



# Network Rail Monitor: Scotland

Quarter 1 of Year 5 of CP4 | 1 April 2013 – 20 July 2013

# Overview

This is our Scotland edition of the Q1 *Network Rail Monitor*, reporting Network Rail's performance in **Scotland** in the last quarter (1 April to 20 July 2013). Our review of Network Rail's performance across the whole of the Great Britain network can be found [here](#).

## Safety

In July ORR issued its [Health and Safety Report for 2013](#). We noted improvements in safety culture leadership in Network Rail, but also identified risks around the resilience of its infrastructure assets and scope to improve worker health and safety.

## Train performance

There has been a drop-off in train performance in the last quarter, especially when compared to the record level of performance achieved in 2012-13. Network Rail has moved quickly to identify recovery plans and we will monitor on-going performance. (Page 2)

## Asset management

Network Rail Scotland is forecasting a shortfall against its plans for renewal of assets by the end of the year. We have challenged it to show this will not affect the long term sustainability of the network. (Page 3)

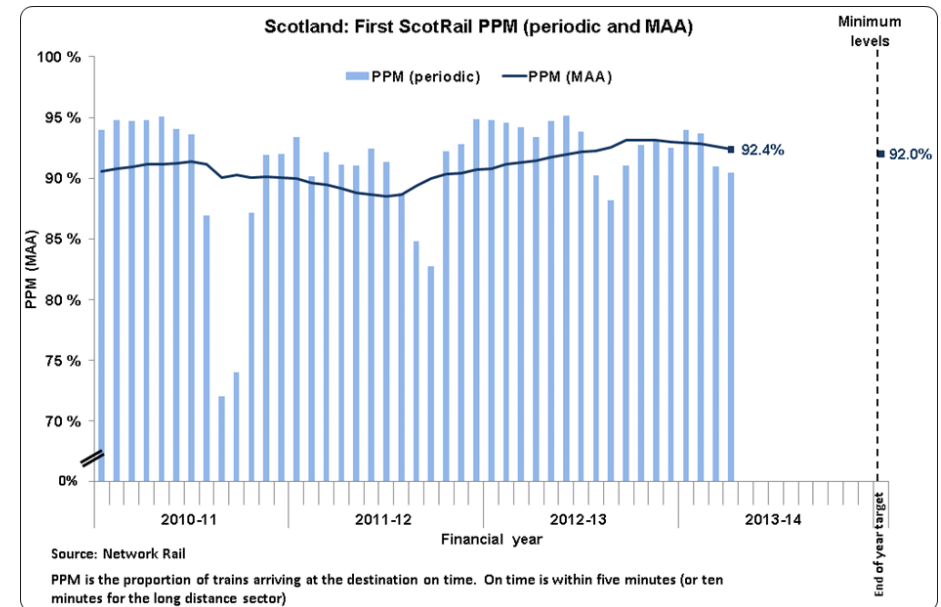
## Developing the network

Planning and advance works for electrifying a number of lines is progressing well, including Glasgow to Cumbernauld and Stirling, Alloa and Dunblane. (Page 5)

# Train service performance

## Overall punctuality

Here we report only on the performance of First ScotRail services. Long distance performance, including cross-border services and freight performance, is covered in the Great Britain-wide edition of the [Network Rail Monitor](#).



In this section we measure punctuality on a [Moving Annual Average](#) (MAA) basis, unless we say otherwise. The MAA is the average of the last 13 four-week periods.

## Passenger performance

Punctuality for First ScotRail remains above target, despite a drop-off in performance since April 2013. This is because good performance was achieved early on in the year. The [Public Performance Measure](#) (PPM) was 92.4% at the end of period 4 of 2013-14. This is 0.4 percentage points better than target and 0.9 percentage points better than it was at the same time last year. However, satisfaction with punctuality declined to 84%, as measured in the [Passenger Focus spring 2013 National Passenger Survey](#). This contrasts with strong performance in 2012-13 and re-emphasises the need for the rail industry to drive to deliver continuous improvement in punctuality.

Network Rail caused delays (to First ScotRail trains) were 23% worse than the equivalent point last year. Network Rail has moved swiftly to implement a package of measures to recover the situation, including removal of temporary speed restrictions and increasing timetable resilience on a number of routes. We will be monitoring the effectiveness of these plans in the coming weeks.

Analysis shows several issues have adversely affected train performance including cable theft and animal incursions. Delays caused by failures of the asset have risen compared to the same time last year. For example, delays due to poor track and signalling assets are, respectively, 64% and 48% worse.

