



# Social Value Report

2022/2023

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# Managing Director's Executive Summary

**As one of the UK's largest Train Operating Companies (TOC), we work together with care and commitment to make every journey, every day, easy and reliable. Our Journey to a Better Future sustainability strategy focuses on how South Western Railway (SWR) will continue to lead the rail industry with our ambitions for a more sustainable future. Our vision is to serve, safeguard and strengthen our planet, places, and people.**

Our 23-25 Strategic Business Plan and our Sustainability Strategy set out how we will strengthen our engagement with colleagues and customers of all backgrounds and needs, invest in our people and communities, improve wellbeing and ultimately deliver social value. This future isn't possible without helping people and that's where social value comes in.

We are committed to making our network cater for everyone and deliver positive improvements in our communities. We've been working hard with local partners to make this a reality, adding social value.

We are proud of what we have achieved to support the communities we serve and will continue this work going forwards to foster further growth.

This report demonstrates what we have done against our social value commitments, providing insights through some case studies and details our ongoing work to deliver a journey to a better future. I hope this report leaves you inspired and engaged in our work. With the continued support of all our stakeholders together we can bring people together to get the most out of life.

*Claire Mann*

**Claire Mann**  
Managing Director  
South Western Railway



# Introduction

**Social value to us is delivering positive improvements to people. This may be through supporting economic mobility, wellbeing, reducing inequalities and supporting climate change resilience and environmental improvements.**

These can be realised through projects and initiatives, policy changes, supply chain standards and collaboration with a variety of stakeholders from Community Rail Partnerships (CRPs) to consultancies.

Social value is the quantification in fiscal terms that these schemes deliver. To enable a calculation of social value, the Rail Safety Standards Board (RSSB) has created a Rail Social Value Tool (RSVT). The RSVT provides a common, consistent basis for understanding and measuring social impacts across the Great British rail industry organisations,

projects and programmes. SWR has used the RSVT to calculate the social value delivered for financial year 2022/23. This year we reported on 167 metrics spanning the social impact areas of the RSVT. We are proud to share that we delivered £707,176,576 of social value in 2022/23, achieved across 10 key areas seen in the infographic below.

Each of these areas has a section on the following pages, summarising how SWR has contributed to society within these areas, and the Sustainable Development Goals.



Employment, training and skills



Community and charity



Educational attainment



Stakeholder engagement and customers



Supply chain resilience and capacity



Safety, health and wellbeing



Rail accessibility



Economic development



Workforce equality, diversity and inclusion



Climate and environment

# In 2022/2023 we supported

**15**  
wildflower meadows




Installed **40**  
homes for insects and birds




**3,000**  
students received career advice



Enabled **46** colleagues to complete apprenticeships



**5** station gardens developed in partnership with the RSPB



Our staff undertook over **60,000** hours worth of training



Partnered with **642** SMEs



Held a **Wellbeing roadshow** covering **30** locations




Ran safety talks for **2,444** students



**12%** decrease in attrition rate compared to 21/22




Created **3** calm spaces



Planted **17,000** spring bulbs



Converted the equivalent of **3** football pitches into biodiversity gardens with the RSPB



Created over **£700** million of social value

# Delivering our journey to a better future: Employment training and skills

**We employ over 5,000 people. Our colleagues are at the heart of our business and without great people, we cannot operate a safe and reliable railway. We achieve this through training and development and are passionate about workplace learning. By putting the training and development of our employees first we not only create a competent and engaged workforce but a resilient one, which is better for our people and better for our business.**

## Training and skill development

A key area of improvement for SWR this year is the training we offer to our employees. Access to SWR's online Learning and Development System is now available to all our colleagues, with a growing number of training modules uploaded. Over 2022/23 our staff undertook over 60,000 hours' worth of training, both online and in person.

We remain committed to career development and mentoring. Last December, SWR launched a reverse mentoring programme with members of our Executive Team and underrepresented colleagues.

