



## DEBATE PACK

Number CDP-2019-0023, 1 February 2019

# Great Western Rail delays and performance across the network

By Andrew Haylen  
Noel Dempsey, Fintan Codd

## Summary

**This is a Westminster Hall debate for one and a half hours, initiated by Stephen Doughty MP, on Great Western Rail delays and performance across the network that will take place on Tuesday 5 February 2019 at 9.30 am.**

The Great Western Railway (GWR) franchise is currently being run by FirstGroup under a direct award, which is due to expire in March 2019. The DfT have decided to exercise its option to extend the direct award until April 2020 and plans on negotiating a further direct award for a further two years to April 2022.

Two of the key issues on the Great Western Main Line in recent years have been the much-publicised electrification programme to Cardiff and the roll out of new Intercity Express (IEP) trains. The IEP trains have commenced operations on the Great Western Mainline, although electrification has only been completed as far west as Bristol Parkway, with the remainder of the route to Cardiff due to be finished later this year.

Great Western performance has deteriorated of late. The recent performance of GWR is reflected in the declining levels of passenger satisfaction on its part of the network. The Autumn 2018 National Rail Passenger Survey revealed that passenger satisfaction was at 78%, having declined from 84% when the survey was conducted three years prior to that. 67% of GWR passengers were satisfied by the reliability of trains, but only 40% of passengers were satisfied by the way GWR handled delays.

The House of Commons Library prepares a briefing in hard copy and/or online for most non-legislative debates in the Chamber and Westminster Hall other than half-hour debates. Debate Packs are produced quickly after the announcement of parliamentary business. They are intended to provide a summary or overview of the issue being debated and identify relevant briefings and useful documents, including press and parliamentary material. More detailed briefing can be prepared for Members on request to the Library.

## Contents

<b>1. Background</b>	<b>2</b>
1.1 About the franchise	2
1.2 Relevant franchise issues	4
<b>2. Great Western Rail performance statistics</b>	<b>13</b>
2.1 How many trains arrive on time?	13
2.2 How many complaints have there been?	14
2.3 How much compensation has been paid out?	16
2.4 What is the level of passenger satisfaction with GWR?	17
<b>3. Further reading and press articles</b>	<b>19</b>
3.1 Parliamentary material	19
3.2 Official documents	25
3.3 Industry documents	26
3.4 Press articles	26

# 1. Background

## 1.1 About the franchise

**Operating name:** Great Western Railway (GWR)

**Franchisee:** FirstGroup

**Franchise start and end dates:** April 2006 –October 2013

**Direct Awards:** (1) October 2013 – September 2015 (2) September 2015 – March 2020 (3) March 2020-2022

**Financial information:** In 2017/18 GWR received a net franchise payment of £13.1 million and overall, once revenue payments and the network grant etc. were considered, it received a subsidy of £381.9 million, equating to a subsidy of 6.4 pppkm (pence per passenger km).

The National Franchise Terms that apply to this franchise, the Franchise Agreement and associated ancillary documents are available on the [Gov.uk website](http://Gov.uk website).

### Franchise - 2005 to 2013

When the franchise was awarded to FirstGroup in 2005 it was intended to make over £1 billion in premia payments and to deliver several commitments, including:

- re-designing of the high speed train fleet to include new interiors and increased capacity;
- installing CCTV throughout the local and regional Diesel Multiple Unit rolling stock fleet;
- adding 1,700 car parking spaces at stations;
- introducing new ticket vending technology including 124 new ticket vending machines;
- raising the maximum speed on almost all sections of the 'slow' lines between Paddington and Reading up to 90;
- installing automatic ticket gates at key stations;
- increasing services between Paddington and Slough; Twyford, Maidenhead and Slough; Westbury and London Paddington; and Reading and Gatwick Airport; and
- modernising Reading and Bristol Temple Meads stations.<sup>1</sup>

The franchise period from 2006 has not all been smooth sailing for FirstGroup. In 2011, for example, it gave Government notice that it wanted to terminate the franchise as it believed the premia payments it had promised to the Government were unsustainably large for the company to bear.<sup>2</sup> The company had been in receipt of revenue support payments since the recession due to the larger than expected decline in passenger numbers.

---

<sup>1</sup> DfT, [Greater Western Franchise](#) [accessed 17 August 2015]

<sup>2</sup> 'FirstGroup to pull out of rail franchise', *The Times*, 12 May 2011; refranchising was begun in 2011 and then suspended post-West Coast (see section 16, below), for more information see: DfT, [Great Western franchise 2013](#), 19 December 2011; [HC Deb 18 December 2012, c673W](#); and DfT press notice, "[Franchising deal to boost services on Great Western Main Line](#)", 3 October 2013

## Direct awards – 2013, 2015

A franchise competition commenced in 2012 for a new franchise but this was eventually cancelled as a review of the franchise process was undertaken. In October 2013 the DfT granted a direct award to FirstGroup allowing them to continue operating services until September 2015.

In 2014 DfT ran a [consultation](#) on the specification for Great Western for the five year period from 2015. In March 2015 the Department for Transport (DfT) [announced](#) it had negotiated a second direct award with FirstGroup, after they committed to paying the Government around £68 million to operate the franchise. A number of other [commitments](#) were made as part of this direct award:

- around 3,000,000 additional seats per year by 2018 across the franchise
- 4,000 more morning peak seats into London every day by December 2018
- proposals for a brand-new fleet of privately funded trains
- more trains into Devon and Cornwall
- the introduction of 369 new carriages through the roll-out of new hi-tech Intercity Express Programme trains built by Hitachi
- the introduction of 58, 4-car electric trains for Thames Valley services
- faster journeys between Penzance and Paddington and London to South Wales, Oxford and Bristol
- a £30 million investment to improve stations and car parks, introducing 2000 more car park spaces (plus additional funding from partners)
- a £3.5 million station development match fund
- a £2.5 million accessibility fund<sup>3</sup>

The franchise is currently operating under the direct award negotiated in 2015 and will run until March 2019.

## Recent franchise developments

In early 2017 there were reports that the Secretary of State for Transport, Chris Grayling, was considering breaking up the franchise by creating a separate Devon and Cornwall franchise to enable greater alignment between the train operator and Network Rail.<sup>4</sup> The Government [published a consultation](#) on the future shape and scope of the new franchise in November 2017, with the key proposals as follows:

- Should Great Western be retained as a single franchise, in essentially its current form, or split into two (or more) separate franchises?

<sup>3</sup> DfT press notice, '[New deal for rail passengers in west of England and Wales](#)', 23 March 2015

<sup>4</sup> '[Grayling plot to split Great Western lines](#)', *The Times*, 22 January 2017

- How can we better integrate the activities of the franchisee (as train operator) and Network Rail (as network operator), to ensure that both parties work collaboratively to common objectives that put passengers' interests first?<sup>5</sup>

A possible option for a two-way split was suggested in the paper:

- One franchise ... concentrating on the intercity markets between London and Bristol, South Wales and the Cotswolds, outer suburban and branch line services in the Thames Valley, airport services and potentially future services using the proposed western rail link to Heathrow;
- Another franchise ... providing long-distance services between London, Wiltshire, Somerset, Devon and Cornwall (including the Sleeper), together with regional and local services across the central and south-western parts of the franchise area, including potential future services to Portishead and other elements of the 'MetroWest' scheme. This could include the services between Paddington, Newbury and Bedwyn, as although they may be a good fit with other Thames Valley services, there could be potential for the Newbury and Bedwyn services to be integrated within the longer-distance intercity services that operate along the same route.<sup>6</sup>

It was also announced as part of this consultation that the DfT would exercise its option to extend the direct award for FirstGroup to continue operating the franchise until April 2020. It also announced that the DfT intended on negotiating a further direct award for the GWR franchise for a duration of two years to April 2022, with an option to extend this for up to a further two years at the DfT's discretion. In a statement, First Group welcomed the DfT's plans.<sup>7</sup>

The Government published the outcome of the '[Future of the Great Western franchise' consultation](#) in August 2018. The most notable outcome from the consultation was that the plans to split the Great Western rail franchise were dropped after they were roundly rejected in the consultation.

