



Department
for Transport

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Our Ref: DfT/Service Recovery/346

3rd January 2018

Dear [REDACTED]

Service Recovery Claim: Period 1808

Thank you for your Service Recovery claims for the aforementioned rail period.

This is to formally advise that your Service Recovery claims have been processed, the attached table sets out against each incident the Department's decision to approve or reject the claim and gives reasons for any rejection.

I have copied this letter to [REDACTED] at GWR and [REDACTED] at the Department. If you require any further information, please do not hesitate to contact me.

Yours sincerely,

[REDACTED]
[REDACTED]
Commercial Manager

OFFICIAL – SENSITIVE (COMMERCIAL)

Contingency Planning for Train Service Recovery

Approved Code of Practice
SR2013
Date November 2013
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Appendix 4

Application For Dispensation For Train Service Cancellations SUMMARY OF SERVICE RECOVERY INCIDENTS

TOC	Great Western Railway		Period	1808
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Details of all the incidents claimed

Date	Time of Incident	Trust Incident No.	Description (e.g. Points Failure at Stratford)	SRCT	Time of Last Cancellation Incurred		No. of Total Cancellation		No. of Partial Cancellation		No. of Seats OR Short Formation vs Train Plan		DfT response
					Claim	DfT	Claim	DfT	Claim	DfT	Claim	DfT	
16 October 2017	06:10	480195	5A03 Set failure at Stoke Gifford	06:20	06:20		0	0	1	1	0	0	0 Approved
16 October 2017	07:55	480613	1A03 ADD activation at Taplow	07:55	13:15		2	2	2	2	0	0	0 Approved
16 October 2017	08:00	480386	2E16 Low on power at Bathampton Junction	08:00	11:12		0	0	2	2	0	0	0 Approved
16 October 2017	10:00	480642	2K08 Adhesion issues on the Avonmouth branch	10:00	11:54		0	0	2	0	0	0	Not approved - Tin already split 50/50 with Network Rail (coded TT) as part of agreed industry standard for dealing with leaf fall
16 October 2017	11:00	481223	2F23 TCA fault at Barnstaple	11:43	11:43		2	2	0	0	0	0	0 Approved
16 October 2017	15:08	481827	2E24 Brake fault at Westbury	15:08	18:50		0	0	2	2	0	0	0 Approved
17 October 2017	16:00	485586	1A24 Locked axle light at lit at Bristol Temple Meads	16:00	17:06		1	0	0	0	0	0	Not approved - 1A24 not linked to 1C90 - Two separate causes with no reactionary delays in either to claim.
18 October 2017	16:51	488445	1C77 Brake application at Bodmin Parkway	16:51	17:27		2	2	0	0	0	0	0 Approved
19 October 2017	09:01	491083	1P27 Engine issues on the Windsor branch	09:01	10:11		2	0	0	0	0	0	Not approved - 1P27 not culprit train as stock used to form 0953 Slough to Windsor due to failure on branch. 2w27 0953 Slough is the culprit with 1P27 0901 Oxford - Padd term Slough leaving 1 part cape to claim.
20 October 2017	04:36	493691	3L32 Train defect at Reading Depot	05:14	05:42		0	0	2	2	0	0	0 Approved
20 October 2017	12:04	494846	1W23 Wheelchex activation at Choisey	15:21	15:21		0	0	1	1	0	0	0 Approved
25 October 2017	09:41	590234	2C11 Brake demand at Bristol Parkway	09:49	10:55		0	0	5	5	0	0	0 Approved
26 October 2017	07:27	511892	1A09 Engine issues at Taunton	08:45	07:35		0	0	1	1	0	0	0 Approved
26 October 2017	05:30	511693	1A76 Passenger ill at Redruth Station	08:40	08:40		0	0	1	1	0	0	0 Approved
26 October 2017	12:15	512800	2K19 Passenger disorder at Sea Mills Station	12:20	17:28		4	4	1	1	0	0	0 Approved
27 October 2017	09:35	515672	2H22 Unable to release brakes at Wargrave Station	09:35	14:23		6	6	0	0	0	0	0 Approved
27 October 2017	18:50	517195	Fire alarm, station evacuation at Paddington	18:50	21:33		3	3	5	5	0	0	0 Approved
29 October 2017	09:33	521320	2G73 Engine failure St Budeaux Station	10:13	12:07		2	2	1	1	0	0	0 Approved