## Apprenticeships

Our industry renowned apprenticeship programme provides placements for developing both emerging Young Talent and Continuing Talent and continues to be a success, gaining Silver certification for 'Best Apprenticeship programme' in March 2023 by Investors in People. This provides positive affirmation that our innovative apprenticeship programme REAch (Railway Employer Apprenticeship Challenge), enables colleagues from across our business to develop their skills and live a fulfilling work life.

## Highlights in 2022/23 include:

- 46 colleagues completing their apprenticeship.
- 62% of non-driver apprentices achieved a grade of distinction.
- 22 Driver Apprentices passed their Level 3 course.
- Celebrating our 100th successful apprenticeship completion.

The monetised value for Employment and Training is £14,861,947

## Sustainable Development Goals



The reverse mentoring programme received positive feedback from all that took part, with one of the Mentees saying...

**“What a great experience; I've learnt so much about myself, I've thoroughly enjoyed my conversations, being challenged and openly discussing things I wouldn't normally, with someone I wouldn't normally.”**

# Delivering our journey to a better future: Educational attainment

**At SWR our passion for learning and development extends to our communities, helping support local people achieve their attainment goals and being able to gain fulfilling employment, which in turn generates more revenue in the community.**

We integrate educational workstreams both inside and outside of the workplace as part of the broad aim to build a global workforce adept a meeting our labour needs both now and in the future, all while reducing inequality and fostering innovation. Our educational pathways extend beyond our own employees to our value chain. Output from educational projects have been significantly expanded this year, with 2,444 students receiving safety talks. Around 3,000 students have also received careers

information and advice, helping support people gain future employment skills and advocating rail careers.

The monetised value for our educational attainment is: £8,708,161

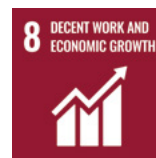
Achieving educational attainment in the community requires collaboration and innovative approaches with our communities. We are excited to continue to work on these projects, contributing to the below Sustainable Development Goals (SDGs).



Students at Windsor & Eton Riverside

We are a patron of Shaping Portsmouth, a community interest company working to create sustainable collaborations and innovative programmes to help benefit the city of Portsmouth across a variety of sectors including education.

## Sustainable Development Goals



# Delivering our journey to a better future: Supply chain resilience and capacity

**A resilient supply chain is key to being sustainable. If we can't get our goods and services when and where we need them, we cannot support our journey to a better future. Procurement accounts for a large proportion of SWR's business expenditure and it can be used to manage both risk and opportunity. In order to ensure our supply chain meets our current and future needs our Procurement team have adopted a Sustainable Procurement Strategy, which is now in its third year.**

Sustainable procurement considers the environmental, social and economic impacts of purchasing, supplying, or manufacturing goods and services. The impact of activities that support participation of new businesses, entrepreneurs, start-ups, Small and Medium Enterprises (SMEs), Voluntary, Community and Social Enterprises (VCSEs).

Working with SMEs is important to us. SMEs make up a large proportion of the UK workforce and generate vast turnover for the national economy. Working with smaller, local firms means we can foster close relationships, utilise shared values and rely on companies that can adapt quickly to meet our

needs, ensuring we can continue to operate a sustainable business. SMEs also keep money within our communities, create local jobs, support local work and offer lower carbon footprints than multinationals, helping us on our journey to Net Zero.

Over 2022/23 we have awarded contracts to 642 SMEs, doubling since 2021/22. 9% of our suppliers and subcontractors are 'local', which has helped to strengthen economic impact.

The monetised value for our supply chain is £69,471,731

Work within our supply chain contributing to the below SDGs.

## Sustainable Development Goals



In FY22-23 we procured 642 small and medium sized businesses (SMEs), which is double that of last year. We will continue to improve our procurement processes to make it easier for SMEs to tender for work with us.

