



Gareth Dennis  
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19<sup>th</sup> October 2018

Dear Mr Dennis

**Information request**  
**Reference number: FOI2018/01282**

Thank you for your email of 26<sup>th</sup> September 2018, in which you requested the following information:

**'I am looking to attain the list of all infrastructure failure statistics for as far back as available records exist (probably 2001/2002, but perhaps before).'**

*Whilst the ORR data portal does publish a dataset of all broken rails and track buckles (<http://dataportal.orr.gov.uk/displayreport/report/html/6e40a98b-00b1-475f-b1b5-215f67f194c4>), it would be useful to understand long term trends in other infrastructure defects, such as signal failures and S&C defects.*

*Examples of the minimum relevant information for each entry would be:*

*DATE/TIME  
DEFECT TYPE  
ELR/MILEAGE  
TRACK ID  
DELAY MINUTES RESULTING*

*If a national/NR route record of these statistics does not exist, then I do not wish you to expend a great effort in creating them as this would undoubtedly be disproportionate effort.*

*However, having seen presentations using these statistics from NR colleagues, I believe these datasets do exist already and it would be very useful for me to receive these in CSV/ODS/Excel-capable format.'*

## Clarification

I have reviewed your request and discussed the matter with colleagues within Network Rail and it has come to light that there is more than one possible interpretation of your request. In order to help us proceed, please could you provide further details on the following:

- We are unsure what you mean by 'Infrastructure Defect'; for example, do you mean just signalling or Switches and Crossings, or are you looking for signalling and S&C Data? Can you elaborate on the Infrastructure Defect? Do you require a certain type of defect i.e. Service affecting failures?
- Can you confirm a time frame for the records you are looking for? There is a risk that your request could lead to a cost refusal for exceeding the 18-hour threshold<sup>1</sup>.

## Next steps

I am unable to progress your request without this information, so I will close your case until I receive your response. In accordance with the Freedom of Information Act 2000 the 20 working days I have to respond to your request will commence when I receive your clarification.

If you would like to discuss any of the above please feel free to contact me. Please remember to quote the reference number above in all future correspondence.

I look forward to hearing from you.

Yours sincerely

**Claire Duncan**  
**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 Head of Freedom of Information at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto: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

1 - <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/refusing-a-request/>

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