

Asset Protection & Optimisation Service Levels (Period 08/October 2018)

Network Rail's Route Asset Protection & Optimisation (ASPRO) teams are going through a transformational change to improve consistent delivery to external companies working near the railway.

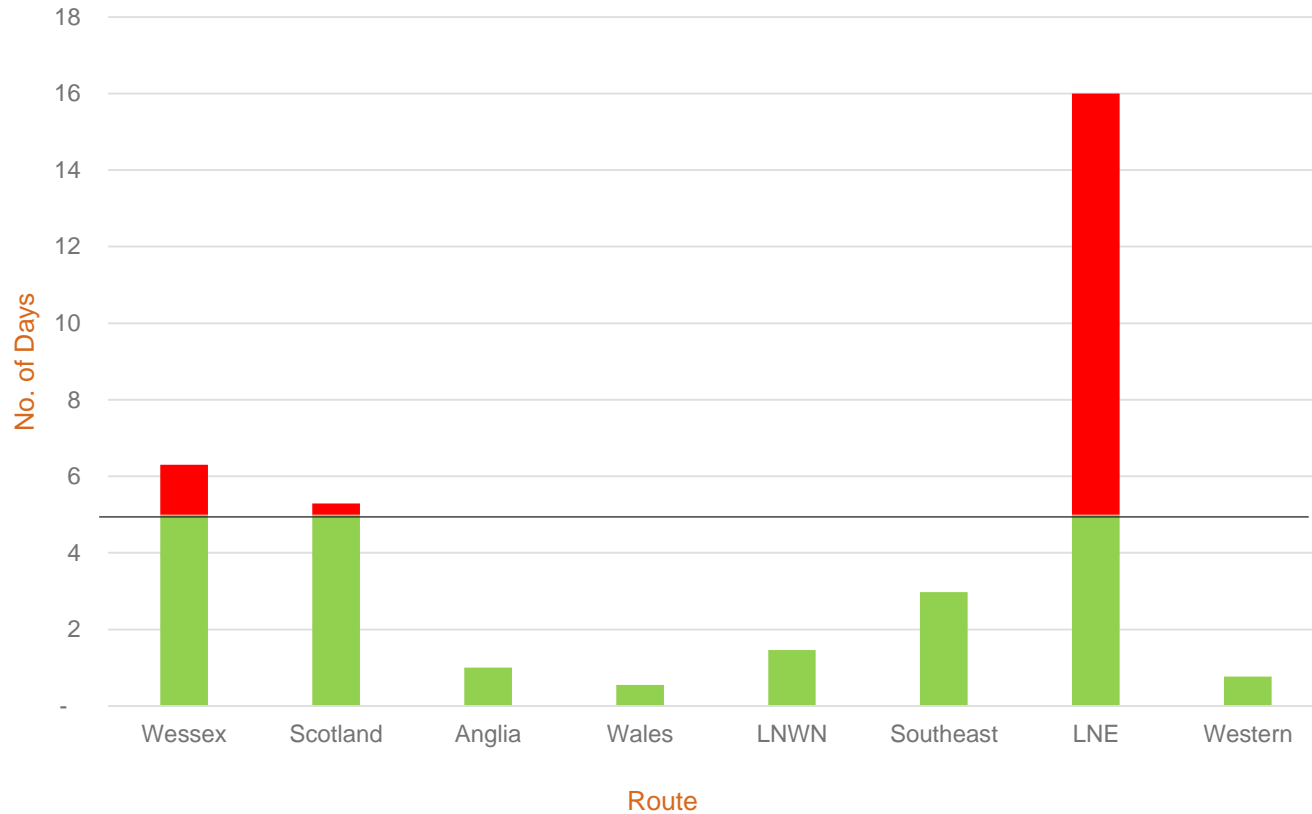
Part of this change has seen the introduction of a number of *service level commitments. Route ASPRO teams have provided data based on these service levels.

The data provided in this reporting pack has been submitted by the Route ASPRO teams and includes all external customer ASPRO interactions over the last 18 months. As this data continues to build over the coming months the graphs and tables will become fully populated (as projects move through their various stages towards completion).