## 1.2 Relevant franchise issues

### Great Western Main Line electrification

In July 2009 the Labour Government announced its intention to electrify the Great Western Main Line (GWML) between London, Reading, Oxford, Newbury, Bristol, Cardiff and Swansea, to be completed by 2017.<sup>8</sup> The scale of the works required to do this is vast: "on the 216 miles of the Great Western line ..., Network Rail needs to alter about 170 bridges, lower parts of the track bed, install 14,000 masts of overhead line equipment and electrify parts of the railway constructed by Brunel in the 1830s".<sup>9</sup> It was intended that the:

---

<sup>5</sup> DfT, [Great Western Rail Franchise Public Consultation](#), 29 November 2017, para 3.1

<sup>6</sup> *Ibid.*, para 3.6

<sup>7</sup> First Group, [Statement re Great Western Railway franchise](#), 29 November 2017

<sup>8</sup> *op cit.*, [Britain's Transport Infrastructure: Rail Electrification](#), para 1

<sup>9</sup> [HC Deb 25 June 2015, c1067](#)

...scheme would cut costs, reduce environmental impacts, increase capacity, improve reliability and improve the passenger experience. New trains would be procured to operate on the electrified track, improving services, capacity and journey times.<sup>10</sup>

The estimated cost at the time of the announcement was £1 billion.<sup>11</sup> In October 2009 Network Rail marked the scheme 'high' value for money, depending on the cost of the trains.<sup>12</sup>

By March 2011 the Coalition Government had confirmed its intention to electrify commuter services on the GWML from London to Didcot, Oxford, Newbury, Bristol and Cardiff.<sup>13</sup> However, it decided not to proceed with electrification to Swansea (as proposed by the Labour Government). This was because there was "no evidence of a pattern of demand that would be likely to lead imminently to an increase in [service] frequency. Consequently ... there is not, at present, a viable business case for electrification of the main line between Cardiff and Swansea".<sup>14</sup>

This decision was later reversed and in July 2012 the Government announced the electrification of the Cardiff-Swansea line as part of the High Level Output Statement (HLOS) for the rail planning period 2014-19.<sup>15</sup> The HLOS also included an announcement to extend the GWML scheme to the Thames Valley, to include electrification of the lines between Acton and Willesden, Slough and Windsor, Maidenhead and Marlow, and Twyford and Henley-on-Thames.<sup>16</sup>

In June 2015 the then Secretary of State for Transport, Sir Patrick McLoughlin, told the House that "electrification of the Great Western line is a top priority and I want Network Rail to concentrate its efforts on getting that right".<sup>17</sup> Critics argued that the escalating cost of the GWML scheme caused other schemes to be put on hold.<sup>18</sup>

In November 2016 the Railways Minister, Paul Maynard, announced his decision to 'defer' four electrification projects which form part of the GWML programme:

- electrification between Oxford and Didcot Parkway;
- electrification of Filton Bank (Bristol Parkway to Bristol Temple Meads);
- electrification west of Thingley Junction (Bath Spa to Bristol Temple Meads); and
- electrification of Thames Valley Branches (Henley & Windsor)

---

<sup>10</sup> more information on the Intercity Express Programme (IEP), to procure the new trains, can be found in HC Library briefing paper [SN3146](#)

<sup>11</sup> op cit., [Britain's Transport Infrastructure: Rail Electrification](#), para 75

<sup>12</sup> op cit., [Britain's Transport Infrastructure: Rail Electrification](#), p67

<sup>13</sup> [HC Deb 25 November 2010, c466](#); and: [HC Deb 1 March 2011, c186](#)

<sup>14</sup> [HC Deb 1 March 2011, c186](#)

<sup>15</sup> [HC Deb 16 July 2012, cc113-114WS](#); and op cit., [High Level Operating Statement](#), para 39

<sup>16</sup> op cit., [High Level Operating Statement](#), para 40

<sup>17</sup> [HC Deb 25 June 2015, c1068](#)

<sup>18</sup> 'Delays slow electric trains for the north', *Sunday Times*, 22 February 2015

He gave no date for their resumption, arguing that passenger benefits could be provided by newer trains with more capacity, without requiring “costly and disruptive” electrification works.<sup>19</sup>

This was followed by a report from the National Audit Office (NAO), offering a critical account of how the Great Western electrification had been managed and highlighting both cost increases and delivery delays (see below). Overall, NAO concluded that:

- The value for money of the programme needs to be reassessed, and the extent of electrification reconsidered;
- Before 2015, the Department did not plan and manage all the projects which now make up the Great Western Route Modernisation industry programme in a sufficiently joined up way;
- The Department did not produce a business case bringing together all elements of the programme until March 2015, more than two years after ordering the trains and over a year after Network Rail began work to electrify the route;
- Network Rail’s 2014 cost estimate was unrealistic. It was too optimistic about the productivity of new technology. It underestimated how many bridges it would need to rebuild or modify and also the time and therefore costs needed to obtain planning permission and other consents for some works. Failings in Network Rail’s approach to planning and delivering the infrastructure programme further increased costs;
- Delays to the electrification programme will cost the Department up to £330 million. It will also receive less income from the Great Western franchise between September 2015 and March 2019 because the train operator will bear the costs of providing extra trains and leasing depots, as well as higher running costs from operating diesel trains for longer, while also receiving less revenue from passengers than expected;
- Some passengers in the north and west of England may have to wait longer, some nine months and up to two years respectively, to see improvements such as increased capacity in services because of the delays to the programme; and
- Network Rail has a challenging task to deliver the main benefits from the infrastructure programme, within the current schedule and budget.<sup>20</sup>

#### **How much has the GWML electrification scheme cost?**

The total anticipated cost of the GWML electrification to Cardiff in 2014 was £1.7 billion; €11 million of which was from the EU.<sup>21</sup> However, the Hendy Review put the revised cost at £2.8 billion.<sup>22</sup>

In November 2016 the NAO put the cost of modernising the Great Western Mainline at £5.58 billion, an increase of £2.1 billion since 2013, with delays to the electrification of the route of at least 18 to 36 months.<sup>23</sup>

<sup>21</sup> op cit., [Great Western route modernisation](#) [accessed 27 July 2017]; for detailed information see ORR, [ECAM letter to Network Rail](#), 12 September 2014

In July 2017 the Secretary of State, Chris Grayling, announced that the Government no longer intended to proceed with electrification between Cardiff and Swansea. He said:

From Autumn 2017, passengers in Wales will benefit from new Intercity Express trains which will each deliver over 130 more seats, faster journey times and improved connectivity for south Wales to London with 40% more seats in the morning peak once the full fleet is in service.

These innovative new trains switch seamlessly between electric and diesel power, delivering faster journeys and more seats for passengers without disruptive work to put up wires and masts along routes where they are no longer required.

Rapid delivery of passenger benefits, minimising disruption and engineering work should always be our priority and as technology changes we must we must reconsider our approach to modernising the railways. We will only electrify lines where it provides a genuine benefit to passengers which cannot be achieved through other technologies.

