

2019-20

26 November 2020 (**revised 7 December 2020 - see page 34**)

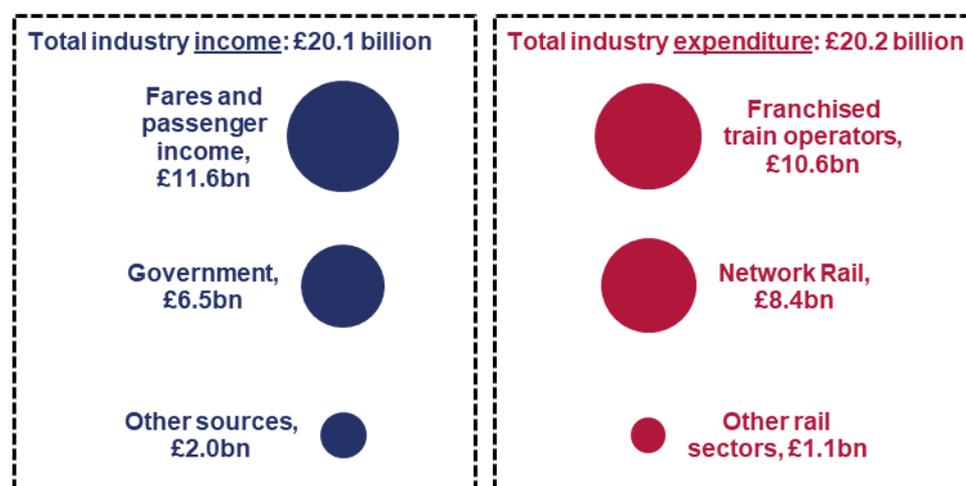
This report combines the [UK Rail Industry Financial Information publication](#) with the [Rail Finance Statistical Release](#). For details of what's changed, please see the [quality and methodology report](#).

Total rail industry income in 2019-20 was £20.1bn, a 5.3% increase from 2018-19. This consisted of £11.6bn from passengers (£10.4bn of fares and £1.2bn of other train operator income), £6.5bn from government funding and £2.0bn from other sources.

In addition to the £6.5bn of support for the operational railway, government provided £1.8bn in funding for enhancements to the existing network and £2.5bn towards the High Speed 2 project.

Total expenditure in 2019-20 was £20.2bn, a 4.0% increase from 2018-19. This consisted of £10.6bn of franchised train operator expenditure, £8.4bn of Network Rail expenditure and £1.1bn of expenditure by other parts of the rail industry.

Rail industry income and expenditure, UK, 2019-20



The end of the 2019-20 financial year was affected by the coronavirus (COVID-19) pandemic. Rail usage levels have since dropped [to historic lows](#), which has had a significant impact on rail industry finances.

All data tables, a quality and methodology report and an interactive tool associated with this release are published on the [rail industry finance page](#) of the ORR data portal.

Background:

This annual statistical release contains information on rail finance in the United Kingdom. It covers the finances of **Network Rail, train operating companies (passenger and freight), High Speed 1 (HS1), and Northern Ireland Railways**. The figures include the level of **government support** to the industry in Great Britain as well as **private investment**.

Statistics are presented by **income and expenditure category, Network Rail Region, and train operating company**.

Sources: Department for Transport, Transport Scotland, Train/Freight operating companies, Network Rail, HS1 and Northern Ireland Railways.

To adjust for inflation, historic data have been adjusted to 2019-20 prices using the November 2019 CPI.

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Executive summary

Purpose of the report

This report summarises the income, expenditure, and government funding of the UK rail industry for the financial year 1 April 2019 to 31 March 2020 ('2019-20'), together with an update for the impact of the coronavirus (COVID-19) pandemic over the following six months. It provides an analysis of changes to the industry's finances over the last five years and across the [Network Rail regions](#), and the reasons for these. This information helps to strengthen the UK rail industry's accountability and inform debate around its value for money. The report brings together financial information from over 30 rail companies including infrastructure providers, and passenger and freight train operating companies.

The majority of this report is based on the rail industry in Great Britain apart from the whole industry income and expenditure information in figure 6 below, which includes Northern Ireland Railways.

This enhanced report combines data and information from two reports on rail industry finances that were published by the ORR. Information on government support and private investment in the rail industry was previously published in the rail finance statistical release. These statistics are now accompanied by data and analysis from the UK rail industry financial information report. Published since 2010-11, reports for previous years can be found on the [ORR website](#).

Some changes have been made to improve the presentation of the analysis. This new report is hosted on the [ORR data portal](#). In addition to the report, users can access data tables and an interactive tool. Further information on changes made to the report are explained in the [quality and methodology report](#) and are summarised in Annex 2.

All prior year financial numbers in this report have been adjusted for the November 2019 CPI inflation and totals may not sum due to rounding.

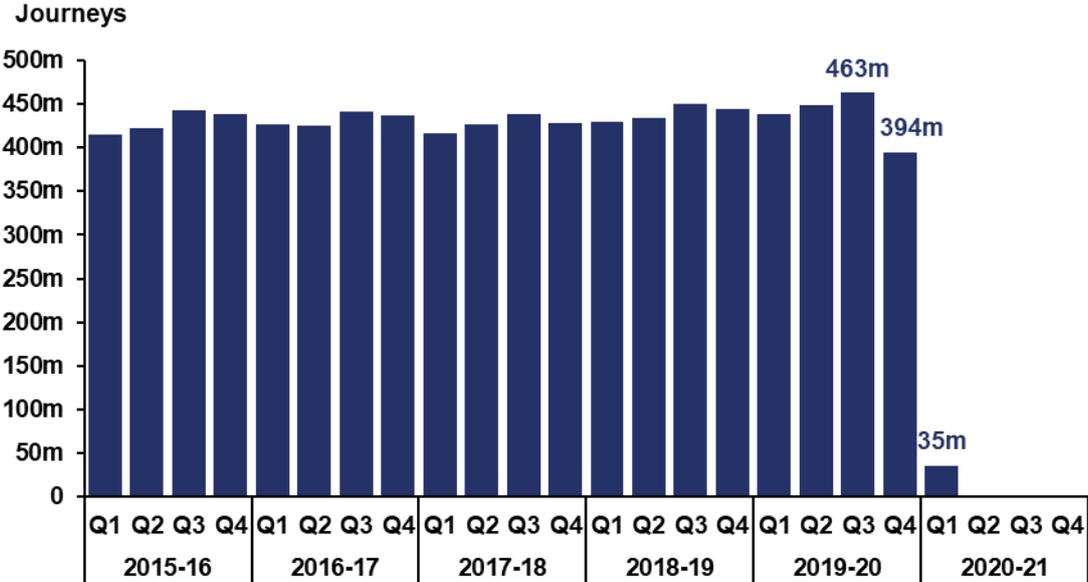
Key findings

1) Fares income in Great Britain dropped by 1.1% to £10.4bn, largely due to the impact of the coronavirus pandemic late in the year. Fares income is historically low in 2020-21.

Passengers contributed £10.4 billion of fares income in 2019-20 (£10.2bn for franchised operators and £0.2bn for non-franchised (also known as open-access) operators Grand Central and Heathrow Express). This represents a £0.1bn (1.1%) annual decrease, which was largely driven by the reduction in passenger journeys in March 2020 due to

the effect of the coronavirus pandemic. Passenger journeys increased by 2.8% over the first three quarters of 2019-20 (April to December) but decreased by 11.4% in Q4. This resulted in an overall annual 0.8% decrease in passenger journeys, which substantially affected fares income.

Figure 1: Passenger journeys by quarter, Great Britain, 2015-16 Q1 to 2019-20 Q1
(Table 1221 - passenger rail usage)



The average passenger fare per journey in 2019-20 was £5.96 for all operators (including non-franchised operators Grand Central and Heathrow Express). This was down 0.4% compared with 2018-19. The average journey length decreased by 0.6% to 38.1 kilometres in 2019-20. The average fare per kilometre travelled was 15.6p, which was around the same as that recorded in 2018-19.

Due to the effect of the coronavirus pandemic, [passenger numbers since March 2020 have been at historically low levels](#). Passenger journeys in 2020-21 Q1 (1 April to 30 June) fell to 35.4 million, which was 91.9% lower than the same quarter in 2019-20. Franchised passenger revenue was £184m, which was £2.5bn (93.1%) lower.

[Estimates published by the Department for Transport](#) indicate that relative passenger usage was around a third of the equivalent 2019-20 level by 30 September 2020. Information on passenger revenue in 2020-21 Q2 (1 July to 30 September) will be reported in the 2020-21 Q2 passenger rail usage statistical release, which will be published on the [ORR data portal](#) on 10 December 2020.

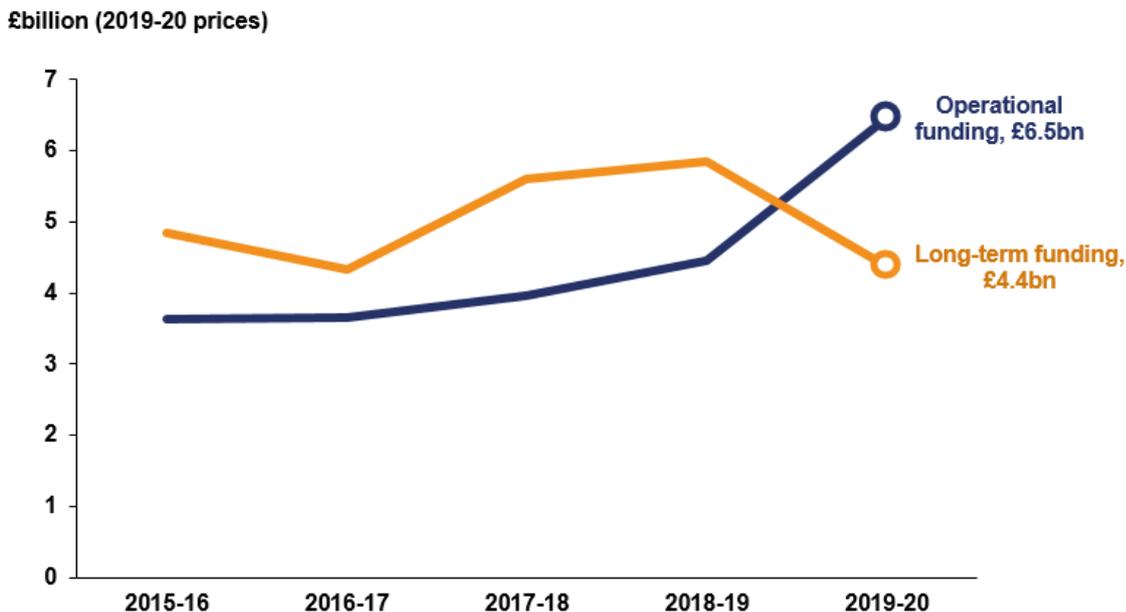
2) Government funding of the operational railway increased by 45.2% to £6.5bn and is forecast to increase further in 2020-21.

Governments contributed £6.5bn to the operational costs¹ of the railway in 2019-20, an annual increase of £2.0bn (45.2%). This included a £1.3bn (34.4%) planned increase to Network Rail funding to improve the condition of the main rail network² and a £0.7bn (127.4%) increase in net government support to franchised train operators. This included £0.3bn in March 2020 due to the effect of the coronavirus pandemic.