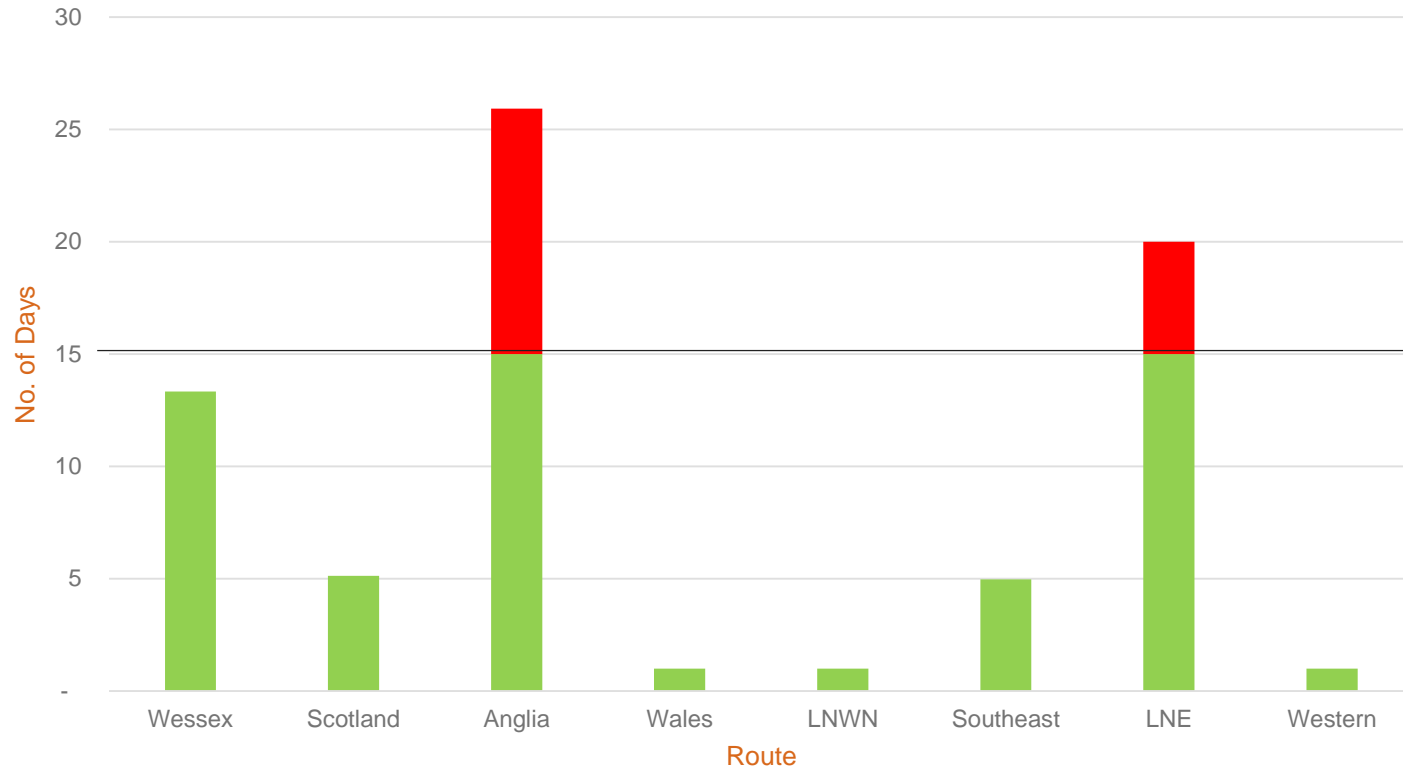
This initial information is outlined in this reporting pack.

