

# Assessment of Network Rail Stakeholder Engagement

## Word Version of Survey Questions

**MJ submitted responses are highlighted Yellow**

20 March 2023

## Annual Assessment of Network Rail's Stakeholder Engagement – 01 April 2022 to 31 March 2023

The Office of Rail and Road (ORR) is the independent safety and economic regulator for Britain's railways. We hold Network Rail to account against its network licence. Network Rail's network licence contains specific requirements around how it engages with its stakeholders. More information about ORR and what we do can be found [here](#).

We would like to get your views on how Network Rail engages with you, one of its key stakeholders. Please would you take the time to share your experience of Network Rail's stakeholder engagement by taking part in this short survey? This survey is available until 30 April 2023 and covers the period **01 April 2022 to 31 March 2023**.

This survey forms one part of ORR's [annual assessment](#) of the quality of Network Rail's Stakeholder Engagement during Control Period 6 (2019 – 2024).

All Network Rail stakeholders aged at least 16 years are eligible to take part. It should take around 10-15 minutes to complete. If you have trouble viewing any part of this survey, you can enable 'accessibility mode' by clicking on the accessibility icon (person inside a circle) at the top right of the screen.

This survey is being run by Opinion Research Services (ORS), an independent research company, on behalf of ORR.

ORR is the data controller for any personal data you share within your survey response. The survey responses will be processed by Opinion Research Services (ORS) in line with data protection regulations. Only anonymous, aggregated data will be shared directly with ORR and you will not be identified in the reported results. Your contact details are held by ORR and have not been shared with ORS.

ORR's privacy notice sets out how it handles personal data including your rights and how to exercise them. ORR's privacy notice is available [here](#). ORS's privacy notice is available [here](#).

Anonymous data will be held securely by ORR until ORR's annual assessment is published in Autumn 2023 and it will then be deleted. Any information from the survey responses which could identify an individual (e.g., an IP address) will be held securely by ORS and will be deleted by the end of July 2023 when the data analysis and evaluation process has been completed.

If you have queries about the survey, please contact Alex Hymer at ORS by email on [Alex.Hymer@ors.org.uk](mailto:Alex.Hymer@ors.org.uk) or you can contact Lynn Armstrong at ORR by email on [lynn.armstrong@orr.gov.uk](mailto:lynn.armstrong@orr.gov.uk).

ORS also strictly adheres to the Market Research Society (MRS) Code of Conduct - You can contact the Market Research Society on 0800 975 9596.

## Tell Us About You

### **(B1) Which stakeholder group do you belong to?**

Please choose one of the following options.

- Passenger train industry
- Freight industry
- Rail industry supplier (or representative)
- Infrastructure manager
- Passenger representative
- **Public sector bodies**
- Elected representatives
- Community Rail Partnership
- Local Enterprise Partnership
- Charity
- Heritage body
- Other – please specify

### **(B2) Which part(s) of Network Rail did you engage with over the last 12 months?**

Please select all that apply.

Please note there will be follow-up questions about your engagement with each of the areas you select.

If you wish to reduce the number of questions you are asked/length of time to complete the survey, please only select the areas for which you feel able to answer follow-up questions.

- Eastern
- North West and Central
- **Southern**
- Wales and Western
- Scotland's Railway
- System Operator (including Freight & National Passenger Operators)
- I engage with Network Rail at a general level
- I did not engage with Network Rail
- Other – please specify

**(B3) Which part of Network Rail did you primarily engage with during the last 12 months?**

Please select one option.

You will still be able to respond to questions regarding all the parts of Network Rail that you have engaged with:

- Eastern
- North West and Central
- **Southern**
- Wales and Western
- Scotland's Railway
- System Operator (including Freight & National Passenger Operators)
- I engage with Network Rail at a general level
- Other – please specify

## Principles of Stakeholder Engagement – Part 1

As a condition of its licence, ORR require Network Rail to meet the following four principles of stakeholder engagement:

- Inclusive
- Well-governed
- Effective
- Transparent

We define the principle of being ***Inclusive*** as engagement which seeks to involve all relevant stakeholders in a fair and proportionate manner, including by adopting different approaches to reflect stakeholders' different capabilities and interests.

**(B4) In your opinion, how would you rate Network Rail's engagement with you regarding the principle of being *Inclusive*?**

Please rate the following part(s) of Network Rail that you engaged with.

