



Network Rail Infrastructure Limited
Service Facilities Statement 2020

Working for you

Version Control

Version	Date	Description of Change
1.0	01/06/2019	Final Document

Contents

Version Control	1	5.3 Self-supply of rail-related services.	10
Chapter 1 - General Information	3	5.4 IT systems	10
1.1 Introduction	3	Chapter 6 – Capacity Allocation	11
1.2 Service facility operator	3	6.1 Requests for access to service facilities	11
1.3 Validity period and updating process	3	Managed Stations	11
Chapter 2 – Services	4	National Supply Chain hubs	11
2.1 Station Services	4	6.2 Response to requests	11
Chapter 3 – Service Facility description	5	6.3 Information on available capacity and temporary capacity restrictions	11
Chapter 4 – Charges	6	Engineering Access Statement	12
4.1 Information on Charges	6		
Scarcity Charges	6		
Station Long Term Charges	6		
Facility Charges for stations	6		
Qualifying Expenditure (QX) for stations	7		
4.2 Information on discounts	7		
Chapter 5 – Access Conditions	8		
5.1 Legal Requirements	8		
Licences	8		
Safety Certificate	8		
Cover of liabilities	9		
Access Contracts	9		
5.2 Technical conditions	9		
Railway Group Standards and the Rule Book	9		
National Technical Rules	9		
National Safety Rules	10		
Freight Train Loads (and Lengths)	10		

Chapter 1 - General Information

1.1 Introduction

Network Rail Infrastructure Limited (Network Rail) owns, operates, maintains and develops the main rail network in Great Britain (GB). This includes the railway tracks, signalling and electrification systems, bridges, tunnels, level crossings and viaducts. In addition to being the Infrastructure Manager we are the operator of a number service facilities across the network as defined in Annex II of 2012/34/EU and Schedule 2 of The Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016.

The Service Facilities Statement's objective is to inform applicants, the authorities and other interested parties about our service facilities, and the terms of condition for allocation of capacity and use. The Service Facilities Statement presents the services that we offer, with information regarding where they are accessible, how the allocation of services functions, which charges apply, and the conditions that apply for gaining access to the services.

This document is produced in accordance with directive 2012/34/EU, The Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016 and EC Implementing Regulation 2017/2177.

This document is published at:

<https://www.networkrail.co.uk/industry-commercial-partners/information-operating-companies/network-statement/>.

1.2 Service facility operator

We are the operator of the passenger stations and National Supply Chain hubs described within the [Service Facilities Information document](#).

1.3 Validity period and updating process

The Access, Management and Licensing Regulations require us as an Infrastructure Manager to publish a Network Statement four months before the deadline for applications for infrastructure capacity (the Priority Date for the relevant timetable). Our primary publication of the Service Facilities Statement will align to these timescales.

Consequently, in the context of the GB allocation process, the 2020 Service Facilities Statement is for use for capacity requests for the 2020 timetable year (15 December 2019 to 12 December 2020).

The Service Facilities Statement, along with the associated Service Provider Information document, will be updated on our website as may be necessary to include any additional information of reflect significant changes throughout the year.

Many of the documents referenced by the Service Facilities Statement (such as the Network Code, Engineering Access Statement and Timetable Planning Rules) are subject to their own version control processes. The updated versions of these documents will be available through the web-links we have provided within this document.

For future versions of the Service Facilities Statement we would be pleased to receive views on structure, content and presentation. Please contact networkstatement@networkrail.co.uk with any comments.

Chapter 2 – Services

2.1 Station Services

The exact services that can be used by operators at stations will be included within the Station Access Contract agreed between the RU and Network Rail, details on this process can be found in [Chapter 6](#).

Examples of common station services for operators include:

- display of relevant timetable information to passengers
- provision of staff to provide customer services and assistance to operators passengers
- display or announcement of trains through the available Passenger Information Systems
- display of information about tickets for travel on operators services and where they may be purchased
- communication to passengers of up-to-date train running information
- liaison with the local authority to ensure as far as reasonably practical that access to the Station is signposted from all the main access routes
- provision of details of arrangements for disabled customers who have reserved journeys via the disabled persons' reporting system, and updating of this information as necessary
- assist with the supervision of the arrival/departure of road services substituted for rail services where necessary
- the provision of poster sites for use by Passenger Operators
- communications (within three Business Days) to the Passenger Operator concerned of all comments or complaints of customers
- the provision and collection of passenger self help trolleys
- provision of appropriate written messages and announcements whenever there is a failure of the electronic customer information system
- co-ordination and documentation of an emergency response plan in consultation with all Passenger Operators to respond to any major passenger train running incident
- provision of arrangements promptly to follow up reports of lost property.

Chapter 3 – Service Facility description

In accordance with the [RailNetEurope Common Template for Service Facilities](#), the information that would be included within the subchapters of Chapter 3 are included within a single table that is published on [our website](#).

