



By email: [REDACTED]

Network Rail  
Freedom of Information  
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3<sup>rd</sup> April 2017

Dear [REDACTED]

### **Information request**

**Reference number:** FOI2017/00298

Thank you for your request of 4<sup>th</sup> March 2017. You requested the following information:

*On 3rd March 2017 there was at least one 'signalling problem' outside London Bridge which affected train services to/from Charing Cross from at least 07:20 until at least 13:00 when the line was completely closed to allow Engineers access to the line as the issue had still not been resolved.*

*Please provide the following information regarding this problem:*

*1. Identify the problem(s) eventually identified; 3. The duration that the problem(s) existed i.e from the time that the first problem was initially identified until the time that the line was re-opened with no restrictions; 4. The number of times that the type of problem(s) identified has occurred at London Bridge since August 2016; 5 The number of times the signal(s) identified as being affected by the problem(s) have had a problem of any type since August 2016.*

*Note, I use the terms 'signalling problem' and 'problem' as these are the terms used in all information provided to the public when station/train announcements were made, so I assume you can reconcile this with the 'problems' you are aware of on the lines at London Bridge on 3rd March 2017*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you requested. I will now respond to each part of your request in turn for ease of reference.

**1. Identify the problem(s) eventually identified**

I can confirm that the issue on the 3<sup>rd</sup> March 2017 was a failure of the 'HTA' track circuit at London Bridge.

**3. The duration that the problem(s) existed i.e from the time that the first problem was initially identified until the time that the line was re-opened with no restrictions;**

The fault initially occurred on 25<sup>th</sup> February 2017 when the said track circuit failed for the first time and was completely rectified on 6<sup>th</sup> March 2017. After the initial fault, the track circuit was monitored on site and had extra remote condition monitoring installed with readings monitored hourly. No definitive cause has been found but further off site investigations are taking place between Network Rail and the manufacturer of the track circuit.

The biggest impact was on the 3<sup>rd</sup> March 2017, where a line blockage was applied to allow fault teams to inspect and repair the said track circuit. The delay on the 3<sup>rd</sup> March started at 07:24 and lasted until 13:25 when the line was reopened. The failure reoccurred at 14:33 and further repairs were carried out at night, after the close of service.

**4. The number of times that the type of problem(s) identified has occurred at London Bridge since August 2016;**

I can confirm that from August 2016 there have been 15 incidents attributed to Track Circuit Failures in the London Bridge area.

**5 The number of times the signal(s) identified as being affected by the problem(s) have had a problem of any type since August 2016.**

This track circuit was commissioned over Christmas 2015 and this was the first time it failed.

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely,

**Rebecca Lindsay**  
**Senior Information Officer**

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### **Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk). Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF