Eastern

East Coast

2020/21 Scorecard

Period 13

NetworkRail

Period Business Review

Report Owner - Paul Rutter

On The Side Of Passengers And Freight Users	Weighting		Period Actual		Period Target	FYF FYF	FYF Worse Than Target	FYF Target	FYF Better Than Target	FYF Achievement	FYF Weighted Achievement
Passenger Safety - Train Accident Risk Reduction		33.3%	0%		80%	90%	60%	80%	100%	74%	24.67%
Passenger Satisfaction - Overall (wavelength)		16.7%	88%		84%	88%	83.0%	84.0%	85.0%	100%	16.67%
Freight Cancellations		10.0%	0.9%		0.6%	0.6%	0.65%	0.60%	0.56%	46%	4.64%
NR External Delays (LNER, GTR, HT)		2.7%	4,390		7,597	47,148	99,157	91,923	90,085	100%	2.67%
NR Network Management delay (LNER, GTR, HT)		2.7%	2,898		5,343	40,927	78,274	63,603	62,330	100%	2.67%
NR Non Track Delays (LNER, GTR, HT)		2.7%	6,351		7,984	66,967	125,220	117,996	115,636	100%	2.67%
NR Track Delays (LNER, GTR, HT)	100%	2.7%	1,002		3,150	24,882	60,338	59,154	57,971	100%	2.67%
Severe weather delays (LNER, GTR, HT)		2.7%	2,102		2,057	16,113	22,459	22,018	21,577	100%	2.67%
Time loss southbound Newcastle to Sheffield via Doncaster (Cross Country only)		3.3%	0.5		2.7	0.2	3.45	3.33	3.21	100%	3.33%
LNER On Time		10.0%	81.5%		50.0%	79.3%	45.2%	50.0%	52.0%	100%	10.00%
Hull Trains PPM		3.3%	0.0%		84.4%	89.3%	77.8%	81.3%	84.0%	100%	3.33%
Grand Central PPM		1.3%	87.9%		83.3%	90.7%	78.6%	81.3%	84.0%	100%	1.33%
NR Delay to Grand Central		2.0%	163		1,706	4,795	25,123	24,630	24,137	100%	2.00%
Passenger Satisfaction Kings Cross - One Team		6.7%	90.8%		93.8%	91.0%	93.0%	93.8%	94.5%	0%	0.00%
Easy to Engage With, an Efficient and Dependable Partner	**Weighting**		**Actual**		**Target**	**FYF**	**Worse Than Target**	**Target**	**Better Than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Enhancement		0.0%	8%		0%	67%	0%	50%	100%	67%	0.00%
Complaints Handling		0.0%	15%		50%	35%	0%	50%	100%	35%	0.00%
Financial Performance Measure		0.0%	-11.4		0.0	-29.0	-40.0	0.0	40.0	14%	0.00%
Proud to Work for Network Rail	**Weighting**		**Actual**		**Target**	**FYF**	**Worse Than Target**	**Target**	**Better Than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Fatalities and Weighted Index		0.0%	0.025		0.049	0.025	0.081	0.049	0.029	100%	0.00%
Employee Engagement	0%	0.0%	65%		64%	67%	62%	64%	66%	100%	0.00%
Personal Accountability for Safety		0.0%	2		2	96	30	27	24	0%	0.00%
Instinctive Industry Leader	**Weighting**		**Actual**		**Target**	**FYF**	**Worse Than Target**	**Target**	**Better Than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Environmental Sustainability Index	0%	0.0%	67%		50%	60%	0.0%	50.0%	100.0%	60%	0.00%
Effective Volumes		0.0%	-186%		100.0%	54.6%	90.0%	100.0%	110.0%	0%	0.00%
		100%	44.0%								79.3%