

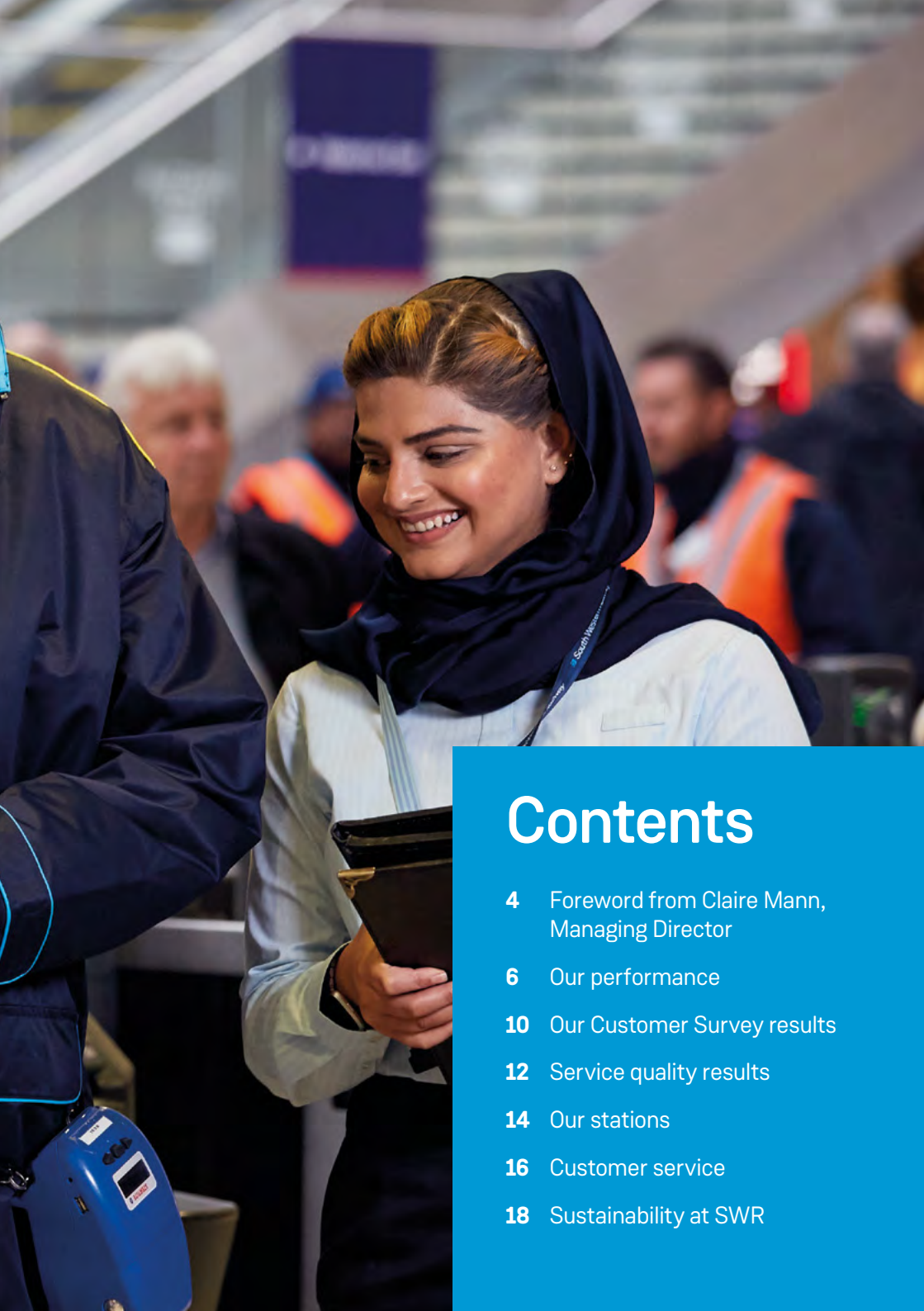


Customer report

March 2024

South Western
 Railway





Contents

- 4** Foreword from Claire Mann, Managing Director
- 6** Our performance
- 10** Our Customer Survey results
- 12** Service quality results
- 14** Our stations
- 16** Customer service
- 18** Sustainability at SWR

SWR Customer Report

Welcome to the latest edition of our Customer Report, looking at our performance from mid-July 2023 to February 2024.

