

**Marcus Clements**  
Head of Consumer Policy  
Directorate of Railway Markets & Economics

24 June 2019

**BY EMAIL**

[Redacted]  
Regional Managing Director – Eastern  
Network Rail

Dear [redacted]

**Leeds Station – trespasser incident on 30 May 2019**

As part of our monitoring of the provision of information to passengers we routinely review incidents on the network that have a high passenger impact. The incident on Thursday 30 May 2019 where emergency services were called to Leeds station to deal with a trespasser is in this category. We have received feedback from passengers on the incident which suggests that they were left for long periods without any structured updates or information of events and remedies.

Whilst such high impact events occur relatively rarely, it is important that when they do they are reviewed and any lessons are learnt. Industry action PIDD-31 makes provision for routine reviews of CSL2 incidents focussed on customer impact and station licence condition 3 outlines the requirement in respect of ensuring passenger information is considered.

Our regulatory guidance<sup>1</sup> states that station operators should have an agreed customer information plan that sets out how information will be provided, both in normal operation and in disruption. We also make it clear that for rapidly evolving incidents, making justified changes to the train plan to meet passengers' needs should not be conditional on providing perfect advance information. However, we do expect that information will be updated as soon as possible.

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<sup>1</sup> [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf)

**Therefore, I shall be grateful if you will provide to ORR the results of any review that you have carried out about this incident, showing its conclusions and learning points for the future.** Your reply should include a copy of the current customer information plan for Leeds station.

We are particularly interested in the impact on passengers travelling through the station and how you plan to improve their experience in future incidents. We would also like to understand:

- how communications with the multiple train operators that use the station were coordinated so that they could pass on information to their passengers; and
- how the learning points from this and other reviews are tracked by you internally, including how lessons learnt are acted upon and have oversight of senior managers.

Members of my team will be in Leeds on the afternoon of Friday 12 July. It would be helpful if they could meet the station team to better understand the challenges of dealing with information provision at the station, and to see how incidents at the station are reviewed and lessons learned.

### **Next steps**

I shall be grateful if you will provide me with your response by **Monday 8 July 2019**.

Please note that this letter and any non-confidential reply will be published on our website.

I shall be grateful if one of your Team will contact [email redacted] to make the necessary arrangements to meet on 12 July.

Yours sincerely

**Marcus Clements**

CC: