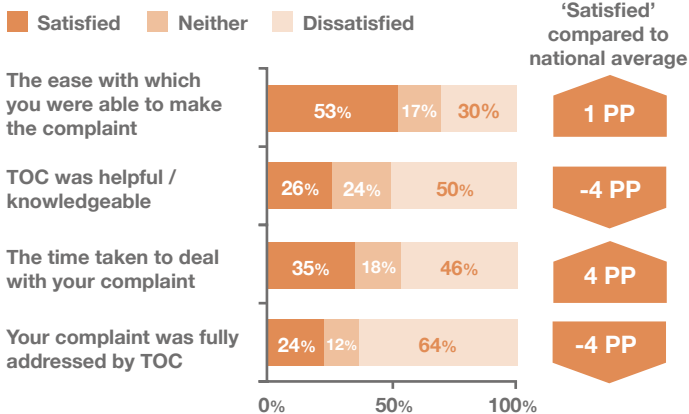


Sample size: 1,834

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



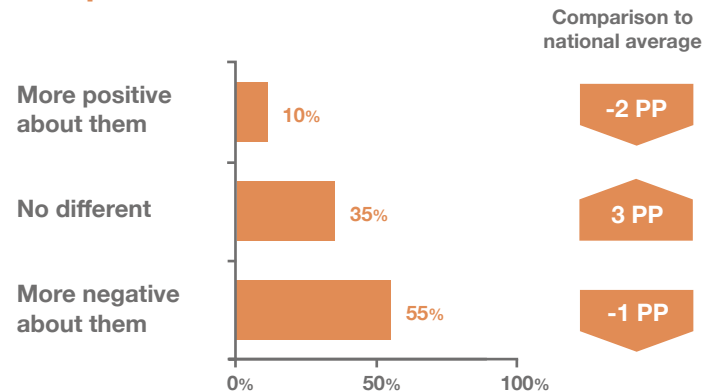
Sample size: 1,834

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 1,834

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
19.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	1.1 PP
13.2%	Smartcards	4.9 PP
7.9%	Claim rejected	2.1 PP
6.3%	Facilities on board	0.6 PP
5.8%	Ticket buying facilities	0.6 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

Southeastern's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0020/22727/southeastern-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0020/22727/southeastern-chp-letter.pdf)

Southeastern reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Making improvements to support its smartcard users.
- Being more proactive in offering compensation to passengers for delays.

A more detailed list of the actions Southeastern has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# South Western Railway

## Provision of information to passengers

**Key facts**

**Owner group:** First Group & MTR

**Operator:** South Western Railway

**Franchise:** South Western

**Franchise period:** 20 August 2017 – 18 August 2024

**Employees:** 5,059

**Operated stations:** 186

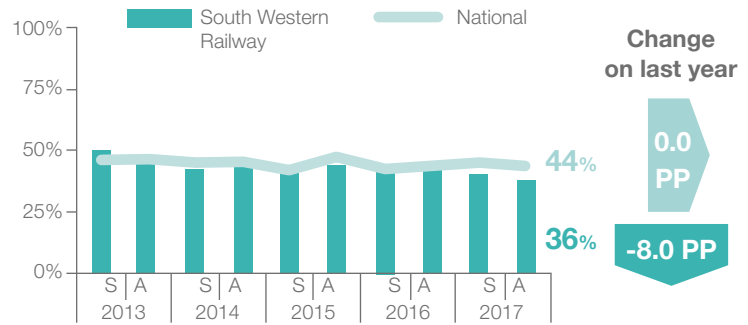
**Sector:** London and South East

**Passenger journeys per annum:** 211.8 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

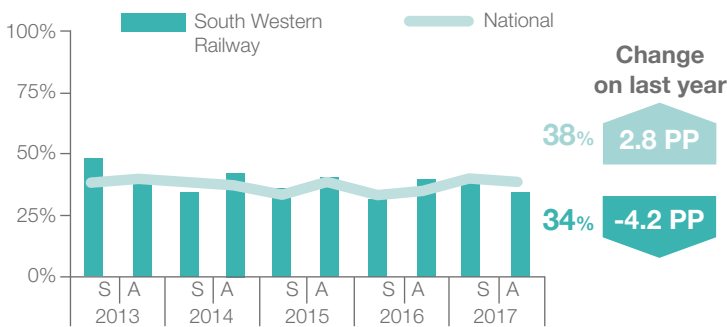
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Dec 2017

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

SWR reports it has taken the following actions to improve its provision of information to passengers:

- Incident learning reviews take place following significant disruption, with a focus on identifying potential improvements in passenger information provision.
- Undertaken research to inform their passenger information strategies.



# South Western Railway

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

SWR reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- An Accessibility and Inclusion Manager has been appointed to work with station and on-board staff to better understand accessible travel.
- An accessibility forum has been established between SWR and Disability Rights UK. These will run annually throughout the current franchise.
- SWR work closely with 'Blue Assist' to ensure all frontline staff are aware and understand hidden disabilities.

A more detailed list of the actions SWR has taken to improve accessible travel can be viewed here: [Click here](#)

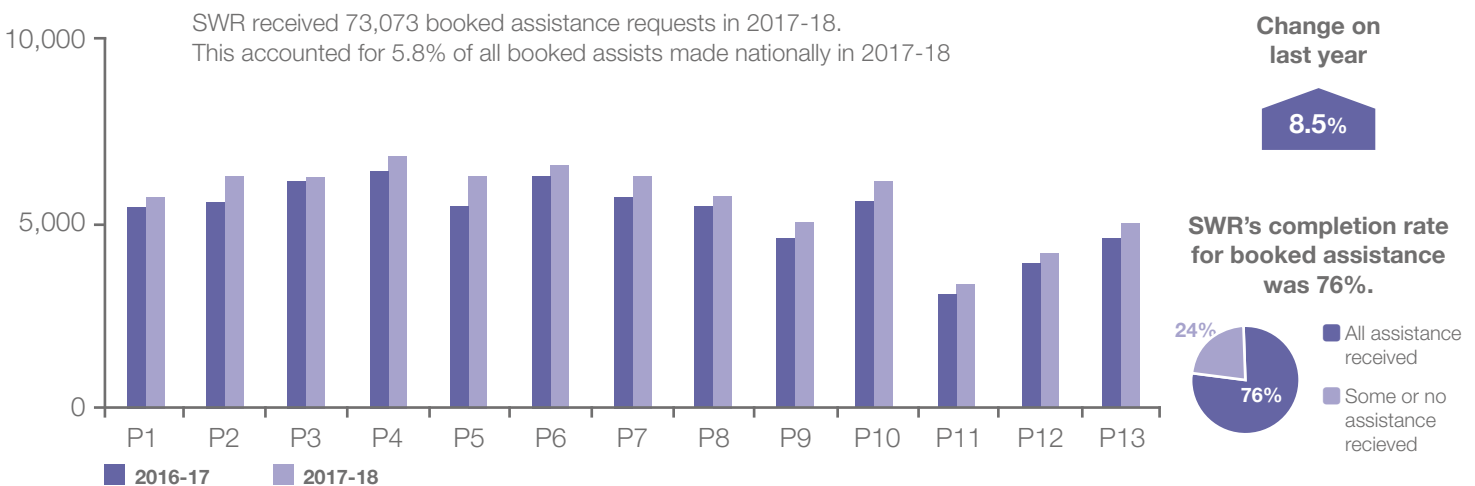
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **71** times by SWR.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

**Sample size:** 170

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- All new entrant customer-facing SWR staff attend the Disability & Equality Training as part of their induction to their new role, this includes: Guards, Station Staff (Platform, Customer Ambassadors, Gateline), Revenue Protection, Rail Community Officers, Train Presentation.
- SWR training materials are primarily based on the RDG 'National Rail Accessibility Training' guidance and supplement this with their own tailored material.
- Staff have also been given support to help them spot passengers with hidden disabilities and offer assistance.

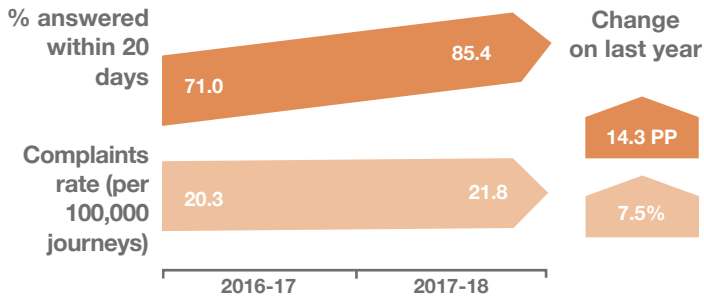
A full description of SWR's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# South Western Railway

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



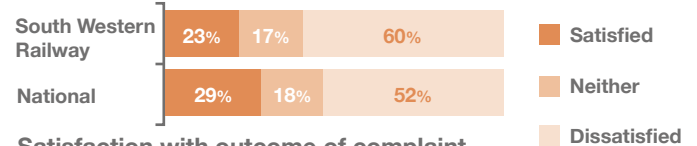
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

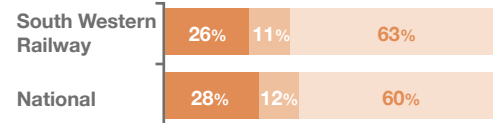
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

