



Transport Committee

John Larkinson
Chief Executive
Office of Rail and Road

By email

10 April 2024

Dear John,

Euston station improvement notice

Many thanks for attending our evidence session on minimum service levels in rail last year. We look forward to discussing the draft Rail Reform Bill with you soon.

On 23 September 2023 the ORR issued an [improvement notice](#) to Network Rail which stated:

Network Rail have failed to implement, so far as is reasonably practicable, effective measures to prevent risks to health and safety of passengers (and other persons at the station) during passenger surges and overcrowding events at London Euston Station.

This improvement notice had a compliance date of 21 November 2023. This was extended to 15 December 2023 to allow "the company to put the necessary control measures in place".

We note that this improvement notice is marked open on the ORR website. We also note the continuing public concern about overcrowding at Euston station. Therefore, we would be grateful if you could set out:

- The status of the September 2023 improvement notice issued by the ORR to Network Rail concerning Euston station;
- Steps taken by Network Rail to comply with the improvement notice and your assessment of their efficacy; and
- Your overall assessment of the current risks to the health and safety of passengers at Euston station.

Kind regards,

Iain Stewart MP
Chair of the Transport Select Committee

cc Andrew Haines, Chief Executive, Network Rail