As a result, we no longer need to electrify the Great Western route west of Cardiff. In addition to the new trains, Network Rail will develop further options to improve journeys for passengers in Wales. These will include, but not be limited to:

- improving journey times and connections between Swansea and Cardiff, and south Wales, Bristol and London
- improving journey times and connections across north Wales
- direct services from Pembroke Dock to London via Carmarthen on new, state of the art Intercity Express trains
- station improvements at Cardiff Station
- station improvements in and around Swansea including looking at the case for additional provision<sup>24</sup>

The Welsh Government consequently demanded that the estimated £700 million saved by the UK Government by not proceeding this electrification project be reinvested for future rail projects in Wales.<sup>25</sup>

Network Rail had originally planned for electrification of the line from Paddington to have reached and be operational to Cardiff last year. Trains have begun operating on new sections of electrified line on the

---

<sup>20</sup> NAO, [Modernising the Great Western railway](#), HC 781 of 2016-17, 9 November 2016, summary; followed by a report from the Public Accounts Committee, see: PAC, [Modernising the Great Western Railway](#) (Forty-fourth Report of Session 2016–17), HC 776, 3 March 2017

<sup>21</sup> op cit., [Great Western route modernisation](#) [accessed 27 July 2017]; for detailed information see ORR, [ECAM letter to Network Rail](#), 12 September 2014

<sup>22</sup> op cit., [Report from Sir Peter Hendy to the Secretary of State for Transport on the replanning of Network Rail's Investment Programme](#), p6

<sup>23</sup> op cit., [Modernising the Great Western railway](#), summary

<sup>24</sup> [HCWS85](#), 20 July 2017

<sup>25</sup> Welsh Government press notice, "[Ken Skates demands £700m from UK Government for scrapping electrification across South Wales](#)", 21 July 2017

GWML,<sup>26</sup> although it is only electrified as far west as Bristol Parkway. The full route to Cardiff is due to be finished this year.<sup>27</sup>

Much of the information above has been sourced from the House of Commons library [Rail electrification](#) briefing paper. Please see this paper for further information about the wider rail electrification programme.

## Intercity Express trains

In July 2007 the Labour Government published a rail White Paper, which stated that it would fund an additional 1,300 new carriages across the network;<sup>28</sup> this included a commitment to deliver a fleet of Intercity Express Programme (IEP) Trains. The base case proposed the introduction of approximately “90 full train length equivalent diagrams from 2013 to 2017”, with an option “for a further approximately 50 full train length equivalent diagrams for introduction between 2014 and 2018”.<sup>29</sup>

The DfT started the procurement programme in 2007 for the IEP trains for the design, manufacturing, financing and long-term maintenance of the IEP trains. The shortlisted bidders were eventually narrowed to two bidding consortia:

- Express Rail Alliance (Bombardier Transportation, Siemens, Angel Trains and Babcock & Brown)
- Agility Trains Ltd. (Hitachi (Japan) Ltd, Barclays Private Equity and John Laing Projects and Developments).<sup>30</sup>

In February 2009 the then Secretary of State for Transport, Geoff Hoon, announced that Agility Trains had been selected as the preferred bidder for the £7.5 billion contract.<sup>31</sup> Although the Government described Agility Trains as a “British-led consortium”, the main partner is Hitachi and most of the press comment on the announcement described the consortium as ‘Japanese-led’.<sup>32</sup> In connection with this, the unions raised questions about whether the trains would be built in the UK or just assembled here.<sup>33</sup> When these concerns were raised in the Commons Mr Hoon, said that he anticipated that “something in the order of 2,500 new jobs will be created” and that “jobs in the supply chain—the estimate is up to 10,000 jobs—will be protected and safeguarded, as they support the manufacture”.<sup>34</sup>

The Labour Government’s July 2009 announcement on rail electrification had a significant impact on the IEP programme,<sup>35</sup> and in

---

<sup>26</sup> ‘[Great Western Railway electrified line goes live](#)’, *BBC News*, 2 January 2019

<sup>27</sup> For more detail, see: Network Rail, [Enhancements Delivery Plan](#), December 2018, p75

<sup>28</sup> DfT, [Delivering a Sustainable Railway](#), Cm 7176, 24 July 2007, p10

<sup>29</sup> DfT, [Rolling stock plan](#), 30 January 2008, para 11

<sup>30</sup> DfT, [Change to IEP short listed bidders](#), 26 June 2008

<sup>31</sup> DfT press notice, “[Passengers and economy to benefit from biggest investment in trains for a generation](#)”, 12 February 2009

<sup>32</sup> see, e.g.: “Britain’s £7.5bn train order lost to Japan’s Hitachi”, *The Times*, 13 February 2009

<sup>33</sup> RMT press notice, “RMT seeks answers on rolling-stock contract”, 12 February 2009

<sup>34</sup> [HC Deb 12 February 2009. c1535](#)

<sup>35</sup> DfT, [Britain’s Transport Infrastructure: Rail Electrification](#), July 2009, paras 40-42 and [HC Deb 26 October 2009. c13W](#)

February 2010 it announced that it would not proceed with negotiations on the contract for the IEP programme before the 2010 General Election because of the time frame and the costs involved. The Secretary of State also asked Sir Andrew Foster, former controller of the Audit Commission, to provide “an independent assessment of the value for money of the programme and the credibility and the value for money of any alternatives which meet the programme's objectives”.<sup>36</sup>

In July 2010 the then Secretary of State for Transport in the new Conservative-led Coalition Government, Philip Hammond, said that a decision on the future of the IEP would be made in October. He also outlined the broad conclusions of the Foster report that the IEP proposition was “positive and attractive” in a number of ways and that it had exceeded the Department’s value for money thresholds. However, he also expressed some doubts over the technical feasibility of the new bi-mode trains and stated that the value for money had declined over time.<sup>37</sup> Mr Hammond indicated that the Government would use the period until the spending review announcement in October to give further consideration to the alternatives to IEP.<sup>38</sup>

On 1 March 2011 Mr Hammond announced the Government’s intention to resume the IEP procurement and proceed with Agility Trains as the preferred bidder. He also said that Hitachi would locate its European train manufacturing and assembly centre at Newton Aycliffe in County Durham, creating “at least 500 direct permanent jobs, as well as hundreds of temporary construction jobs”.<sup>39</sup>

In July 2012 the then Secretary of State, Justine Greening, announced financial close for the Great Western elements of IEP, and commercial close for the East Coast elements. She indicated that the contract would create 900 jobs and secure “thousands more”. The contract, worth £4.5 billion, would see 596 railway carriages (92 complete trains) built at Newton Aycliffe. She also said that Hitachi would construct maintenance depots in Bristol, Swansea, west London and Doncaster, and upgrade existing maintenance depots.<sup>40</sup>

In July 2014 the NAO published a report on the procurement of the IEP and Thameslink (see below) rolling stock. It concluded that both procurements had achieved levels of competition equivalent to or better than other rolling stock procurements since 2000. However, in the case of IEP, the Department had “decided to proceed with a revised bid without rerunning the competition. The Department view is that no other manufacturer could offer better value for money but this remains untested”. It also called attention to the decision to electrify the Great Western Main Line, which meant that diesel trains were no longer

---

<sup>36</sup> [HC Deb 26 February 2010, c92WS](#)

<sup>37</sup> DfT, [Review of the Intercity Express Programme by Sir Andrew Foster](#), 6 July 2010, pp3-8

<sup>38</sup> [HC Deb 6 July 2010, WS](#)

<sup>39</sup> [HC Deb 1 March 2011, cc185-186](#)

<sup>40</sup> DfT press notice, “[£4.5 billion investment in new trains creates new jobs](#)”, 25 July 2012; the technical specification and contractual documentation is available at: DfT, [Intercity Express Programme technical specification and contracts](#), 19 February 2013

needed. It stated that while the IEP was “designed to be flexible enough to accommodate this change of direction”, it recommended that “the Department in future major procurements produce a detailed, integrated plan to bring together infrastructure, rolling stock and franchising strategy”.<sup>41</sup>

Her Majesty the Queen travelled aboard a GWR IEP Class 800 on 13 June 2017, to commemorate the 175th anniversary of the first rail journey made by a monarch. The Queen travelled from Slough to London Paddington aboard 800 003, before then naming it *Queen Elizabeth II*.<sup>42</sup>

All did not go to plan, however, when the first of the Hitachi Class 800 trainsets ordered under the Department for Transport’s £5.7 billion Intercity Express Programme entered passenger service with GWR on October 16:

...the arrival of the empty stock from Stoke Gifford depot was delayed until 06.18 by problems with the train management system. An area of first class seating was closed off owing to water leakage from the air-conditioning, a problem which also affected a small area in standard class.<sup>43</sup>

Much of the information above has been sourced from the House of Commons library [Railway rolling stock \(trains\)](#) briefing paper and contains wider information about rolling stock procurement in Great Britain.