In the last edition of the Customer Report, I recalled our celebrations for the 175th anniversary of London Waterloo station in July, when we named one of our new Arterio trains 'Waterloo 175' to mark the occasion.

At the start of this year, I was so pleased to join customers and colleagues aboard the first Arterio to enter passenger service. The train departed London Waterloo on a return trip to Windsor and the feedback from everyone there was fantastic.

This was an important first step in the phased rollout of the Arterio fleet, which will transform customer journeys on our suburban routes, bringing increased capacity and improved facilities. They are wonderful trains, and we look forward to them coming to a platform near you.

It has been a busy six months with further milestones celebrated across the network. One such milestone was surpassing 100 stations adopted by local volunteers. This is a fantastic testament to our engagement with the communities in our region. Our adopters and community rail partnerships do so much to beautify our stations, revive redundant spaces, champion charitable causes, and put the railway at the heart of local areas.

I was also delighted to see our Hampshire Community Rail Partnership win Outstanding Contribution to Society and our 100th adopted station, Staines, win Medium Station of the Year at the National Rail Awards in September.

Safeguarding vulnerable customers and colleagues on our railway is incredibly important to us; we have a duty of care to ensure that everyone feels safe wherever they are on our network. I was so proud that the British Transport Police awarded us a top mark of 100% for our Safeguarding on Rail

reaccreditation in December. This demonstrates that our whole organisation, from my executive team to colleagues on the front line, are committed to making safeguarding 'business as usual'. If you are ever feeling vulnerable, you know you can talk to a colleague who will be able to help.

Part of our safeguarding strategy has been the development of several campaigns, two of which launched in the autumn. One was our 'Safe Way Home' campaign, in partnership with the charity Missing People. This encouraged anyone who is thinking about going missing to contact the Missing People helpline. The second was our 'All Aboard' campaign to end discrimination and abuse on the railway, asking anyone who experiences or witnesses such behaviour to report it to the British Transport Police.

Safety is always our number one priority – and keeping people safe doesn't end at our station doors. That's why we have now installed publicly accessible, lifesaving defibrillators at all the staffed stations on our network. The rollout started in the spring, when we named one of our trains after the Alex Wardle Foundation, a charity set up by one of our colleagues, Steve Wardle, to raise awareness of sudden arrhythmic death syndrome. The rollout was completed in October, with the defibrillators available day and night and registered on 'The Circuit' – the British Heart Foundation's national database, visible to emergency services.

Another way in which we support communities and charitable causes is with our Customer and Communities Improvement Fund. In September, we announced that the latest round of grants allocated £1.5 million of investment in 58 local community projects across the network, from Vauxhall in



London to Exeter in Devon. Across three rounds of grants, we have now invested a total of £7 million in more than 100 projects, big and small, in all parts of our region, and another round will be on the way later this year.

Improvements continue to take place at stations, with a further set of waiting room renovations in progress. Some of our busiest stations have also seen significant upgrades, including a major refurbishment of Richmond station and the completion of an enhanced forecourt at Southampton Central station. Recent new art installations, such as a wonderful mural at Basingstoke station and the installation of William Blake inspired mosaics at Surbiton station, also provide a more colourful and welcoming environment for customers.

I was glad that the Rail Delivery Group, which represents the rail industry, and the RMT union agreed the Memorandum of Understanding in November, which sets out a mutually agreed way forward. This agreement has paused industrial action by the RMT, but action continues by the ASLEF train drivers' union. Like our customers, I want to see these disputes over pay and conditions finally brought to an end, so we can all get back to providing the good service that our customers deserve, without the threat of industrial action.

The cold, wet, and windy weather again presented infrastructure difficulties which affected our customers' journeys over the winter months. This included landslips near Woking and at a tunnel in Crewkerne. Climate change means these challenges are likely to become more acute, so we are working even more closely with Network Rail and others to build resilience and respond

effectively to minimise disruption to customers. As we enter the spring, we can look forward to more pleasant conditions.