On average, government funding of the operational railway was 8.5p per passenger kilometre in England, 20.5p per passenger kilometre in Scotland and 24.0p per passenger kilometre in Wales.

In addition to the operational funding of the railway, governments also contributed £4.4bn of long-term funding to the rail industry, of which £1.8bn was towards enhancements to the existing rail network and £2.5bn went towards the development of the High Speed 2 project.

Figure 2: Government support to the rail industry, Great Britain, 2015-16 to 2019-20 (Table 7270)³



¹ Operational funding is the net franchise subsidy received by franchised train operators to run passenger services and the network grant received by Network Rail to operate, maintain and renew the main rail network.

² This refers to the rail infrastructure managed by Network Rail. It does not include High Speed 1.

³ Long-term funding does not include loan funding of Crossrail. Network Rail enhancements are now grant funded. Prior to 2019-20 they were funded through loans from the DfT, which we have included for comparability purposes.

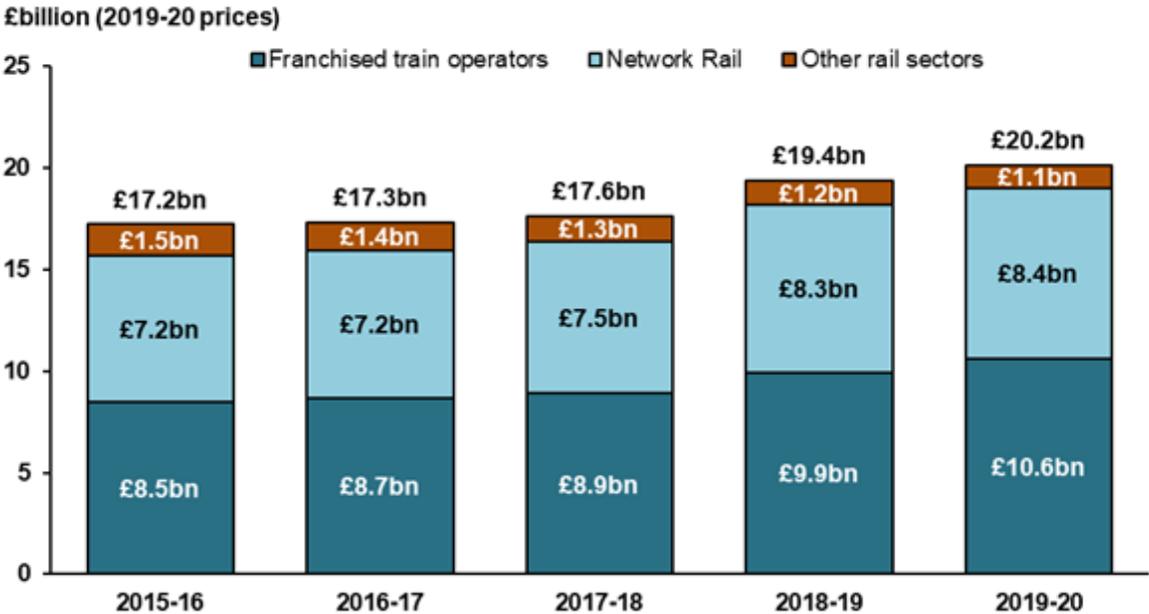
As a result of the impact of the coronavirus pandemic and the reduction in passenger and other income, governments have increased financial support to maintain train services. In March 2020, Emergency Measure Agreements (EMAs) were introduced which transfer the cost and revenue risk of train operators to governments. [Government funding under the EMAs between April and June 2020 was £2.0bn](#), which is higher than the £1.2bn of government funding for franchised passenger operators during the whole of the 2019-20 financial year. These numbers are not finalised and could change.

3) Industry costs increased by 4.0% to £20.2bn in 2019-20.

Industry costs were £20.2bn in 2019-20. This represents a £0.8bn (4.0%) annual increase, largely due to increased infrastructure operating and maintenance costs (£0.4bn), and increased rolling stock leasing costs (£0.4bn).

The 2019-20 financial year was the first year of Network Rail’s control period 6 (CP6), which runs for five years until March 2024. [In CP6, Network Rail is planning to increase the amount of work it delivers to improve the asset condition of the main rail network and is planning to spend £18.5bn on renewals.](#)

Figure 3: Rail industry expenditure, UK, 2015-16 to 2019-20 (Table 7210)

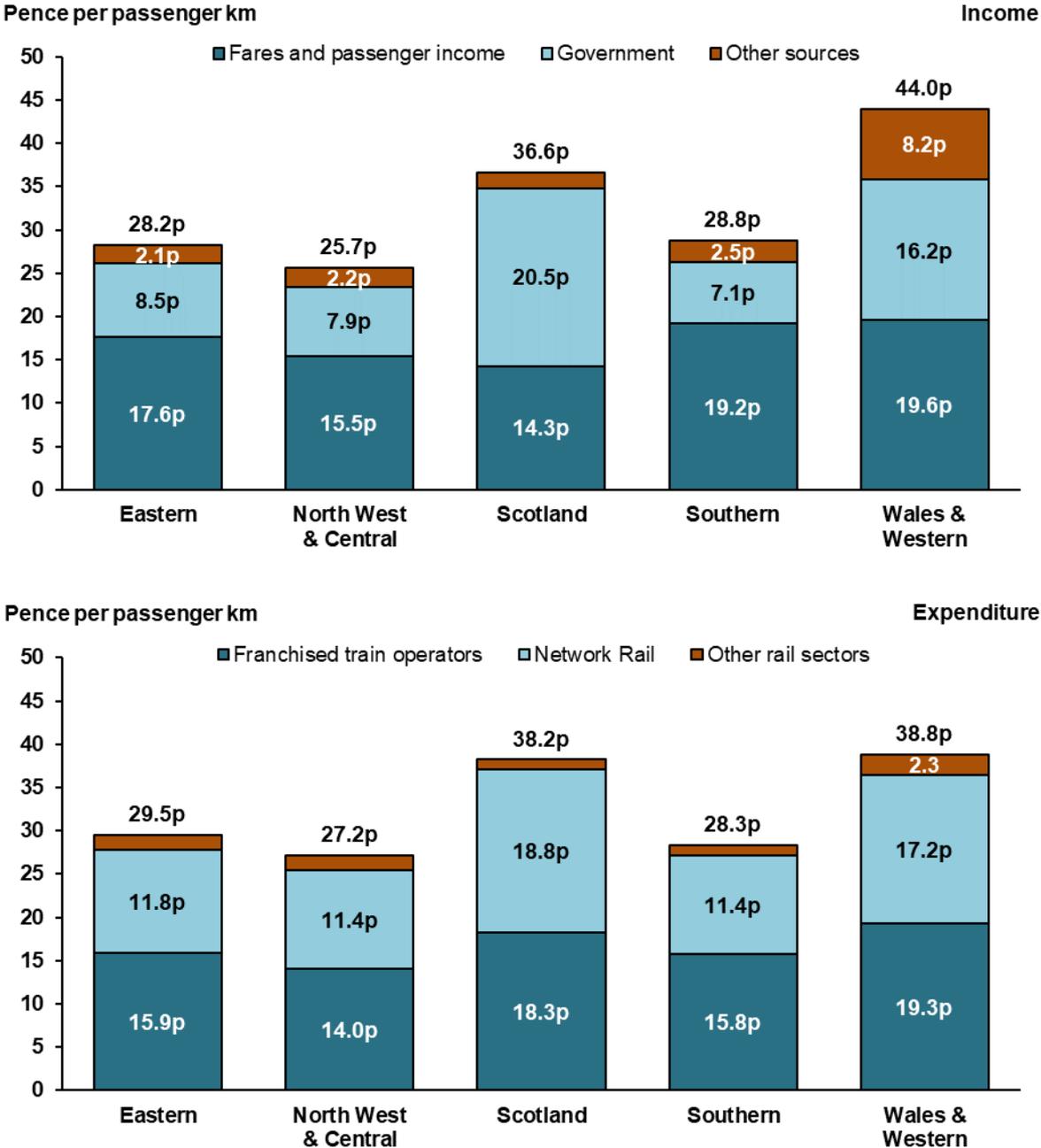


4) There are regional differences across the rail industry.

This report shows the costs of running the industry for each region and England, Scotland and Wales. The charts below show the income and expenditure of each of the five regions that the network is divided into for operational purposes.

There are different reasons for regional income and expenditure including the size and complexity of the infrastructure and passenger and freight demand.

Figure 4: Rail industry income and expenditure by Network Rail region normalised by passenger kilometres, Great Britain, 2019-20 (Table 7216)



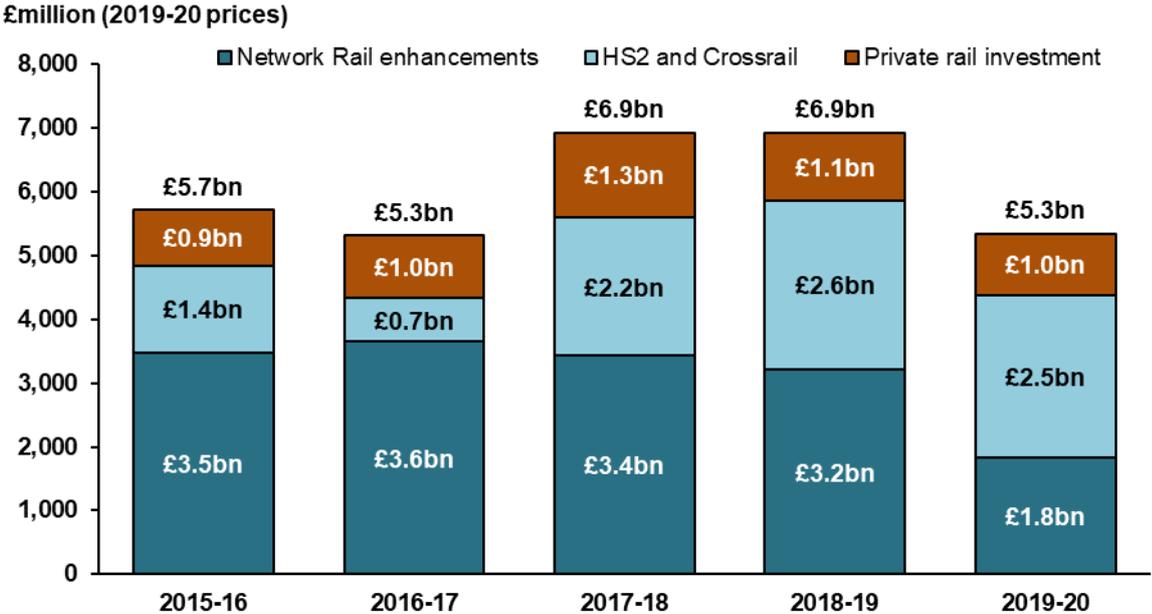
5) Investment in new and enhanced rail infrastructure and rolling stock was £5.3bn in 2019-20, a decrease of 22.8% compared with the previous year.