*see our service level commitments slide for details

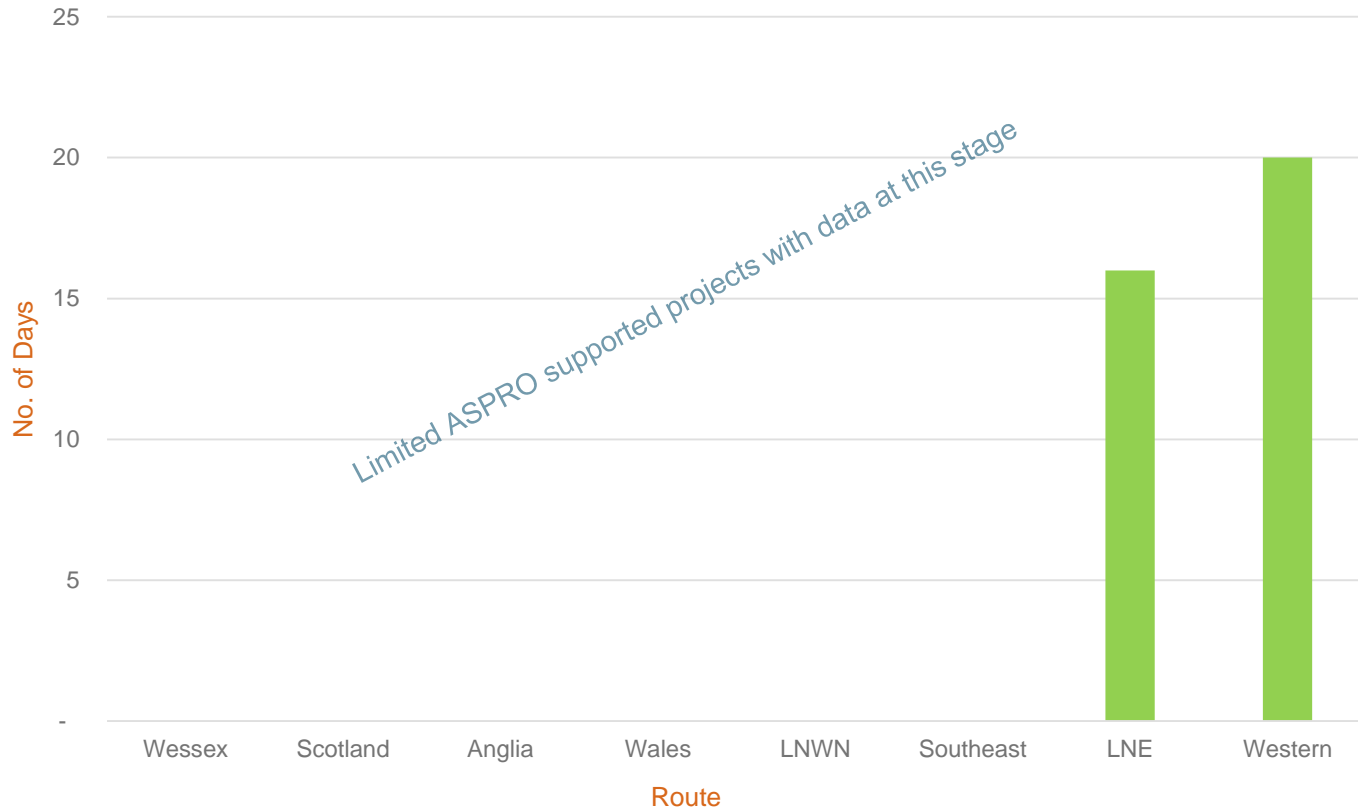
Initial Contact (service level commitment = 5 days)