This will be the last one of these updates from me as I am departing South Western Railway in March to join Transport for London as Chief Operating Officer. I would therefore like to take this opportunity to thank you for your interest in our work and for your ongoing support.

I hope you find this report of interest.

Claire Mann

Claire Mann
Managing Director



Our performance



Period	On time	On time to 3 minutes	On time to 15 minutes	SWR cancellations	Short formations	All cancellations
Period 5	73.42%	89.94%	99.37%	0.63%	0.19%	1.79%
Period 6	69.86%	87.49%	98.99%	1.06%	0.24%	2.13%
Period 7	64.63%	83.89%	98.60%	1.29%	0.30%	2.69%
Period 8	58.47%	79.32%	97.64%	1.50%	0.35%	3.94%
Period 9	49.63%	72.31%	97.09%	3.26%	0.65%	5.85%
Period 10	62.88%	83.07%	98.36%	1.28%	0.53%	5.01%
Period 11	67.99%	86.45%	98.60%	2.06%	0.49%	3.56%

Train performance during the six months between mid-July 2023 and February 2024 showed mixed results.

Our cumulative total for this period shows we missed the following targets:

- **On time to 3 (down 0.2% versus target)**
- **All cancellations (up 0.09% versus target)**
- **SWR cancellations (up 0.31% versus target)**

During this period of time, the following targets were cumulatively met:

- **On time to 15 (up 0.18% versus target)**
- **Under capacity (down 0.02% versus target)**

Unfortunately, there were challenges due to landslips, asset issues, trespass incidents, and strike action. Periods 5 and 6 were positive for performance despite track defects, subsidence at Andover, a landslip at Wallers Ash, three significant trespass incidents, and three days of industrial action.

Periods 7 and 8 were challenging for performance due to four significant trespass incidents and three unfortunate incidents of a person hit by a train. There were also significant weather issues affecting the Isle of Wight and the South Coast.

Period 9 was again challenging, dominated by points failures, embankment movement and footbridge issues between Woking and Brookwood, with a person hit by a train and a trespass incident in the same area during the period.

The West of England was also heavily impacted by a landslip at Crewkerne during the same period and there was also one day of full industrial action and eight days of action short of a strike.

Period 10 saw two significant storms on 2nd and 4th January causing flooding and fallen trees across the

network. Sudden changes in the forecast on 2nd January meant the impact was considerable. The period also saw one person struck by a train and two significant trespass incidents.

Period 11 was stronger for performance despite three trespass incidents and an embankment movement at Fareham. The period was also impacted by one day of industrial action and eight days of action short of a strike.

We recognise that our train service performance was mixed and we're working hard to improve.

97% of the top 70 delay incidents were attributed to external causes, specifically:

Trespass and fatality incidents: Sadly, our fatality and trespass related incidents continue to heavily impact train performance. From mid-July 2023 to February 2024, 17 out of the top 70 incidents were fatalities or trespass incidents equating to circa 38.5k delay minutes and 876 cancellations. We continue to work collaboratively with Network Rail and the British Transport Police, including launching a joint strategy to support vulnerable people on our network.

Some of the initiatives we implemented between mid-July 2023 and February 2024 are:

- Additional training for our Trespass and Welfare Officers, to support individuals at key locations across the network.
- Working with missing persons support agencies to increase the speed of communication.
- Understanding the challenges for mental health agencies and assisting with support of proposals for assistance for vulnerable people.
- Preventing access to the railway, this has included caging of bridges and blanking plates for signal gantries.

After every incident we conduct a full review of our service recovery plans with Network Rail to ensure that the train service is restored as soon as possible.

Landslip incidents: In period 9 there was an embankment movement between Woking and Brookwood and issues with a footbridge across the line in the same area. After a wet summer the ground had been saturated and single line working through the area was implemented giving customers a service through the area while work continued in the evenings and at weekends. Network Rail put over 100 pylons into the ground to support the embankment and took down the bridge that was structurally unsafe. Unfortunately, in the same period there was a considerable landslip at Crewkerne where it became unsafe to move trains through the area. Over 300 tonnes of soil was removed from the site to make the railway safe for our customers. To reduce delays due to landslips, Network Rail identify the prone sites using helicopters with laser imaging, motion sensors, CCTV, add additional drainage and make gradient changes to slopes where required.