Investment in the railway consists of enhancements to existing rail infrastructure, and private investment, largely in new rolling stock (rail vehicles).

Investment of £5.3bn consisted of £2.5bn on the High Speed 2 (HS2) project, £1.8bn on enhancements to the existing rail network and £1.0bn of private investment. Total

investment was down £1.6bn (22.8%) compared with 2018-19, which was mostly due to reduced enhancements on the existing rail network.

Figure 5: Investment in the rail industry, Great Britain, 2015-16 to 2019-20
(Tables 7270 and 7290)

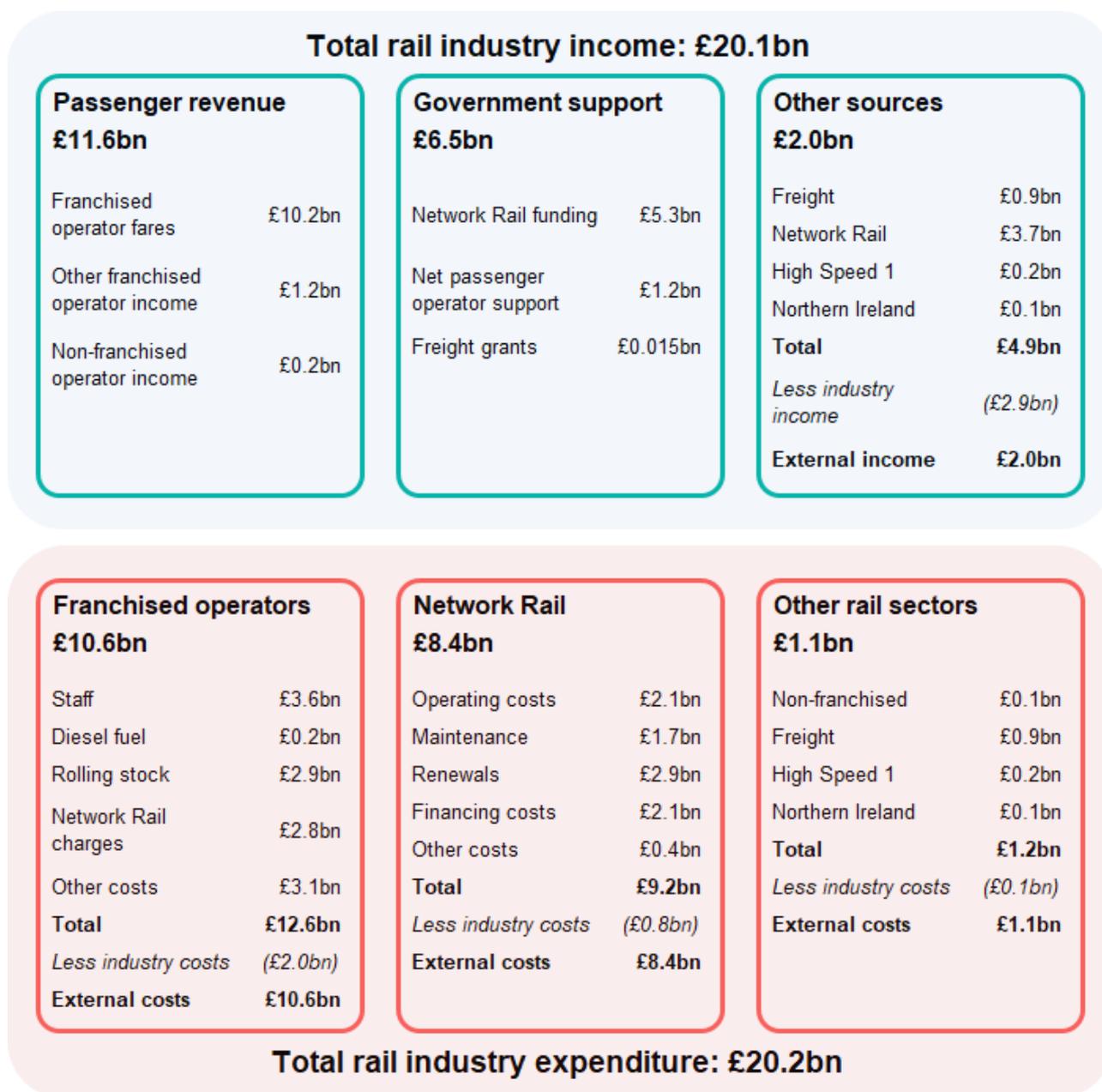


UK rail industry finances summary

Figure 6 shows the total income and expenditure of the UK rail industry in 2019-20. Income from fares (£10.4bn), other train operator income (£1.2bn), government funding of the operational railway (£6.5bn) and other income sources (£2.0bn) gave a total of £20.1bn in 2019-20. Expenditure by franchised train operators (£10.6bn), Network Rail (£8.4bn), freight (£0.8bn), non-franchised operators (£0.1bn), HS1 (£0.2bn) and Northern Ireland Railways (£0.1bn) gave a total of £20.2bn in 2019-20.

These data have been adjusted to exclude income and spending on such things as access charges as these are flows of money internal to the rail industry. Furthermore, Figure 6 does not include the £4.4bn of government long-term funding or the £1.0bn of private investment. At the time of publication, freight operator financial information was not available for the 2019-20 financial year. The data presented include freight income and expenditure for 2018-19 adjusted for inflation.

Figure 6: Rail industry income and expenditure, UK, 2019-20 (Table 7210)



- The £1.2bn of net passenger operator support consists of £2.3bn of subsidy to operators less £1.1bn in franchise premiums paid by operators to government.
- The £2.9bn of industry income adjustments include £2.6bn of track access charges and £0.3bn of performance payments. These adjustments are reflected in the expenditure figures. Franchised operator adjustments come to £2.0bn, which is £2.8bn of access charges less £0.4bn of performance income and £0.4bn of traction electricity costs. The performance and traction electricity costs are removed from Network Rail (£0.8bn), while £0.1bn of access charges are removed in other rail sectors. For more information, please see the [quality and methodology report](#).

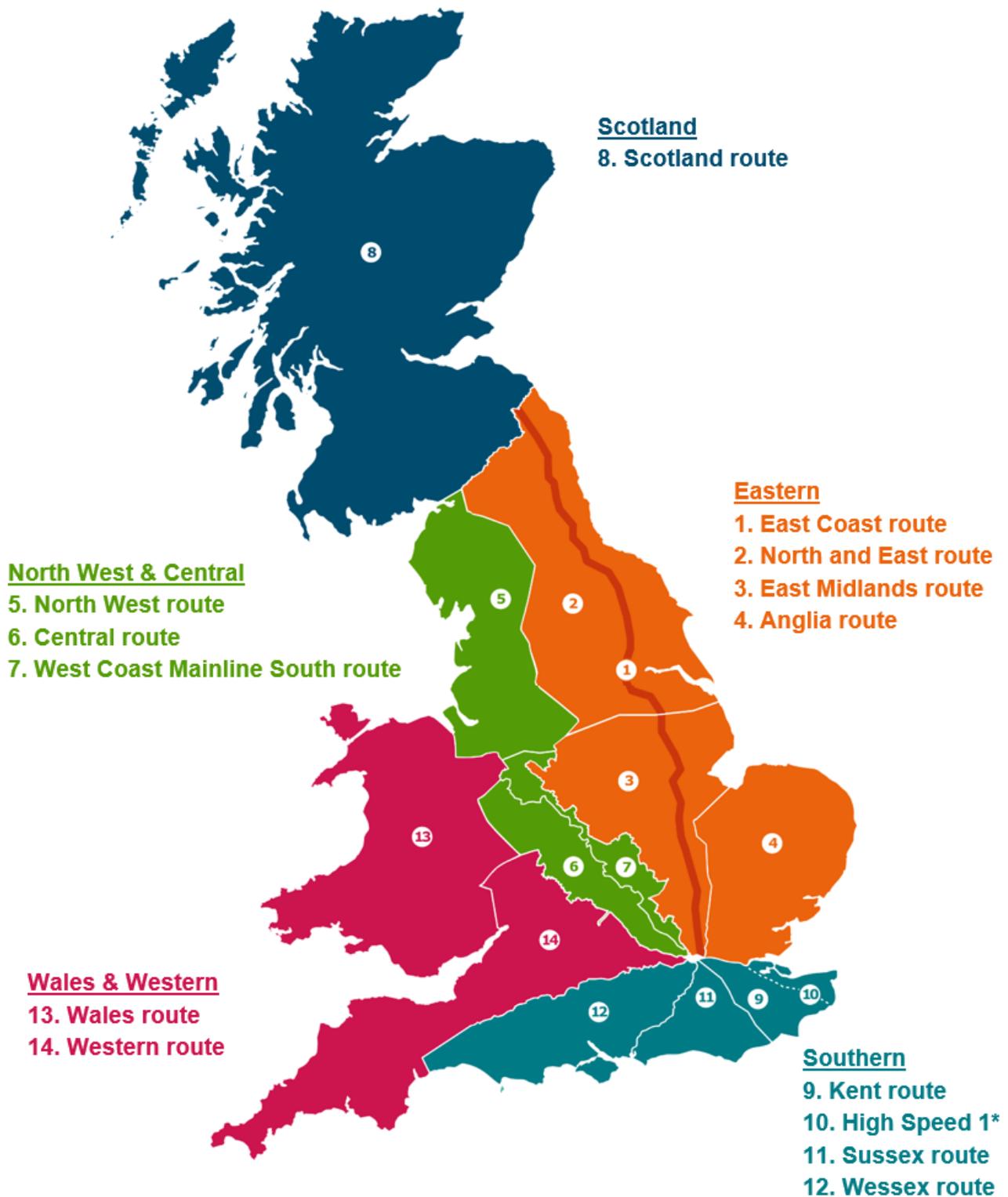
1. Introduction

- 1.1 This report summarises the income, expenditure, and government funding of the UK rail industry for the financial year 1 April 2019 to 31 March 2020 ('2019-20'), together with an update for the effect of the coronavirus (COVID-19) pandemic over the following six months. It provides an analysis of changes to the industry's finances over the last five years and across Network Rail regions, and the reasons for these.

Changes to this report

- 1.2 Some changes have been made to the report this year. The main ones are listed below, but for more detail see the [quality and methodology report](#).
- (a) Two reports have been combined into one. The UK rail industry financial information publication and the rail finance annual statistical release, which covered similar areas.
 - (b) Area analyses are conducted at Network Rail region level rather than route level. The Wales route, which is part of the Wales & Western region, is used for country analysis. The Network Rail regions and routes are shown in Figure 1.1.
 - (c) Government funding of the operational railway is now shown on a net basis (see Figure 6 in the executive summary).
 - (d) The analysis now includes a section on government long-term funding to go with a section on private investment, which was previously part of the rail finance statistical release.
- 1.3 The financial information in this report is largely based on the following sources:
- (e) Train operator management accounts, which are supplied to franchise authorities. These are not audited and are not the same as statutory financial accounts.
 - (f) Regulatory financial reports for Network Rail and HS1 Ltd.
 - (g) Company accounts for the freight operator and Northern Ireland Railways.
 - (h) Bespoke requests for TfL Rail, Arriva Rail London, Merseyrail and non-franchised operators (Grand Central and Heathrow Express).