- **Very good**
- Good
- Neither good nor poor
- Poor
- Very Poor
- Don't know

We define the principle of being ***Effective*** as engagement which supports delivery of a safer, more efficient and better used rail network, including by ensuring that stakeholders' views are duly taken into account.

**(B5) In your opinion, how would you rate Network Rail's engagement with you regarding the principle of being *Effective*?**

Please rate the following part(s) of Network Rail that you engaged with.

- **Very good**
- Good
- Neither good nor poor
- Poor
- Very Poor
- Don't know

We define the principle of being **Well-governed** as engagement which is underpinned by effective processes and governance arrangements that encourage meaningful engagement.

**(B6) In your opinion, how would you rate Network Rail's engagement with you regarding the principle of being *Well-governed*?**

Please rate the following part(s) of Network Rail that you engaged with.

- Very good
- Good
- Neither good nor poor
- Poor
- Very Poor
- Don't know

We define the principle of being **Transparent** as sufficient information is made available to enable effective engagement with stakeholders.

**(B7) In your opinion, how would you rate Network Rail's engagement with you regarding the principle of being *Transparent*?**

Please rate the following part(s) of Network Rail that you engaged with.

- Very good
- Good
- Neither good nor poor
- Poor
- Very Poor
- Don't know

Please share any further comments on Network Rail's engagement with you regarding the principles of **Inclusive, Effective, Well-governed**, and/or **Transparent** stakeholder engagement in the box below.

**(B8) Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.**

Text Box Included Here

TfSE has met with members of Network Rail's strategy teams from Southern on a regular basis to keep each other informed on relevant developments.

## Annual Business Planning

Network Rail's annual business planning includes activities such as setting priorities and planning activities to operate, maintain and renew the railway - regardless of the time frame.

**(B9) Did Network Rail engage with you about its annual business planning during the last 12 months.**

- Yes
- No
- Don't Know

[Only ask if B9 = Yes]

**(B10) How would you rate Network Rail's engagement with you about its annual business planning?**

Please rate the following part(s) of Network Rail that you engaged with.

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

[Only ask if B9 = Yes]

**(B11) Please include any further comments on annual business planning engagement in the box below. If possible, please give examples, any relevant details such as how you engaged and any suggestions on how engagement with Network Rail in this area could be improved.**

Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.

Text Box Included Here

Network Rail have included TfSE as a stakeholder on schemes and projects in the South East. Including us in Working groups, strategic studies, Workshops and design solution optioneering consultation/stakeholder input.

Network Rail have a seat on the TfSE board this is sometimes delegated and occasionally no attendance at board meetings at all.

A single point of contact would be useful to help direct communications from our stakeholder and comms team.

## Control Period 7 (CP7) Strategic Business Planning

ORR launched Periodic Review 23 (PR23) in summer 2021. PR23 will set the funding and outputs that Network Rail must deliver in Control Period 7 (CP7) from 2024 – 2029. As part of the process, Network Rail created Control Period 7 (CP7) Strategic Business Plans which should reflect stakeholder priorities.

**(B12) Did Network Rail engage with you in relation to its Control Period 7 (CP7) Strategic Business Planning during the last 12 months?.**

- Yes
- No
- Don't Know

[Only ask if B12 = yes]

**(B13) Did Network Rail provide sufficient information to you to inform your engagement?**

Please answer for the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't Know

[Only ask if B12= yes]

**(B14) Did Network Rail provide you with sufficient and timely opportunities to contribute your views in the stakeholder engagement process?**

Please answer for all the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't know

[Only ask if B12 = yes]

**(B15) Did Network Rail inform you how this engagement was subsequently used in the development of its Control Period 7 (CP7) Strategic Business Plan?**

Please answer for the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't Know

[Only ask if B12 = Yes]

**(B16) How would you rate Network Rail's engagement with you on its Control Period 7 (CP7) Strategic Business Planning?**

Please rate the following parts(s) of Network Rail you engaged with.

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

[Only ask if B12 = Yes]

**(B17) Please include any further comments on Control Period 7 (CP7) Strategic Business Plan engagement in the box below.**

If possible, please give examples, any relevant details such as how Network Rail engaged with you, and any suggestions on how engagement with Network Rail in this area could be improved.

Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.