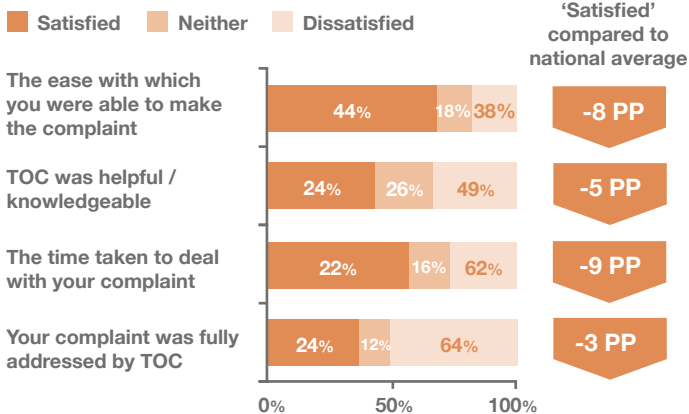


Sample size: 5,692

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



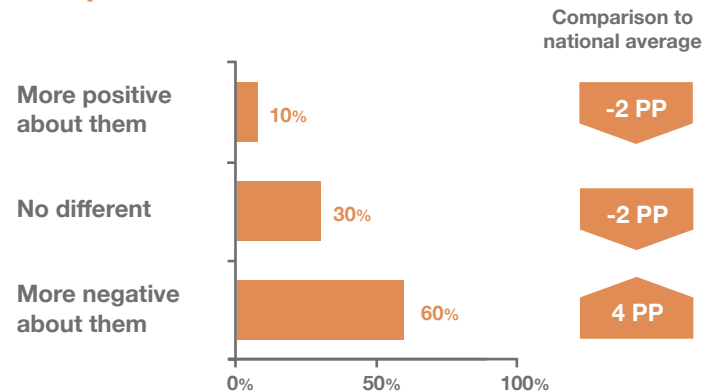
Sample size: 5,692

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 5,692

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
35.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	-3.4 PP
8.5%	Ticket buying facilities - other	-13.1 PP
5.5%	Ticket buying facilities	1.2 PP
5.1%	The attitudes and helpfulness of the staff at station	0.6 PP
4.4%	Compensation claims process	4.3 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

SWR's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0005/25385/first-mtr-swt-chp-approval-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0005/25385/first-mtr-swt-chp-approval-letter.pdf)

SWR reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Employed additional temporary staff to help passengers in light of Waterloo blockade and subsequent train derailment that caused widespread disruption and a large increase in complaint volumes.
- Taken steps to be more proactive in alerting its season ticket holders to their rights to compensation in response to complaints about previous approach.

A more detailed list of the actions SWR has taken to improve services in response to complaints can be viewed here:

[Click here](#)





# TfL Rail

## Provision of information to passengers

**Key facts**

**Owner group:** MTR Corporation

**Operator:** MTR Crossrail

**TfL concession:** TfL Rail

**Concession period:** 31 May 2015 to 30 May 2023

**Employees:** 1,084

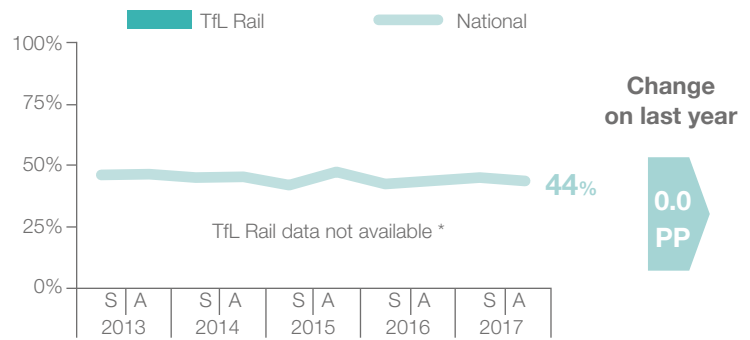
**Operated stations:** 24

**Passenger journeys:** 42.4 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



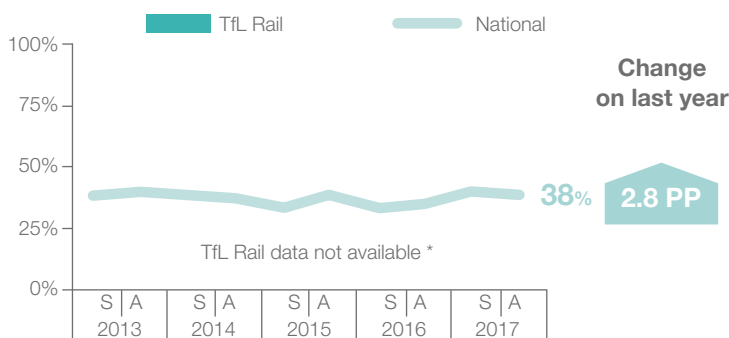
\* **Note:** Data for TfL Rail is not available for all waves of the NRPS due to low response rates

PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



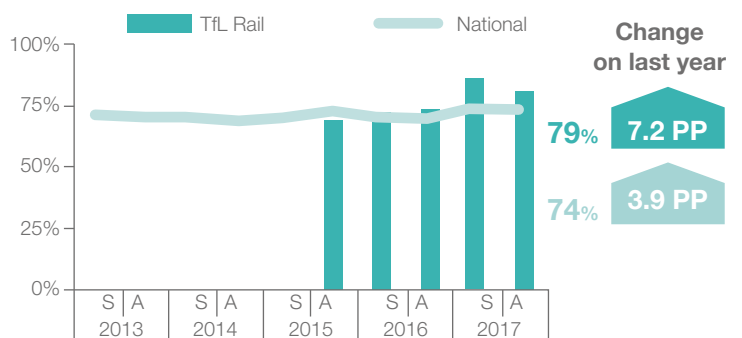
\* **Note:** Data for TfL Rail is not available for all waves of the NRPS due to low response rates

PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jul 2017 ✓

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers 2017-18

TfL Rail reports it has taken the following actions to improve its provision of information to passengers:

- All customer facing staff have received a half day training session called 'You Make the Difference During Disruption' to advise them on best practice.
- Introduced a new and updated version of the staff app which provides real-time information.
- Recruited two new roles of Customer Experience Delivery Manager for their Control room.



# TfL Rail

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

TfL Rail reports it has taken some of the following actions in 2017-18 to improve its Assisted Travel provision:

- Engagement events have been carried out to promote accessible travel in local libraries that serve the communities TfL Rail also serve.
- 'Access Days' have been delivered along with TfL to improve accessible travel at key stations.
- 'Here to Help' sessions have been held at key stations to allow senior managers and Community Ambassadors to raise awareness of Accessible travel.

A more detailed list of the actions TfL Rail has taken to improve accessible travel can be viewed here: [Click here](#)

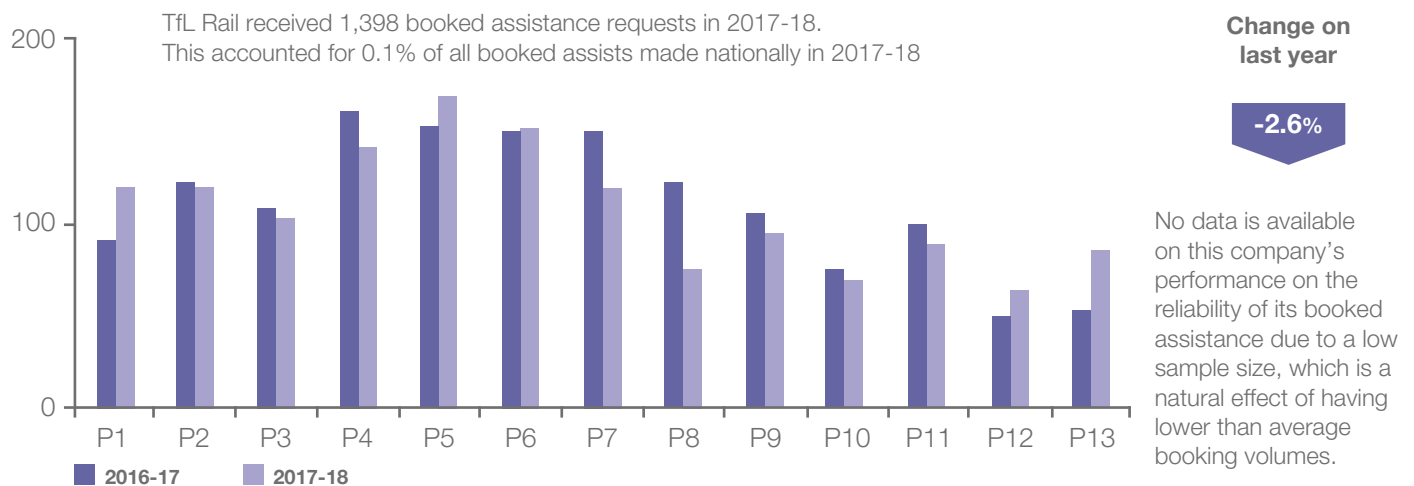
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **29** times by TfL Rail.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

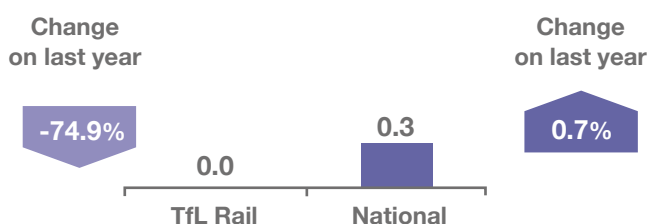
**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Note:** TfL Rail received 5 accessibility complaints during 2017-18. this may partly explain the percentage decrease compared to the previous year

**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 all new TfL Rail employees received disability awareness training as part of their induction.
- 260 managers and frontline staff also received dedicated training in April and May 2017 to prepare them for delivering assistance on TfL Rail's new Class 345 trains.
- There is also a programme of more general accessibility training that is delivered 4 times a year for frontline staff and managers.
- All TfL Rail employees also attended a 3-4 day equality training workshop in 2016/17.