Isle of Wight: From mid-July 2023 to February 2024 we faced some challenges on our Island Line services. This was due to resource shortage, infrastructure issues, weather, and fleet availability. We put mitigations in place including contingency staff, expert engineering and infrastructure staff, and we also used all our resource capacity to support delivery of services to the Island. Work continues to improve the service for our customers.

Weather: Autumn and winter brought challenging weather across our network. Following a wet summer, the soil was saturated and heavy autumn and winter rains and winds severely impacted the delivery of our train performance in periods 8 and 10. Period 10 was most impacted with two significant storms in the first week of January. Storm Henk on 2nd January was declared a risk by meteorologists at very short notice due to a change in the direction of the storm. The impact of the storm saw trees on the line and severe flooding across the network with windspeeds of 94mph recorded on the Isle of Wight. We continue to work jointly with Network Rail to minimise the impact these weather conditions have on our network, ensuring safe journeys for our customers.

Industrial relations: Planned industrial action had an impact on performance on the days associated, but it also affected our colleague availability, totalling seven full days of industrial action and three weeks of action short of a strike.

To further demonstrate our dedication to delivering a reliable and punctual train service we have also committed to setting up a taskforce to look at the delivery of performance. These workstreams include:

- **On time** – looking at our most affected services and routes to understand where we lose time and how to make the relevant changes for delivery of a punctual service.
- **Prolonged unavailable or restricted infrastructure** – looking at how we manage events such as the landslip at Hook and Rowlands Castle signalling failures.
- **Repetitive Strategic risks** – these are risks which have a high likelihood of impacting our network. Examples of these are, flooding, soil moisture deficit, train crew availability, vegetation management and speed restrictions. This workstream implements tried and tested, innovative ideas on how to manage performance impacting incidents.
- **Decision making and recovery** – examines how we manage the service once an incident occurs, to reduce the impact on our customers.

This taskforce is led jointly by the senior management teams within SWR and Network Rail, and includes subject matter experts in delivering a high performing railway.



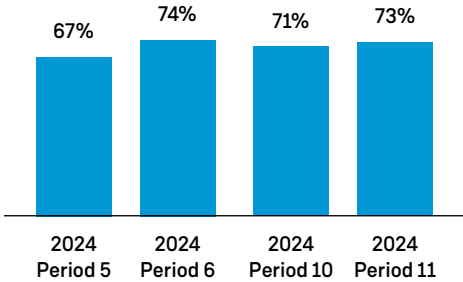
South Western Railway **When will you arrive?**
Live updates here

Your Journey
 Talk to Us
 Offers & Events
 Stations & Onward Travel

Our Customer Survey results



Overall journey satisfaction*



We continue to monitor customer satisfaction through our Voice of the Customer programme which receives between 4,000 and 7,500 responses every four-week period. The programme was paused for three rail periods (Period 7 to Period 9 of the 2024 Rail Year) whilst we moved the programme to a new market research supplier. Overall journey satisfaction has improved marginally since Period 5 despite challenges in punctuality in P10 and P11. There have been underlying improvements in the visibility of our guards, and a slight improvement in satisfaction with the appearance of our stations and with our onboard Wi-Fi.

We're working hard to improve the customer experience as a whole. At our stations we're continuing initiatives such as repainting, refurbishment of toilets and waiting rooms, cleaning regimes, and the removal of etchings and graffiti. In the last seven periods 63 stations across our network have been deep cleaned, 19 have been painted, and waiting rooms at five stations and toilets at three stations have been refurbished. On board our trains we are working hard to support our Guards with being more visible and available for our customers, and we have also introduced a new sign on portal for the Wi-Fi which makes signing on a smoother process.

