



# ORR Business Plan 2024-25

## Deliverables

Our deliverables for each quarter of 2024 to 2025.

### A safer railway

#### Q1

- Convene an event to bring together senior leaders from track and train dutyholders to engage in the industry's rail resilience capability

#### Q3

- Deliver a strategic, structured and targeted intervention programme on Network Rail's approach to maintaining the safety of assets, specifically focused on maintenance delivery activities (including 'modernising maintenance')
- Work with DFT to secure legislative changes following the Post Implementation Review of the Train Driving Licences and Certificates Regulations 2010

#### Q4

- Deliver a strategic, structured and targeted intervention programme to assess the adequacy of industry's risk management arrangements for operating during extreme weather
- Secure transfer to ORR of National Safety Authority (NSA) responsibilities for the UK half of the Channel Tunnel
- Review and influence industry's new Platform Train Interface strategy

- Undertake a focused inspection programme to look at rail workers' welding fumes exposure
  - Develop and deliver face-to-face engagement activities to drive improvements in health and safety risk management across the heritage sector
  - Review outputs from the rail resilience capability event to develop future areas of work
- 

## Better rail customer service

### Q1

- Consult on proposals to require operators to take passenger views into account when considering station staffing changes
- Report and consult on a review of our open access economic assessment methodology

### Q2 and Q4

- Publish six-monthly data on ORR and industry's compliance with sale of access and timetabling deadlines

### Q3

- Assess and report on the quality of passenger information for planned rail replacement services

### Q4

- Develop a new approach to benchmarking operators' performance on provision of assistance to passengers
  - Conclude and publish the outcome of the review of the Retail Information Code of Practice
  - Conduct annual review of Network Statements for Network Rail, Eurotunnel, HS1, the Heathrow Airport Link and Core Valley Lines
-

# Value for money from the railway

## Q1

- Publish open letter on conclusion of PR23 and outline future CP7 work
- Publish final report on railway station catering market study

## Q2

- Publish Annual Assessment of Network Rail
- Publish Annual Assessment of HS1
- Produce draft determination for HS1 (PR24)

## Q3

- Publish Network Rail Annual Efficiency and Finance Assessment
- Publish Annual Assessment of Network Rail's stakeholder engagement
- Publish Annual Rail Safety statistics
- Publish Annual Rail Industry Finance statistics
- Publish Statistics on Annual Estimates of Station Usage

## Q4

- Produce final determination for HS1 (PR24)
  - Consult on approach to charges for CP8
- 

# Better highways

## Q1

- Carry out Efficiency Review of National Highways' Strategic Business Plan for RIS3
- Quality assure National Highways' annual smart motorways safety update report
- Publish the outcome of our investigation into National Highways' performance, delivery

## Q2

- Publish our Annual Assessment of National Highways' performance

## Q3

- Publish regional benchmarking of National Highways' performance

## Q4

- Publish our third Annual Assessment of Safety Performance on the Strategic Road Network
  - Refresh our policy on how we will hold National Highways to account for the third road period (RP3)
- 

# Our people and performance

## Q1

- Provide risk management training for ORR colleagues

## Q2

- Provide fraud awareness training for ORR colleagues
- Introduce people information dashboards for managers
- Complete the first cycle of our rolling 12-month Cyber Security Plan

## Q3

- Hold an ORR business insight day in partnership with Access Aspiration
- Revise ORR procurement policy and procedures to comply with new procurement legislation
- Deliver bystander intervention training
- Evaluate and benchmark organisational culture via a culture audit

Q4

- Finalise ORR's new 3-year Technology Strategy