Chapter 4 – Charges

The Access and Management Regulations provide for entitlements to track access to facilities and the supply of services, under these regulations we may recover the costs associated with the following charges:

- Station Long Term Charge
- Depot Charges
- Qualifying Expenditure (QX)
- Facility Charges
- Property Rent

4.1 Information on Charges

Scarcity Charges

Current charging arrangements do not include scarcity charges.

In respect of the stations that we operate (managed stations), or those that are leased (short or long term) to other station operators (franchised stations), charges are applied under the terms of station access contracts and leases that RUs enter into with us.

Station Long Term Charges

The Long Term Charge is payable at all regulated railway stations in Great Britain (both those managed by RUs and those managed directly by us). The charge enables us to recover the maintenance, renewal and repair (MRR) expenditure associated with all the stations that we own.

The Long Term Charge is regulated and set by ORR for each control period. As part of PR18, ORR determined the level of Long Term Charge income from 2019 to 2024. The level is set so as to recover the amount ORR considers to be our efficient operational property and Station Information and Surveillance Systems (SISS) MRR expenditure associated with relevant stations.

For Managed Stations, RUs pay the long term charge for each managed station directly to Network Rail, in proportion to their share of vehicle departures at that station. The Long Term Charge at each managed station equals the forecast of efficient long-run MRR expenditure on operational property and SISS expenditure. The methodology for calculating managed station long term charged for CP6 is described in [our conclusions on variable and station charges in CP6](#).

Station Long Term Charges are fixed for the control period, levied on a constant annual basis and indexed, annually, to the Consumer Prices Index.

Facility Charges for stations

Facility charges recover the costs of any station enhancement funded by Network Rail at an operator's or user's request. The charge is paid by the requesting party (and any successor where relevant) over a specified period as defined in the Station Access Conditions for the station where the enhancement has taken place. Incremental ongoing costs resulting from the enhancement (for example, for the operation, maintenance or renewal of the asset during the recovery period) may also be included in the Facility Charge. Network Rail is required to offer a fixed-price for the recovery of these ongoing costs over the recovery period. The method of calculation for these charges is specified in ORR's investment framework. The rate of return which Network Rail is entitled to charge is set by ORR as part of the periodic review. In CP6, the allowed rate of return for Facility Charges is 4.15 per cent as described within [ORR's financial framework supplementary document](#).

Qualifying Expenditure (QX) for stations

Qualifying Expenditure recovers the operating costs of common amenities at managed stations such as station cleaning, refuse collection and disposal, insurance, utilities, and the provision of competent and suitably trained staff. It consists of a fixed element which is negotiated with RUs for the control period and a management fee element which is levied as a percentage of the fixed QX charge and recovers indirect central costs that arise as a result of operating managed stations. The QX management fee also includes a profit element which aims to recover the financial risk associated with providing 'QXable' services at managed stations on a fixed deal basis. ORR regulates only the management fee element of QX.

QX is fixed for five years, with the charge varying each year by a factor based on RPI-x, where 'x' is an agreed efficiency target at each station (if applicable). It aims to provide certainty to RUs on what they will pay over a five year period, and further incentivises Network Rail to obtain value for money in the services it offers and procures from third parties at managed stations.

Where train operators occupy space at a managed station on an exclusive basis their occupation may be subject to individual leases for the space occupied. Charges under these leases are not regulated. An additional charge may be levied where the RU has requested specific services.

4.2 Information on discounts

Any discounts made available for the use of service facilities will be agreed in accordance with the access charges review, discounts schemes will be applied in a non-discriminatory manner to any RU.

Chapter 5 – Access Conditions

5.1 Legal Requirements

Under the Railways Act 1993, applicants may only enter into a contract with a facility owner for permission to use that owner's railway facility with ORR's approval. If these contracts (and amendments to them) are not approved by ORR where that is required by law, they are invalid.

Where the parties have not been able to agree on the terms of a new contract, or a subsequent amendment to an existing contract where the applicant is seeking increased use of access to the network, the applicant may ask ORR to issue directions requiring the facility owner to enter into or amend the contract as determined by ORR.

The Access, Management and Licensing Regulations provide RUs with the right to access railway infrastructure for the purpose of the operation of any type of rail freight service or passenger service. They also create a presumption of access and provide the right for a railway applicant to apply for access to a range of services and facilities to operate these services. The Access, Management and Licensing Regulations accordingly open up access on a non-discriminatory basis to a range of previously exempted facilities, such as terminals and ports, marshalling yards and storage sidings, unless a viable alternative under market conditions exists.

Our [Stakeholder Relations Code of Practice](#) includes a guide for new and potential train operators (including aspirant open access operators), which outlines how we will work with potential customers.