## Delays and passenger compensation

GWR performance has deteriorated of late and for the last four quarters less than 85% of GWR services have arrived at their final destination within 5 minutes. Full statistics around GWR performance is available in the section below.

The recent performance of GWR has been reflected in the declining levels of passenger satisfaction on its part of the network. The Autumn 2018 National Rail Passenger Survey<sup>44</sup> revealed that passenger satisfaction was at 78%, having declined from 84% when the survey was conducted three years prior to that. 67% of GWR passengers were satisfied by the reliability of trains, but only 40% of passengers were satisfied by the way GWR handled delays. Commuter passengers were the least satisfied among the GWR passengers.<sup>45</sup>

### What compensation are passengers entitled to?

Compensation and other consumer protections are secured through a mixture of contracts with franchising authorities, industry-controlled standards such as the [National Rail Conditions of Travel](#) (NRCT) and

---

<sup>41</sup> NAO, [Procuring new trains](#), 9 July 2014 [quotes from the landing page; full report available from the same link]

<sup>42</sup> “[IEP train keeps royal appointment for anniversary special](#)”, *RAIL Magazine*, 13 June 2017

<sup>43</sup> ‘[Teething troubles as IEP trainsets enter revenue service](#)’, *Railway Gazette*, 16 October 2017

<sup>44</sup> The latest at the time of this paper’s publication.

<sup>45</sup> Transport Focus, [Rail passenger satisfaction at a glance: Great Western Railway – Autumn 2018](#), 29 January 2019

operator licences. The NRCT was most recently revised in October 2016 as a consequence of the *Consumer Rights Act 2015* coming into force for rail passengers (see further below for more info).

Each train operating company has its [own arrangements for compensation](#). Some still operate the original Passengers' Charter compensation scheme based on the arrangements set out in Condition 42 of the NRCT. This is the minimum level of compensation a passenger is entitled to if they are delayed by a late-running or cancelled train. Under the Passenger Charter some train companies may not pay out if the delay was caused by something outside the control of the rail industry.

Most TOCs now operate the 'Delay Repay' scheme, accounting for around 65% of passenger journeys. Under Delay Repay, a passenger is entitled to compensation regardless of the cause of the delay. A comparison of Delay Repay and NRCT schemes is set out in the table below:

Length of delay	Delay/Repay	National Rail Conditions of Carriage*
0-29m	No compensation due	No compensation due
30-59m	50% of the cost of a single ticket, or 50% of the cost of the relevant portion** of a return ticket	No compensation due
60-119m	100% of the cost of a single ticket, or 100% of the cost of the relevant portion of a return ticket	50% of the cost of a single ticket, or 50% of the cost of the relevant portion of a return ticket
120m+	100% of the cost of a single ticket, or 100% of the cost of a return ticket (i.e. both ways, not just one way)	50% of the cost of a single ticket, or 50% of the cost of the relevant portion of a return ticket

On 13 October 2016 the Secretary of State for Transport [announced](#) an improved compensation scheme **"Delay Repay 15"**, commenting:

We recognise that, above all else, passengers want a reliable train service, but when things do go wrong it is vital that they are compensated fairly. 'Delay Repay 15' is a major improvement for passengers and we are working with train companies to make it as easy as possible for passengers to claim their rightful compensation.

Together with the Consumer Rights Act, this policy shows we are putting passengers first and making sure they receive due compensation for poor service.

Under this scheme, passengers will be able to claim 25% of the cost of the single fare for delays between 15 and 29 minutes. The scheme was first rolled out on the Thameslink, Southern and Great Northern franchise as a response to the chronic problems with Southern.

It is the stated policy of the Department for Transport to move all franchised operators to Delay Repay 15 as new franchises are let. As such, Delay Repay 15 has only been rolled out on franchises that were let after October 2016.

The Government has [stated its intention](#) to explore the roll out Delay Repay in this Parliament; yet history shows that it can take many years to introduce these changes—the original Delay Repay was introduced in 2007. If Delay Repay 15 is rolled out on the same basis as the original version, it will not be rolled out across all franchises until the mid to late 2020s (according to the [latest franchise schedule](#)).

The GWR franchise is operating under the terms of a direct award that were agreed in March 2015. **GWR offers compensation under a Traditional Passenger's Charter and is not covered by the Delay Repay compensation scheme.** The Government [has indicated](#) that GWR will introduce Delay Repay in 2019.

Full statistics around GWR performance and its compensation is available in the next section. For more detailed information about rail passenger compensation, see the DfT's [Rail Delays and Compensation 2018](#) report and the House of Commons Library briefing paper [Transport: passenger rights, compensation and complaints](#).

## 2. Great Western Rail performance statistics

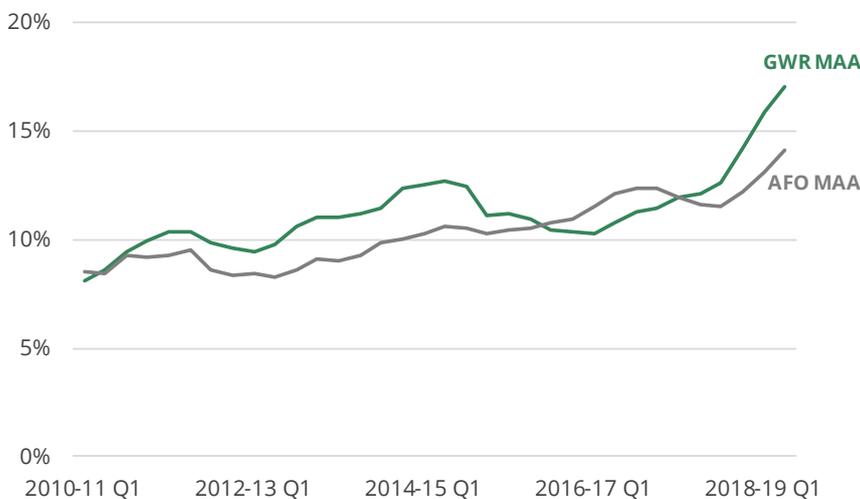
### 2.1 How many trains arrive on time?

The Office of Rail and Road (ORR) have two primary measures by which to measure train operating companies (TOC) performance: the Public Performance Measure and CaSL (Cancelled or Significantly Late).

The Public Performance Measure (PPM) is used to measure punctuality – the proportion of trains that arrive at their final destination within 5 minutes of their timetabled arrival (or 10 minutes for long distance operators).<sup>46</sup> The CaSL stands for cancelled or significantly late – it measures reliability. The CaSL is the proportion of trains that have been cancelled or that arrived at their destination with more than 30 minutes delay.

### Public performance measure (PPM)

**The proportion of Great Western Railway services arriving at their final destination later than 5 minutes of their timetabled arrival has been increasing in recent quarters. Since 2010-11 Q1 GWR's performance has generally been worse than the national average.**



Note: The figures shown here are the inverse of the PPM; Moving Annual Average (MAA)

Source: Office of Rail and Road, Table 3.42 and Table 3.44

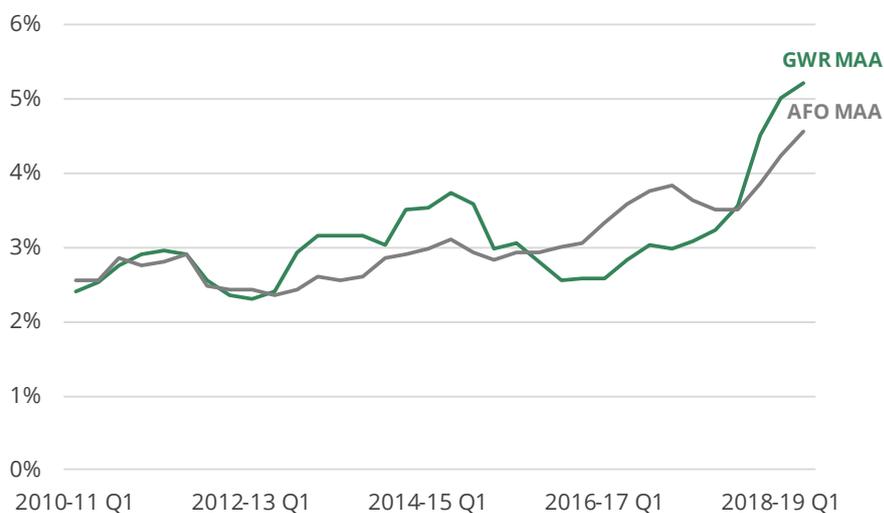
Most GWR services arrive within five minutes of their timetabled arrival (this is typically 85% or more). Recently GWR performance as measured by the PPM has been decreasing. Over the last four quarters less than 85% of GWR services have arrived at their final destination within 5 minutes (i.e. 15% or more services do not arrive within 5 minutes of their scheduled arrival).

