

GUIDE TO THE 2023-24 NATIONAL SCORECARD

The National Scorecard is published every period and shows how Network Rail is performing against the 12 key measures. For each measure the scorecard shows the weighting, year to date performance, projected full year forecast, and the recent periodic trend in actuals.

MEASURE OF PERFORMANCE

On Time

The percentage of Recorded Station Stops called at on time (early or <1min late)

Freight Cancellations

The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is a subset of the regulatory Freight Delivery Metric (FDM)

Passenger Safety - Train Accident Risk Reduction (TARR)

Measures achievement of the key milestones and metrics to reduce train accident risk. TARR is made up of milestones and volumes, both of which have different achievement weightings.

Fatalities and Weighted Injuries (FWI)

An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.

Personal Accountability for Safety

A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

Enhancement Milestones and Acceleration

An index reflecting performance against (i) The percent of enhancement milestones delivered on time, (ii) Cost saving through SPEED principles and (iii) Time saving through SPEED principles

Effective Volumes

A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.

Environmental Sustainability Index

An index representing performance against four key environmental measures: (i) % of waste recycled, (ii) % of waste diverted from landfill, (iii) % reduction in carbon emission, and (iv) % reduction in non-traction energy usage.

Passenger Satisfaction (Wavelength)

Reported as a mean score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)

Customer Contact Management

An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) Quality assurance score and (iv) Customer survey score.

Financial Performance Measure

An assessment performance compared to the financial targets set out in the CP6 Business Plan. The measure is an aggregation of the three individual FPM measures from prior years (P&L, Renewals and Enhancements).

Employee Engagement Index

An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.

THE SCORECARD

Performance wheel

The coloured wheel at the top of the scorecard gives an overview of how well we are performing in each of our six strategic themes: Train Service Delivery, Safety, Sustainable Growth, Customer & Communities, Efficiency and People. The width of each segment represents the measure weighting, and the length represents achievement.