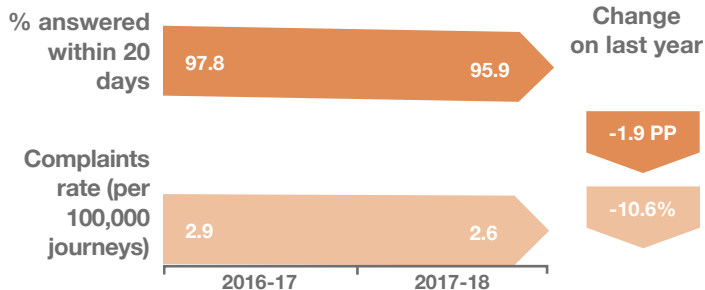
A full description of TfL Rail's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# TfL Rail

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



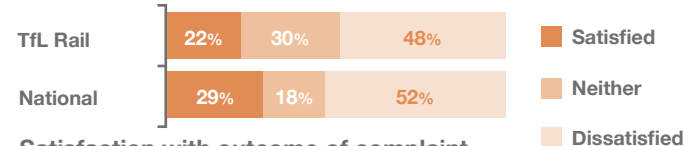
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

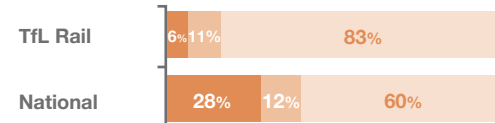
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

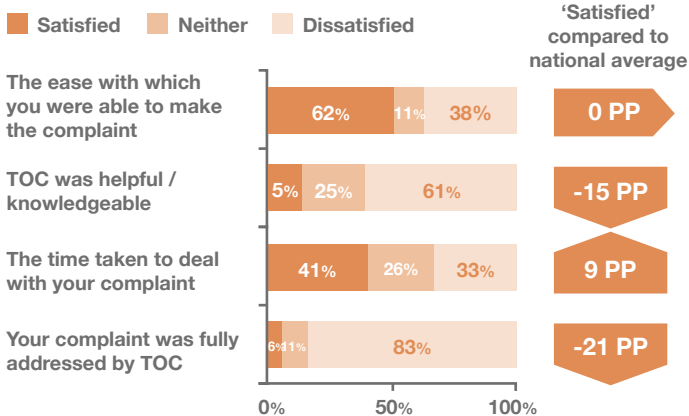


Sample size: 64. TfL Rail joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18

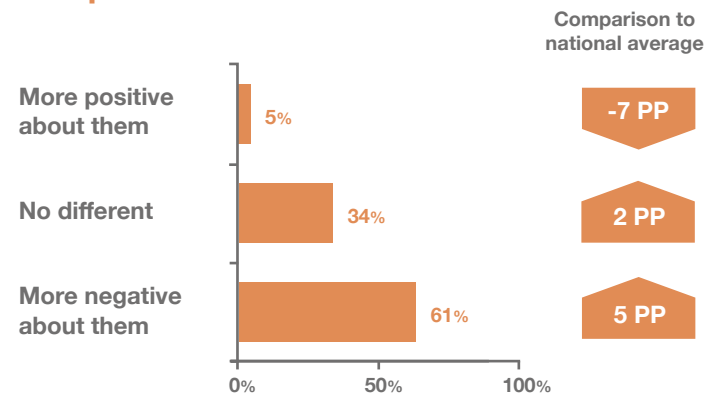


Sample size: 64. TfL Rail joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 64. TfL Rail joined the survey from 2017-18 period 11. Due to a low sample size, please treat these figures with caution.

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
44.0%	Punctuality/reliability (i.e. the train arriving/departing on time)	7.1 PP
8.9%	The attitudes and helpfulness of the staff at station	-0.2 PP
7.0%	The upkeep/repair of the station buildings/platforms	4.5 PP
5.5%	The facilities and services	0.3 PP
5.4%	How request to station staff was handled	3.0 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

TfL Rail's Complaints Handling Procedure is available at:

[http://orr.gov.uk/data/assets/pdf\\_file/0013/23125/approval-mtr-corporation-trading-as-tfl-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0013/23125/approval-mtr-corporation-trading-as-tfl-chp-letter.pdf)

TfL Rail reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced new trains with more capacity to address complaints about overcrowding.
- In response to complaints about weekend station closures, TfL Rail has been working to provide staff with better information to pass on to passengers about these closures and how they are being mitigated.

A more detailed list of the actions TfL Rail has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# TransPennine Express

## Provision of information to passengers

**Key facts**

**Owner group:** FirstGroup

**Operator:** TransPennine Express

**Franchise:** TransPennine Express

**Franchise period:** 1 April 2016 – 21 March 2023

**Employees:** 1,117

**Operated stations:** 19

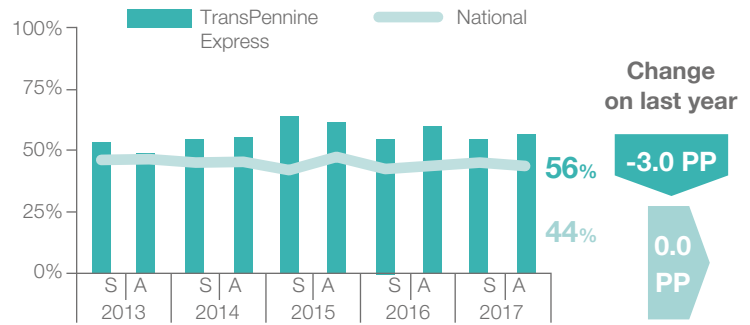
**Sector:** Regional / Long distance

**Passenger journeys per annum:** 27.9 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

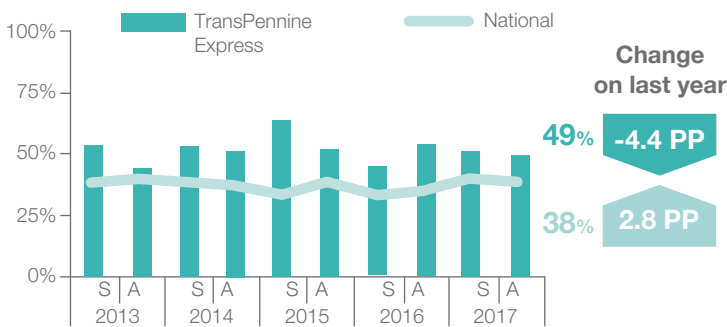


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

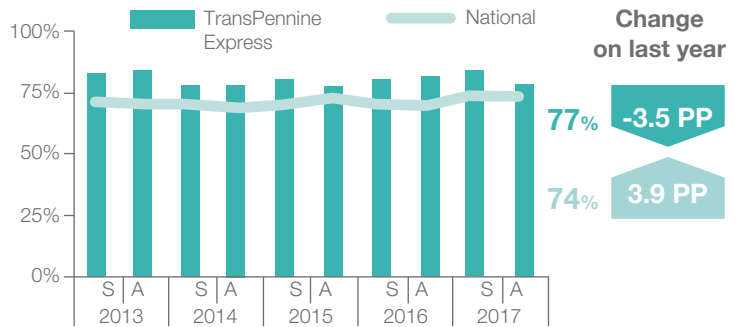


PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change

**Source:** Transport Focus, National Rail Passenger Survey

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Jan 2017 ✓

A Local Plan review is overdue.

### Actions to improve information for passengers 2017-18

TPE reports it has taken the following actions to improve its provision of information to passengers:

- Promoted Delay Repay and information on how passengers can claim during periods of disruption.
- Published latest journey information on the TPE website and via their social media channels



# TransPennine Express

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

TPE reports it has taken some of the following actions in 2017-18 to improve its Assisted Travel provision:

- Introduced a reduced booking notice period for Passenger Assistance, enabling customers travelling directly between two TPE managed stations to book assistance with only 2 hours' notice.
- Changes have been made to the TPE Scooter Policy so that requirements are assessed against the specific journey, rather than blanket requirements, meaning more passengers can now get a scooter card and take their scooter with them on the train.