TOC	Great Western Railway	Period	1808
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					Claim	DfT	Claim	DfT	Claim	DfT	Claim	DfT	
29 October 2017	15:15	521850	1C81 loss of air at totnes	15:54	16:10		0	0	1	1	0	0	0 Approved
30 October 2017	03:20	522965	1P07 Engine defect at Worcester	08:01	09:58		0	0	2	2	0	0	0 Approved
30 October 2017	17:06	524927	1L74 Train defect at Wootton Bassett	17:06	18:25		1	1	0	0	0	0	0 Approved
01 November 2017	08:20	530455	1F10 Passenger illness at Portsmouth	11:27	16:40		0	0	2	2	0	0	0 Approved
01 November 2017	10:44	530097	2K08 Low on power on the Severn Beach line	10:44	13:15		2	2	0	0	0	0	0 Approved
01 November 2017	00:01	531349	1F20 Defective seat at Bristol Temple Meads	18:18	20:00		0	0	2	2	0	0	0 Approved
02 November 2017	12:37	533986	2P85 Power issues at Liskeard	12:37	20:18		4	4	0	0	0	0	0 Approved
02 November 2017	15:53	534463	2R98 Rough riding set at Bristol Parkway	15:53	18:38		1	1	0	0	0	0	0 Approved
02 November 2017	17:30	534843	2O46 Unit failure at Sandhurst Station	17:30	17:03		0	0	1	1	0	0	0 Approved
03 November 2017	06:19	536127	1F13 One engine only from Moreton-in-Marsh	08:30	10:59		0	0	4	4	0	0	0 Approved
03 November 2017	06:34	536261	3H10 Unit failure at Reading Depot	06:34	07:55		2	2	2	2	0	0	0 Approved
03 November 2017	15:15	537489	2O94 TPWS issue at Worcester Shrub Hill	15:15	15:21		0	0	1	1	0	0	0 Approved
04 November 2017	10:22	539641	1P35 Train fault at Goring and Streetley Station	10:22	11:27		0	0	1	1	0	0	0 Approved
05 November 2017	23:12	541172	1A37 Air problems at Chippenham	23:12	15:05		1	1	0	0	0	0	0 Approved
06 November 2017	13:00	544516	2F77 Train defect at Truro	14:20	19:02		10	10	0	0	0	0	0 Approved - bus replacement provided
07 November 2017	03:00	546789	2G71 Unit defect at Plymouth	03:00	07:46		4	4	0	0	0	0	0 Approved - bus replacement provided
07 November 2017	05:45	546870	1A02 Door issue at Chippenham Station	05:45	10:55		2	2	3	3	0	0	0 Approved
07 November 2017	17:29	548550	2R59 Defective windscreen wiper at Paddington	19:21	20:33		2	2	0	0	0	0	0 Approved
07 November 2017	20:07	548924	2P84 Train defect at Pangbourne	20:07	20:07		0	0	1	1	0	0	0 Approved
09 November 2017	07:15	553220	5D04 Engine issues at Cowley Bridge	07:15	06:23		1	1	0	0	0	0	0 Approved
09 November 2017	08:30	553318	1P21 Door issues at Oxford Station	08:49	10:59		0	0	5	5	0	0	0 Approved
09 November 2017	13:46	554102	1W27 Unsolicited brake application at Stockley Bridge	13:46	14:18		0	0	1	1	0	0	0 Approved
11 November 2017	15:23	560671	2B79 Train defect at Exeter St Davids	15:23	17:53		2	2	1	1	0	0	0 Approved
TOTALS:							56	53	53	51	0	0	

For DfT Use Only:

Access & Operations	Validation Signature:	Commercial Team	Certification Signature
Date: 3rd January 2018	Print Name:	Date: 3 JANUARY 2018	Print Name:

Commercial Team - please advise performance when claim approval / log update processes are complete