



Transport Committee

Andrew Haines OBE
Chief Executive
Network Rail

By email

8 May 2024

Dear Andrew,

Euston Station Improvement Notice

In September 2023 the ORR issued an [Improvement Notice](#) to Network Rail which stated that it had “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”.

Last month the ORR [told](#) us it had closed this Improvement Notice following action taken by Network Rail. It explained:

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 [...] 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.

Concerning Euston station, and Network Rail’s response to the September 2023 Improvement Notice, we would be grateful if you could set out:

- The findings of the risk assessment conducted to identify the control measures required to manage passenger traffic flows and overcrowding;
- The controls that were put in place as a result of this risk assessment and your plan to monitor their efficacy, particularly in times of unplanned disruption;
- Your long-term plan to improve management of passenger flow at the station; and
- Your overall assessment of the risks to the health and safety of passengers at Euston.

It was good to discuss rail reform with you during your recent appearance before the Public Accounts Committee. My Committee and I look forward to discussing the draft Rail Reform Bill with you later this month.

Kind regards,



Transport Committee

Iain Stewart

Iain Stewart MP
Chair of the Transport Select Committee

cc John Larkinson, Chief Executive, Office of Rail and Road