A more detailed list of the actions TPE has taken to improve accessible travel can be viewed here: [Click here](#)

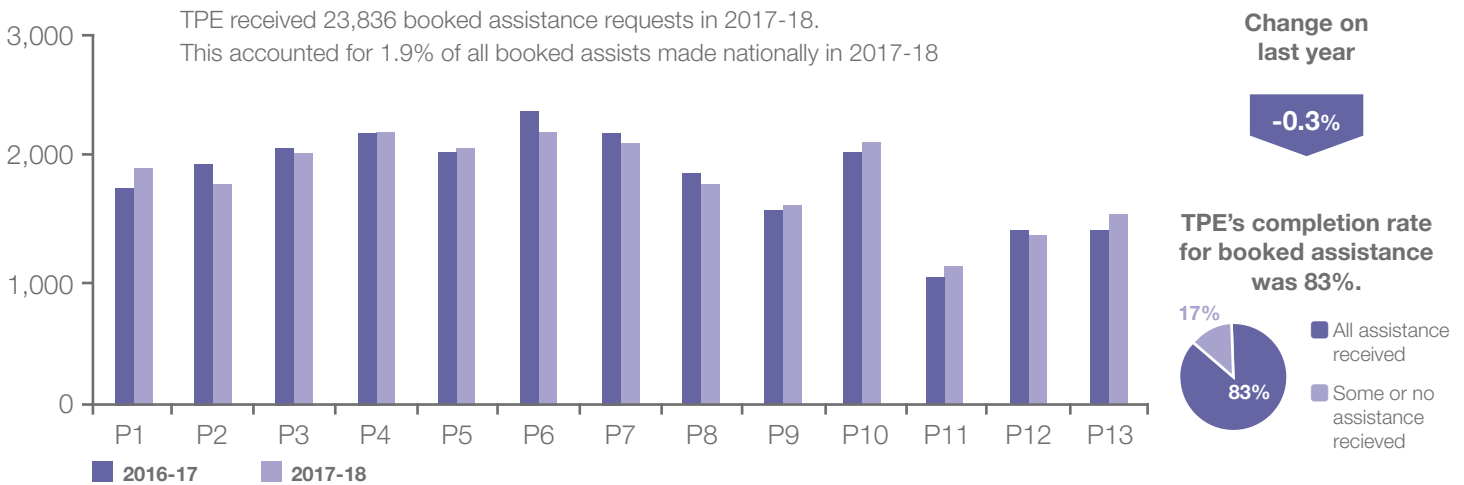
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **37** times by TPE.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

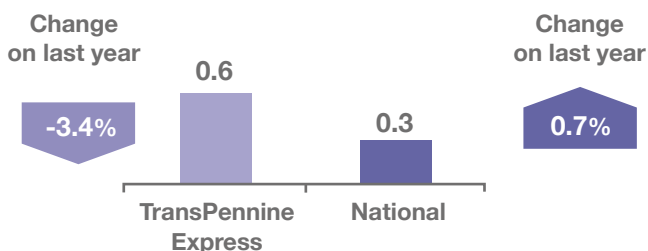
**Sample size:** 150

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 148 TransPennine Express staff undertook some form of equality or disability awareness training.
- All new starters receive disability-related training as part of their induction.
- TPE trainers are trained by external specialist agencies and then share this knowledge with other staff via the in-house training programmes.

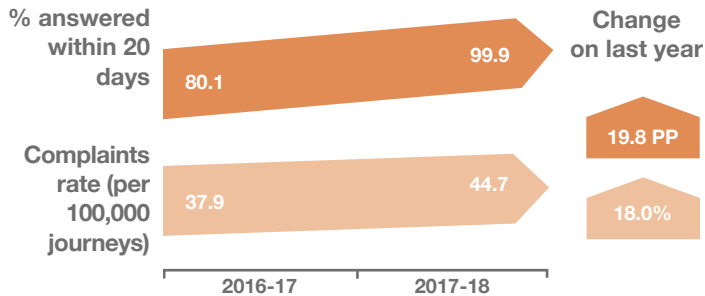
A full description of TPE's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# TransPennine Express

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



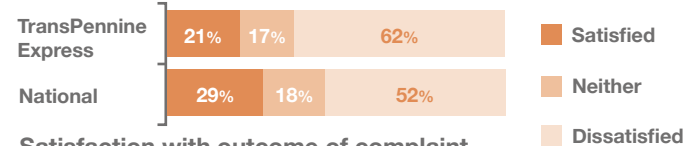
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

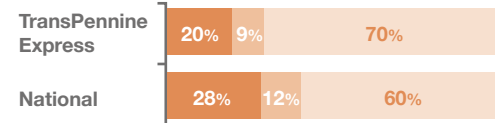
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

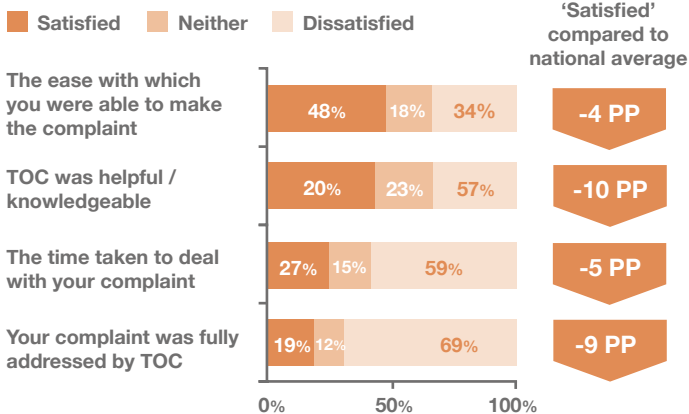


Sample size: 2,051

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



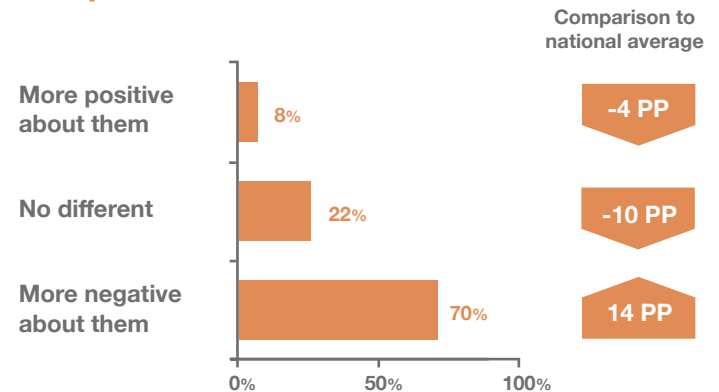
Sample size: 2,051

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 2,051

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
28.7%	Sufficient room for all passengers to sit/stand	7.5 PP
9.8%	Complaints not fully addressed/fulfilled by TOC	4.7 PP
8.8%	Ticketing and refunds policy	0.3 PP
8.8%	Facilities on board	-0.4 PP
6.7%	The helpfulness and attitude of staff on train	0.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

TPE's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0012/21144/tpe-review-of-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0012/21144/tpe-review-of-chp-letter.pdf)

TPE reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Introduced a dedicated complaints handling team within customer services to improve the quality of complaint responses.
- The introduction of new trains in autumn 2018 is expected to address many of the complaints about the lack of standing room in 2017/18.

A more detailed list of the actions TPE has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Virgin Trains East Coast

## Provision of information to passengers

**Key facts**

**Owner group:** Virgin Group & Stagecoach

**Operator:** Virgin Trains East Coast (VTEC)

**Franchise:** InterCity East Coast

**Franchise period:** 1 March 2015 – 24 June 2018\*

**Employees:** 3,456

**Operated stations:** 11

**Sector:** Long distance

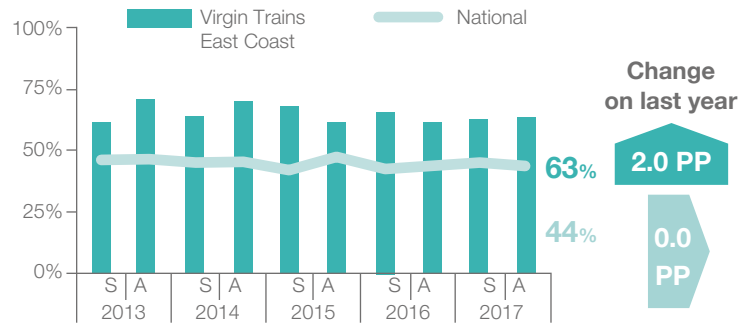
**Passenger journeys per annum:** 21.8 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

\* London North Eastern Railway (LNER) took over the running of East Coast Mainline services from 24 June 2018.

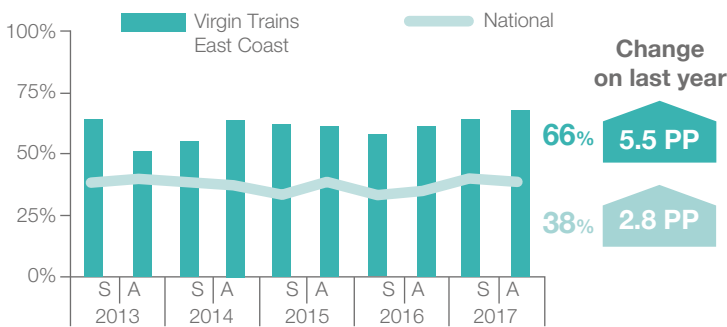
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



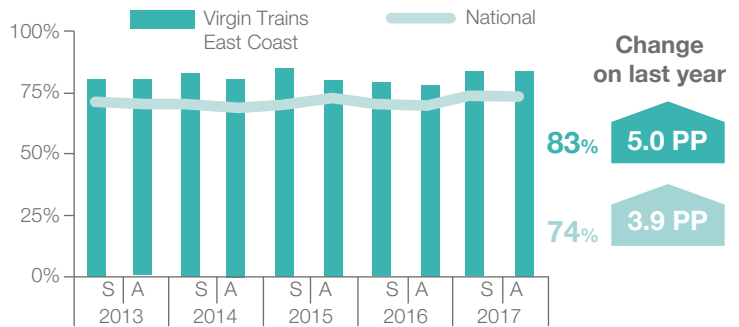
PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Mar 2017 ✓

Only a public facing Local Plan is available. A detailed Local Plan to demonstrate compliance with the Code of Practice needs to be provided to ORR.