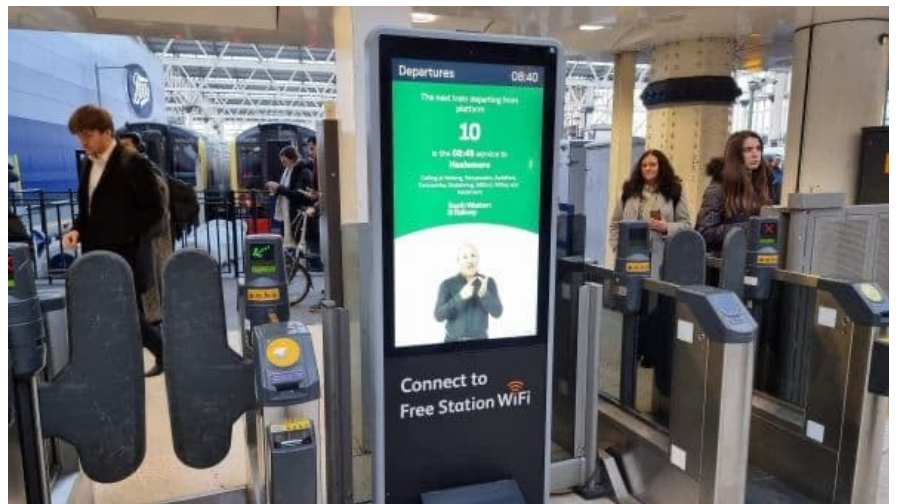
# Delivering our journey to a better future: Rail accessibility

**Accessible stations are easier for everyone – people with physical and non-visible disabilities, people with children, heavy luggage or shopping and some older people. 70% of our network is accessible and we are working hard to make this 100%.**

## Highlights in 2022/23 include:

- Creating three calm spaces within the waiting rooms of Woking, Brockenhurst and Salisbury stations supporting our neurodiverse customers.
- A new adult changing area at Woking station, the first of its kind at an SWR station.
- Undertaking step free access feasibility studies at Hedge End and Swanwick stations, identifying how they can become step free in FY23-24.
- Continuing to work alongside our disability ambassadors to help improve station accessibility for all.
- Collaborating with myEyes to support customers with sight loss.
- Installation of British Sign Language (BSL) totems at London Waterloo as part of a trial scheme.

The monetised value for this section is £278,145,354



BSL totems at Waterloo

Customers who are deaf or have hearing loss often struggle to hear station announcements and communicate with staff, which can make it harder to travel. To help make rail accessible to all we trialled new AI technology that translates live journey information into BSL, which is then signed on digital totem screens.

A member of SWR's Inclusivity and Accessibility forum said...

**This is a breakthrough for the deaf and deafblind communities, making travel more accessible and enjoyable with BSL announcements on totems around SWR stations.**

## Sustainable Development Goals





# Delivering our journey to a better future: Workforce equality, diversity and inclusion (ED&I)

**A diverse workforce positively enriches business performance at all levels. We serve a diverse region, and we want our workforce to reflect this – not just by gender or culture, but by background, skills, beliefs and more. We celebrate our people and have a variety of employee networks focussed on inclusivity such as LGBTQI+, disability, gender, religious and ethnic groups, so colleagues can share their lived experiences and help us create a more inclusive future.**

Events these networks have participated in over 2022/23 include:

- Autism awareness week
- Mental Health awareness week
- Black history month
- Pride events

Feedback from these networks have been key in creating a more inclusive workplace.

We continue to develop an inclusive working environment and over 2022/23 delivered a number of initiatives to help. We are working hard to improve gender balance, with only 19% of our workforce identifying as female. In particular we are working on attracting women into STEM careers, through initiatives such as 'Have a Go Driver Days' where female colleagues have been able to try our driver simulators, speak to female drivers and find out about the role and recruitment process.

We are proud to have run development programmes for female colleagues and those from ethnically diverse backgrounds looking to progress to management and senior management roles. Some participants in this scheme have gone on to be promoted.