<sup>46</sup> The Public Performance Measure chart shown here is the inverse of this measure – i.e. it is the proportion of trains that arrived at their final destination more than 5 minutes later than their timetabled arrival.

As with the PPM, performance as measured by the CaSL has been decreasing in recent quarters for GWR. In each quarter of 2017-18 the proportion of trains that were cancelled or significantly late was greater than the previous quarter. However, in the two most recent quarters (2018-19 Q1 and Q2) performance has begun to improve (although this is yet to be reflected in the moving annual average).

## Cancelled or significantly late (CaSL)

**The proportion of Great Western Railway services that were cancelled or significantly late has been on the increase: each quarter of 2017-18 was greater than the last. The CaSL moving annual average (MAA) for GWR services is currently greater than the MAA for all franchised operators (AFO).**



Source: Office of Rail and Road, Table 3.5 and Table 3.7

## 2.2 How many complaints have there been?

The latest full year data shows that there were 29.3 complaints per 100,000 journeys in 2017-18 for franchised train operators. This is a 0.3% decline from 29.4 complaints per 100,000 journeys in 2016-17.

The complaints rate has been between 29 and 29.4 for the past five years, except for a drop to 27.4 complaints per 100,000 journeys in 2015-16. The complaints rate has almost halved since 2007-08 (a 48.8% decline).<sup>47</sup>

The number of complaints per 100,000 journeys received by GWR has decreased from around 150 in 2007-08 to around 49 in 2017-18.

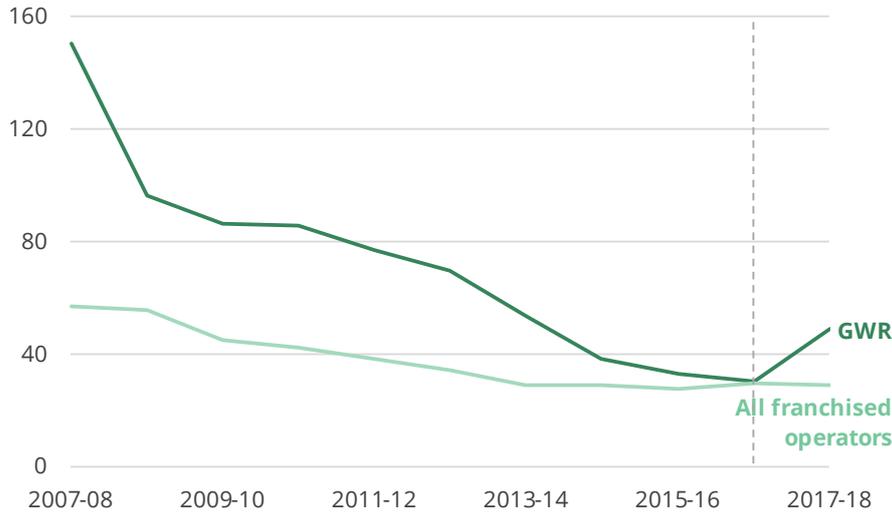
Note that GWR changed their complaint volumes methodology from 2016-17 Q1. Previously if one complaint correspondence contained several complaints, they would count all complaint types. From 2016-17 Q1 they would only count this as one complaint. This follows ORR guidance and is consistent with other TOCs. The impact of this is that

<sup>47</sup> Office of Rail and Road, [Rail Statistics Compendium 2017-18](#), p. 5

their complaints volumes in 2016-17 declined compared with previous years, and any comparisons should be treated with caution.

## Complaints per 100,000 journeys

The number of complaints per 100,000 journeys received by Great Western Railway has decreased from around 150 in 2007-08 to around 49 in 2017-18.



Source: Office of Rail and Road, Table 14.8 and 14.9

The latest data for 2018-19 Q2 shows that GWR had the third largest increase in complaints rate behind Northern and Grand Central. GWR had around 79 complaints per 100,000 journeys in 2018-19 Q2 up from 43 complaints per 100,000 journeys during the same quarter the previous year. Similar to Grand Central, a reason for this increase is due to the increased volume of complaints regarding the quality on the train including the upkeep and repair of the train (9.2% of all complaints in 2018-19 Q2 compared to 2.1% in the previous year.<sup>48</sup>

In 2017-18 23% of complaints received by GWR were related to fares and retailing, this is 7 percentage points higher than all franchised operators (AFO) combined. Around 8% of complaints received by GWR were for train service performance whereas this accounted for a quarter of all complaints among AFO.

Over the last five years the largest complaint category received by GWR has changed four times. Two trends are more apparent. In 2013-14 train service performance accounted for 38% of complaints received by GWR, in subsequent years this category has accounted for a substantively lower proportion of complaints. The quality on train complaint category consistently accounts for a large proportion of complaints received by GWR.

<sup>48</sup> Office of Rail and Road, [Passenger Rail Service Complaints 2018-19 Q2](#), p. 7

## Proportion of complaints by ORR category

In 2017-18 23% of complaints received by Great Western Railway were related to fares and retailing, this is 7 percentage points higher than all franchised operators (AFO) combined. Around 8% of complaints received by GWR were for train service performance whereas this accounted for a quarter of all complaints among AFO.

	Great Western Railway					AFO
	2013-14	2014-15	2015-16	2016-17	2017-18	2017-18
Accessibility issues	1%	1%	1%	2%	1%	1%
Company policy	7%	7%	10%	25%	19%	8%
Complaints handling	5%	12%	10%	4%	6%	5%
Delay compensation schemes	0%	0%	0%	1%	3%	7%
Fares and retailing	10%	12%	11%	21%	23%	16%
Provision of information	6%	7%	8%	4%	3%	3%
Quality on train	15%	21%	22%	18%	22%	18%
Safety and security	1%	2%	1%	2%	2%	2%
Staff conduct and availability	7%	9%	10%	11%	9%	9%
Station quality	2%	2%	2%	3%	3%	2%
Timetabling and connection issues	1%	1%	2%	1%	2%	1%
Train service performance	38%	15%	11%	8%	8%	25%
Other	7%	10%	11%	0%	0%	1%

Note: Shaded areas indicate complaint category was highest proportion for given year.

Source: Office of Rail and Road, Table 14.3 and 14.5

## 2.3 How much compensation has been paid out?

Between 2015-16 and 2017-18 GWR paid out £22.6 million in compensation for delays. During the same period total compensation paid out by train operating companies through both delay repay and the traditional schemes amounted to around £199 million.<sup>49</sup>

On the 10 January 2019 the ORR released, for the first-time, data on volumes of passenger delay compensation claims.<sup>50</sup> The press release for the data stated that:

Official statistics released for the first time today by the Office of Rail and Road (ORR) show there were around 3 million compensation claims made for rail delays between April and mid-October 2018, of which 84% were approved and 92% were closed within 20 working days.

15 out of 23 train operators were above the national average of 92% in closing compensation claims within 20 working days, however Hull Trains (31.8% closed), TransPennine Express (45.7% closed) and South Western Railway (70.3% closed) fell considerably short of these timescales. Great Western Railway also fell short at 76% although has now significantly improved its claims processing rate.