### Actions to improve information for passengers 2017-18

VTEC reports it has taken the following actions to improve its provision of information to passengers:

- Introduction of 'TrainMapper' – a disruption mapping tool developed with RDG.
- The Service Delivery Team has been restructured and given additional staff to improve the information flow with customers.
- Introduced train loadings pictograms onto customer information screens (shows train layout and reservation levels by carriage).
- Brought the night shift social media team in house (previously subcontracted) to improve the quality of communication.



# Virgin Trains East Coast

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Virgin Trains East Coast reports it has taken some of the following actions in 2017-18 to improve its Assisted Travel provision:

- The role of Access & Inclusion manager has been created to focus entirely on delivering an inclusive service for passengers.
- Social media is being used to communicate more openly with staff across the business to publicise and identify action areas, including accessibility, for the organisation and the wider industry.

A more detailed list of the actions VTEC has taken to improve accessible travel can be viewed here: [Click here](#)

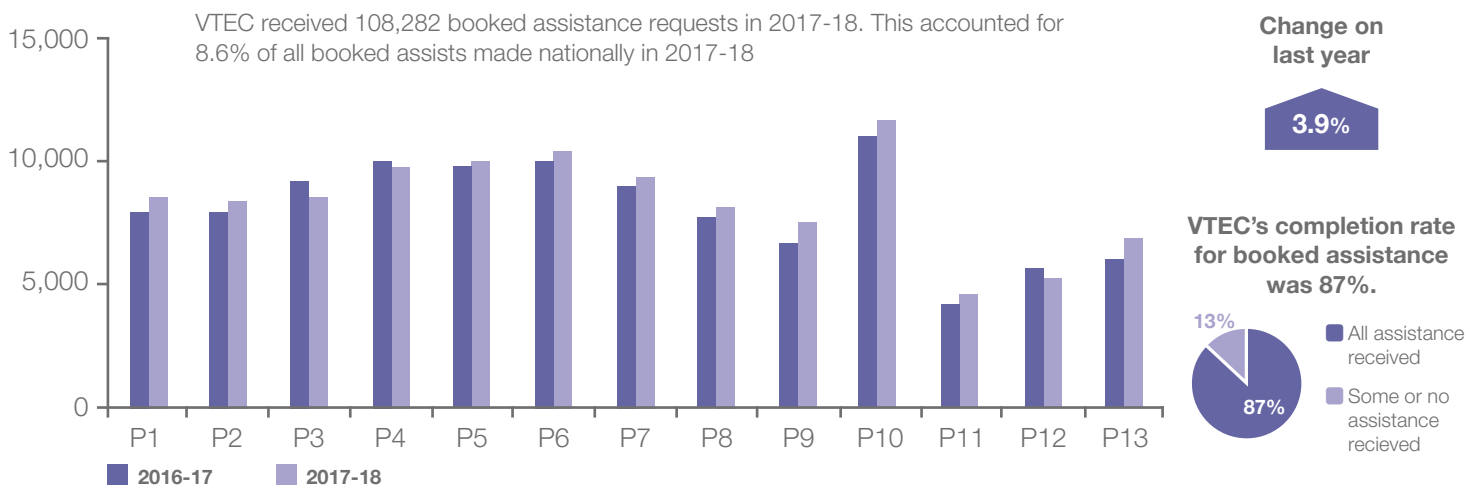
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **73** times by VTEC.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

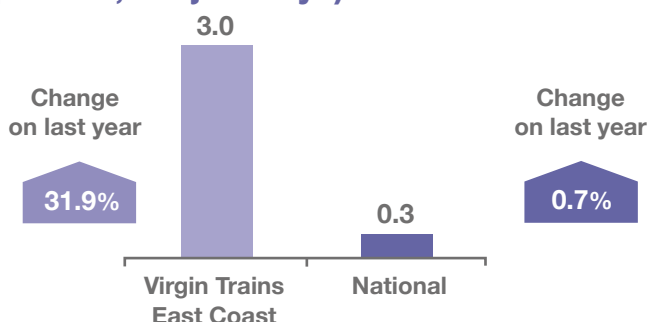
**Sample size:** 437

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- From P1-P12 350 new staff attended the VTEC induction programme which included an introduction to disability awareness.
- In addition to this, 154 front line staff attended the full disability awareness training course. This involves a mix of theory, case studies, experiential exercises and technical instruction on how to use assistance equipment e.g. ramps.
- Many of the training materials VTEC use are based on the training guides developed by the Rail Delivery Group.

A full description of VTEC's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)

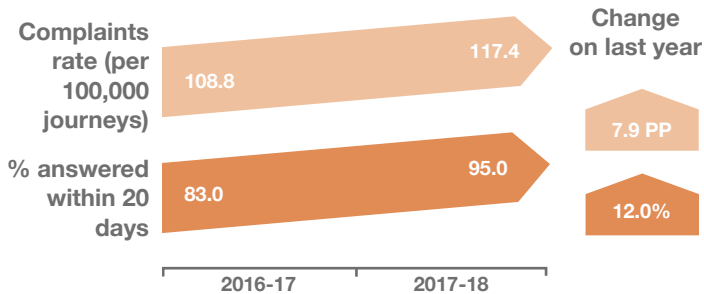




# Virgin Trains East Coast

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



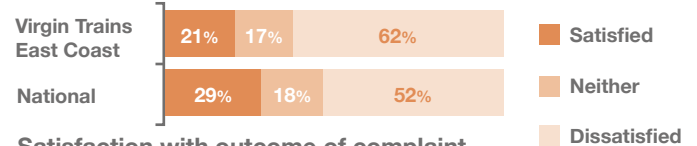
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

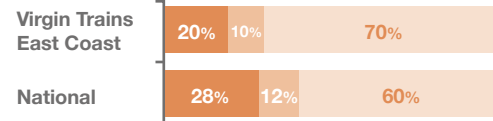
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

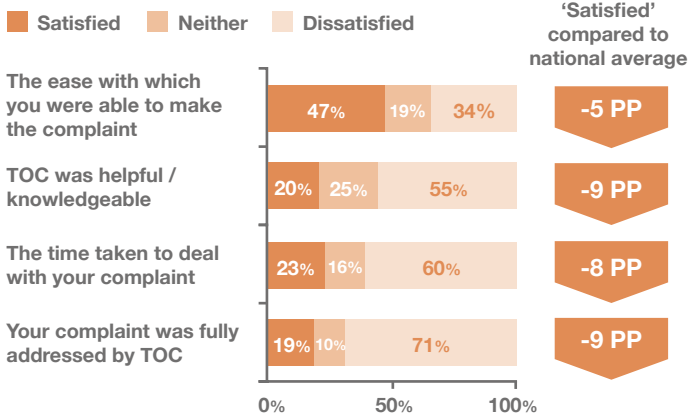


Sample size: 5,832

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



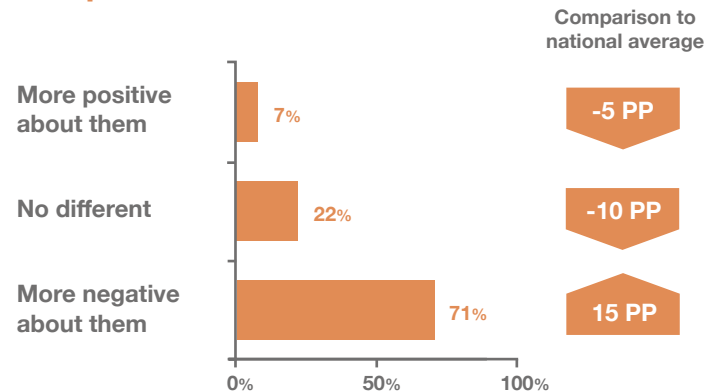
Sample size: 5,832

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 5,832

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
25.7%	Facilities on board	1.8 PP
21.6%	Ticket buying facilities - other	8.8 PP
8.7%	Sufficient room for all passengers to sit/stand	-2.0 PP
5.9%	The helpfulness and attitude of staff on train	0.9 PP
5.3%	Ticketing and refunds policy	-0.3 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

VTEC's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0019/22933/vtec-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0019/22933/vtec-chp-letter.pdf)

VTEC reports it has taken some of the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Made improvement to the quality of onboard toilets in response to passenger feedback.
- Introduced a targeted training programme to improve staff attitude in response to complaints about staff helpfulness.