Figure 1.01: Network Rail regions and routes



High Speed 1 is operated, maintained and renewed by [Network Rail High Speed](#), the figures for which are not included in the Southern region in this report. Income and expenditure for High Speed 1 are presented separately in Table 7250.

2. The impact of the coronavirus (COVID-19) pandemic on rail finance in 2020-21

This section looks at the adverse impact of the coronavirus (COVID-19) pandemic on the finances of the rail industry in Great Britain since April 2020.

The financial impact of the coronavirus pandemic on the rail industry remains uncertain. The numbers in this chapter could change before the end of the year. The 2020-21 financial year will be reported on in full in November 2021.

- 2.1 The impact of the coronavirus pandemic resulted in [usage falling to levels not seen on Britain's railways since the mid-nineteenth century](#). Whilst usage recovered somewhat following the relaxing of travel restrictions in June, [passenger journeys from April to October 2020 declined by an average of 80.5% compared with the same period in 2019](#). This has resulted in substantially lower fares income and stations-related income.
- 2.2 On 23 March 2020, the Department for Transport (DfT) announced [the introduction of Emergency Measure Agreements \(EMAs\)](#) for DfT-managed franchises. Under the EMAs, the cost and revenue risk of train operators transferred to the UK Government, with the train operators receiving a management fee for operating the trains. This means that the UK government would be responsible for paying the costs of running passenger services and would retain the fares income. The DfT subsequently [replaced the EMAs with Emergency Recovery Measure Agreements \(ERMAs\)](#). ERMAs include more challenging performance targets and lower management fees. Similar measures have been introduced by [Transport Scotland](#) and the [Welsh Government](#).
- 2.3 The rest of this section examines the impact of the coronavirus pandemic on the finances of the rail industry based on the limited draft financial information that is currently available. Further information will be available in the 2020-21 publication, which will be published in November 2021.

Rail industry income

Passenger income

- 2.4 Passenger journeys started to decline from the beginning of March 2020 and dropped to [as low as 5% of normal levels before rising to 33% by the 30 September](#).
- 2.5 [Income from fares in 2020-21 Q1 \(1 April to 30 June\) was £184m, £2.5bn \(93.1%\) lower than 2019-20 Q1](#). Information on passenger revenue in 2020-21 Q2 (July to September) will be reported in the 2020-21 Q2 passenger rail usage statistical release, which will be published on the [ORR data portal](#) on 10 December 2020.

Government funding of the rail industry

- 2.6 As a result of passenger and other income reducing, governments have increased financial support to maintain train services. [DfT payments to train operators under EMAs was £2.0bn between April and June 2020](#) as shown in figure 2.1 below. These numbers are provisional and liable to change before year-end.
- 2.7 Network Rail's costs have not been significantly affected by impact of the coronavirus pandemic and government funding is expected to be consistent with Network Rail's control period 6 (CP6) funding settlement.

Table 2.01: Payments to DfT franchised passenger rail operators under Emergency Measures Agreements (EMAs), England, April to June 2020

Franchise	£million
Chiltern	43
Cross Country	110
East Midlands	84
East Anglia	84
East Coast	153
Essex Thameside	26
Great Western	272
Northern	180
South Eastern	169
South Western	194
Thameslink, Southern and Great Northern	323
TransPennine	80
West Coast	178
West Midlands	106
Total	2,002

[Source: Department for Transport](#)

Network Rail income

- 2.8 Network Rail's income has remained largely as expected apart from property income. Property income has been significantly affected mostly due to [the rent holiday for tenants of stations](#). Property income is forecast to be £134m in 2020-21, £199m (59.8%) lower than budget and £645m (82.8%) lower than in 2019-20⁴.

Rail industry expenditure

Train operator expenditure

- 2.9 At the time of publication there was limited train operator expenditure data for 2020-21 available. Service levels were reduced at the beginning of the coronavirus pandemic. However, the number of trains planned has since increased to levels close to what they were before the start of the pandemic. Therefore, it is expected that rolling stock and staff costs have not changed substantially, but the impact on other costs is less clear. Further information will be available in the 2020-21 publication, which will be published in November 2021.

Network Rail expenditure

- 2.10 Network Rail's operating, maintenance and renewals (OMR) expenditure has not been substantially affected by the coronavirus pandemic. ORR will be publishing a letter on Network Rail's wider performance in December 2020, which covers these issues in more detail.
- 2.11 Total OMR expenditure is forecast to be £7.3bn in 2020-21, which is broadly consistent with Network Rail's CP6 funding; however, there have been cost increases (headwinds⁵) and some slippage of renewals work.
- 2.12 Expenditure is due to be £203m (2.9%) higher than budget. Network Rail has taken advantage of a quieter railway to undertake more work during the first half of 2020-21 and there have been some additional costs due to the pandemic, such as additional personal protective equipment expenses and costs associated with social distancing measures (e.g. additional vehicles needed to travel to worksites).
- 2.13 Despite the impact of the pandemic, Network Rail is still committed to delivering £3.5bn of efficiencies over CP6.

⁴ Sourced from Network Rail period 6 2020-21 finance pack. Network Rail's property income was also higher in 2019-20 due to the one-off sale of the Core Valley Lines (CVL) to Transport for Wales for £470m.

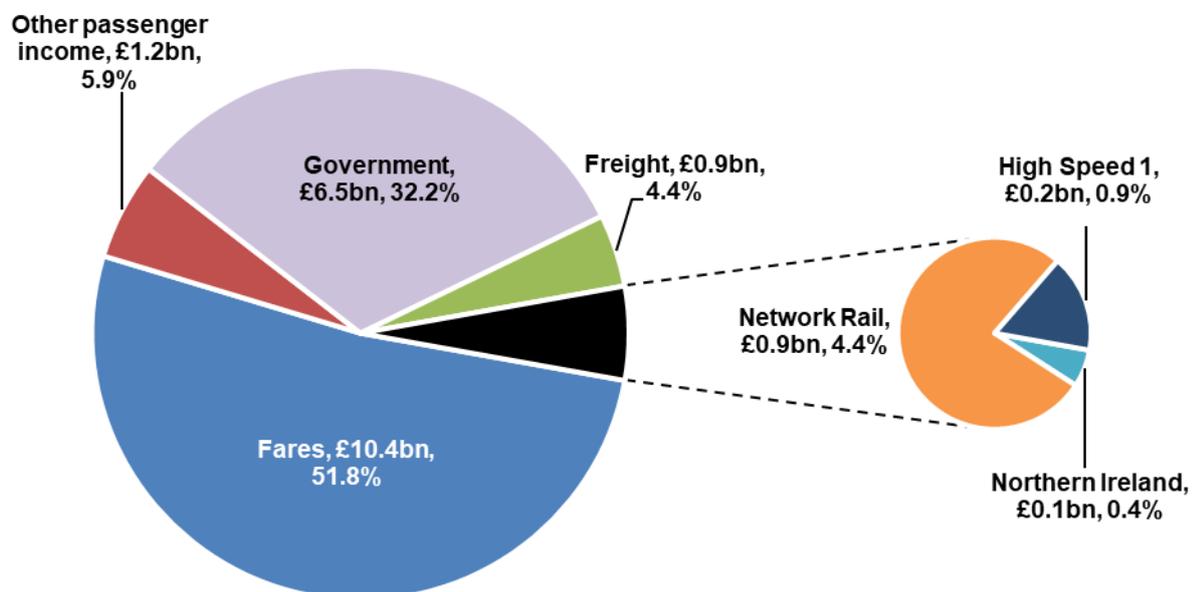
⁵ Headwinds are cost increases which are non-controllable.

3. Rail industry finances in 2019-20

Rail industry income

- 3.1 Rail industry income in 2019-20 was £20.1bn, a £1.0bn increase (5.3%) from 2018-19. The £20.1bn includes fares and other train operator income of £10.4bn, other train operator income of £1.2bn, government funding of £6.5bn and income from other sources of £2.0bn.
- 3.2 Financial information for freight operators in 2019-20 was not available at the time of publication. The data presented in Figure 3.01 below include freight income for 2018-19 adjusted for inflation.
- 3.3 In 2019-20, the railway network continued to be busy. Since 2015-16, in Great Britain, total passenger journeys have increased by 1.6% and total passenger kilometres have increased by 3.2%. Freight train kilometres have fallen by 5.0% since 2015-16.

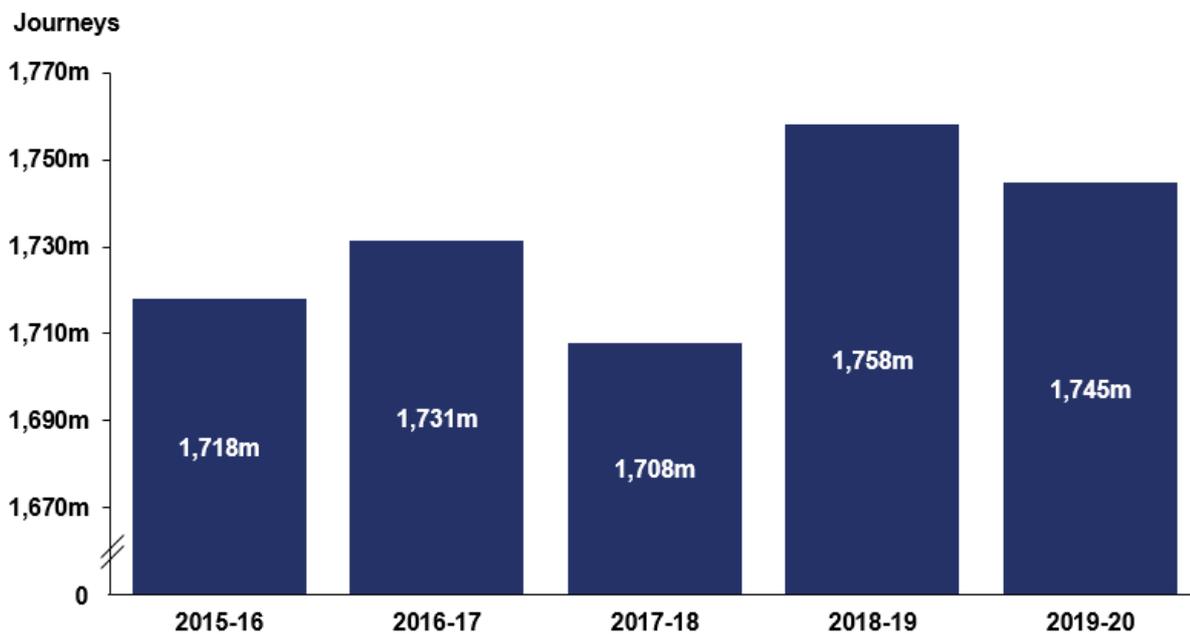
Figure 3.01: Rail industry income by source, UK, 2019-20 (Table 7210)



Total fares income and passenger journeys

- 3.4 Passengers contributed £10.4 billion of fares income in 2019-20. This represents a £0.1bn (1.1%) annual decrease, which was largely driven by the reduction in passenger journeys in March 2020 due to the impact of the coronavirus pandemic.
- 3.5 Passenger journeys increased by 2.8% over the first three quarters of 2019-20 (April to December) but decreased by 11.4% in Q4 (1 January to 31 March). This resulted in an overall annual 0.8% decrease in passenger journeys, which substantially affected fares income.

