

**From:** chris.page@railfuture.org.uk  
**Sent:** 20 June 2024 17:28  
**To:** 'patrick.crowley@orr.gov.uk'  
**Subject:** Response to consultation on ORR investigation of Network Rail's Wales & Western region's compliance with the network licence

Dear Patrick,

Railfuture is an independent voluntary organisation campaigning for better rail services. We would like to make the following input to your consultation on the ORR investigation of Network Rail's Wales & Western region's compliance with the network licence.

We consider that the amount of £3m is paltry when compared with the Network Rail budget, and is actually a disbenefit to rail users. It makes no sense for Network Rail to return money which it has been given by one arm of the state to a different arm of the state.

We propose that instead of paying the £3m to the state, Network Rail should be required to invest the money in physical measures around the Wales & Western region to improve facilities for the rail users as more direct 'compensation' for poor performance. A similar scheme was implemented several years ago when GTR were to be 'fined' for poor performance.

Yours sincerely

Chris Page  
Chair, Railfuture  
Clara Vale, Thibet Road, Sandhurst GU47 9AR  
07928299288

----- Forwarded message -----

**From:** Gordon Edwards <[gordon.edwards@ipts.co.uk](mailto:gordon.edwards@ipts.co.uk)>  
**Date:** Thu, 30 May 2024 at 09:35  
**Subject:** OFFICE OF RAIL AND ROAD MEDIA RELEASE - WEDNESDAY 29 MAY 2024  
**To:**

## **ORR investigation of Network Rail's Wales & Western region's compliance with the network licence**

**On 29 November 2023 we opened an investigation into Network Rail's Wales & Western region's compliance with the Network Licence. This was because despite the delivery of planned improvement activities, the train performance levels experienced by customers continued to be below expectations.**

### **Investigation outcomes**

On 29 May 2024 we published the findings of our investigation. We also gave notice that we propose to make an order setting out the actions Network Rail needs to take.

Our final [investigation report](#) sets out why we think Network Rail is contravening condition one of its licence.

Our [Notice and draft Final Order](#) sets out what we propose to require Network Rail to do to address train performance in the region. This includes setting out improvement plans that will deliver sustainable performance improvements, including further developing its plan for the Thames Valley section of the Western route known as 'Project Brunel'.

Our draft final order also sets out that we propose to impose a reasonable sum of £3 million on Network Rail if it does not comply with the final order.

Following a three week consultation period, we will make any required changes and publish the final order.

## Consultation

We will consider any representations on the content of the draft final order received by 20 June 2024. Anyone who wishes to take part in the consultation on our draft final order can do so by contacting [patrick.crowley@orr.gov.uk](mailto:patrick.crowley@orr.gov.uk), or by post to:

Patrick Crowley  
Office of Rail and Road  
25 Cabot Square  
London  
E14 4QZ