



Ms Rainsford
By Email: request-402638-85bd266a@whatdotheyknow.com

Network Rail
Freedom of Information
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22nd May 2017

Dear Ms Rainsford

Information request

Reference number: FOI2017/00533

Thank you for your email of 21st April 2017 in which you requested the following information:

I witnessed a visually impaired person fall between the gap of the 12.14 TPE train at Oxenholme today 21.04.17. Her dog then fell onto the track. She was caught by a member of staff but both passenger and dog were very distressed.

I would like to know what the risk assessment says about managing this risk and how many similar incidents have occurred. I have personally witnessed two people fall into this gap; the aforementioned and one other able-bodied person.

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA). We have searched our records but we do not hold the information you requested.

This is, to explain a little further, largely down to the structure of the railway industry and our role within it. Whilst we are responsible for the repair, maintenance and improvement of the railway infrastructure, we only own and manage 18 of the approximately 2,500 stations across the network and Oxenholme is not one of them.

Whilst we do not hold the information in question we think you might be able to find it by contacting either the Department for Transport (which let the franchise to Virgin, the company which manages Oxenholme station) or the Office of Rail and Road

(which regulates safety for both Virgin and TransPennine Express, the company which runs the trains through Oxenholme).

Both of the Department for Transport and the Office of Rail and Road are public authorities subject to the FOIA and requests can be made to them at the addresses below:

- The Department for Transport: <https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>
- The Office of Rail and Road: <http://www.orr.gov.uk/about-orr/orr-open-data/freedom-of-information/making-a-request-for-information>

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

Jonathan Mantle
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. 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