We are committed to our Access for All programme - we have introduced RoomMate® audio description at 17 accessible toilets across our network for visually impaired customers and brand new lifts are being installed at Motspur Park, Stoneleigh, Isleworth, Barnes, and Walton-on-Thames. 'Please offer me a seat' badges, designed for customers with non-visible disabilities and those less able

*The Voice of the Customer programme was paused for 3 railway periods (2024 Period 7 to 2024 Period 9) whilst we moved the programme to a new market research supplier.

to stand, were distributed across 17 of our major stations, and are available for customers to request from our Customer Contact Centre. We're also pleased to report that 154 lifesaving defibrillators have been installed at all our staffed stations in conjunction with the Alex Wardle foundation.

Over the last seven periods we launched our 'All Aboard' and 'Safe Way Home' campaigns: the former aimed at ending discrimination and abuse on the railway, and the latter partnered with the charity Missing People to help people in crisis. We were also pleased to renew our 'Safeguarding on Rail' accreditation with a score of 100%. You can read more about these campaigns on our News page here www.southwesternrailway.com/other/news-and-media/news

In September 2023 we were delighted to be recognised in two categories at the National Rail Awards. Staines station picked up the award for 'Medium Station of the Year' and Hampshire Country Rail Partnership won the 'Outstanding Contribution to Society' award. We now have over 100 stations adopted by a local community group and continue our work with local communities to improve the railway.

Our Customer Council regularly give us feedback on their experience while travelling on our trains or using our stations. We have recently teamed up with Transport Focus who now chair our Customer Council meetings.

Lastly, our Meet the Manager events have seen a large rise in engagement with customers. We offer in-person and online meetings with managers every quarter. Our last event at Waterloo was our most popular yet. The next event will be in April, please check our website for more information www.southwesternrailway.com/contact-and-help/meet-the-manager



Service quality results



Through the Service Quality Excellence programme, we closely monitor our standards of delivery across trains, stations, and customer service.

Independent assessors travel across our network looking at a range of facilities and services that are important to customers, to ensure we are meeting the standards expected of us. Every four weeks, 60 stations are assessed, along with 200 carriages and 110 customer service mystery shops.

These inspections and mystery shops help us identify how we are performing, highlighting areas we need to improve.

We work hard to achieve high scores, but where we do not meet the expected standard, we are committed to rectifying any issues identified, helping us to deliver high standards and excellent service to our customers.



Service quality performance: at our stations

	Ambience and assets	Cleanliness and graffiti	Information	Ticketing and staffing	Stations overall component
Period 5	91.80%	78.47%	83.42%	93.34%	86.76%
Period 6	91.15%	83.46%	83.92%	94.46%	88.25%
Period 7	93.21%	79.05%	85.74%	94.56%	88.14%
Period 8	86.75%	79.09%	78.31%	95.74%	84.97%
Period 9	85.14%	81.85%	80.14%	92.14%	84.82%
Period 10	86.32%	90.23%	78.99%	92.41%	86.99%
Period 11	89.44%	81.71%	76.08%	93.65%	85.22%
Benchmark	89.00%	76.00%	84.00%	93.00%	84.00%

Service quality performance: on trains

	Ambience and assets	Cleanliness and graffiti	Information	Trains overall component
Period 5	89.15%	88.65%	97.05%	91.62%
Period 6	92.39%	90.74%	95.16%	92.76%
Period 7	90.58%	90.97%	94.31%	91.95%
Period 8	90.53%	90.74%	94.74%	92.00%
Period 9	93.05%	91.20%	92.53%	92.26%
Period 10	90.63%	88.06%	95.16%	91.29%
Period 11	89.77%	92.82%	91.74%	91.45%
Benchmark	89.00%	84.00%	91.00%	87.00%

Service quality performance: customer service

	Staff helpfulness	Online information	Customer service overall component
Period 5	91.25%	97.50%	94.38%
Period 6	95.00%	95.00%	95.00%
Period 7	92.50%	100.00%	96.25%
Period 8	97.53%	100.00%	98.77%
Period 9	92.50%	100.00%	96.25%
Period 10	87.50%	100.00%	93.75%
Period 11	87.50%	100.00%	93.75%
Benchmark	89.00%	96.00%	90.00%

Our stations



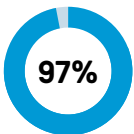
Passenger assistance

Total Passenger Assist numbers have increased throughout the year. Our busiest day was experienced on 27th December, with over 1,100 pre-booked and Turn Up and Go assists completed by our teams.