Figure 3.02: Passenger journeys, Great Britain, 2015-16 to 2019-20
(Table 1221 - passenger rail usage)



- 3.6 For more information on passenger usage in 2019-20, see the [ORR's passenger rail usage 2019-20 Q4 statistical release](#).
- 3.7 The average passenger fare per journey in 2019-20 was £5.96 for all operators (including non-franchised operators Grand Central and Heathrow Express). This was down 0.4% compared with 2018-19. The average journey length decreased by 0.6% to 38.1 kilometres in 2019-20. The average fare per kilometre travelled was 15.6p, which was around the same as that recorded in 2018-19.
- 3.8 The average franchised passenger fare per passenger kilometre in 2019-20 was 15.7p in England, 13.2p in Scotland and 14.0p in Wales.
- 3.9 Since 2015-16, passenger fares income has increased by £0.3bn (3.2%). Over the same period, passenger journeys increased by 1.5% and the average length of a

passenger journey increased by 1.6%. The average fare per kilometre in 2019-20 was 15.6p, an increase of 0.1% since 2015-16.

Regulated and unregulated fares

- 3.10 According to the [ORR rail fares index](#), between January 2019 and January 2020, 35.6% of total fares income was regulated with 64.4% unregulated.
- 3.11 The average regulated fare increased by 2.7%, lower than the cap of 2.8% set by the UK Government based on the [July RPI figure](#). The average unregulated fare increased by 2.5%.

Government funding

Funding of the operational railway

- 3.12 Governments contributed £6.5bn⁶ to the operational costs of the railway in 2019-20, an annual increase of £2.0bn (45.2%). This included a £1.3bn (34.4%) planned increase in Network Rail funding and a £0.7bn (127.4%) increase in net government support to franchised train operators.
- 3.13 Network Rail funding was £5.3bn, a £1.3bn⁷ (34.4%) annual increase. The increase reflects additional funding in CP6. DfT and Transport Scotland are funding Network Rail to improve the overall asset condition of the main rail network and more is being spent on renewals to reflect this priority.
- 3.14 Train operator funding increased by £0.7bn (127.4%) to £1.2bn. The impact of COVID-19 in March 2020 accounts for £0.3bn of the increase and the remaining £0.4bn is due to a number of reasons, including the change to Network Rail's charges at the start of CP6, and additional funding for the cost of leasing new rolling stock.

⁶ This does not include dividends of £40m paid by the London North East Railway to DfT in 2019-20. DfT has owned the train operator through the operator of last resort since June 2018. We have not included the £40m in the net franchise subsidy figure of £1.1bn shown in figure 6.

⁷ £0.3bn of the £1.3bn is because Network Rail no longer pays DfT a Financial Indemnity Mechanism (FIM) fee, which was a payment from Network Rail to DfT until 2018-19. In previous years this fee (circa £0.3bn) was credited from Network Rail's government funding. This fee no longer exists in 2019-20 so no adjustment has been made.

Table 3.03: Government funding (£billion) of the operational rail industry, Great Britain, 2019-20 (Table 7223)

Government funding	Received	Paid	Total funding
Train operators	2.3	(1.1)	1.2
Network Rail	5.3	n/a	5.3
Total	7.6	(1.1)	6.5

3.15 The £6.5bn in government funding was split between the DfT (£4.9bn), Transport Scotland (£1.0bn), Transport for Wales (£0.2bn), Transport for London⁸ (£0.3bn), and Passenger Transport Executives (£0.1bn).

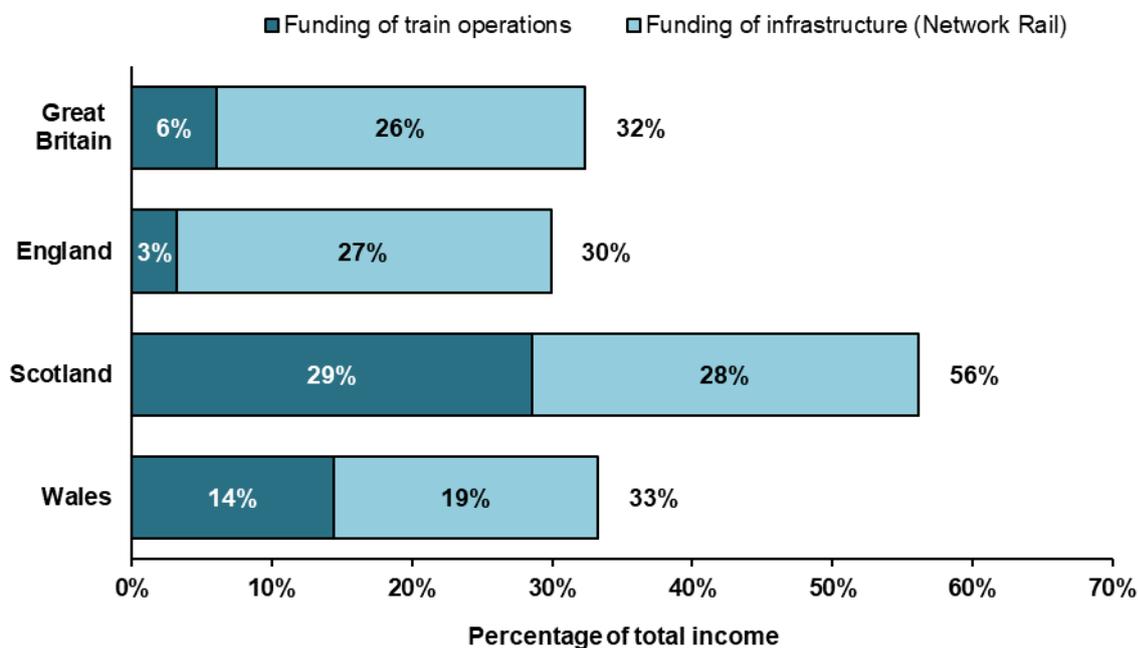
Table 3.04: Government funding (£billion) of the operational rail industry, Great Britain, 2019-20 (Table 7271)

Government funding	Network Rail funding	Net train operators funding	Total funding
Department for Transport (DfT)	4.8	0.1	4.9
Transport Scotland	0.5	0.5	1.0
Transport for Wales	0.0	0.2	0.2
Transport for London	0.0	0.3	0.3
Passenger Transport Executives	0.0	0.1	0.1
Total	5.3	1.2	6.5

3.16 On average, government funding of the operational railway was 8.5p per passenger kilometre in England, 20.5p per passenger kilometre in Scotland and 24.0p per passenger kilometre in Wales.

⁸ Funding of London Overground and TfL Rail is sourced from the wider Transport for London group, including [funding from the Greater London Authority \(the retention of business rates\)](#).

Figure 3.05: Government funding of the operational rail industry as a percentage of total income by country, Great Britain, 2019-20 (Table 7216)



Funding of long-term projects

3.17 Government long-term funding was £4.4bn in 2019-20, which comprised £1.8bn of enhancements to the main rail network and £2.5bn for HS2⁹. The £4.4bn was £1.5bn (25.3%) lower than 2018-19, mostly due to a tail off in large enhancement projects at the end of control period 5 (CP5).

3.18 Network Rail enhancements are funded by DfT (£1.5bn, for England and Wales projects) and Transport Scotland (£0.2bn)¹⁰. The High Speed 2 (HS2) project is funded by DfT.

Other industry income

Network Rail property income

3.19 Network Rail received £0.8bn of property income in 2019-20, a £1.0bn (57.0%) decrease from 2018-19. Income from property rentals was £0.3bn, a £0.1bn (21.0%) decrease from 2018-19.

⁹ Crossrail received no direct funding from the DfT in 2019-20. It should be noted that [loans issued by the DfT increased by £1.0bn in 2019-20](#) as a result of the Greater London Authority making use of a loan facility for continuing work on Crossrail. This money does not appear in the £4.4bn of long-term funding for 2019-20.

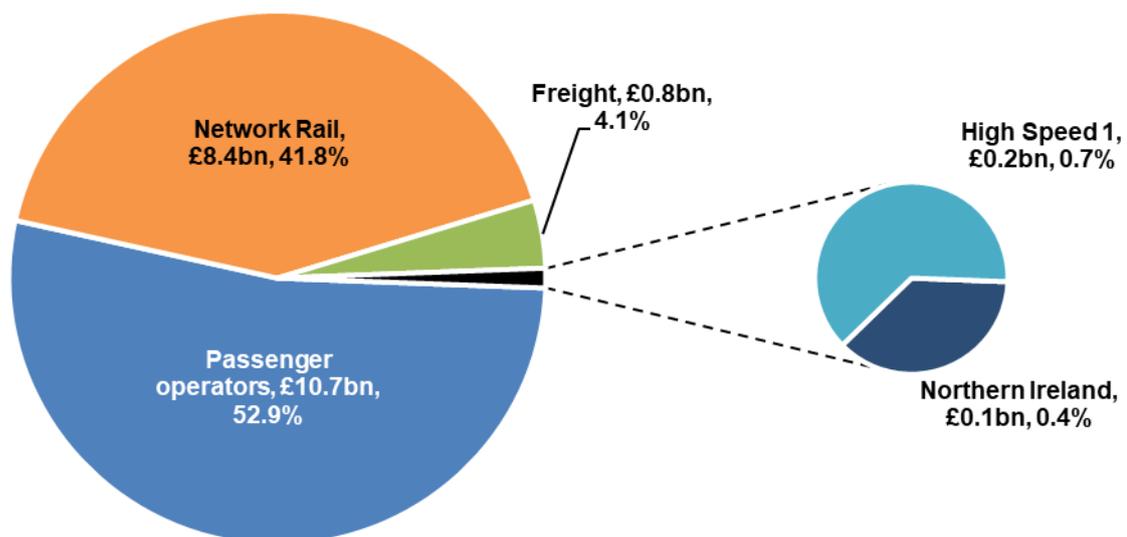
¹⁰ Network Rail's regulatory financial statement 3.7 also has £0.2bn of 'other capital expenditure' not funded by DfT or Transport Scotland.

- 3.20 Income from the sale of assets was £0.5bn, a £1.0bn (64.7%) decrease from 2018-19, this is largely explained by the difference between two one-off sales, the sale of the railway arches portfolio in 2018-19 for £1.4bn and the sale of the Core Valley Lines (CVL) to Transport for Wales on 28 March 2020¹¹ for £470m¹².
- 3.21 The freight income figures included in this report are based on the 2018-19 financial year as 2019-20 figures were not available at the time of publication. Freight income in 2018-19 was £0.9bn.

Rail industry expenditure

- 3.22 Rail industry expenditure in 2019-20 was £20.2bn, a £0.8bn increase (4.0%) from 2018-19. This comprises £10.6bn of franchised train operator costs, £8.4bn of Network Rail costs, £0.8bn of freight operator costs, £0.2bn of HS1 Ltd costs, £0.1bn of non-franchised operator costs and £0.1bn of Northern Ireland Railway costs.