A more detailed list of the actions VTEC has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# Virgin Trains West Coast

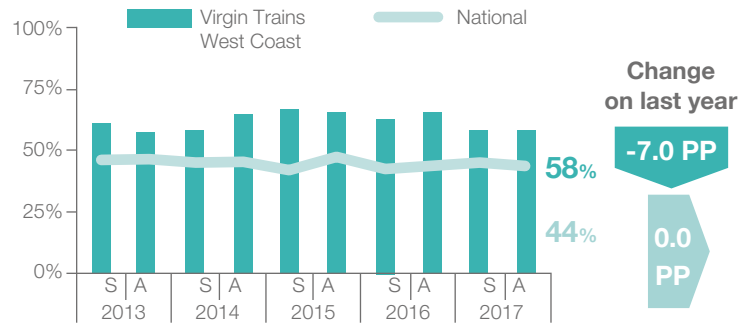
## Provision of information to passengers

**Key facts**

**Owner group:** Virgin Group & Stagecoach  
**Operator:** Virgin Trains West Coast (VTWC)  
**Franchise:** InterCity West Coast  
**Franchise period:** 9 March 1997 to 1 April 2019  
**Employees:** 3,581  
**Operated stations:** 17  
**Sector:** Long distance  
**Passenger journeys per annum:** 38.3 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



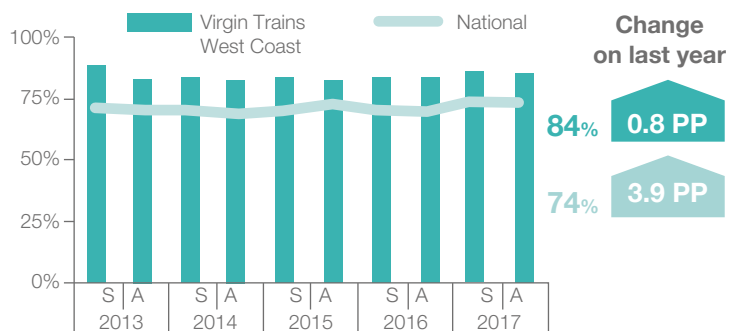
PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** [Transport Focus, National Rail Passenger Survey](#) (NRPS)  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Jul 2014 **✗**
- Local Plan – Jun 2015 **✗**

The Local Plan was written for the old Code of Practice and needs to be updated.

### Actions to improve information for passengers 2017-18

VTWC reports it has taken the following actions to improve its provision of information to passengers:

- When there have been delays in Network Rail confirming precise train timings, VTWC have taken action to avoid customers being disadvantaged by the late release of Advance tickets going on sale via email alerts when tickets become available.
- Customers booking through the Virgin Trains app are alerted to disruptions which may affect their planned journey.
- Two new leadership roles created for handling Disruption and planning for Events.



# Virgin Trains West Coast

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

Virgin Trains reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- Arranged for passengers with disabilities to speak directly to Virgin trainers and frontline staff to give them feedback on how best to support the needs of passengers who require assistance.
- Created their 'Resolution' app for staff which can provide real-time guidance on accessibility-related issues. The app also makes it easier for staff to contact other stations to pass on information about unbooked assistance.

A more detailed list of the actions Virgin Trains has taken to improve accessible travel can be viewed here: [Click here](#)

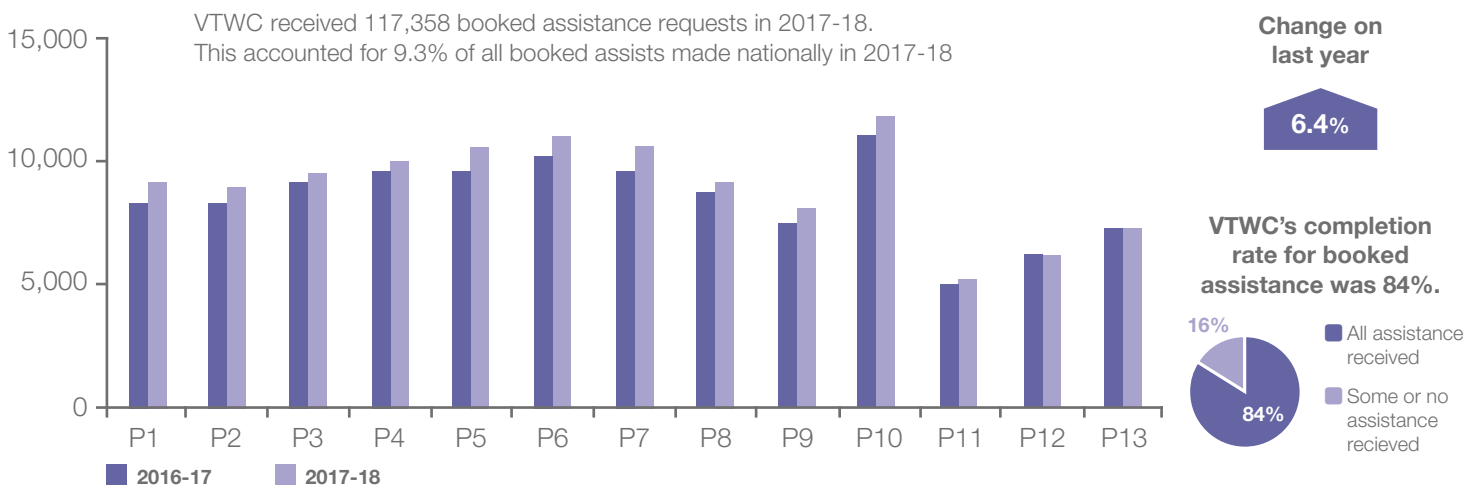
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **106** times by Virgin Trains West Coast.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

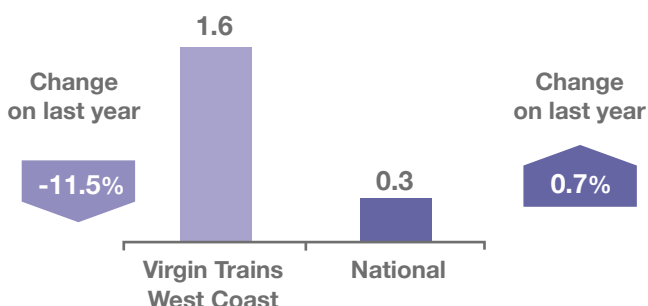
**Sample size:** 396

Question D5 - Did you actually receive the following assistance?

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- 331 Virgin Trains staff undertook some form of disability and equality training in 2017-18.
- This included 319 new station and onboard staff who received disability awareness training as part of their induction.
- Virgin Trains also held a special session in February 2018 at its training academy to provide their disability trainers with the latest learning from experts on how to assist passengers with autism which can be passed on to frontline staff through the in-house training programmes.

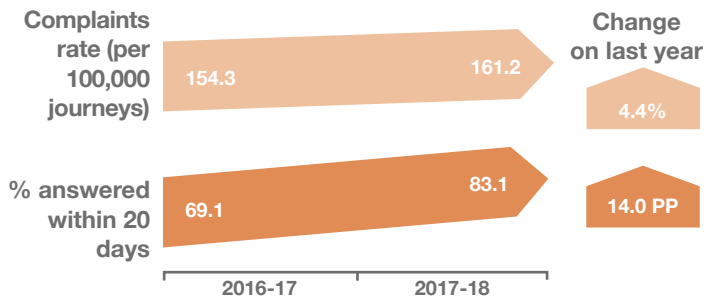
A full description of VTWC's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# Virgin Trains West Coast

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



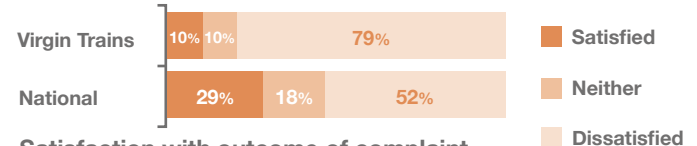
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

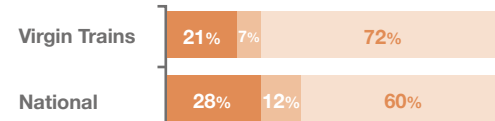
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

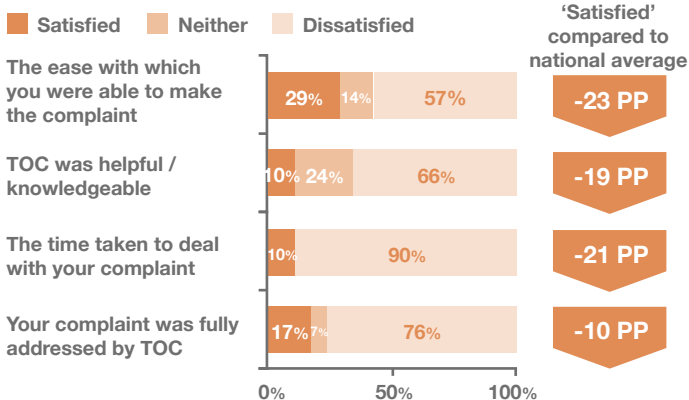


Sample size: 29. Virgin Trains joined the survey during 2017-18 period 13. Due to a low sample size, please treat these figures with caution.