The Network Rail managed stations, Waterloo, Clapham Junction and Guildford together had 15,063 booked assists.

Waterloo was the busiest station with 9,030 booked assists, Southampton Central was our second busiest station with 5,878 booked assists.

Here are our results recorded on booked and unbooked assistance, from mid-July 2023 to February 2024:



Booked assistance (total booked – 50,393)

Booked completion rate: 97%. Of the 3% failed, the majority of these were caused by miscommunication after customers chose to travel on a different service, and a few of the occasions were due to disruption.



Unbooked assistance (total unbooked – 58,790)

Unbooked assistance completion rate: 99% successful. Of the 1% that failed, this was due to staff being unavailable or miscommunication from other stations.

Accessibility initiatives

Passenger Assist staff app: In March 2023 we introduced the Passenger Assist staff app for all station and on-train colleagues. The app has enabled our front-line teams to see a customer's assistance request and journey in real time, leading to an increase in Assisted Travel reliability, as well as to capture a more accurate picture of customer journey preferences when requiring assistance. It is clear from the introduction of the app that our customers prefer to travel Turn Up and Go, rather than to pre-book their assistance.

Journeys with disabled customers: these journeys with the Executive team and the SWR Accessibility & Inclusion Forum have continued through periods 5 to 11. Our Forum members have shown our Executive Team areas of good practice, as well as the challenges they face when accessing the railway and the services we offer.

Mobility scooters: We have revised the size of mobility scooters and now do not distinguish between three or four wheeled scooters. To better support our customers to travel spontaneously, Mobility Scooter Size Vinyls are currently being installed at all step-free stations across the network.

The vinyls enable customers without a permit to ensure their scooter can be safely accommodated on our trains. This work will continue until the end of March with over 150 vinyls being installed.

Mobility scooter permits: Following customer recommendations, SWR can now offer an electronic mobility scooter permit to customers and the application process has been made easier for customers. Customers are now able to request a scooter permit via an online form on the SWR website and are sent a PDF scooter permit via email. This has made the process of requesting a scooter permit much easier for customers and also reduces the need to produce a paper version which makes this a more sustainable option.

Please offer me a seat badge: Following a meeting with a local accessibility group, we have produced 'Please offer me a seat' badges for customers who feel that they would not be as confident asking a customer to vacate a seat for them if they find it challenging standing on the train. The badges have been distributed to a number of our main line stations and are available on request from our Customer Contact Centre.

Buying tickets

Ticket office opening hours are displayed at every staffed station and are also available on our website or by contacting our Customer Service Centre. Times of peak demand at the ticket office are shown at the station. We try hard to make sure that you do not have to queue at ticket machines or ticket offices for longer than five minutes in the peak or three minutes at other times. Between mid-July 2023 and February 2024, our ticket offices have been open for 94.2% of advertised times.

The rail industry is moving away from paper tickets, and we are continually looking to make it easier for our customers to buy travel tickets from our website and app.

Mobile eTickets and Smartcards offer our customers more choice when it comes to buying a ticket. We also offer a Tap2Go smartcard which can be used on nearly all of our network and which

provides automatic weekly capping, and the ability to load your railcard onto it. www.southwesternrailway.com/train-tickets/ticket-types/tap2go

We have installed smartphone eTicket readers at a number of key locations across our network to make travel as easy as possible.

You can buy tickets or Smartcards online using our website www.southwesternrailway.com or through our South Western Railway app which allows you to buy a range of tickets.

All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook, Redbridge, Dean, and Mottisfont & Dunbridge) have self-service ticket machines where you can purchase tickets. They offer a wide choice of destinations and fares including weekly and monthly season tickets.



Customer service

Complaint volumes

Complaint volumes over the last seven periods have reduced by around 30% compared to the previous report even though the service has been impacted by major infrastructure issues.

This has therefore resulted in a reduction in the complaints per 100,000 passenger journeys of 6% while our response rate for complaint response has remained stable.

