Network Services

Network Services exists to support the regions, routes and functions. It was created as a direct response to the Putting Passengers First (PPF) programme in June 2019. We provide network operational, freight telecoms and technical expertise as well as the co-ordination of national programmes and initiatives that help the regions to deliver for passengers and freight users.

Network Services exists to provide network operational strategic leadership and oversight; to deliver growth and provide excellent service for Freight and National Passenger Operators; to provide niche expertise with a high degree of specialism and to coordinate national initiatives, programmes and capability.

Delivering operational, performance and customer service excellence both now and for the future through support to the regions, routes, and Freight and National Passenger Operators to put passengers and freight users first.
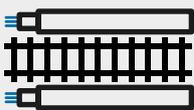
600
freight trains a day

1,500
route miles covered by CrossCountry trains each day

3,250
GSM-R sites

11,000
miles troughing

6
data centres

6,500
level crossing phones

Our priorities

- Guide and lead the industry through the Train Service Delivery initiative.
- Deliver Putting Passengers First phase 3 to optimise Network Services Directorate (NSD) and deliver a new customer experience model.
- Define and deliver a new Target Operating Model predicated on NSD principles, core accountabilities and regional and route interface requirements.
- Design and introduce a system of management that provides the necessary levels of governance, risk management, assurance and improvement.

Freight and National Passenger Operators (FNPO)

FNPO, as part of Network Rail's transformation programme, now sits under the Network Services umbrella. The FNPO organisational structure focuses and links with our diverse range of customers and stakeholders as well as Network Rail's regions and routes and the System Operator (SO). We have a central role to support and promote our customers' interests in light of the Network Rail devolution process.

Through the first year of Control Period 6 (CP6), we have made progress in several areas and aim to progress and deliver a number of key themes and projects.

Our customers tell us that they want us to deliver a resilient and reliable railway, growth in the delivery sector and to work with them towards a safer and more sustainable railway. Our strategic plan reflects those key priorities. We will continue to engage with and listen to our stakeholders, and to reflect and change our plans to meet our customers' business objectives.

Highlights:

- FNPO has, through the first year of CP6, sought to lengthen existing services where possible as well as develop and facilitate new services to enable growth. We have also worked with the sector to increase velocity, capability and understand our customers business priorities better.

- Focus on Cross Country with regional dialogue to understand the operational detail and drive performance improvement. There is a strong willingness by all parties to see sustained benefits for passengers, operator and infrastructure owner.

- FNPO have been working very closely with Caledonian Sleeper (Serco) and GBRf to both introduce the new rolling stock and to support the performance targets that Serco must deliver each and every night.

- A lot of progress has been made with the Charter sector to develop strategic paths and look at joint initiatives to improve the longevity of the sector.

- FNPO has engaged with and held a successful freight end-user safety forum with the sector promoting the sharing of safety information and key messages.

Digital Railway Programme

The Digital Railway Programme (DRP) moved to Network Services under the banner of Operational Programme Delivery in November 2019. The DRP supports the rail industry and Network Rail's regions in tackling three fundamental problems: providing greater capacity, improving service reliability and reducing signalling system renewal costs. Our focus for CP6 is on supporting the regions in their improvements to train performance through safely, effectively and efficiently deploying traffic management systems - including Connected Driver Advisory Systems (CDAS) - and delivering the European Train Control System (ETCS) to realise the benefits of these digital technologies as swiftly as possible.

In year one of CP6 the long-term deployment plan (LTDP) was published, setting out a long-term vision for the transition to ETCS. The key decision requested by the LTDP was that the Department for Transport (DfT) funds the rolling stock fitment with in-cab ETCS equipment to enable signalling renewals from Control Period 7 (CP7). It was agreed with funders that rolling stock should be fitted in tranches.

ETCS deployment schemes in CP6 are largely enhancement funded. The East Coast Digital Programme has recently completed its Outline Business Case and funding for the next stage of development of the infrastructure and the fitment of all trains needed for the scheme has been committed. Accordingly, the first three schemes in CP7 have been selected with the Network Rail routes and regions.

Highlights:

- Handed over the East Coast Digital Programme to the Eastern Region in 2019 so that the devolved region and its contracted partners can complete the deployment of ETCS and traffic management systems as planned.

- Completed a trial of the Luminate traffic management system with Western route in 2019 for the route to decide its next steps.

- In 2020 the Rail Innovation and Development Centre (RIDC) will be made ready for testing of ETCS in First in Class rolling stock, a critical enabler for delivery of the East Coast Digital Programme.

Network Rail Telecom

Network Rail Telecom (NRT) became part of Network Services in November 2019. Its CP6 delivery plan focuses on providing the railway industry with telecoms capability, infrastructure and services, which enable the safe, secure and efficient operation of the railway.

The team supports Network Rail's strategic plans such as the roll-out of ETCS schemes and development of intelligent infrastructure, as well as delivering an always connected digital railway for customers, passengers and lineside neighbours.

During CP6, NRT will continue its transition away from being predominantly focused on asset management, to become a more service driven team with passengers and freight users at the heart of its activities. The team will also continue to develop its stakeholder engagement activities.

Highlights:

- Delivered telecoms elements for over 30 resignalling schemes across the country.

- Completed the GSM-R V4.0 upgrade operational trial and commenced roll-out of the national deployment across 9,000+ driving cabs.

- Launched the only rail 5G trials and testbed facility in Europe at the Rail Innovation and Development Centre in Melton Mowbray.

- Completed the TransPennine fibre deployment supporting rail and rural connectivity.