Delays caused by First ScotRail itself were also 45% worse than last year. This highlights the need for the [TOC](#) to continue to work closely with Network Rail to improve performance.

There is no [Cancellations and Significant Lateness](#) target for Scotland.



## Asset management

Getting [asset management](#) right improves the safety, efficiency and performance of the railway and lowers cost in the long run. 'Assets' can refer to anything belonging to the rail network, from track and signalling to bridges and tunnels. We are encouraging Network Rail to move from a 'find and fix' approach to asset management to one of 'predict and prevent': stopping failures before they occur and cause unnecessary hold-ups or expense.

### Asset performance

In the first 4 periods of the year, there were 1,174 infrastructure incidents across the Scottish network, 6% more than last year. These incidents were associated with 89,722 minutes of delay to trains, 36% more than last year. Network Rail has made progress reducing incidents and delays associated with signalling equipment and telecoms failures. But level crossing failures, temporary speed restrictions, axle counter failures, signalling power supplies and overhead line equipment (OLE) faults have all increased.

### Asset renewals

Network Rail has deferred renewals work from earlier in CP4 for asset categories including plain line track, level crossings and electrification. The result is that its delivery plan for the final year of CP4 requires a significantly higher volume of renewals than has previously been achieved during the [control period](#).

In Q1 Network Rail delivered most of its plans with the exception of track, where plain line renewal is 18% lower than planned.

Network Rail has recently revised down its forecast of the volume of renewals it plans to deliver by the year end for many asset categories, including plain line track, overbridges, footbridges, earthworks, level crossings and OLE changes.



Where Network Rail does not deliver the renewals its asset policies say are needed to sustain its asset base, it might not be managing the assets sustainably. We have challenged Network Rail to show that sustainability will not be affected by the renewals shortfalls now forecast for the end of the control period.

### Unit costs

Network Rail needs good unit cost information for developing robust business plans and to demonstrate efficiency. We set out our requirements for the unit cost framework in May 2011. We required a robust process to be in place to capture unit costs to an accuracy of +/-5% in time for the next control period starting in April 2014.

The independent reporter Arup recently assessed Network Rail's unit cost framework. It found shortcomings in the processes for collecting unit cost data that are described in more detail in the Network Rail Monitor for Great Britain. We have raised these issues with Network Rail and expect to see its plan for improvement.

### Earthworks

Last year's exceptionally wet autumn and winter weather exposed weaknesses in Network Rail's management of earthworks and associated drainage. There were 19 earthworks failures in 2012-13. Some of these had safety impacts including 2 derailments. Earthwork failures have been steadily increasing from a previous low of 8 in 2007-08.

Network Rail has now changed its management processes in the event of extreme wet weather and is making better use of detailed local weather forecasts. It has also analysed the causes of each failure to understand where changes in its stewardship would have best effect. It is now reviewing the way it classifies earthworks, standards and examination regimes. These actions should bring benefits into CP5, including improved targeting of intervention work. ORR is pressing Network Rail to deliver these improvements as early as possible. Effective maintenance and renewal of drainage assets must also be a key feature of Network Rail's forthcoming delivery plan for the next five-year control period.

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# Developing the network

## Electrification in Scotland



Network Rail has continued its programme of electrification on the Scotland network in the last quarter. This follows the successful completion of the project to electrify the Paisley Canal line last year.

One of the key preparatory works required before a route can be electrified is confirmation of the necessary clearance for OLE. This work has been planned and is being progressed for electrification projects in Scotland, including in the Stirling, Alloa and Dunblane areas.

Planning and route clearance works for the next stage of EGIP, (electrification of Edinburgh to Glasgow via Falkirk High), is on schedule. Work to electrify the line from Glasgow to Cumbernauld is well underway.

We have recently approved the funding to electrify the Whifflet to Rutherglen East Junction and Network Rail intends to deliver this project early in alliance with First ScotRail.

We welcome your feedback on this publication. Please address your comments or queries to:

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We publish the *Network Rail Monitor* every three - four months, focusing on Network Rail's delivery of its obligations to its customers and funders, for which it is mainly accountable under its network licence. We use colour flags to show at a glance our current level of concern with an issue:

Network Rail delivery is satisfactory or good.



Network Rail delivery is currently unsatisfactory and/or we have some concerns about future delivery. We have raised the issue with Network Rail.



The issue is subject to special scrutiny, with intensive investigation and enhanced monitoring.



We have major concerns about current and/or future delivery.



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