Complaints responded to:	10,705
Responded to within 20 working days (%):	99.4%
Complaints per 100,000 passenger journeys:	13.81*

*Note the complaints per 100,000 passenger journeys figure is based on 87.8 million journeys over the seven periods

Delay Repay

There have been a number of infrastructure issues which have resulted in peaks in Delay Repay claims during the seven periods.

However, it is encouraging to see that the average time to process, reflecting how quickly we are refunding customer, has not increased significantly in the high claim periods.

Delay Repay claims per four weekly period

Period	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Total processed	21,614	25,771	34,895	51,730	73,939	46,847	43,679

Average time to process per four weekly period

Period	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Average time to process (working days)	2.65	2.37	2.02	2.38	2.44	3.60	2.91

Faults

You can report any train or station faults quickly and easily via the SWR app or on our website. Simply head to the Help and Support section and select Report a Fault. We'll update you in each

Customer Report with information about the number of faults reported and the time taken to resolve these.

Here are the details of all faults reported between mid-July 2023 and February 2024, compared with the previous report:

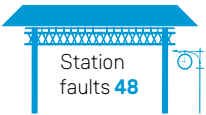
Faults	September 2023	March 2024
Number of faults reported	47	74
Average time to resolve (days)	101	95
Number of station faults	30	48
Number of on train faults	14	24
Number of faults - other	3	2



Average time taken to resolve faults **95 days**



Number of faults reported **74**



Station faults **48**



On train faults **24**

Faults by sub categories:

Access	1	PA system	0
Car parks	1	Roof	0
Drainage	0	Seating	2
Graffiti	7	Ticket machines	12
Heating/air con	5	Toilets	6
Information screens	10	Windows/doors	1
Infrastructure	8	Other	17
Lighting	4		

Faults by service group:

Mainline services

1 Weymouth/Portsmouth via Eastleigh to London Waterloo	6
2 Portsmouth Harbour via Havant to London Waterloo	3
3 Exeter Saint Davids/Yeovil Junction to London Waterloo	1
4 Alton to London Waterloo	2

Suburban services

5 Windsor & Eton Riverside/Hounslow/Weybridge via Staines to London Waterloo	3
6 Reading/Aldershot via Ascot to London Waterloo	1
7 Main suburban routes to London Waterloo	3

Island Line services

8 Shanklin to Ryde Pier Head	5
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Sustainability at SWR

We continue to deliver our sustainability strategy 'Journey to a better future' which we launched in 2022. This strategy sets out our vision to serve, safeguard, and strengthen our planet, places and people.

You can find out more, including our video and full strategy on our website:

www.southwesternrailway.com/other/about-us/our-plan/sustainability



Better for our planet



Every month we report our environmental performance to the Department for Transport. We are pleased to announce that all our environmental KPIs have been met. We are looking to further increase our recycling in the next financial year.

Criteria	2023/24	Target	Percentage above/below target
Total scope 1/2 emissions (year to period 11)	84,694 tonnes	Less than 102,350 tonnes	17.2% under target
Our trains: average CO ₂ e per vehicle kilometre (year to period 11 average)	0.3974 kilograms	Included in above	Not applicable
Our buildings: total energy consumed (year to period 11)	22,756,974 kilowatt hours	Included in above	Not applicable
Waste recycling (non hazardous)	83%	80%	3% above target
Waste diversion (% diverted from landfill)	100%	100%	On target
Water consumption (total cubic metres)	119,999 cubic metres	Less than 118,358 cubic metres	1.4% above target

Decarbonisation

We remain on track to becoming net zero by 2040, our near-term targets to 2027 have now been approved by Science Based Targets initiative, which shows their robust, scientific foundations.

Here are some of the ways we are continually improving:

- We've installed a trial Building Management System at four key locations to centrally manage heating, cooling and lighting, ensuring energy is used efficiently.
- We're using infrared heating technology at our gatelines and in our waiting rooms to more effectively warm colleagues and customers during the winter months.
- We continue to install LED lighting across our estate, including on our older fleet and in our Depots.
- We're running a year-long carbon challenge, this colleague engagement initiative encourages colleagues to reduce their energy consumption and carbon emissions through simple acts like turning down heating and turning off lights – making sure that everyone is doing their bit on our journey to net zero.
- We continue to maintain our externally verified Energy Management System: ISO50001 which provides a structured framework to track and optimise energy use leading to lasting efficiency gains.