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



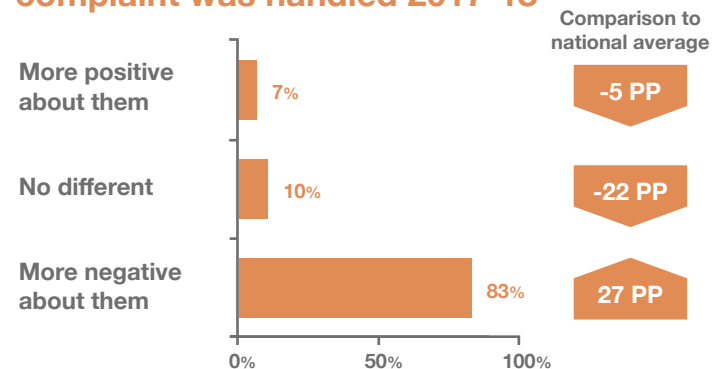
Sample size: 29. Virgin Trains joined the survey during 2017-18 period 13. Due to a low sample size, please treat these figures with caution.

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 29. Virgin Trains joined the survey during 2017-18 period 13. Due to a low sample size, please treat these figures with caution.

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
20.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	8.9 PP
19.5%	Facilities on board	-1.2 PP
10.8%	Ticketing and refunds policy	-0.9 PP
9.1%	No response from TOC	3.7 PP
6.8%	Ticket buying facilities - other	-4.2 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

VTWC's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0008/22895/virgin-trains-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0008/22895/virgin-trains-chp-letter.pdf)

VTWC reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Expanded the methods of accessing its BEAM on-board entertainment system in response to passenger feedback.
- Employed 25 new contact centre staff and upgraded CRM systems to improve complaint response times.

A more detailed list of the actions VTWC has taken to improve services in response to complaints can be viewed here:

[Click here](#)



# West Midlands Trains

## Provision of information to passengers

**Key facts**

**Owner group:** Abellio / Mitsui

**Operator:** West Midlands Trains

**Franchise:** West Midlands

**Franchise period:** 10 December 2017 to 31 March 2026

**Employees:** 2,589

**Operated stations:** 148

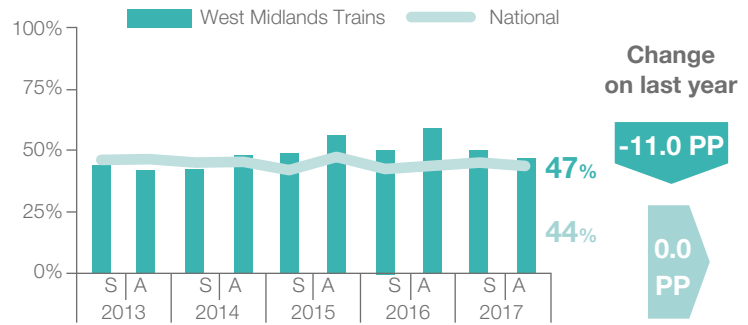
**Sector:** London and South East / Regional

**Passenger journeys per annum:** 74.9 million

**Source:** Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

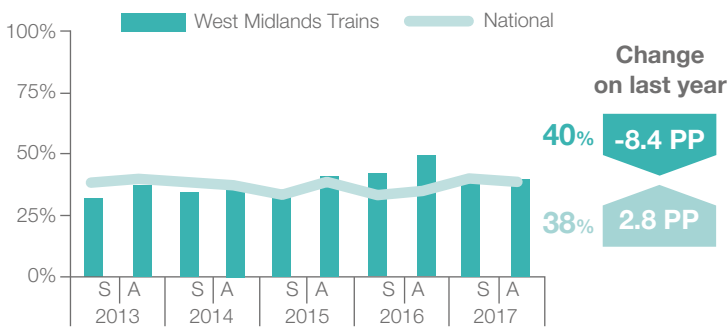
**Data tables:** [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



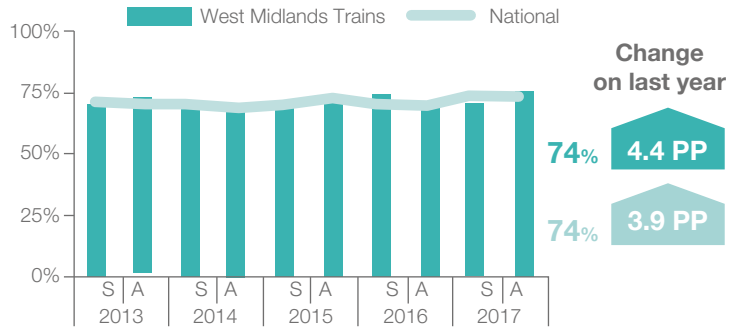
PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with the provision of information during the journey



PP = percentage point change  
**Source:** Transport Focus, National Rail Passenger Survey  
 The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016 ✓
- Local Plan – Dec 2017 ✓

The information is up to date. An updated Local Plan is under review by ORR.

### Actions to improve information for passengers 2017-18

WMT reports it has taken the following actions to improve its provision of information to passengers:

- Improvements made to the website and the passenger app with regards to journey information.
- Working with their website ticket retailer to improve journey information at the booking stage.
- Attempting to be more proactive in passing on travel information to passengers who have booked to travel on services which are later disrupted.



# West Midlands Trains

## Accessibility and inclusion

### Actions to improve accessible travel 2017-18

WMT reports it has taken the following actions in 2017-18 to improve its Assisted Travel provision:

- A stakeholder equality group has been established to discuss experiences and to raise awareness of accessible travel.
- Travel support cards are available for passengers to download. These are a discreet way of communicating particular needs to WMT staff.
- Priority seat cards have been introduced for customers to show others that a seat is required.
- Tried an assistance app with staff and passengers.

A more detailed list of the actions WMT has taken to improve accessible travel can be viewed here: [Click here](#)

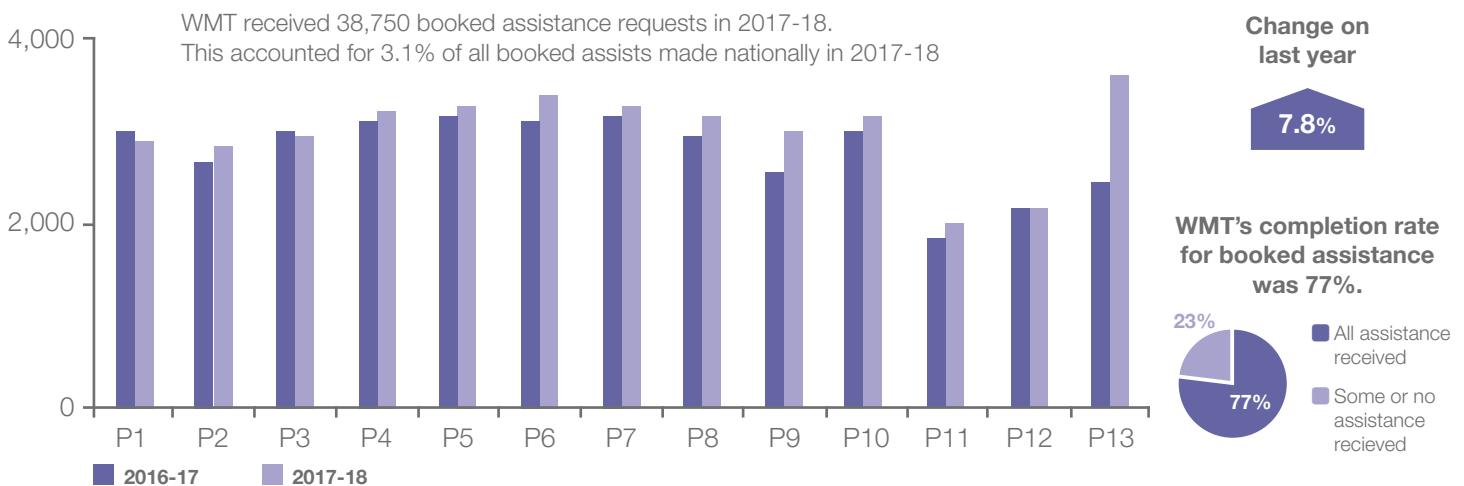
### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2017-18 alternative accessible transport was provided **227** times by WMT.

### Booked assistance volumes and reliability



**Note:** This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

**Data tables:** [Rail passenger assists by station operator – Table 16.03](#)

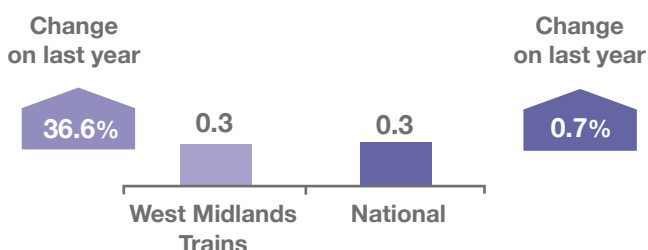
**Sample size:** 185

Question D5 - *Did you actually receive the following assistance?*

**Source:** Research by Breaking Blue

**Report:** [Research into passenger experiences of Passenger Assist](#)

### Accessibility complaints rate (per 100,000 journeys) 2017-18



**Source:** Train Operating Companies

**Data tables:** [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2017-18

- In 2017-18 a total of 178 WMT staff received some form of disability or equality awareness training.
- All staff receive copies of WMT's DPPP 'Making Rail Accessible' policy and a 'Staff Guide to Passenger Assistance'
- WMT also use the RDG Disability Training Guide and materials to familiarise staff with the relevant theory and technical knowledge about how to provide assistance to passengers.
- All training is led by in-house WMT trainers.