<sup>49</sup> Department for Transport, [Train operating companies: Passenger's Charter compensation](#)

<sup>50</sup> Office of Rail and Road, [Rail Regulator publishes passenger delay compensation claims data](#), 10 January 2019

## Rail delay compensation claims

For the first two periods of 2018-19 Great Western Railway closed a higher proportion of claims within 20 working days than all TOCs operating in Great Britain as a whole. During periods 3 through 6 GWR closed a lower proportion. In period 7 almost all of GWR's claims were closed within 20 working days.

		2018-19						
		Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7
GWR	Claims received	15,295	14,259	16,764	19,049	16,387	9,058	12,626
	Claims closed	10,906	12,285	13,440	21,043	14,087	14,020	12,339
	Claims approved	7,329	8,136	10,597	16,021	10,858	11,227	10,210
	% closed within 20 working days	98.9%	92.0%	66.2%	58.2%	64.7%	70.7%	99.8%
Great Britain	Claims received	271,217	280,941	528,147	719,716	474,587	297,684	391,016
	Claims closed	349,431	313,623	456,372	616,184	551,654	342,112	373,142
	Claims approved	286,394	262,267	396,677	533,200	469,748	276,089	301,046
	% closed within 20 working days	82.5%	87.8%	96.5%	97.4%	88.9%	91.5%	94.9%

Source: Office of Rail and Road, Table 17.01

## 2.4 What is the level of passenger satisfaction with GWR?

On 23 January 2019 transport watchdog [Transport Focus](#) published results of their latest [National Rail Passenger Survey](#). The key trends identified by Transport Focus in their latest report are:

Nationally the percentage of journeys rated as satisfactory overall for punctuality/reliability: was 71 per cent, a figure significantly down year on year compared to 74 per cent in Autumn 2017 and substantially lower than the 81 per cent recorded in autumn 2008.

The proportion of journeys rated by passengers as satisfactory in terms of value for money for the price of their ticket scored nationally at 46 per cent, a figure that is unchanged compared to autumn 2008. Among commuters, just 31 per cent of those surveyed rated their journey as value for money.

Passenger satisfaction with how train operators dealt with delays scored 37 per cent in the latest survey but ranged between 29 per cent (Southern and Thameslink) and 77 per cent (Grand Central).

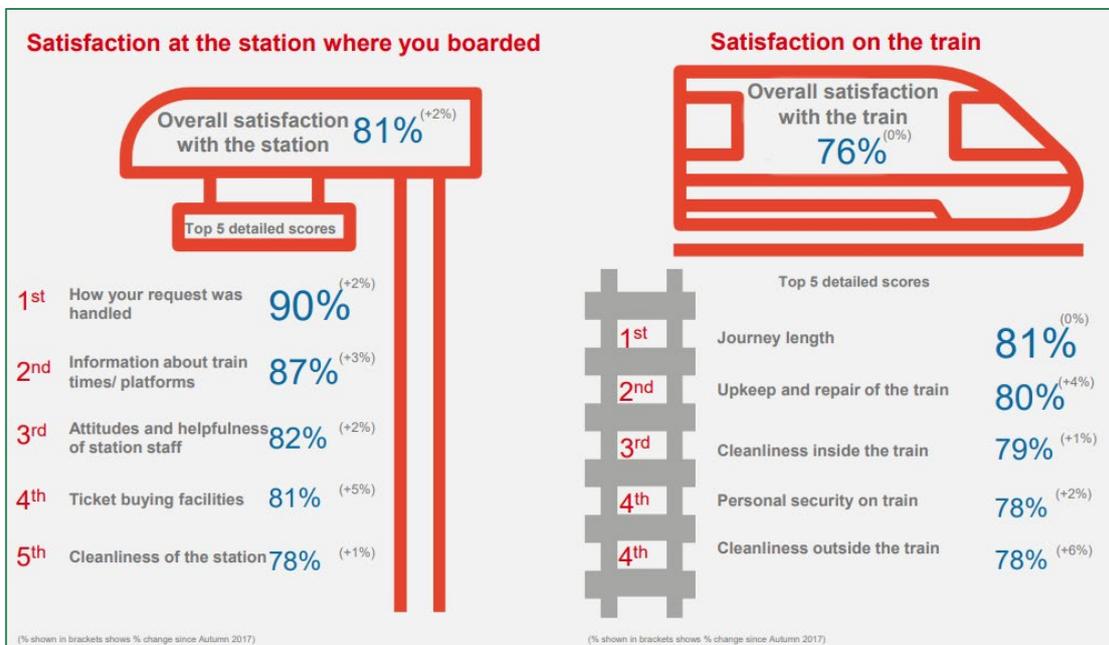
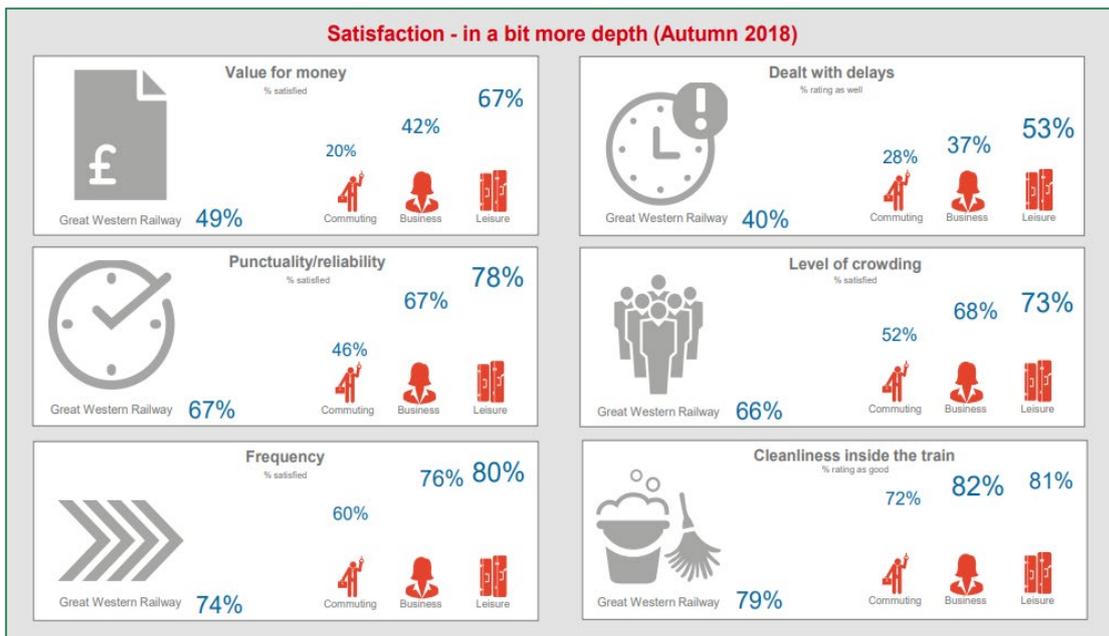
In London and the South East 78 per cent of passenger journeys were rated as very or fairly satisfactory (a significant fall from 80 per cent the previous year, and 82 per cent in autumn 2008).

On long distance operators 83 per cent of passenger journeys were rated as very or fairly satisfactory overall in autumn 2018, a significant fall from 86 per cent the year before (and still below the 84 per cent rating in 2008). Punctuality/reliability saw a large fall in satisfaction (-7 per cent) in contrast to reliability of internet connection (+5 per cent).

Overall satisfaction also fell for regional operators to 79 per cent in the latest survey. The biggest declines in satisfaction were with

usefulness of information about delays (-13 per cent and how well train operators dealt with delays (-11 per cent). It is notable that overall satisfaction for regional operators stood at 86 per cent in autumn 2008.

In addition to their [main report](#), Transport Focus also publish individual overviews of satisfaction for [each TOC](#). Details for GWR are summarised below<sup>51</sup>:



The ORR has published an [interactive dashboard](#) for which you can find additional information on railway performance and complaints for GWR and other train operating companies.