Figure 3.06: Rail industry expenditure, UK, 2019-20 (Table 7210)



¹¹ <https://tfwrail.wales/about-us/metro/core-valley-lines-infrastructure-manager>

¹² The income from the sale is included in this report but as the sale came at the end of the financial year there has been no significant impact on Network Rail's costs. We will report more fully on the new CVL infrastructure manager in our next report in November 2021.

Franchised train operator expenditure

- 3.23 This section relates to the 20 franchised train operators. It does not include the expenditure of non-franchised operators.
- 3.24 Franchised operator expenditure in 2019-20, was £10.6bn, a £0.6bn (6.4%) annual increase. The £10.6bn includes staff costs (£3.6bn), rolling stock leasing costs (£2.9bn), diesel fuel costs (£0.2bn), traction electricity costs (£0.4bn), other operating costs¹³ (£3.4bn) and tax and non-operational costs (£0.1bn).
- 3.25 In addition to the £10.6bn, train operators had £2.0bn of industry costs which are excluded from this analysis. These were £2.4bn of access charges, offset by £0.3bn of schedule 4&8 income¹⁴
- 3.26 On a per passenger kilometre basis, train operator expenditure has increased by 20.7% since 2015-16, as shown in Table 3.07 below.

Table 3.07: Change in franchised operator cost per passenger kilometre, 2019-20 compared with 2018-19 and 2015-16 (Tables 7226 and 7210)

Expenditure category	2018-19	2015-16
Staff costs	8.1%	14.4%
Rolling stock leasing costs	16.1%	80.4%
Diesel fuel and electricity	7.0%	1.5%
Other operational expenditure	2.3%	4.0%
Tax and other non-operational costs	-19.2%	-37.9%
Total expenditure	7.8%	20.7%

¹³ The 'other costs' in figure 6 of £2.9bn includes the tax and non-operational costs of £0.1bn. The £2.8bn of other operating costs is then adjusted to remove the £0.4bn of schedule 4&8 performance regime income received from Network Rail resulting in £3.2bn. Other operating costs relate to a wide range of activities such as maintenance costs, stations costs (e.g. ticket machines), utilities, IT services, marketing costs, replacement bus hire etc.

¹⁴ Schedule 4&8 income is categorised as negative expenditure in train operator management accounts. This means that expenditure increases when the income is removed.

Staff costs

- 3.27 Franchised train operator staff costs were £3.6bn in 2019-20, an increase of £0.2bn (6.7%) from 2018-19. This includes salary costs, holiday pay, sickness pay, overtime and other associated staff costs.
- 3.28 Franchised train operator full time equivalent (FTE) staff numbers increased by 795 (1.3%) to 61,722¹⁵. The average staff cost per FTE was £57.9k, an increase of 5.4% since 2018-19.
- 3.29 The average staff cost per FTE has increased by £3.9k (7.3%) since 2015-16, this was largely driven by the 5.4% growth in 2019-20 (in contrast the increase between 2015-16 and 2018-19 was 1.8%).

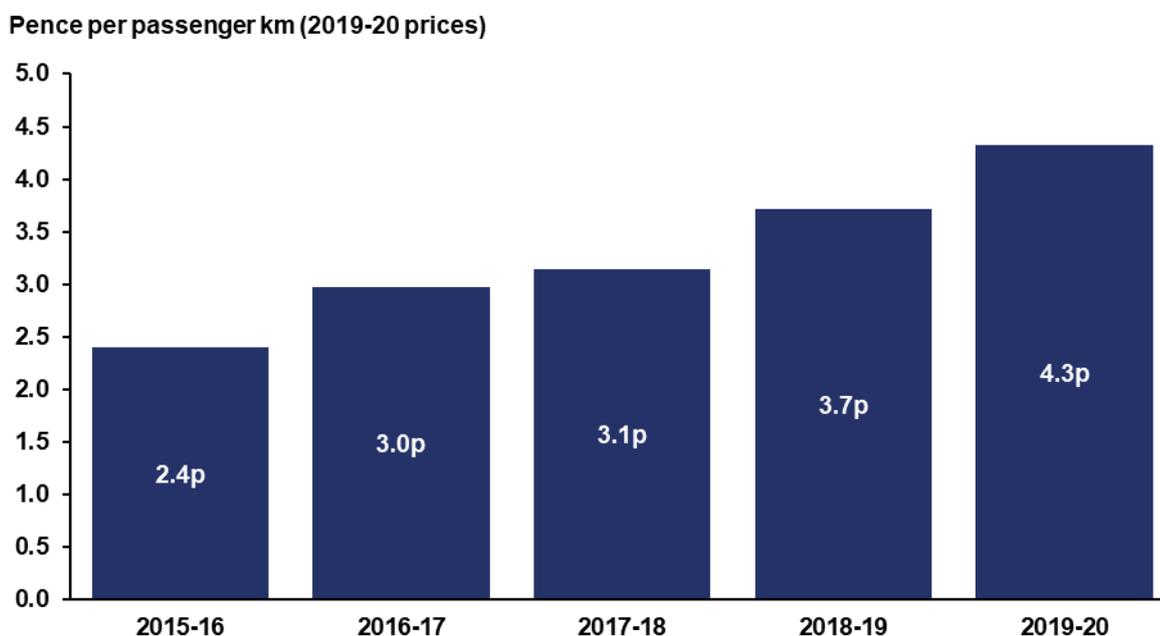
Rolling stock costs

- 3.30 Train operators paid rolling stock companies £2.9bn in 2019-20 to lease rolling stock (railway vehicles), a £0.4bn (14.6%) increase from 2018-19. The increase is largely driven by the introduction of new vehicles. [The average age of total rolling stock decreased by 1.9 years between 2018-19 and 2019-20 to 17.3 years.](#)
- 3.31 The following train operators had the largest increases in costs;
- (a) London North Eastern Railways (LNER), which operates the East Coast franchise, [brought into service new Azuma trains](#). LNER's rolling stock leasing costs increased by £0.1bn (103.4%) and the average age of its rolling stock reduced by 18.0 years to 7.5 years.
 - (b) Great Western Railway brought into service new class 802 vehicles. Great Western's rolling stock leasing costs increased by £0.1bn (27.0%) and the average age of its rolling stock reduced by 2.7 years to 11.9 years.
 - (c) TfL Rail brought into service new class 345 vehicles. TfL Rail's rolling stock leasing costs increased by £0.04bn (162.9%) and the average age of its rolling stock reduced by 10.0 years to 8.9 years.
- 3.32 For more information on the changes to rolling stock in 2019-20, see the [rail infrastructure and assets statistical release](#).

¹⁵ Based on the [ORR's TOC key statistics](#). Prior to 2019-20, some operators reported employee data based on head count. From 2019-20 all operators' data is based on full-time equivalents (FTE).

3.33 On a per passenger kilometre basis, rolling stock leasing costs have increased by 80.4% since 2015-16.

Figure 3.08: Rolling stock costs per passenger kilometre, 2015-16 to 2019-20
(Table 7223)



Other costs

3.34 Diesel fuel costs were £0.2bn in 2019-20, a £5m (2.2%) annual decrease. Fuel costs have decreased by £0.1bn (31.5%) since 2015-16¹⁶.

3.35 Traction electricity costs were £0.4bn in 2019-20, a £41m (10.2%) annual increase. Traction electricity costs increased by £0.1bn (44.3%) since 2015-16. In that time, [the electrification of the main rail network has increased by 4.3% to 38.0%](#).

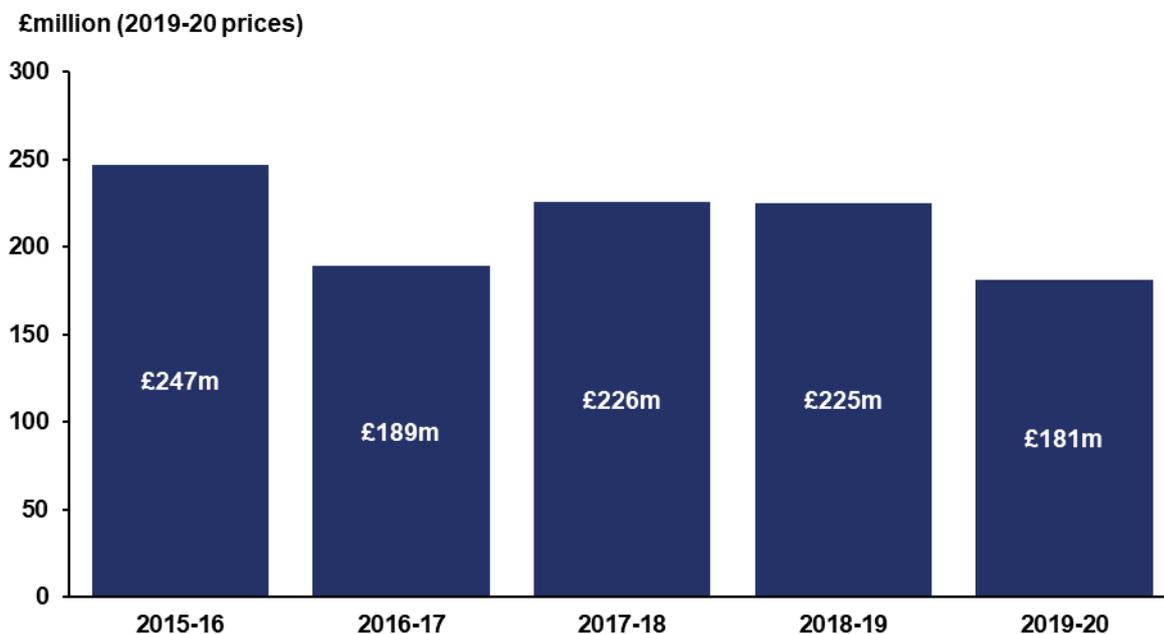
3.36 A further £3.4bn was spent by train operators in 2019-20, categorised as other operating expenditure e.g. station costs. Other operating costs have increased by £33m (1.0%) since 2018-19 and increased by £0.2bn (7.3%) since 2015-16. We don't currently have the detail to explore these further.

¹⁶ It should be noted that the diesel fuel figures are affected by the extent to which diesel and electricity charges are disaggregated in the source data for operators with both diesel and electric trains. Whilst some of this decrease may reflect a reduction in diesel usage due to electrification of the network, it is also due to changes in the composition of dataset. In particular, the lack of diesel fuel data for Great Western Railway in 2018-19 and 2019-20 has contributed to the overall decrease in diesel fuel usage. The decrease in diesel fuel is mirrored by an increase in other operating expenditure, which is where the combined diesel and electricity data for operators such as GWR are counted.

Train operator surplus and dividends

- 3.37 Analysis of unaudited management accounts shows that franchised train operators made a surplus (income less expenditure) of £22m¹⁷ in 2019-20, a fall of £0.2bn (88.5%) from 2018-19. The reduction is mostly due to a £0.1bn loss for the Northern franchise, which [in March 2020 was taken over by the DfT](#), and a £0.1bn loss for the South Western franchise.
- 3.38 Eight out of the 20 franchised train operators were expected to pay dividends totalling £181m for the 2019-20 financial year. This is equivalent to 1.6% of total franchised operator income in 2019-20. This is a fall of £44m (19.4%) compared with 2018-19 when the £225m of dividends represented 2.0% of total franchised operator income.
- 3.39 London North Eastern Railway paid £40m of dividends in 2019-20 to DfT. DfT has owned the train operator through the operator of last resort since June 2018. This money has not been included in the net franchise subsidy figures.

