

Business Plan 2013/14 stakeholder consultation and summary of responses received

April 2013

ORR [consulted](#) both staff and stakeholders throughout the process of assembling the 2013/14 business plan. It received around 20 written responses and approximately 50 stakeholders attended an event in January to provide feedback on early drafts of the plan.

Stakeholder feedback can be summarised as follows:

- **Overarching comments**
 - We should stay focused on our core regulatory functions, particularly delivering PR13 during 2013/14.
 - There was general support for promoting greater transparency with some concerns expressed about putting information into a public space if there are issues with data integrity.
 - The supply chain seemed to feel unrepresented in our plan; and there were broader discussions around the importance of getting things right in the supply chain – particularly rolling stock.
- **Budget and resources**
 - There were some concerns that reductions in ORR budget would ultimately lead to work being shifted to reporters (with associated cost).
 - Stakeholders would also like to see longer term intentions on budget.
- **Theme 1 – Drive for a safer railway**
 - Interest in level crossing and some questioned whether we could be doing more, for instance with closure of rural crossings and the use of new technology.
- **Theme 2 – Support a better service for customers**
 - Strong concern from TOCs and owner groups about our customer service work. It was felt that we are duplicating work done by Passenger Focus, that activities in this area will distract us from our core functions and uncertainty about our objectives will require bidders to price risk into future franchise bids.
- **Theme 3 – Secure value for money from the railway, for users and funders**
 - There was acknowledgement that greater transparency would help deliver value for money; funders also appreciate this information.

- **Theme 4 – Promote an increasingly dynamic and commercially sustainable sector**
 - Some general interest in alliances and what more can be done to support these.
 - We must make sure we understand the commercial environment in which companies operate.
- **Theme 5 – Be a high performing regulator**
 - Need clarity in who is regulating what in the industry, particularly our role compared to DfT and Passenger Focus (on consumer issues); concerns expressed around double jeopardy.
 - Need greater clarity on objectives; and to be clear on what we are wanting to achieve or the direction in which we are heading.
 - We were encouraged to think about and articulate longer term objectives (e.g. CP6).
 - We were encouraged to make greater use of secondments and sharing good practice.

Written [responses](#) are published in full, where stakeholders have consented for this to happen.