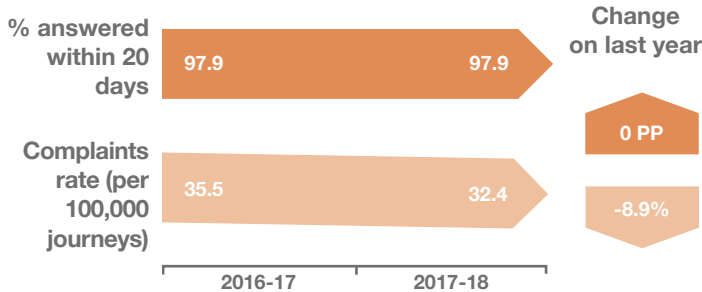
A full description of WMT's disability training activities in 2017-18 can be viewed here on our website: [Click here](#)



# West Midlands Trains

## Complaints handling

### Complaints rate (per 100,000 journeys) and complaints response rate 2016-17 and 2017-18



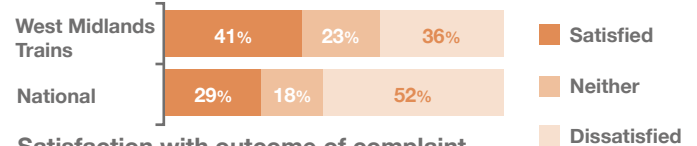
PP = percentage point change

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

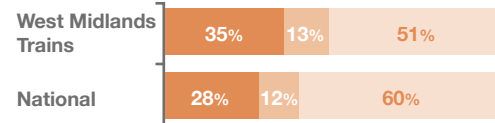
Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Passenger satisfaction with complaint handling process 2017-18

#### Satisfaction with complaints handling process



#### Satisfaction with outcome of complaint

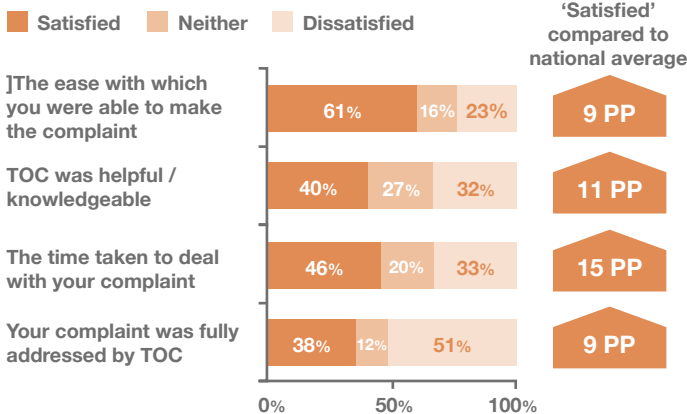


Sample size: 623

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Passenger satisfaction with each aspect of complaint handling process 2017-18



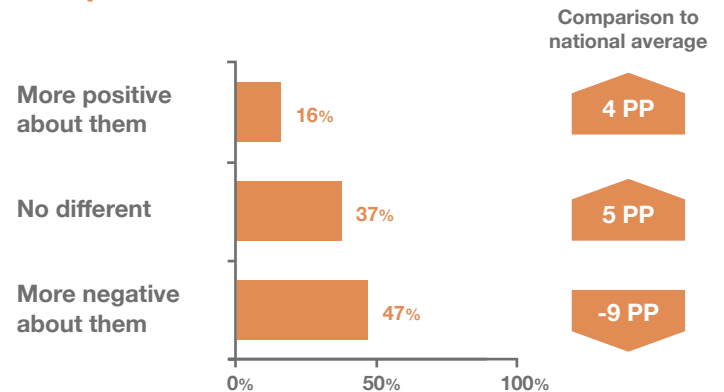
Sample size: 623

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### How did the passenger feel about the train company in light of how their complaint was handled 2017-18



Sample size: 623

PP = percentage point change

Source: ORR – Passenger satisfaction with complaint handling survey

Data tables: [Passenger satisfaction with complaints handling](#)

### Top 5 reasons for complaints 2017-18

Percentage of complaints	Complaint type	Change on last year
58.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	8.1 PP
7.9%	Sufficient room for all passengers to sit/stand	-2.9 PP
5.7%	Ticket buying facilities	-1.7 PP
4.6%	Ticketing and refunds policy	0.0 PP
4.4%	Compensation claims process	3.5 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints 2017-18

WMT's Complaints Handling Procedure is available at: [http://orr.gov.uk/data/assets/pdf\\_file/0003/26319/west-midlands-chp-letter.pdf](http://orr.gov.uk/data/assets/pdf_file/0003/26319/west-midlands-chp-letter.pdf)

WMT reports it has taken the following actions in 2017-18 to address issues highlighted in passenger complaints:

- Worked with their TVM supplier to improve reliability and functionality in response to passenger complaints about this.
- Automated the handling of around 50% of all Delay Repay 15 claims which has helped to reduce the time taken to process claims.

A more detailed list of the actions WMT has taken to improve services in response to complaints can be viewed here:

[Click here](#)

# GLOSSARY OF TERMS

**Alternative Dispute Resolution (ADR)** – refers to ways of resolving disputes between consumers and traders that do not involve going to court. Common forms of ADR are: mediation, where an independent third party helps the disputing parties to come to a mutually acceptable outcome; and arbitration, where an independent third party considers the facts and takes a decision that is often binding on one or both parties.

**Complaints Handling Procedure (CHP)** – train and station companies 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.

**Department for Transport (DfT)** – a ministerial department within government.

**Disabled People's Protection Policy (DPPP)** – train and station companies are required by their operating licences to establish and comply with a Disabled People's Protection Policy (DPPP), approved by ORR. A DPPP 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.

**Disabled Persons Transport Advisory Committee (DPTAC)** – advises the government on transport legislation, regulations and guidance concerning the transport needs of disabled people, and works to ensure disabled people have the same access to transport as everyone else.

**Franchised passenger train companies** – a rail franchise is a contract between government or a public authority and a train company to run services within a specified geographic area or route for an agreed period of time. Franchises are awarded through a bidding process where the franchising authority specifies the length of the franchise, service schedules and performance standards, and other requirements such as the passenger compensation scheme that it considers should be in place for passengers within that franchise.

**London TravelWatch (LTW)** – The independent, statutory body for transport users in and around London. It is funded by the London Assembly and investigates complaints from people unhappy with the response they have received from their transport provider.

**National Rail Conditions of Travel (NRCoT)** – an agreement between a passenger and train company which applies to all domestic (non-international) journeys by scheduled passenger train services on the railway network of Great Britain. They set out passengers' and train companies' 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 companies for access to its network and stations, and from a direct financial 'network grant' from the government. Network Rail also owns and operates 18 of Britain's largest and busiest stations – including 10 stations in London. Part 5 of this report sets out how Network Rail is fulfilling its obligations to passengers under its station licence.



**Open access train companies** – open access companies do not operate services under a franchise or a concession agreement but they are authorised by ORR to have access to the network on certain routes for a specified amount of time. There are currently three open access companies: Grand Central and First Hull Trains (which operate a small number of services on specified routes in competition to the franchisee on the East Coast main line) and Heathrow Express which runs services from Paddington to Heathrow Terminals. Together they represent less than 1% of passenger miles.

**Other non-franchised companies** – these include heritage railways, such as those using steam locomotives, and operating as tourist attractions.

**Passenger Assist** – the central system provided by RDG which is used by people booking help. It means passengers are able to book assistance without having to contact more than one company.

**Passenger Information During Disruption (PIDD)** – in 2012, ORR introduced a new condition on the provision of information for passengers into train company and station licences. The purpose was to ensure that passengers receive appropriate, accurate and timely information about train services so they can plan and make journeys with a reasonable degree of assurance. A code of practice was subsequently published and operators published their own local plans to show how they would comply with this. To ensure the code is delivering benefits for passengers we have worked with stakeholders to develop a list of improvement actions to ensure passengers get the information they need when services are disrupted, at the right time, and through appropriate channels.

**Rail Delivery Group (RDG)** – ATOC (Association of Train Operating Companies) was set up in 1993, as the official voice of passenger train companies. In 2011, it was joined by the Rail Delivery Group which was responsible for policy formulation and communications on behalf of the whole rail industry. In October 2016, the single name of Rail Delivery Group was adopted to describe the two organisations.

**Rail Period** – the rail industry reports data on a periodic basis different to the widely recognised reporting cycles such as monthly or quarterly. A 'period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 periods in a financial year. The length of a period may differ at the end of the financial year, 31 March, and the beginning of the financial year, 1 April, to ensure that a break is made at 31 March.

**Train company** – the term 'company' instead of 'operator' has been used throughout this report to refer to passenger licence holders.

**Transport Focus (TF)** – Transport Focus (previously Passenger Focus) is the independent transport user representative body. It is structured as an executive non-departmental public body, sponsored by DfT. Its mission is to get the best deal for passengers and road users.

**Transport for London (TfL)** – TfL is the local government organisation responsible for most aspects of London's transport system.

**Ticket Vending Machine (TVM)** – a machine that dispenses train tickets at railway stations, transit tickets at metro stations, and tram tickets at some tram stops and in some trams. The typical transaction consists of using the display interface to select the type and quantity of tickets and then choosing a payment method of cash, credit/debit card or smartcard. It also provides for the collection of pre-purchased tickets. The ticket or tickets are printed and dispensed to the user.



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