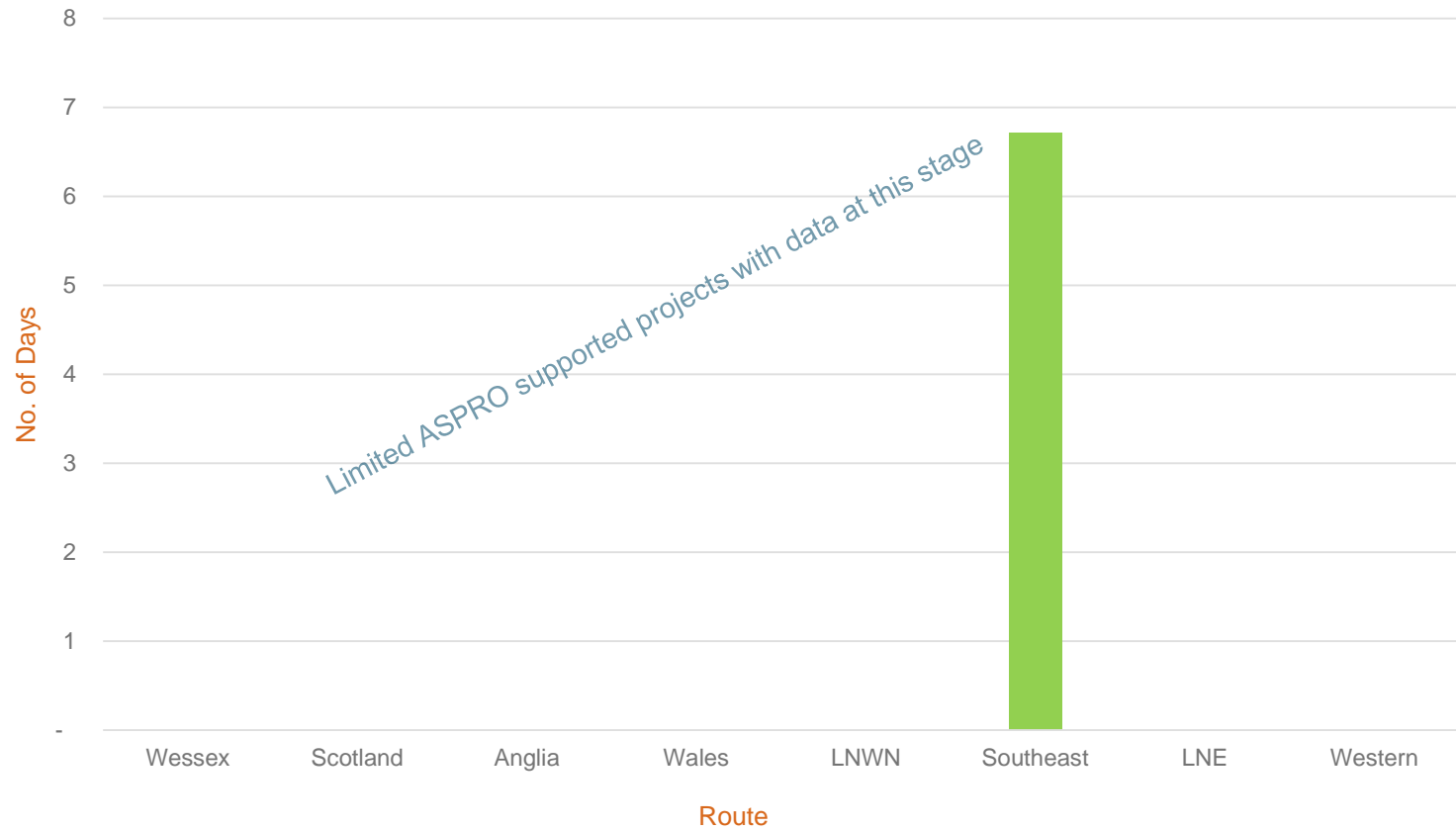
Secondary Contact (Service level commitment = 15 days)