<sup>51</sup> The two images have been directly lifted from the Transport Focus report for [Great Western Railway](#).

## 3. Further reading and press articles

### 3.1 Parliamentary material

#### Debates

**Backbench Committee Representations: Backbench Debates [extracts], Tuesday 15 January 2019**

#### *Stephen Doughty.*

The Great Western route is unusual in that it is hugely geographically wide, stretching right along the South Wales main line, the M4 corridor and the commuter lines into the Thames Valley, but crucially down to the south-west as well. It is a life-line for many communities down there. Many people rely on it for local transport but also, of course, to travel up to London.

There have been substantial problems across the network over the last two years, a variety of which have hit the headlines. Surprisingly, a situation has arisen where the franchise was extended by the Department for Transport without any full consultation. Big decisions will have to be taken in the future.

There have been serious delays, poor service and issues around electrification, new trains, delays in processing compensation claims for customers, and a whole series of other concerns about performance. Despite many meetings that Members from all sides of the House have had with Great Western management, a blame culture seems to have developed between GWR, Network Rail, the Department for Transport and the developer of the new trains on the intercity South Wales routes, Hitachi.

Those sponsoring the debate would welcome the chance to question the Department for Transport in particular about its strategic oversight of the franchise and some of the decisions that have led to the problems that have emerged with rolling stock, with staffing and with changes and delays.

The debate touches on a number of Members' constituencies. A huge number are affected from all parties and there are different issues in different parts of the network. I have particular concerns about the electrification and the services to South Wales, but we have many concerns in the south-west. We saw the impact of storms and other issues there. Of course, there are issues along the commuter belt and the Thames Valley.

It has been a long time since we had a debate on the whole franchise and the wider strategic issues. Lots of individual questions have been raised and the routes were last discussed in 2016. Luke Pollard had a debate in October 2017 about specific south-west issues and the autumn Budget allocation. But there has not been one that looks at

everything and I think the range of issues being raised would draw the support of a huge number of Members on a cross-party basis.

## Parliamentary questions

### [Railways: Compensation](#)

**Asked by:** Baroness Randerson | **Party:** Liberal Democrats

To ask Her Majesty's Government which Train Operating Companies are not covered by the Delay Repay compensation scheme; and when those companies are expected to join that scheme.

**Answering member:** Baroness Sugg | **Party:** Conservative Party |  
**Department:** Department for Transport

Great Western Railway offers compensation under a Traditional Passenger's Charter and is not covered by the Delay Repay compensation scheme. Chiltern Railway also operates under a traditional Passenger's Charter plus a limited form of Delay Repay with exclusions.

The Department for Transport has asked a number of DfT-franchised train operating companies, including Great Western Railway, for proposals to implement Delay Repay before their contract expires and will introduce Delay Repay if the proposals are affordable and represent value for money for taxpayers. It is anticipated that Great Western Railway will introduce Delay Repay in 2019.

Delay Repay from 15 minutes (DR15) will be included in the specification for all new DfT franchises in future. This will include the renewal of Chiltern Railway's franchise.

18 Dec 2018 | Written questions | Answered | House of Lords | HL12257

---

### [Great Western Railway: Subsidies](#)

**Asked by:** Lord Bradshaw | **Party:** Liberal Democrats

To ask Her Majesty's Government whether they are providing a subsidy to Great Western Railway; if so, why; and what lessons they have learned.

**Answering member:** Baroness Sugg | **Party:** Conservative Party |  
**Department:** Department for Transport

Premium and subsidy payments, together with key components of those payments, are reported for each train operating company in the Office of Rail and Road's Data Portal entry 'Government subsidy per passenger kilometre by train operating company'. This can be found at: <http://orr.gov.uk/statistics/data-portal>.

Directly awarded franchise agreements such as the Great Western Railway are awarded under the terms of procurement regulations. These require the Department to assure itself that the costs and revenues agreed with franchisees and recorded in the franchise agreement as net premiums or subsidy, are correct. The Department continues to review its procurement processes to ensure that this requirement continues to be met in any new directly awarded franchises granted.

13 Dec 2018 | Written questions | Answered | House of Lords | HL11927

---

### [Great Western Railway: Rolling Stock](#)

**Asked by:** McDonald, Andy | **Party:** Labour Party

To ask the Secretary of State for Transport, what assessment he has made of adequacy of the performance of Great Western Railway's Class 800s in relation to Miles per Technical incident for the last three reporting periods.

**Answering member:** Joseph Johnson | **Party:** Conservative Party  
**| Department:** Department for Transport

The introduction of the new IET fleet is similar to the experience with other new train fleets and we anticipate that performance will continue to improve as the full fleet is introduced and initial teething issues are resolved.

The full benefits of these IETs, including faster journey times and increased capacity, will be delivered once the full fleet is in service and a new timetable has been introduced.

01 Nov 2018 | Written questions | Answered | House of Commons | 183473

---

### [Trains: Procurement](#)

**Asked by:** Baroness Randerson | **Party:** Liberal Democrats

To ask Her Majesty's Government which organisation made the decision to order the new Azuma trains; what is the extent of any technical problems with the Azuma trains; what plans are in place to deal with those problems; and when they anticipate the new trains will be fully operational as part of the regular timetable.

**Answering member:** Baroness Sugg | **Party:** Conservative Party  
**| Department:** Department for Transport

The Intercity Express Programme (IEP) to deliver the new Great Western and East Coast Mainline Intercity Express Trains (IETs) is a government-led investment which was initiated by the Department for Transport

when the Invitation to Tender was published in 2007. It is not uncommon when introducing new trains on an existing network for there to be some teething problems. This is why time is set aside to identify any issues as far as possible before the launch of passenger service and Hitachi and Network Rail are working together to resolve these issues with the aim of getting these trains ready for passenger service. The introduction of the new trains will deliver more seats and faster journeys for decades to come. The full benefits of these IETs will be delivered once the full fleet is in service alongside introduction alongside introduction of a new timetable.

20 Sep 2018 | Written questions | Answered | House of Lords | HL10312

---

### [Great Western Railway: Standards](#)

**Asked by:** Stevens, Jo | **Party:** Labour Party

To ask the Secretary of State for Transport, how much money Great Western Railway has been fined for not meeting performance targets in each of the last eight years for which data is available.

**Answering member:** Joseph Johnson | **Party:** Conservative Party |  
**Department:** Department for Transport

No monetary penalties under the Railways Act 1993 statutory enforcement regime have been imposed on the Great Western franchisee during that period.

23 Jul 2018 | Written questions | Answered | House of Commons | 165048

---

### [Great Western Railway: Standards](#)

**Asked by:** Rees-Mogg, Mr Jacob | **Party:** Conservative Party

To ask the Secretary of State for Transport, what representations he has received on delays and overcrowding experienced by commuters on the Great Western Railway (GWR) from Bristol to London; what steps his Department plans to take to ensure that GWR improves its service; and what mechanisms his Department has in place to scrutinise the delivery of that service against its contractual obligations.

**Answering member:** Joseph Johnson | **Party:** Conservative Party |  
**Department:** Department for Transport

The Secretary of State receives letters, Parliamentary Questions and Freedom of Information requests from MPs, Peers, stakeholders and passengers about Great Western Railway performance. Great Western Railway has agreed a change to its franchise agreement to include a new obligation to implement a performance improvement plan. The

plan includes a wide range of activities across the whole franchise area to improve performance for passengers. Ministers have discussed GWR performance with senior representative from FirstGroup. Officials meet Great Western Railway regularly to discuss progress on the plan.