Figure 3.09: Franchised train operator dividends, Great Britain, 2015-16 to 2019-20 (Table 7223)



¹⁷ These numbers should be treated with care. The train operator financial data are based on unaudited management accounts and are not equivalent to audited company accounts.

Network Rail expenditure

- 3.40 Network Rail expenditure on the main rail network in 2019-20 was £8.4bn, a £0.2bn (2.0%) annual increase. The £8.4bn includes operating costs (£1.7bn¹⁸), maintenance costs (£1.7bn), renewals costs¹⁹ (£2.9bn) and financing costs (£2.1bn).
- 3.41 In addition to the £8.4bn, Network Rail also spent £0.4bn on traction electricity costs and £0.4bn of payments under the schedules 4&8 performance regimes²⁰. These are industry costs and excluded from this analysis.
- 3.42 The 2019-20 financial year was the first year of CP6. Network Rail is planning to increase the amount of work it delivers to improve the asset condition of the main rail network and is [planning to spend £18.5bn on renewals in CP6](#), which is an increase of 22.3% from CP5.
- 3.43 On a per passenger kilometre basis, Network Rail's expenditure increased by 13.9% since 2015-16.

Table 3.10: Change in Network Rail cost per passenger kilometre, 2019-20 compared with 2018-19 and 2015-16 (Table 7216)

Expenditure category	2018-19	2015-16
Operating costs ²¹	12.4%	21.9%
Maintenance	13.8%	24.7%
Renewals	-5.7%	-15.3%
Financing costs ²²	2.4%	75.7%
Total expenditure	3.3%	13.9%

¹⁸ In Figure 6 operating costs are £2.1bn and other costs (Schedules 4 and 8) are £0.4bn. This £2.5bn of expenditure is adjusted to exclude traction electricity costs of £0.4bn and the £0.4bn of Schedules 4 and 8, which results in a figure of £1.7bn.

¹⁹ Maintenance and renewals expenditure are both for work on the main rail network. Maintenance work is for routine repair work. Renewals work is where assets on the network break and need to be replaced.

²⁰ In Figure 6 this is shown as other costs.

²¹ Excluding £0.4bn of traction electricity costs which are largely passed through to train operators and shown as train operator expenditure in this report.

²² Excluding the FIM fee. To aid comparability, prior year financing costs have been restated to exclude the FIM fee and show the payment from Network Rail as a negative item under government funding (i.e. taken off the network grant received by Network Rail). The FIM fee no longer exists in 2019-20.

Staff costs

- 3.44 Network Rail's staff costs in 2019-20 were £2.6bn, a 5.2% annual increase. The average total cost for a full time equivalent (FTE) member of staff was £61.7k, an annual increase of 3.3% largely due to a combination of a £126m (5.2%) increase in salary costs and a 751 FTE (1.8%) increase in staff numbers.
- 3.45 Total staff costs include salary costs (£1.7bn), allowances, bonuses and overtime (£0.5bn), pension and National Insurance costs (£0.4bn) and agency costs (£0.1bn).
- 3.46 Network Rail staff costs are not separately shown in the rest of this report and are contained within the separate operating, maintenance and renewals cost categories.

Operating, maintenance and renewals costs

- 3.47 In 2019-20 Network Rail's operating, maintenance and renewals costs were £6.3bn, £0.1bn (2.2%) higher than in 2018-19.
- 3.48 Operating costs (excluding traction electricity costs of £0.4bn) were £1.7bn, a £0.2bn (10.9%) annual increase. Maintenance costs were £1.7bn, a £0.2bn (12.3%) annual increase. Renewals costs were £2.9bn, a £0.2bn (7.0%) annual decrease.
- 3.49 For a detailed assessment of Network Rail's finances in 2019-20, see ORR's [annual efficiency and financial assessment of Network Rail 2019-20](#).

Financing costs

- 3.50 Financing costs were £2.1bn in 2019-20 an annual increase of £23m (1.1%). These costs relate to historic borrowing by Network Rail from financial markets (prior to 2014) and from the UK Government.
- 3.51 Interest payments on UK Government borrowing were £1.1bn (53.1% of financing costs), on debt raised on the financial markets £0.8bn (37.1%) and on other financing costs, £0.2bn (9.7%).

Investment in new rail infrastructure and rolling stock

- 3.52 In 2019-20 £5.3bn was spent on new rail infrastructure and rolling stock, £1.6bn (22.8%) lower than 2018-19. The £5.3bn included £1.8bn of Network Rail enhancements, £2.5bn on the HS2 project and £1.0bn of private investment, largely in new rolling stock.

3.53 £30.2bn has been invested in the railway since 2015-16, an average of £6.0bn each year. Of the total £30.2bn there were £15.6bn of Network Rail enhancements, £8.8bn of investment in HS2, £0.7bn on Crossrail and £5.2bn of private investment.

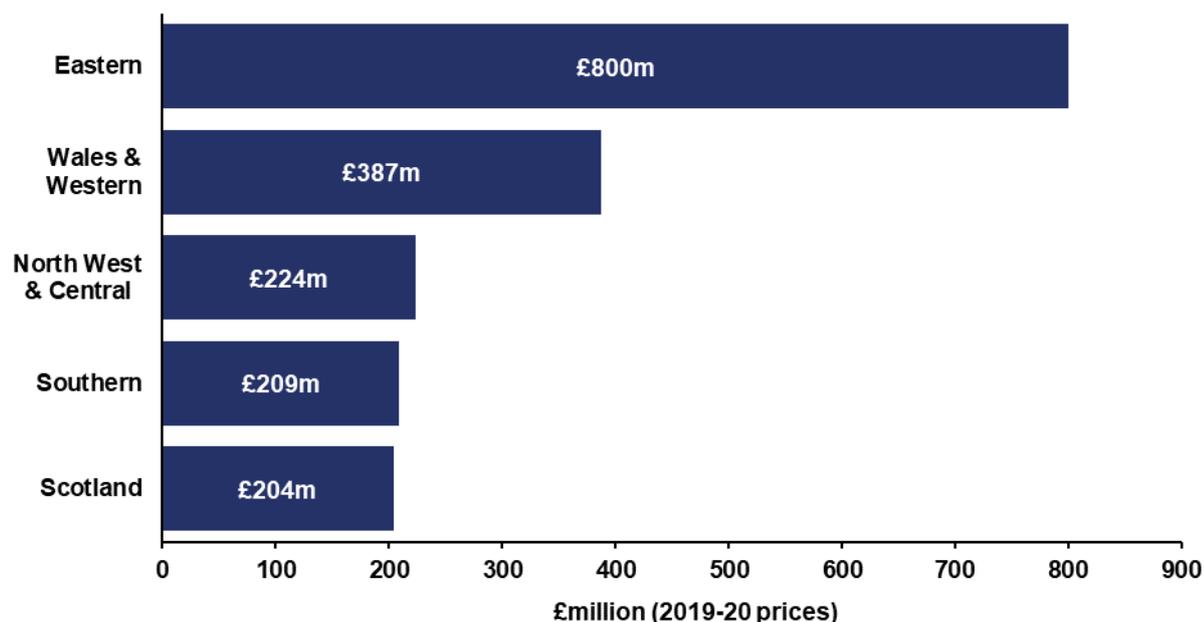
Network Rail enhancements

3.54 Network Rail spent £1.8bn on enhancements to its network in 2019-20, £1.8bn (43.1%) lower than 2018-19, largely due to a tail off in large control period 5 (CP5) projects.

3.55 Enhancements are funded by DfT (for England and Wales projects) and Transport Scotland (for projects in Scotland).

- (a) DfT funded £1.5bn of enhancements including the Midland Main Line programme (£0.3bn), the East Coast upgrade (£0.2bn) and the Trans Pennine route upgrade (£0.2bn), all of which were in the Eastern region. Other large projects included the Great Western electrification (£0.2bn) in the Wales and Western region and the Thameslink programme (£0.1bn) in the Southern region.
- (b) Transport Scotland funded £0.2bn of enhancements including the Aberdeen to Inverness improvements (£0.1bn) and the Edinburgh to Glasgow improvement programme (£0.05bn).

Figure 3.11: Network Rail enhancements spend by region, 2019-20 (Network Rail data)



Private investment in rolling stock, stations and other

- 3.56 A net total of £1.0 billion was invested by private companies in the rail industry during 2019-20, a 9.3% decrease on the previous year.
- 3.57 Private investment statistics are collected by the Office for National Statistics (ONS) annually on behalf of the ORR. ORR selects up to 40 rail industry companies, such as train and freight operating companies, to take part in the survey. Network Rail investment data are excluded from these statistics, but are included in the long-term funding for enhancements shown in the government funding section of this report.

Figure 3.12: Private investment in the rail industry (excludes Network Rail investment), Great Britain, 2015-16 to 2019-20 (Table 7290)



- 3.58 In 2019-20, £0.7bn was spent on rolling stock, which accounts for the highest proportion (77.4%) of net private investment. This includes investment in new rolling stock orders as well as refurbishment of existing stock. In 2019-20, [Alstom undertook refurbishment of TfW Rail's Class 175 trains](#), which included improved seating and the installation of on-board charging points. [Grand Central completed a £9 million refurbishment of their trains](#) in 2019-20, while [Avanti West Coast agreed a deal with Bombardier for the refurbishment of their fleet of Class 221s](#).
- 3.59 Private investment in stations during 2019-20 was £0.1billion, accounting for 9.5% of total private investment.
- 3.60 In 2019-20, £15 million of net private investment was made in track and signalling, the highest amount invested since 2006-07 (£142 million). Network Rail's track

and signalling expenditure is not included in the £15m and is included in the Network Rail expenditure section of this report.

- 3.61 In 2019-20, other investment was £0.1 billion, which accounted for 11.6% of total private investment. Other investment includes expenditure associated with the rail business, such as non-rail vehicles and business related activities such as IT costs.