Biodiversity

We continue to caretake for a 30-acre plot next to Feltham depot. This historic Marshalling Yard has been rejuvenated by biodiversity improvements in a joint project between SWR and Tilhill.

As part of the development of Feltham traincare depot, SWR engaged Tilhill's services to assist with their plan to improve a previously disused 30-acre reservation surrounding the site, home to rare acid grassland and other wildlife, in a plan to enhance the site's biodiversity and enable future community enjoyment.

The Feltham Marshalling Yards were built at the end of the First World War in 1916-18. In 1969

the yards closed due to the loss of train freight to road transport. The biodiversity project started in 2020 with the aim to enhance and protect trackside wildlife whilst contributing towards biodiversity net positive aims by 2030.

Tilhill's Forest Managers carried out site improvement works including mixed species tree planting, habitat management and creation, the introduction of bird and bat boxes, mowing regimes and removal of shrubby species to encourage the rare acid grassland and provide homes for wildlife.



Local community members go on a 'bat walk' through the marshalling yard

Better for our places

Social value FY22-23

We have finalised our Social Value Report for FY22-23. The report is a summary of the impact we have on society, the environment, and the economy, from delivering improvements for our customers every day, to supporting local communities of the South West, and helping build the economic and social prosperity of the UK. Social value can be defined by measuring the impact of activities on people and wider society's welfare and wellbeing.

The full Social Value report will be available on our website later this year.



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



Held a
Wellbeing
roadshow
covering
30
locations

5 station gardens
developed in partnership
with the RSPB



Our staff
undertook over

60,000
hours worth
of training



Awarded contracts to
642
SMEs

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

Reducing single use plastic with ape2o

SWR has partnered with ape2o to provide eco-friendly and ultra-filtered water fountains to customers at several of our higher footfall stations (Hampton Court, Vauxhall, Richmond, Wimbledon, Putney, Kingston, Twickenham & Bournemouth). Customers can purchase chilled still or sparkling water and stainless-steel plastic-free ape2o bottles, with 10% of the cost going towards marine and freshwater conservation and clean ups.

Ape2o was inspired by the plight of sea turtles in the Great Barrier Reef in Australia when founder Anthony was living there. Seeing the damage that marine plastic in all its forms was having on these beautiful creatures he resolved to do something about it. In September 2023, ape2o presented our sustainability team with a 'gold award' to celebrate working together to save over 30,000 disposable plastic bottles from landfill and our oceans, the equivalent to 2.5 tonnes of crude oil.



Ape2o's Anthony Newman with Georgia House and Jessica Van Staden from SWR's Sustainability team

Recognition

SWR are proud to have received a highly commended award at the **The Noise Abatement Society's John Connell Awards**, held at the Palace of Westminster in 2023.

Our award was in the Silent Approach category, and we were credited with our efforts to be a considerate neighbour and deliver a quieter railway service in partnership with **SV Acoustics** and **Sixense UK & Northern Europe**.








Better for our people

Charity partners

We have launched new two-year partnerships with six charities, who were nominated by colleagues. As well as continuing our existing partnership with The Alex Wardle Foundation, we are partnering with a charity for each of the four regions and one network-wide.



West Region	South Region	Metro Region	Central Region	Network-wide
Devon Air Ambulance	Forget Me Not Fund	Scotty's Little Soldiers	SERV Surrey and London	YoungMinds
 <p>Provides emergency medical services with two helicopters</p>	 <p>A charity helping families who experience late miscarriage, stillbirth or babies lost after birth</p>	 <p>Supports children whose parents have died while serving in the armed forces</p>	 <p>A charity carrying blood products, urgent samples, medical supplies, and donated breast milk to hospitals and milk banks across Surrey and London</p>	 <p>A charity fighting for children and young people's mental health</p>





Contact us



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