We are committed to SWR being diverse and inclusive, ensuring that everyone feels equally involved and supported in our workplace. We will continue to focus on ED&I going forwards, using the SDGs, our People & Culture team, best practices and our colleague networks to improve ED&I at SWR.

The monetised value for this section is £8,708,162

## Sustainable Development Goals



Frank Sackey

**“SWR is a place where you’re only assessed on your ability to do the tasks. Whether you’ve got an accent, a different culture, a different look, it doesn’t matter, and you still demand the same level of respect.”**

Frank Sackey, Driver

# Delivering our journey to a better future: Community and charity stakeholder engagement and customers

**Our community is at the heart of what we do. We enable our communities to get from A to B safely and on time and by working with local business and charities to support local people, we can be a force of good in the communities we're part of. Enriching the communities we serve through commercial and charitable support is a positive way for us to make an impact and over 2022/23 we participated in several charity fundraisers.**

Over 2022/23 we have supported twelve Community Rail Partnerships (CRPs). CRPs are grassroots, community-led movements, supported by local volunteer and other community groups, trusts, enterprises and schools to help keep the railway and our stations at the forefront of our community. We proudly share regular Community Rail and Station Adoption updates in the designated section of our website.

Our community work extends to local charities which are a great way of engaging stakeholders to deliver our shared values. We have linked up with five local charity partnerships, nominated by SWR colleagues during 2022/23; Missing People UK, SERV, Ace of Clubs, Alex Wardle Foundation (defibrillators) and Baby Necessities.

Our partnership with the Alex Wardle Foundation (right), set up by our colleague Steve Wardle, has led to the commissioning of defibrillators installed at 154 stations, involving an investment of over £500,000.

## Further highlights from 2022/23 include:

- 45 community and social events including Coronation and Jubilee events, anniversary celebrations and Stations in Bloom judging.
- Continued achievement of the Payroll Giving silver award.
- Becoming a Patron for Shaping Portsmouth.

The monetised value for this section is: £20,565,577

By working with our community, we are acting sustainably, fostering communities where our people experience a decent quality of life and positively contribute to society, creating shared prosperity and social stability without harming the environment.



CPR training with the Alex Wardle Foundation

## Sustainable Development Goals



# Delivering our journey to a better future: Safety, health and wellbeing

**We are committed to promoting good health, healthy lifestyles and ensuring we receive quality health care, especially for the most vulnerable members of our communities.**

## Safety, safeguarding and security

Over 2022/23 we reduced customer accidents by 13% when compared to the previous year. This shows that our positive attitude to the safety of our people through engagements, such as our Be Safe and 6 Golden Rules campaigns, are delivering results.

Along with safety we are committed to safeguarding our communities and in August 2022 we became the UK's second TOC to achieve accreditation in the British Transport Police's (BTP) Safeguarding in Rail scheme recognising the need to support the most vulnerable members of society.

Along with safeguarding we are committed to the safety of our colleagues and customers and in July 2022 commenced a phased rolled out of body-worn cameras to our colleagues. These cameras are aimed at deterring anti-social behaviour on our trains and stations aiming to reduce threatening, assaultive and abusive behaviour that our colleagues can experience.

## Wellbeing

Highlights of the year include training 183 mental health first aiders across our network. Mental Health First Aiders (MHFAs) are supported by 30 mental health champions who can provide counsel to our MHFAs should they need it.

We rolled out a 'Mindful March' initiative, which gave colleagues a daily task to focus on their wellbeing. We also continue to support Rail Wellbeing Live, the rail industry's health and wellbeing movement, which aims to improve the health and wellbeing of everyone who works in rail.

Physical health also plays a key role in our learning and development pathway. Over 2022/23 we delivered a wellbeing roadshow at 30 locations, offering health MOTs and fitness challenges in conjunction with our partner, Active Hub, resulting in 694 colleagues walking, running or cycling 182,208 km – that's the equivalent of walking the earth's circumference four and a half times.