Annexes

Annex 1 – Definitions

- The data presented in this release are for **mainline operators** in Great Britain. The data do **not** include London Underground, light rail, heritage and charter services.
- **Franchised operators** run services as part of contracts awarded by government.
- **Non-franchised (open-access) operators** – licenced by the ORR to run services on specific routes. Data for **Grand Central** and **Heathrow Express** are included in the UK industry summary statistics (Table 7210). Data for Eurostar are presented in Table 7233 but are not included in the UK statistics as it is not possible to isolate the UK share of Eurostar’s income and expenditure. **Freight operators** transport goods via the GB mainline rail network and their data are presented in Table 7243.
- **Network Rail** is the infrastructure manager for main railway network of Great Britain. Data for Network Rail does not include Network Rail High Speed, a subsidiary responsible for managing High Speed 1. Data for **High Speed 1** are presented separately in Table 7250.
- **Network Rail regions** are Eastern, Southern, North West & Central, Wales & Western, and Scotland. The regions reflect Network Rails devolved regional structure which replaced the route structure in 2019.
- **Control period**, these are the five year timespans over which the ORR regulates Network Rail. The current control period 6 runs from April 2019 to the end of March 2024.
- **Core Valley Lines (CVL)** - The CVL network was transferred from Network Rail to Transport for Wales on 28 March 2020. Transport for Wales leases its assets to AKIL who are the Infrastructure Manager for the Core Valley Lines network. A map of the CVL network can be seen on page 44 of the [2020 CVL Network Statement](#). There are 55 stations served by the CVL Network.
- **Northern Ireland Railways** is both the infrastructure manager and train operator in Northern Ireland. Data for Northern Ireland are presented separately in Table 7260 and are also included in the UK summary in Table 7210.
- **Operational funding** refers to the funding of the day to day running of the existing railway. This includes operational costs, maintenance and renewals.
- **Long-term funding** refers to investments made in either enhancing the existing rail network or in new infrastructure such as Crossrail or HS2.

- **Private investment** data are collected via an ONS survey of rail-related companies in the UK. It mostly includes spending on new trains but also includes spending on stations and other areas such as IT systems. It does not include the day-to-day spending such as leasing costs.
- **Government support** to the rail industry includes:
 - Payments by the Department for Transport (DfT) and Transport Scotland (TS) to Network Rail (also known as the network grant)
 - Payments by DfT, TS and Welsh Government to franchised operators. Some franchises are net contributors to government.
 - Payments by Transport for London and Passenger Transport Executives to franchised operators.
 - Grants to rail freight operations paid by DfT and TS
- **Income** is revenue generated by rail sectors. It includes fares paid by passengers for tickets and also such things as on-board catering. Other revenue sources include Network Rail income (e.g. property income) as well income from other sectors (HS1, Northern Ireland and freight).
- **Expenditure** is spending by rail sectors and is divided into the following categories:
 - **Franchised operators** – staff (includes salary costs, holiday pay, sickness pay, overtime and other associated staff costs), diesel fuel, rolling stock (including leasing costs), Network Rail charges, and other costs including taxation.
 - **Network Rail** – operational costs (signalling, network management and support costs), maintenance of the existing network, renewing life expired assets, financing costs (of existing debt) and other costs.
 - **Other sectors** – expenditure by other sectors (HS1, Northern Ireland, non-franchised operators, and freight).
- **Industry cost adjustments** – Whole of industry income and expenditure figures are calculated by excluding income/expenditure that is internal to the industry. Infrastructure access charges (Network Rail and HS1) and performance payments are excluded from the total industry figures.
- **Dividends proposed and paid** – These are payments to shareholders which have been paid or are expected to be paid for a specific financial year.

Annex 2 – Quality and methodology

Data sources

Financial data in this report are sourced from over 30 rail industry companies. The two largest areas of expenditure are franchised train operators and Network Rail. Detailed information on all data sources can be found in the [quality and methodology report](#).

Franchised train operators

Data for 20 franchised (including concessions²³) train operators are included in the report. The financial information included for the franchised train operators are based on rail period 13 management accounts as submitted to franchising authorities (DfT, Transport Scotland and Transport for Wales) each rail period.

The data are shown on a consistent April to March date. Where two or more train operators have operated a franchise in the year they are added together to show the finances of that franchise for the whole financial year.

The financial information included in the management accounts has not been audited.

Network Rail

Network Rail financial information is based on its regulatory financial statements for 2019-20. These are produced in accordance with the ORR's CP6 regulatory accounting guidelines and are audited.

Other rail sectors

Data are provided to the ORR on a bespoke basis from three non-franchised operators: Eurostar, Grand Central and Heathrow Express. Statutory accounts are used for freight operators and HS1 Ltd data, whilst data are also provided for Northern Ireland Railways.

Office for National Statistics

The ONS conduct an annual survey of around 40 rail-related companies in the UK concerning private investment. As well as the 20 franchised operators, freight operators and rolling stock leasing companies (also known as ROSCOs) are surveyed about investment made in four categories: track and signalling, stations, rolling stock, and other items of rail-related investment such as IT systems. Whilst the response rate is generally good, not all companies respond to the survey each year.

The survey data are supplied to ONS confidentially and because of this agreement, ORR cannot provide any further disaggregation of the information published here.

²³ These are the London Overground, TfL Rail and Merseyrail concessions.

Passenger usage statistics

The finance statistics are supplemented by rail usage statistics that correspond to those presented in the ORR's quarterly rail usage publication. The primary data source for those statistics is the rail industry's LENNON (Latest Earnings Networked Nationally Over Night) ticketing and revenue database. It is supplemented by non-LENNON data from train operating companies. The passenger kilometre figures are combined with train kilometre data from Network Rail's track access billing system to estimate passenger kilometres on a Network Rail region basis.

Methodology

Industry analysis

The industry analysis, as summarised in Figure 6 in the report, looks at the whole industry's finances. This brings together the finances of the train operators, freight companies, Network Rail, HS1 Ltd and Northern Ireland Railways to show the total income and expenditure.

Some consolidation adjustments are made to remove internal industry costs. These are costs that are entirely within the industry where one component pays money to another.

Regional analysis

The regional analysis is a more granular view of the industry analysis in Figure 6. This is done at the Network Rail region level with the Wales & Western region split between the component Wales and Western routes to enable country level analysis to be made.

Train operator financial information is allocated to regions using train kilometre data from Network Rail's track access billing system. For example, if TOC A operates 20% of its train services in region A, then 20% of TOC A's costs are allocated to region A.

This results in a set of numbers which show the industry income, government funding and costs in each country and region of Great Britain. Northern Ireland Railways is not included in the regional analysis.

Changes to rail finance data

The rail finance statistical release previously published subsidy/premium data for the franchised operators. These data were sourced from the DfT rather than the train operators. Whilst these figures are broadly similar, there are some differences. The timing of the recognition of this income in train operator management accounts may not necessarily match the expenditure shown in government financial statements.

Data from the franchises that was previously published in the UK rail industry financial information publication have been included in the government support to the rail industry

table (7270) back to 2015-16. Figures for 1985-86 to 2014-15 are those sourced from the DfT with a series break between the two data sets indicated. Data for individual franchises was previously published in Table 7273. The figures in that table are different to those in the new franchise tables (7223 and 7226) for the reason described above. Furthermore, an estimate of each operator's share of the network grant (direct rail support to Network Rail) was presented in Table 7273. Due to the difficulty in accurately estimating these figures, these estimates are no longer made. However, it is possible to assess the government support to both Network Rail and franchised operators at a Network Rail region level. This is presented in Table 7216.

Table 7270 shows the actual spend on enhancements reported by Network Rail in their regulatory financial statements between 2010-11 and 2018-19. Enhancements were loan funded between 2010-11 and 2018-19; they are now funded directly through grant funding.

Revisions

There have been no revisions to historic data previously published in the rail finance statistical release, though as noted above, there has been a change of source for some of the data.

A correction was made to this report on 7 December 2020. The private investment figures had originally used the GDP Deflator to adjust historic data for inflation. The report has been corrected to use the Consumer Prices Index as used in the rest of the publication. The associated data table (7290) is not affected. Figures for 2019-20 in the release are not affected; however, changes relative to 2018-19 are. Details of the changes made and other historic revisions can be found in the [Revisions log](#).

Further information on data sources, quality and the methodology used to calculate the data within this release can be found in the [quality and methodology report](#).

Annex 3 – List of data tables associated with this release and other related statistics

Data tables

All data tables can be accessed on the [ORR data portal](#) free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

All tables associated with this release can be found under the Data tables heading at the bottom of the [rail industry finance page](#).

UK industry overview

- UK rail industry finances over five years by country and NR region – Table 7210

GB rail industry finances by Network Rail region

- GB rail industry finances by country and NR region – Table 7214
- GB rail industry finances by country and NR region normalised by passenger kilometres – Table 7215
- GB rail industry finances over five years by country and NR region – Table 7216

Government support

- Government support to the rail industry – Table 7270
- Government support to the rail industry by source and recipient – Table 7271
- Government subsidy per passenger kilometre by operator – Table 7273 (discontinued after 2018-19)

Franchised operator finances

- Franchised passenger train operator finances by franchise – Table 7223
- Franchised passenger train operator finances over five years by franchise – Table 7226

Other rail sectors

- Non-franchised passenger train operator finances over five years by operator – Table 7233
- Freight train operator finances over five years by operator – Table 7243
- High Speed 1 finances – Table 7250
- Northern Ireland Railways finances – Table 7260

Private investment

- Private sector investment in the rail industry (excludes Network Rail investment) – Table 7290

Other related data

The ORR publishes a further two finance-related statistical releases:

- [Rail fares index \(annual\)](#)
- [Passenger rail usage \(quarterly\) - includes revenue statistics from the LENNON ticketing system](#)

Further information on rail finance is available in [Network Rail's regulatory financial statements](#).

Railway finance data are also part of the [HM Treasury's country and regional analysis](#).

Comparability to European statistics

The difference in the structure of internal rail markets in European countries means that finance statistics are difficult to compare across member states. The statistical office of the European Union, Eurostat, collects no financial statistics on the rail market. Limited financial information is collected by the [Independent Regulators' Group](#) (IRG-Rail) for their Market Monitoring Report, including information on passenger and freight revenues although data are not supplied by all European countries.

Annex 4 – ORR’s statistical publications

Statistical Releases

This publication is part of ORR’s [National Statistics](#) accredited releases, which consist of six annual publications: **Rail Industry Finance (UK); Rail Fares Index; Rail Safety Statistics; Rail Infrastructure and Assets; Rail Emissions; Regional Rail Usage**; and four quarterly publications: **Passenger Rail Performance; Freight Rail Usage and Performance; Passenger Rail Usage; Passenger Rail Service Complaints**.

In addition, ORR also publishes a number of Official Statistics, which consist of four annual publications: **Estimates of Station Usage; Train Operating Company Key Statistics; Rail Statistics Compendium; Occupational Health**; and four quarterly publications: **Signals passed at danger (SPADS); Delay Compensation Claims; Disabled Person’s Railcard (DPRC); Passenger assistance**.

All the above publications are available on the [ORR data portal](#) along with a list of [publication dates](#) for the next 12 months.

National Statistics

The United Kingdom Statistics Authority designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics. National Statistics status means that official statistics meet the highest standards of **trustworthiness, quality** and public **value**.

Our [statistical releases were assessed in 2012](#) and hold National Statistics status. Since our assessment we have improved the content, presentation and quality of our statistical releases. In addition, in July 2019 we launched our new data portal. Therefore, in late 2019 we worked with the OSR to conduct a compliance check to ensure we are still meeting the standards of the Code. On 4 November 2019, [OSR published a letter](#) confirming that ORR’s statistics should continue to be designated as National Statistics. OSR found many positive aspects in the way that we produce and present our statistics and welcomed the range of improvements made since the statistics were last assessed.

For more information on how we adhere to the Code please see our [compliance statements](#). For more details or to provide feedback, please contact the Statistics Head of Profession (Lyndsey Melbourne) at rail.stats@orr.gov.uk.



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