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Iain Stewart MP  
Chair, Transport Select Committee  
House of Commons  
London  
SW1A 0AA

23 April 2024

Dear Iain

## **Euston station improvement notice**

Thank you for your letter of 10 April 2024 and your questions about the Improvement Notice we served on Network Rail relating to overcrowding issues and the health and safety of passengers at London Euston Station.

You noted that the date of issue of the Improvement Notice was September 2023 and, at the time of sending your letter, the Notice was marked as 'open' on our public register. Unfortunately, this was a mistake and Network Rail had complied with the Notice on 15 December 2023 (the original compliance date was 21 November, extended to 15 December 2023). As soon as we realised our error it was rectified. We have since reviewed our internal processes for managing the public register and reaffirmed the arrangements with staff.

The current register is up to date with six Improvement Notices open.

To address the terms of the Improvement Notice, Network Rail conducted a risk assessment to identify what control measures were required to manage passenger traffic flows and overcrowding and to put these controls into place. We are content that the action taken by Network Rail was sufficient for us to close out the notice. The challenge now is for Network Rail to maintain these control measures. Ongoing monitoring of arrangements by Network Rail is important because the control measures are newly implemented and have yet to be fully tested in times of unplanned disruption.

There is a long-term plan to improve management of passenger flow at the station, including acquisition of additional resource and a re-organisation of the station team.



We are alert to ongoing concerns about overcrowding at Euston station and continue to have concerns raised with us. We continue to hold the station to account through routine liaison with Network Rail and the train operating companies. We have plans to meet with Network Rail management to look at how post-incident reviews have been undertaken and how the operational plan and risk assessment has subsequently been improved.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Larkinson', is positioned below the text 'Yours sincerely'.

**John Larkinson**  
Chief Executive