Licences

It is an offence to act as the operator of a train in GB without holding a licence or a licence exemption granted by ORR under the Railways Act 1993. However, where a person is seeking to act as the operator of a

passenger train or freight train that falls within the scope of the Licensing of Railway Undertakings Regulations as amended by the Access, Management and Licensing Regulations, then a European licence is normally required. A European licence may be granted by ORR, or by another Member State that has implemented the EU Directives relevant to the licensing of RUs. To operate and provide train services in GB, European licence holders must also hold a Statement of National Regulatory Provisions (SNRP). Applications for licences, exemptions or SNRPs should be made to [ORR's Licensing Team](#).

Both passenger and freight licences (or, in relation to European licences, the associated SNRP) would normally include among others obligations:

- membership of [RSSB](#)
- membership of [RDG](#)
- joining in the rail industry arrangements for allocation of liabilities and claims handling
- having an environmental policy with related operational objectives and management arrangements
- ticketing (passenger licences only)
- insurance.

Safety Certificate

Anyone seeking to operate a train in GB will be required to establish and maintain an appropriate safety management system and should hold a safety certificate meeting the requirements of the Railways and Other Guided Transport Systems (Safety) Regulations 2006 (ROGS).

Subject to compatibility, Part A of the EU safety certificate is recognised for such purposes whilst Part B is required to operate in GB and is

granted by ORR. Applications for a safety certificate under the ROGS should be made to ORR and copied to affected parties including Network Rail.

Please visit ORR's website for more details on:

- [health and safety laws](#)
- [safety certificates and authorisations](#)

Cover of liabilities

A train operator's licence, or SNRP, will contain requirements for insurance (including optional self-insurance) against third party liabilities. The required levels of insurance will normally be such as are set by ORR. In respect of third party liabilities, the current default minimum of indemnity insurance is set at £155 million cover per incident as required by the [general approval](#); however, a variation to the general approval may be agreed where appropriate on application to ORR.

Access Contracts

All such access contracts are subject to approval by ORR; if not approved, the contracts will be legally invalid. ORR has published a range of model access contracts, as well as guidance on the approval process. The model contracts have been published on the basis that ORR encourages, and expects, their use. Where the contracting parties wish to depart from a model contract, they must explain the reasons for this.

Sections 17, 18, 22 and 22A of the Railways Act 1993 relate to access contracts:

Section 17: <http://www.legislation.gov.uk/ukpga/1993/43/section/17>

Section 18: <http://www.legislation.gov.uk/ukpga/1993/43/section/18>

Section 22: <http://www.legislation.gov.uk/ukpga/1993/43/section/22>

Section 22A: <http://www.legislation.gov.uk/ukpga/1993/43/section/22A>

Model station access contracts for the below can be found on [ORR's website](#):

For stations operated by Network Rail

- station access contract for passenger services
- station access contract for freight services
- station access contract for charter passenger services
- station access contract for the purposes of diversionary access.

5.2 Technical conditions

Railway Group Standards and the Rule Book

Railway Group Standards are technical standards and operating procedures contributing to safe railway system operation and interworking, compliance with which is mandatory. These documents are issued by RSSB and can be accessed on its website, some standards are supported by Guidance Notes, also issued by RSSB.

In addition, we have our [own standards](#) that are applicable to us, our contractors and our suppliers.

National Technical Rules

Railway Group Standards are, for the purposes of Interoperability, notified to the European Commission as National Technical Rules (NTRs). RSSB is responsible, on behalf of the industry, for proposing to the DfT those industry standards that should be notified against each of the TSIs for use on the GB mainline railway. The DfT may need to notify additional requirements to ensure the notified NTRs address all of the essential requirements. The DfT publishes the [NTRs and project-specific](#)

[technical rules](#) that it has notified to the European Commission for use in Great Britain.

National Safety Rules

[The Railways and Other Guided Transport Systems \(Safety\) Regulations 2006 \(as amended\)](#) requires the safety management systems of infrastructure managers and RUs on the mainline railway to be "established to ensure that the mainline railway system ... is in conformity with relevant national safety rules and relevant safety requirements laid down in TSIs". Copies of all RGSs can be found in the [Standards Catalogue](#) published on RSSB's website.

Additional information about the NSRs can be found on [ORR's website](#).

Freight Train Loads (and Lengths)

The permitted maximum load (by weight) and length of a train are key parameters for a RU's business. These dimensions vary according to the geography of the network (i.e. gradients, curvature, signalling, track layout and other features). The Freight Train Loads Books (FTLBs) contain maximum weight and length data for all lines of the GB network. The FTLBs were re-issued in an up to date format, however some of the data is commercially sensitive and cannot be made readily available. Please contact our [Access Coordinator](#) if you have specific queries (see [Section 2.5](#) for more information and on how to access ELMTREE).

