London North Eastern and East Midlands

The London North Eastern and East Midlands (LNE & EM) route contains strategically important national assets which connect communities and economies across the length and breadth of the country. LNE & EM encompasses three of the country’s most important rail corridors: the East Coast Main Line (ECML); the Midland Main Line (MML) and the TransPennine route. Geographically it is the biggest Network Rail route, with 4,600 miles of track spanning the length of the country from Scotland to London via Leeds and Sheffield.

Key statistics

- **221m** passenger journeys each year
- **3,400** passenger trains every weekday
- **58m** freight tonnes every year, equivalent to 6.9m lorry loads
- Serving communities home to **7.6m** people
- **4,600** miles of track
- **396** stations
- **5,696** employees
- **£940m** spent on capital expenditure compared to **£788m** in the previous year

Key scorecard targets

<table>
<thead>
<tr>
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<th>Minimum</th>
<th>Target</th>
<th>Maximum</th>
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<tbody>
<tr>
<td>Scorecard Outturn</td>
<td>2017/18</td>
<td>56.9%</td>
<td>2016/17</td>
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<tr>
<td>Safety</td>
<td>2017/18</td>
<td>17</td>
<td>2016/17</td>
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<tr>
<td>Financial Performance</td>
<td>2017/18</td>
<td>11.8%</td>
<td>2016/17</td>
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<tr>
<td>Investment</td>
<td>2017/18</td>
<td>17.5%</td>
<td>2016/17</td>
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<tr>
<td>Asset Management</td>
<td>2017/18</td>
<td>11.9%</td>
<td>2016/17</td>
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<tr>
<td>Train Performance</td>
<td>2017/18</td>
<td>7.8%</td>
<td>2016/17</td>
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<tr>
<td>Locally Driven Customer Measures</td>
<td>2017/18</td>
<td>5.9%</td>
<td>2016/17</td>
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Overall the route has delivered a positive (better than forecast) Financial Performance Measure (FPM) (inclusive of Opex and Capex). But unfortunately missed its overall financial targets; this was mainly driven by the adverse weather at the latter half of the year, which increased compensation payments to train operators, and the loss of planned work. In totality the route has delivered an increase in its overall CAPEX work totalling **£940 million**, compared to prior financial year of **£788m**. Sadly, the impact of suicides on train performance has been significant for Northern, TransPennine Express (TPE), Grand Central, Hull Trains and Virgin Trains East Coast (VTEC). Suicide prevention patrols have been implemented at the south end of the ECML and a programme of lineside fencing enhancements is underway. This follows the very successful introduction of security patrols co-ordinated by a dedicated Network Rail funded British Transport Police inspector which
London North Eastern and East Midlands continued

has seen a 45% reduction in delays caused by suicides for Govia Thameslink Railway (GTR).

Overhead line equipment failures on the ECML have had a significant impact on Grand Central, Hull Trains and VTEC. We continue to invest heavily in overhead line reliability with a programme of changes to overhead line assets. Overall, improving asset reliability for both Thameslink and Great Northern GTR services has had a positive impact throughout the year.

There have also been a number of external incidents that have impacted performance throughout the year. Performance for East Midlands Trains was impacted by the closure of Nottingham Station earlier this year due to a fire which was later found to be the result of arson. Performance for Northern and TPE was impacted by events at Manchester stations, including the arena bombing near Manchester Victoria and a protest on the tracks at Manchester Piccadilly. The earlier than usual start of autumnal weather conditions compared to recent years also affected performance, particularly for East Midlands Trains, and snow in February affected performance across the route. We have plans in place that will allow us to start the Rail Head Treatment Train programme earlier in 2018 to address issues caused by autumnal weather.

Activities in the year

Over the last year LNE & EM has seen work on the ground increase as we look to deliver key outputs of our enhancement plan towards the end of the current control period. Across all our key London arteries, we are preparing for the introduction of the new Thameslink services and began a series of improvements to our existing infrastructure to improve reliability of track and upgrade overhead line equipment.

The Midland Main Line programme saw its first commissioning of the £130m Kettering to Corby capacity project which was completed on time and to budget in February. In partnership with Derbyshire County Council a new station at Ilkeston was opened for passengers in April 2017 and we have contracted with the London Borough of Barnet to complete the development for a new station at Brent Cross in support of their housing and growth plans.

The East Coast Main Line has seen significant investment in renewing key areas of the electrified railway to improve performance and reliability. Three projects were successfully completed in August 2017 to support the introduction of the new intercity express programme (IEP) trains onto the East Coast Main Line. There has been some successful third party funded project delivery in the year including the rail connection to Rossington Inland Port, a large inland intermodal freight hub that has the potential to support 5,000 jobs.

A significant milestone was reached on TransPennine Route Upgrade with the submission of our proposals to the DfT in December 2017. The submission provided four different scenarios that could be implemented on the route and is currently being reviewed by the DfT. Alongside this, early works ahead of the main work starting in March 2019 have continued at pace, including a new platform, signalling and junction at Micklefield.

In the year ahead

Our role as the LNE & EM route is straightforward; we need to ensure that our railway meets the needs of the communities and economies that it serves. We have already commenced our once in a generation opportunity to realise Digital Railway on the East Coast Main Line, and we will be continuing to bring this to fruition, with all the sustained and transformative cross-industry opportunities it creates.

Next year will also see LNE & EM begin work to deliver the biggest upgrade of the Midland Main Line since it was completed, transforming passenger journeys with cleaner, greener and more services on the electrified railway to Corby as well as 50% more seats on journeys to London. The East Coast Main Line will see the introduction of the IEP trains, and the biggest infrastructure project in Network Rail for the next few years – the upgrading of the TransPennine route – will begin in earnest.

The work we are undertaking in the coming year is crucial to growing our railway and improving the reliability of our infrastructure, but we will also continue to put safety first, particularly focusing on the safety of our staff, and the safety of the public, on our railway.

Efficiency case study: Million-dollar man (March 2018)

A maintenance delivery unit’s stores are a one-stop shop for equipment, tools and parts to keep the railway running. At many stores though, things can get a bit complicated – which can lead to wasted money.

Andy Lewis, professional logistics programme manager, was tasked with making £1,000,000 worth of savings by reviewing the stock at stores across the LNE & EM north area, finding opportunities for unneeded materials to be returned and improving how stock is managed within the stores.

Andy said: “We were aware that stores weren’t as efficient as they could be and there was definite room for improvement at a lot of sites. It was a tall order but the project has been a huge success – we reached a million pounds worth of savings and then surpassed our stretched target of £1,100,000. There hasn’t been a single week where we’ve not been able to find some unused stock and get some money back – in one week alone we found more than £100,000 worth of materials to return.”