Text Box Included Here

Due to the departure of the Network Rail contacts within TfSE over the last 6 months I can't answer some of these questions. I know that TfSE were engaged in the CP7 Process including some input into the CP7 plans from NR Wales & Western (particularly on improvements at stations). TfSE had more input into Network Rail Southern's CP7 plans. Including a seat on the Stakeholder Challenge Panel set up by Network Rail

## Enhancement Delivery Plan Engagement

Enhancements Delivery Plans set out the enhancement commitments that Network Rail has made to Department of Transport and Transport Scotland. 'Enhancements' refer to the development of new infrastructure, for example, the construction and completion of Crossrail in August 2022 which delivered a new integrated railway route through central London.

An aim of these plans is to provide visibility on infrastructure commitments and their status to stakeholders.

The Enhancements Delivery Plan for England and Wales can be accessed [here](#).

The Enhancements Delivery Plan for Scotland can be accessed [here](#).

**(B18) Did the following part(s) of Network Rail engage with you on the planning and delivery of railway enhancements during the last 12 months.**

- Yes
- No
- Don't know

**(B19) Which of the following best describes your knowledge of the Enhancements Delivery Plan(s)?**

- Know very well (STRONG)
- Know a fair amount about (GOOD)
- Know just a little (LITTLE)
- Heard of but know nothing about (SOME AWARENESS)
- Never heard of (UNAWARE)

[Only ask if B19=

- Know very well
- Know a fair amount
- Know just a little]

**(B20) In your opinion, does the Enhancements Delivery Plan(s), in its current format, provide you with the information you require to plan your business?**

- Fully
- Partially
- Not at all

[Only ask if B20 =

- Partially
- Not at all]

**(B21) You said that the Enhancements Delivery Plan(s) does not fully provide you with the information you require to plan your business. Have you discussed this with Network Rail?**

- Yes
- No

[Only ask if B21 = Yes]

**(B22) Did Network Rail provide you with any additional information on enhancement schemes?**

- Yes
- No

[Only ask if B21 = Yes]

**(B23) If there were any other outcomes from discussing information required to plan your business, with Network Rail, please provide details below.**

Text box included here.

TfSE need to understand the pipeline of schemes and look further ahead which we do collaboratively with Network Rail Strategic planning teams

**(B24) Considering all the sources of information you have on Network Rail's enhancements, in your opinion, would you say that you have the information you need to plan your business?**

- Yes
- No
- Don't know

Text Box Included Here

[Only ask if B24 = No]

**(B25) What further information do you require from Network Rail to plan your business?**

Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.

Text Box Included Here

## Scorecard Engagement

Network Rail scorecards capture key outputs that each route and the System Operator plan to deliver across a range of activity including financial and train performance. Network Rail's regions engage with their stakeholders to understand their priorities and determine the measures and targets to be included on scorecards for the coming year.

**(B26) Did Network Rail engage with you in relation to scorecards during the last 12 months?**

- Yes
- No
- Don't know

[Only ask if B26 = yes]

**(B27) Did Network Rail provide sufficient information to you to inform your engagement?**

Please answer for the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't Know

[Only ask if B26 = yes]

**(B28) Did Network Rail provide you with sufficient opportunity to contribute your views on scorecards as part of the engagement process?**

Please answer for the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't Know

[Only ask if B26 = yes]

**(B29) Did Network Rail inform you how this engagement was used in the development of its scorecards?**

Please answer for the following part(s) of Network Rail you engaged with.

- Yes
- No
- Don't Know

[Only ask if B26 = yes]

**(B30) How would you rate Network Rail's engagement in the development of its scorecards.**

Please rate the following part(s) of Network Rail you engaged with.

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

[Only ask if B26 = yes]

**(B31) Please use this space to provide any other information you would like to give on how Network Rail engaged with you around its business performance.**

Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.

Text Box Included Here

## Summary

**(B32) Overall, how would you rate the quality of Network Rail's engagement with you during the last 12 months?**

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

**(B33) During the last 12 months, in your opinion has the quality of Network Rail's engagement with you:**

- Improved
- Somewhat improved
- Stayed the same
- Somewhat declined
- Declined
- Don't know

**(B34) Finally, based on your experience and reflecting on your responses across the survey, please share any areas of good practice or areas for improvement around Network Rail's engagement with you during the last 12 months?**

Please specify, if appropriate, which part of Network Rail you refer to in your feedback in the box below.

Text Box Included Here

With limited time in post and previous lead contacts for Network Rail having left TfSE I have not had chance to feedback on some of the areas in full. The engagement I have had with Network Rail has been very collaborative, supportive and open. This has been almost entirely with the Wessex Strategic planning group so far.