The loads and lengths are published by geographical route¹ as follows

Book of 'Specially Authorised Loads'

- National issue - a national compendium of specific permissible freight train loads which exceed those shown in the Route Books – showing any special conditions or restrictions that apply.

Books of 'standard' loads

Book title	Route coverage
Anglia	Anglia
Great Western	Wales, Western
London and North	LNE
London North Western	East Midlands, LNW
Scotland	Scotland
Southern	Kent, Sussex, Wessex

5.3 Self-supply of rail-related services.

A railway undertaking may perform a rail-related service on our premises, provided that access to and the use of the facility by that railway undertaking for self-supply of services is legally and technically feasible, does not endanger the safety of the operations.

5.4 IT systems

There is no Network Rail IT systems applicable to the access and use of service facilities.

¹ Network Rail's operations are managed regionally in 'Route' organisations with the configuration as shown in the table.

Chapter 6 – Capacity Allocation

6.1 Requests for access to service facilities

To gain access to any of our service facilities via rail the usual Capacity Allocation process for the network will need to be followed. This is described in detail within Chapter 4 of our [Network Statement](#).

Managed Stations

As a train operator, you'll need to let us know that you intend to apply for station access rights by sending us a letter of intent. You should address it to the [Station Change Coordinator](#). They will be your main point of contact as you develop the agreement.

We'll send you a copy of the Independent Station Access Conditions (ISACs) annexes for a particular station when you send us your letter of intent. These annexes are useful because they're a guide to the common services and amenities that you can expect to use at any Managed Station. Additional information can be found within our [Stakeholder relations code of practice](#).

National Supply Chain hubs

We do own some storage sidings in connection with our infrastructure haulage operations, however these are specialist sites and would require discussion with the relevant contact included within the [Service Facilities Information document](#).

6.2 Response to requests

At Network Rail we value our stakeholders and customers and aim to develop good, long-term working relationships that are built upon

openness, fairness and trust. We want to make it as easy as possible for you to do business with us. To the extent reasonably practicable we will seek to respond to all requests within 10 working days, in accordance with [ORR's guidance on The Railways \(Access, Management and Licensing of Railway Undertakings\) Regulations 2016](#).

When we receive a request for access to the service facility or supply of a service that is in conflict with another request or concerns service facility capacity already allocated, we shall attempt, through discussion and coordination with the applicants concerned, to ensure the best possible matching of all requests. We shall involve as appropriate suppliers of additional and ancillary services. Any modification of access rights already granted shall be subject to the agreement of the applicant concerned.

In considering the priority of conflicting requests we may take into account:

- the prior existence of contracts
- the intention and ability to use the capacity requested, including previous failure, if any, to use all or part of allocated capacity and the reasons for that failure
- already allocated train paths linked to the requested services
- priority criteria for allocation of train paths (as defined in [Part D4.6 of the Network Code](#))
- timely submission of requests.

6.3 Information on available capacity and temporary capacity restrictions

The procedures for scheduling planned and unforeseen maintenance work are set out in Sections D2 and D3 of the Network Code

respectively. The former involves the production of an Engineering Access Statement.

Engineering Access Statement

The Engineering Access Statement sets out the rules regulating the arrangements for access to the various parts of the main rail network, when affected by inspection, maintenance, renewal and other works.

The Engineering Access Statement consists of two parts. The first part is a short National Overview; which sets out the planning rules, for the primary benefit of those who require engineering (as opposed to train) access to the network. The second part contains route-specific information, and provides details of planned surrender of use of the network due to maintenance, renewal and enhancement work. The contents can be summarised as follows:

- Section 1 - Introduction to the document and processes within.
- Section 2 - Glossary of terms, helping users to understand terminology and acronyms used.
- Section 3 - Guidelines for Granting Possessions, sets out what information is required when requesting a possession, how to request late notice possessions and dates for submissions.
- Section 4 - Standard Possession Opportunities, set out, for the benefit of those requiring access to the line for inspection, maintenance and renewal, those times when there are no trains planned to run in the working timetable or when the working timetable supports trains running over a reduced number of lines, and when, therefore, access is usually available.
- Section 5 - Strategic Maintenance, sets out details of engineering activity which is planned on a cyclical basis (activities that are repeated at planned regular intervals) and may require some changes to trains contained in the working timetable.
- Section 6 - describes the introduction of the Access Impact process to be followed to enable agreement between Network Rail and

Timetable Participants for delivering Capacity Study requests relating to the Engineering Access Statement.

- Section 7 - Register of Disruptive Possessions, sets out details of the temporary closure of parts of the network required to deliver maintenance, renewals and project works which will impact on trains contained in the working timetable. Details include dates, times, locations, lines affected in respect of possessions, temporary speed restrictions, temporary methods of working and any other restrictions of use.

The [Engineering Access Statement](#) is published on our website as part of the 'Operational Rules'.