



Network Rail
Freedom of Information
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[REDACTED]
[REDACTED]
18 January 2018

Dear [REDACTED]

Information request
Reference number: FOI2017/01483

Thank you for your request of 17 December 2017. You requested the following information:

Original request, 22 November 2017

'I wish to know details of all the signal failures between Reading and Paddington since 01/01/2017. I wish to know the details of location, what the problem was, how it was resolved, and the time it took to resolve it.'

Clarification, 17 December 2017

'Please provide signal failure statistics where it has resulted in delay or cancellation of trains.'

We have therefore searched our records for information on any failures which resulted in delay or cancellation of trains, between Reading and Paddington since 1 January 2017 and which were recorded under the category 'signal failure'.

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 and the information is attached.

Please note that the time taken to fix a fault can be affected by a number of factors such as:

- Waiting for access to the track, as it is possible to run trains with minimal delay. This means that it is less disruptive to the overall service to wait for a gap or reduction in the train service and then access the track;
- The fault is fixed overnight and then closed at the end of the shift;
- It is an intermittent fault with periods of normal working in between faults;
- It is a failure that requires additional testing to be carried out;
- The fault may require an isolation of the overhead line to fix and this must be planned (e.g. cleaning of some signals).

I apologise on behalf of Network Rail for the delays which you have experienced on your journeys because of signal failures. I appreciate that any delay can be frustrating and disruptive. As you may know, passengers can claim compensation from their train operator if their journey is delayed by 30 minutes or more – please see this page on GWR's website:

<https://www.gwr.com/help-and-support/refunds-and-compensation/delay-compensation>

The signal system is complex and comprises a large number of different elements (for example, point operating mechanisms; warning systems; control and display systems; telecommunications systems; power systems) and it is usually not necessary to replace every element in its entirety when there is a failure. We do replace individual elements of the system as they become unreliable.

Under the compensation arrangements within the railway industry, we are required to pay compensation to train operators when delays are attributed to causes which are the responsibility of Network Rail.

If you have any enquiries about this response, please contact me in the first instance at 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

Colin Bendall
Information Officer

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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. 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