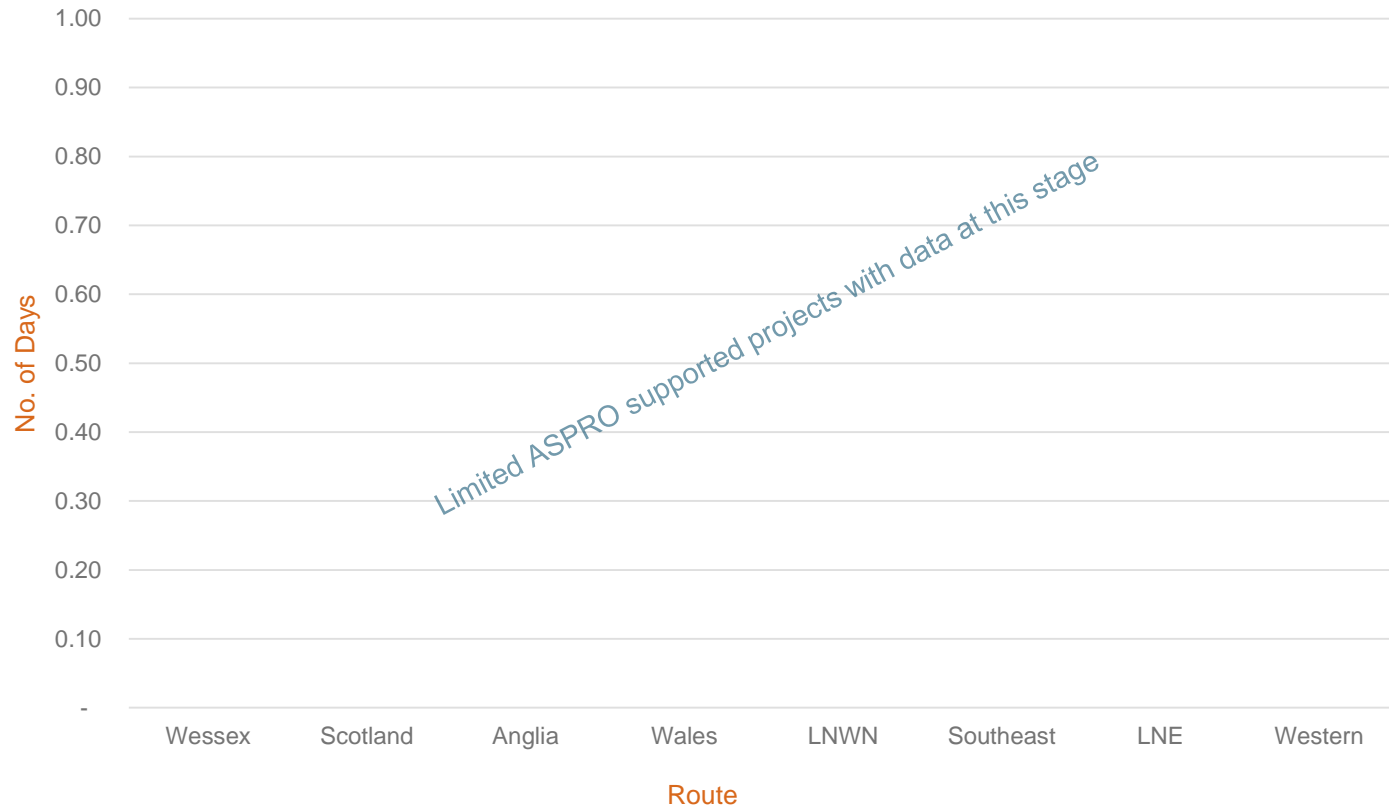
Design Response (service level commitment = 25 days)



Programme finalised (service level commitment = 10 days)



Access to network (service level commitment = 20 days)



Our Service Level Commitments



Service Level	Measure of Success	Our Commitment
Date responded to initial contact	Within 5 days of initial contact	Respond to initial contact in written form within 5 working days with a relevant contact to support the work
Secondary contact date	Within 15 *working days from initial contact	Within 15 working days from initial contact. NR to engage with external party to commence exploration of their requirements at an appropriate level of expertise
Design submission date ASPRO response	Within 25 *working days of receipt	Return any Design Data identified as being on the critical path within 25 working days of receipt
ASPRO final response to Programme received	Within 10 *working days of receipt of implementation programme or information	Review implementation programme and provide comments to the Customer
Date ASPRO informed customer of possession(s)	Within 20 *working days of completion of consultation on proposed Possession Plan	Confirm in writing that the relevant Possessions have been obtained or not – together with details within 20 working days of completion of consultation on proposed Possession Plan

*Working days: any day other than a Saturday, Sunday, Christmas Day, Good Friday or a Bank Holiday

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Average ASPRO Service Level response times by Route

Route	Avg. Initial Contact Response time (Service level = 5 days)	Avg. Secondary Contact response time (Service level = 15 days)	Avg. Design Response time (Service level = 25 days)	Avg. number of days for Access to Network & Possessions (Service level = 20 days)	Avg. number of days until programme is finalised (Service level = 10 days)
Wessex	6	13	0	0	0
Scotland	5	5	0	0	0
Anglia	0	26	0	0	0
Wales	1	0	0	0	0
LNWN	1	0	0	0	0
Southeast	3	5	0	0	7
LNE	16	20	16	0	0
Western	1	0	20	0	0

*

Service Level Target - Achieved
Service Level Target - Missed
Data not available at this stage

As this is the first reporting of this type, there is limited Route ASPRO data available at this stage. This data will continue to build over the coming months and the reporting will develop and evolve.