16 Jul 2018 | Written questions | Answered | House of Commons | 162548

---

### [Rail Timetabling](#)

**Asked by:** Doughty, Stephen | **Party:** Labour Party

There could not be a greater contrast between the millions of pounds of new investment in our railways being introduced by the Welsh Labour Government and the shambles over which the Secretary of State presides. Can he explain what on earth is going on at Great Western Railway? There have been repeated cancellations, delays, trains that are understaffed with no catering services, and trains breaking down. I have spoken to Great Western Railway, to Network Rail and to Hitachi. Hitachi tells me that the Department for Transport did not give a long enough period for testing the trains, and Great Western tells me that it sold off a load of its own trains to Scotland before the new ones were ready. Will he get a grip on that situation?

**Answering member:** Chris Grayling | **Party:** Conservative Party | **Department:** Department for Transport

The Great Western modernisation is delivering new trains and a faster service, and by the end of this year it will deliver an improved timetable. There have been teething problems with the introduction of the new trains, but anyone who has travelled on the new trains in which this Government are investing on the Great Western route will say that they are a step in the right direction.

04 Jun 2018 | Proceeding contributions | House of Commons | House of Commons chamber | 642 c64

---

### [Great Western Rail Franchise](#)

**Asked by:** McDonald, Andy | **Party:** Labour Party

To ask the Secretary of State for Transport, what assessment he has made of the (a) effectiveness, (b) efficiency and (c) value for money of the Great Western franchise in terms of (i) performance and (ii) operation of the services provided under that franchise since 2013.

**Answering member:** Joseph Johnson | **Party:** Conservative Party | **Department:** Department for Transport

The Department holds Train Operating Companies to account through its contractual mechanisms, and meets regularly with operators to review performance levels and plans for improvements. It also works closely with ORR, in its role as regulator, in overseeing Network Rail's performance levels. The Department has also increased its engagement across industry to promote industry sharing of good practice and a top down focus on the day to day performance of the railway. In addition we require all bidders for new rail franchises to describe how they will work in an integrated manner with Network Rail to achieve better performance for passengers.

11 May 2018 | Written questions | Answered | House of Commons |

---

### [Great Western Rail Franchise](#)

**Asked by:** Drew, Dr David | **Party:** Labour Party · Cooperative Party

To ask the Secretary of State for Transport, what recent discussions he has had with Great Western Railway on the reliability of its services; and if he will commission an independent audit of that service's reliability prior to assessing the potential merits of any longer-term extension of that franchise.

**Answering member:** Joseph Johnson | **Party:** Conservative Party |  
**Department:** Department for Transport

Ministers and officials meet Network Rail and the train operators at a senior level to discuss performance. A Supervisory Board for train services on Network Rail's Western Route was set up in 2017 with a key focus on performance. It is chaired independently by Dick Fearn, a senior rail executive with extensive experience in this country and abroad.

02 May 2018 | Written questions | Answered | House of Commons |  
137399

---

### [Great Western Railway: Standards](#)

**Asked by:** Baroness Randerson | **Party:** Liberal Democrats

To ask Her Majesty's Government what assessment they have made of the reasons why the punctuality of Great Western Railway services have deteriorated since Q3 2016–17, as reported by the Office of Road and Rail; and what assessment they have made of the reasons why train punctuality is at the lowest level since 2007–08.

**Answering member:** Baroness Sugg | **Party:** Conservative Party |  
**Department:** Department for Transport

When the Secretary of State for Transport announced the High Level Output Specification for Network Rail on 20 July 2017, my Rt Hon Friend made clear the government is determined that the railway becomes more focused on punctuality and reliability. On the basis of independent advice from the Office of Rail and Road, as well as from the rail industry, the government has agreed that an increased volume of renewals activity will be needed over the course of control period 6, to maintain safety and to improve on current levels of reliability and punctuality, which in places fall short of the levels that passengers rightly expect.

In relation to the recent increase in train crew-related performance issues on Great Western Railway train services, we understand that the key issue has been difficulties in securing sufficient training of crew on the new trains now entering service as a result of the trains themselves being available later than originally planned because of the delays to electrification of the Great Western Main Line.

04 Apr 2018 | Written questions | Answered | House of Lords | HL6706

---

### [Great Western Railway Line: Electrification](#)

**Asked by:** Lord Bradshaw | **Party:** Liberal Democrats

To ask Her Majesty's Government what assessment they have made of the out-turn cost, in cost per single track kilometre, for completing the electrification of the Great Western Main Line.

**Answering member:** Baroness Sugg | **Party:** Conservative Party |  
**Department:** Department for Transport

In the National Audit Office report earlier this year, the total estimated cost of the Great Western Route Modernisation infrastructure programme was £5.58billion.

The Department for Transport does not hold information on the cost of per single track kilometre.

21 Dec 2017 | Written questions | Answered | House of Lords | HL4129

## Select Committee Reports

House of Commons Welsh Affairs Committee, [The cancellation of rail electrification in South Wales](#), HC 403 2017-19, 21 May 2018

House of Commons Public Affairs Committee, [The Great Western Railway](#), HC 776 2016-17,

## 3.2 Official documents

Office of Rail and Road, [UK rail industry financial information 2017-18](#), 30 January 2019

Transport Focus, [Autumn 2018 National Rail Passenger Survey](#), January 2019

DfT, [Rail Delays and Compensation 2018](#), October 2018

DfT, [Great Western rail franchise: consultation outcome](#), 28 August 2018

National Audit Office, [Investigation into the Department for Transport's decision to cancel three rail electrification projects](#), HC 835, 2017-19, 29 March 2018

HM Treasury, [Government response to the 44<sup>th</sup> Report of the House of Commons Public Accounts Select Committee 2016-17: Modernising the Great Western Railway](#), October 2017

National Audit Office, [Modernising the Great Western railway](#), HC 781, 2016-17, 9 November 2016

### 3.3 Industry documents

Great Western Railway, [Annual Stakeholder Report 2017-18](#), 2018

Rail Delivery Group, [The partnership railway's plan to secure growth across the West of England](#), 2018

### 3.4 Press articles

[Rail user satisfaction at 10-year low](#)  
**BBC News, 29 January 2019**

[Bosses positive after a year of transformation; Alex Ross looks at the troubles faced by Great Western Railway, whose bosses are optimistic after a challenging 2018](#) [Intranet link]  
**Western Daily Press, 24 January 2019**

[Another year to wait for electric trip to London](#) [Intranet link]  
**South Wales Echo, 5 January 2019**

[Complaints about complaints: train passengers fed up with how they're treated](#)  
**Which? 14 November 2018**

[FirstGroup reaps £40m dividend from Great Western Railway](#)  
**FT.com , 11 November 2018**

[How Great Western Railway shunted forward calls for an industry overhaul; Trouble on the FirstGroup line has fuelled demands for a review of the entire British rail system](#)  
**The Guardian, 7 September 2018**

[Great Western electrification to Cardiff delayed](#)  
**New Civil Engineer, 13 July 2018**

[An interview with Dick Fearn, Chair of the new Western Supervisory Board.](#)  
**Global Railway Review, 26 April 2017**

### About the Library

The House of Commons Library research service provides MPs and their staff with the impartial briefing and evidence base they need to do their work in scrutinising Government, proposing legislation, and supporting constituents.

As well as providing MPs with a confidential service we publish open briefing papers, which are available on the Parliament website.

Every effort is made to ensure that the information contained in these publicly available research briefings is correct at the time of publication. Readers should be aware however that briefings are not necessarily updated or otherwise amended to reflect subsequent changes.

If you have any comments on our briefings please email [papers@parliament.uk](mailto:papers@parliament.uk). Authors are available to discuss the content of this briefing only with Members and their staff.

If you have any general questions about the work of the House of Commons you can email [hcinfo@parliament.uk](mailto:hcinfo@parliament.uk).

### Disclaimer

This information is provided to Members of Parliament in support of their parliamentary duties. It is a general briefing only and should not be relied on as a substitute for specific advice. The House of Commons or the author(s) shall not be liable for any errors or omissions, or for any loss or damage of any kind arising from its use, and may remove, vary or amend any information at any time without prior notice.

The House of Commons accepts no responsibility for any references or links to, or the content of, information maintained by third parties. This information is provided subject to the [conditions of the Open Parliament Licence](#).