

FY27 Scorecard Measures & Targets

July 2026



National Scorecard Measures

The National Scorecard is produced every period (4weeks) and shows how Network Rail is performing based on 13 measures. Each measure has a weighting, year to date performance (or moving annual average performance if more suitable), projected full year forecast, direction of movement and full year scorecard contribution (how much it contributes to the overall scorecard result). The National scorecard is shared with key external stakeholders including DfT and ORR.

	Measure	What it measures
1	Time to 3	The percentage of Recorded Station Stops called at within 2 minutes 59 seconds of the planned time
2	Passenger Cancellations (NR Attributable)	The percentage of planned passenger trains which either did not run their full planned journey or did not call at all their planned station stops due to Network Rail caused incidents
3	Freight Cancellations	The percentage of freight trains that are cancelled, either because of Network Rail or a problem with a non-freight train operator
4	Passenger Safety Milestones	How we are improving passenger safety through the delivery of key milestones
5	Workforce Fatalities & Weighted Injuries	How safe our employees are at work
6	Operating Subsidy (P&L)	Whether we're spending more or less than we planned, on Opex and income, to deliver our plan
7	Capital Financial Performance	Whether we're spending more or less than we planned, on renewals and enhancements, to deliver our plan, using cost analysis
8	Enhancement Milestones	Whether we're on track with our larger scale projects which are developed to deliver a better passenger experience
9	Effective Volumes	The amount of renewal work that we do – the higher the score, the greater the benefit to the railway (e.g. for track, a full renewal would have a higher score than renewing one individual element)
10	Route to Net Zero	How much we're reducing our carbon emissions
11	Rail Customer Experience Survey (RCXS)	How satisfied our passengers tell us they are with their journey
12	Customer Contact	How good we are at handling and resolving avoidable complaints and other service requests
13	Employee Engagement	How positive our employees feel about working in Network Rail

National Scorecard Targets & Tapers

FY27 National Scorecard		Weighting	Lower Taper	Target	Upper Taper
TRAIN SERVICE DELIVERY					
Time to 3		15.0%	84.8%	84.8%	87.3%
Passenger Cancellations (NR Attributable)		5.0%	1.83%	1.77%	1.43%
Freight Cancellations		5.0%	1.0%	1.0%	0.9%
SAFETY					
Passenger Safety Milestones		10.0%	70.0%	80.0%	100.0%
Workforce Safety - Fatalities & Weighted Injuries		10.0%	0.062	0.058	0.052
EFFICIENCY					
Operating Subsidy (P&L)		7.5%	-£2,483.5m	-£2,380.4m	-£2,277.2m
Capital Financial Performance		7.5%	-£378.7m	£0.0m	£378.7m
SUSTAINABLE GROWTH					
Enhancement Milestones		10.0%	70.0%	80.0%	100.0%
Effective Volumes		5.0%	90.0%	100.0%	120.0%
Route to Net Zero		5.0%	-7.0%	-9.6%	-13.0%
CUSTOMER & COMMUNITIES					
Rail Customer Experience Survey		10.0%	87.5%	88.8%	90.0%
Customer Contact		5.0%	50.0%	100.0%	200.0%
PEOPLE					
Employee Engagement		5.0%	61%	62%	63%
Achievement			0%	100%	200%