The monetised value for this section is: £13,442,064

Over 2022/23 we installed several security improvements at Shepperton station including new CCTV and anti-trespass fencing. As a result, reported trespass incidents have reduced by 9%.

**Sustainable  
Development  
Goal**



# Delivering our journey to a better future: Economic development

**Stations aren't just places for trains, colleagues and customers. They can be local hubs for community use, with multi-activity spaces. Over 2022/23 we have creatively given underused areas of our stations a new lease of life, such as Shawford, where an old ticket office has been transformed into 'Platform 1 Café'.**

Other spaces we offer include:

- 61 office spaces (this also includes a gym)
- 158 retail spaces
- 36 storage and distribution spaces (this also includes click and collect lockers)
- 21 community group spaces

The monetised value for this is:  
£19,461,500

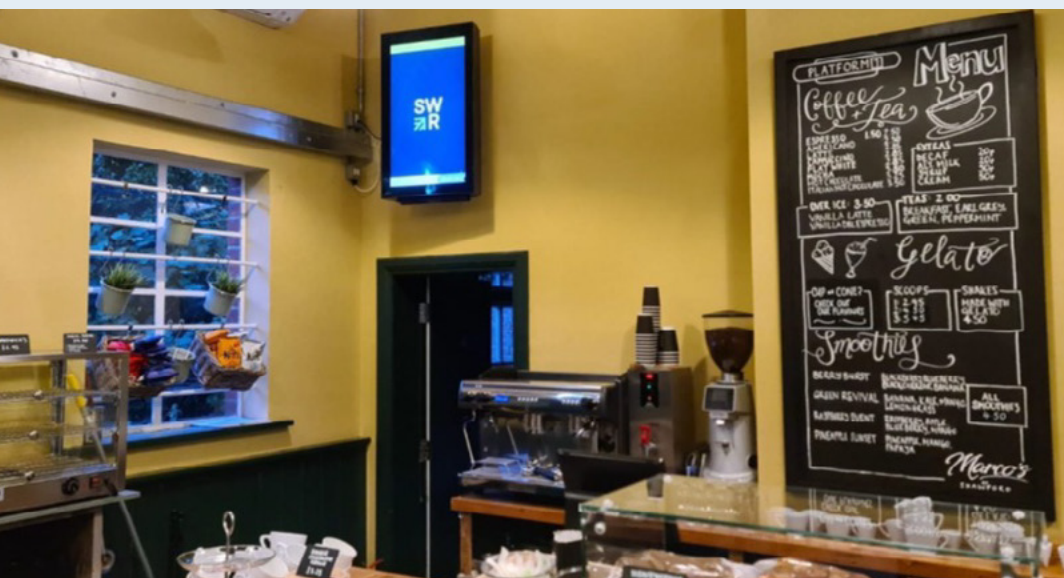
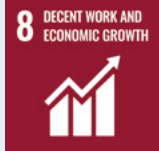
Upgrading infrastructure and retrofitting buildings to make them more sustainable, with increased resource-use efficiency and greater customer experience, is important to us. We are also upgrading our stations to ensure our places continue to connect people and communities while providing more equitable access to jobs, education, housing, services and people.

In 2022/23, SWR secured and invested £19,461,000 in development and infrastructure enhancements, working closely with local authorities, developers and private sector organisations, as well as with the Department for Transport.

This year the social value of the overall economic impact of local investment is £293,358,584. This demonstrates the important role we have to play in the wider economic prosperity of our communities.

By delivering economic development we support employment opportunities, provide investments in our places and support sustainable consumption. This in turn helps build dynamic, sustainable, innovative and people-centred economies, which are necessary in delivering prosperity in the UK, linking with the SDGs shown.

