



Network Rail
Freedom of Information
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By email: request-300428c29763a6@whatdotheyknow.com

1st December 2015

Dear Mr Ridley,

Information request

Reference number: FOI2015-01101

Thank you for your request of 2nd November 2015. You requested the following information:

"In light of London Overground not using the diversion via Clapton and the South Tottenham Chord for West Anglia Metro services when routes between Seven Sisters and Hackney Downs are unavailable, both during engineering work blockades and as a result of emergency track closures, I seek please the timetables that Abellio Greater Anglia used for that diversion whilst they ran the routes. Both emergency timetables put in place for unplanned disruption, but also timetables utilised during the past two years, where the South Tottenham Chord was used for scheduled trains during planned engineering works to maintain a Liverpool Street service from Seven Sisters.

Furthermore, I seek any timetables London Overground presently have approved by Network Rail for this or any other diversion

I seek to know also, whether the terms of carriage require London Overground to utilise known diversions such as this during times of engineering works or emergency track closure and whether failure to do so should result in refunds to season ticket holders, also whether such emergency timetables should by regulation be put in place and be utilised when they are necessary to maintain a service to Liverpool Street.

In addition to the first train on Saturdays (Liverpool Street - Enfield Town) running via South Tottenham two empty trains leave Liverpool Street for Enfield Town at 05:14 and 05:31 Mon - Fri. This is to enable LOROL train

drivers to maintain their route knowledge of the diversionary route via South Tottenham.

The diversionary route between Seven Sisters and Hackney Downs via South Tottenham takes ten minutes as against the eight minutes for a stopping train via Stoke Newington. The stopping trains have a two minute recovery time between Bethnal Green and Liverpool Street, so providing a diverted trains is not delayed it should arrive in Liverpool Street on time."

I particularly wish to know whether these items are manufactured at steel plants located in the UK."

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA). I have highlighted above the areas of requests for information and will respond to each part separately below.

Part 1 – *"I seek please the timetables that Abellio Greater Anglia used for that diversion whilst they ran the routes. Both emergency timetables put in place for unplanned disruption, but also timetables utilised during the past two years, where the South Tottenham Chord was used for scheduled trains during planned engineering works to maintain a Liverpool Street service from Seven Sisters"*

I can confirm that we do not hold the information you have requested.

We cannot find an instance when the routes between Seven Sisters and Hackney Downs are unavailable but Clapton is available. When Seven Sisters to Hackney Downs is blocked, Clapton is also blocked. Over the past two years when Seven Sisters to Hackney Downs was blocked and Cheshunt to Seven Sisters was available Abellio Greater Anglia (AGA) would run via Stratford as the diversionary route. When Seven Sisters to Hackney Downs was blocked and Cheshunt to Seven Sisters was blocked AGA would run via Tottenham Hale and Stratford.

Part 2 – *"I seek any timetables London Overground presently have approved by Network Rail for this or any other diversion"*

I can confirm the below bid amendments have been approved by Network Rail in the West Anglia area:

Week 34 (14/15 November 2015) – Routes between Bethnal Green and Chingford / Cheshunt / Enfield Town are blocked until 0950 Sunday morning. London Overground are running a rail replacement road service.

Week 46 (06/07 February 2016) - Routes between Bethnal Green and Chingford / Cheshunt / Enfield Town are blocked until 0950 Sunday morning. London Overground are running a rail replacement road service.
Details of the bus services can be found on the National Rail website at the following link:

www.nationalrail.co.uk

Part 3 – *“I seek to know also, whether the terms of carriage require London Overground to utilise known diversions such as this during times of engineering works or emergency track closure and whether failure to do so should result in refunds to season ticket holders, also whether such emergency timetables should by regulation be put in place and be utilised when they are necessary to maintain a service to Liverpool Street.”*

I can confirm that we do not hold the information you have requested.

This could be directed to Transport for London (TfL) or the Train Operator directly (London Overground) who may be able to assist.

I've provided links to the appropriate parts of their websites below:

Transport for London:

<https://tfl.gov.uk/modes/london-overground/?cid=overground>

London Overground:

<http://www.lorol.co.uk/go/contact-us>

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,

Natalie McCaskill
Freedom of Information Team

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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 xxx@xxxxxxxxxxxx.xx.xx. 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