Route Services

Since Route Services was created in 2016, we have strived to create a customer focused business that meets the needs of our route, region and national customers to access a diverse range of services. Over the past four years, Route Services has successfully integrated further teams and services, whilst improving our service delivery performance and delivering value for money.

Today Route Services comprises 4,800 people, spending £1.5bn per annum delivering or investing in our 60 services. We are committed to spending this money wisely, delivering best value to our customers and passengers. In Control Period 6 (CP6), Route Services will directly deliver £0.4bn of efficiency through a combination of transformational change and small continuous business improvements. We also support and facilitate the indirect spend of a further c.£5bn per annum across the wider business through our commercial and procurement team. We do this with the same attention to delivering best value for the customer and passenger.

However, our customers continue to demand more from us, and we are developing our organisation to deliver the high performing, cost-competitive and commercial approach that they expect. With this challenge in mind, embracing the Network Rail vision and values, we have developed a revised Route Services offer for CP6. This is to:

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Be easy to do business with and behave like a service organisation.	Provide a choice of business and operational services that are value-driven and commercially competitive.	Deliver service excellence in line with agreed customer and passenger expectations.
Advise and support our customers to make the best service choice.	Engage and empower our teams and protect their safety and wellbeing.	

We have a robust plan to transform our business to meet the changing needs of our customers through CP6 and into Control Period 7 (2024-2029), whilst delivering the value for money services that our customers demand.

# Route Services consists of six primary functions:
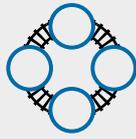
Supply Chain Operations delivers the logistics, materials, components as well as rail and road fleet that enable the maintenance and renewal of the railway, whilst minimising disruption to passengers.

Commercial and Procurement (C&P) strategically sources and manages contracts of scale in order to optimise value for money across the network.

Information Technology (IT) shapes, builds and runs the information technology services needed to support the railway, now and into the future.
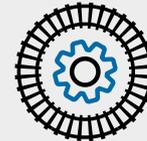
Business Services manages the support systems needed to keep Network Rail working effectively, including Human Resources services, training, our National Records Group and financial systems and processes.
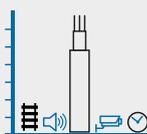
Asset Information Services collects, analyses and shares data and intelligence about Network Rail's infrastructure assets and maintains some of Network Rail's key asset systems and tools.
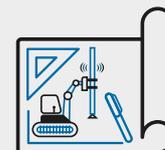
Engineering Services has been created to improve performance and reduce risk through efficient and effective delivery of multi-disciplinary design and engineering services. Network Rail Design Delivery now forms a fundamental part of this function.

Having brought together experts in a broad range of specialisms, including IT, logistics, commercial and procurement, engineering design, training and asset data management, we have a huge opportunity to collaborate as a team to create innovative changes and continuous improvements to our service offerings for the benefit of our customers, passengers and freight users.