Sustainable  
Development  
Goals



Platform 1 café, Shawford

# Delivering our journey to a better future: Climate and environment

**We care about our planet, which is why we were the first TOC to set out a robust, transparent and cost-effective Net Zero carbon roadmap by 2040, ten years earlier than the UK's deadline.**

**To help reduce the impact of climate change and protect the environment over 2022/23 we have:**

- Reduced our Scope 1 and 2 carbon emissions by 12% compared to 21/22.
- Purchased renewable energy for our buildings.
- Enhanced wildlife in our spaces, including planting 17,000 spring bulbs at 35 stations and 15 wildflower meadows plus introducing 40 homes for insects and birds.
- Signed the nature positive business pledge.
- Worked with RSPB and Network Rail to help identify opportunities where we can increase biodiversity and understand how we can monitor our progress to hit biodiversity net positive.

- Educated our colleagues on vegetation management, biodiversity and ecology.
- Launched an iSpy campaign at 60 stations to encourage visitors to log wildlife they see.

The monetised value for this section is: £4,594,825



Community Rail planting

We launched a children's iSpy campaign at 60 of our stations. The campaign involved planting wildflower gardens to encourage customers visiting our station to stop and have a look around to see if they can spot any wildlife. Signage has been installed at these locations to explain the campaign and includes a QR code to our website which has more information.

Sustainable Development Goals




# Delivering social value in 2023/2024



Continue to work with our Community Rail Partners



Sponsor STEMunity to help young people get into STEM careers



Work with partners to support those experiencing homelessness in our communities

Continue to focus on Learning & Development, STEM and ED&I

Continue our partnership with Shaping Portsmouth



Install British Sign Language on our totems and information screens at 40 stations

## Our people



Help ensure people can access our locations with ease, focussing on Travel with Confidence schemes

Work with First Group on our supply chain offerings



Develop a noise management strategy and air quality improvement plans

Launch two-year partnerships with six charities nominated by colleagues, and continue existing partnership with the Alex Wardle Foundation

Implement infrared heating technology at our gate-lines and in our waiting rooms to more effectively warm colleagues and customers during the cool winter months.

Install Electric Vehicle Charging where viable



Refurbish Richmond station saving its Art Deco heritage

Continue the Safe Spaces initiative at stations including Richmond, Waterloo, Portsmouth and Salisbury

Continue to work on plans to reduce the impact of, and our contribution to, climate change under our Net Zero roadmap



Continue to divert 100% waste from landfill



Install a Building Management System at four key locations to centrally manage heating, cooling and lighting, ensuring energy is used efficiently.



Key stations are getting smart toilet upgrades to help people with vision, memory, or learning challenges use them more easily

Key stations are getting quieter waiting rooms with calming features to better serve neurodiverse passengers



Deliver £1.5m of investment through our 2023/4 Customer and Communities Improvement Fund



## Our planet



Increase our recycling to 83%, with an overall a target of 85% by 2024/25

Upgrade our fleet with LED lighting



Work with ecologists to develop biodiversity action plans



Commission air quality surveys and work on outcomes where possible

## Our places



Install defibrillators at all staffed stations



Our 'Journey to a better future' doesn't stop here. Delivering social value is a key component of meeting our sustainability strategy goals and corporate commitments. We will continue to focus on working together, with our fellow operators, Network Rail, suppliers, community groups, local authorities, our customers and other stakeholders to tackle global issues such as inequality, poverty, education, climate change, health and biodiversity loss. Examples of projects underway include those in Portsmouth with STEMunity and Shaping Portsmouth around employability and education. Supporting Ace of Clubs, a charity partner to alleviate homelessness in Clapham.

Working with Community Rail Partners to identify and deliver, where viable, Social Value Programmes in areas with higher levels of socio-economic issues; Lambeth, Hounslow, Portsmouth, Southampton and Isle of Wight. Deliver improvements to local biodiversity via a pilot scheme at key stations and depots and upgrading Richmond Station to its former Art Deco glory. Please keep in touch and check our website to find out more about how we are delivering social value.

