



Customer report

March 2025

South Western
 Railway



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SWR Customer Report



Stuart Meek
Managing Director (interim)



It's a pleasure to share with you the latest edition of our Customer Report, looking at our performance from July 2024 to February 2025.

The previous report was published soon after the general election in July last year. In December, the new Government confirmed that SWR will transfer into public ownership when our contract expires on 25 May 2025.

This is in line with the party's election manifesto commitment to transfer all train operators into public ownership. While SWR is the first to transfer under the new legislation, we will join other TOCs including Southeastern, Northern, LNER and TransPennine Express already working under the ownership of DfT Operator. In due course, track and train will be brought together as Great British Railways, with the Government currently consulting on what this new guiding mind for our industry will look like.

On 4 February 1996, our predecessor South West Trains operated the very first privatised service of the modern period, so it seems fitting that we should lead the industry into this new era. We look forward to working even more closely with the Department for Transport and Network Rail, as we continue to deliver the very best railway for our customers.

Since the first Arterio train entered service last year, we have been rolling them out to new routes on our suburban network. As well as the route to Windsor, Arterio now serves the route to Shepperton as well as major stations like Surbiton and Earlsfield, transforming the customer experience with more capacity, air conditioning, Wi-Fi, charging points and more.

In November, England cricketer legend Stuart Broad named one of the trains the Nighthawk, in celebration of The Oval near Vauxhall station. We also named Arterios after other sporting

destinations: Red Rose for Twickenham; Jockey for Ascot, Sandown and Kempton Park; Ace for Wimbledon and Thames Racer for the Boat Race; and we are looking forward to introducing more Arterios onto our network as quickly as possible.

We are using technology to make journeys easier and more accessible. From July, we have made it easier for customers to get fast, real-time information on board our trains by launching SWR One Scan. A simple scan of a QR code gives our customers access to a range of information, including real-time journey information, sharing journey progress with others, journey planning, tracking other services and so much more.

In September, we integrated AI-generated British Sign Language (BSL) into One Scan, which translates its travel updates for people with hearing loss, direct to devices while on board. It's the first service of its kind anywhere in the UK, building on the success of our BSL totems. Sophie Woolley, a deaf actor who stars the Netflix series *Bridgerton*, joined us for the launch, and spoke passionately about the difference such innovations can make for customers like her.

As well as improving the experience on board our trains, we're also investing significantly in improving our stations. This includes completing some transformative Access for All programme projects at Isleworth, Walton-on-Thames, Motspur Park, Barnes and Stoneleigh, installing new lifts and even new footbridges to make access to the stations step-free for the first time.

These improvements will make a huge difference for customers with reduced mobility, including those in wheelchairs, as well as customers with prams or

luggage. These projects are delivered in partnership with Network Rail, thanks to the support of local authorities and Members of Parliament.

Other accessibility improvements have been undertaken at stations like Surbiton, Dorchester South and Chessington South. We have also opened a fantastic new interchange at Southampton Central, enhancing the integration with onward travel. Likewise, work continues to enhance the forecourt at Salisbury, following the revamp of the station's Victorian subway, and the iconic Art Deco heritage at Richmond station is being beautifully restored.

From February, contactless pay as you go has been made available for 12 of our suburban stations: Ashford (Surrey), Datchet, Egham, Kempton Park, Shepperton, Staines, Sunbury, Sunnymeads, Upper Halliford, Virginia Water, Windsor & Eton Riverside and Wraybury. Touching in and out using a valid card or device will mean less time spent queuing to buy a ticket and will make travel into and out of London quicker and easier.

Our people are SWR's greatest strength, so we're always looking to attract the widest possible range of talent to join our teams. In September, we launched a new campaign to encourage more women to become train drivers. Across the UK, women are underrepresented in the driver role, something we want to help change. It's fantastic that we now have our own Women Drivers Network, promoting the diverse and fulfilling opportunities available, with no previous rail experience necessary.

Similarly, in October we were so pleased to be presented a Silver Award as part of the Ministry of Defence's Defence Employer Recognition Scheme, recognising our commitment to supporting Armed Forces veterans. We have signed the Armed Forces Covenant, have an active Armed Forces Network of colleagues who have served, and during the summer

we ran an awareness campaign on behalf of our charity partner, Scotty's Little Soldiers, which helps the children of service personnel who have died.

On top of attracting the very best talent to join SWR, we want to make it clear that everyone is welcome on board SWR services and at our stations, and that everyone deserves to feel safe on our network. Sadly, we know that too many people face discrimination and abuse while simply going about their day. That's why we launched our 'All aboard' campaign in 2023, and as part of this campaign, our colleague Pride Network has partnered with the national health and wellbeing charity, LGBT HERO, to adopt Vauxhall station.

It is the first major station in the UK to be adopted by an LGBTQ+ group and sits at the heart of an area with strong links to the LGBTQ+ community. By working together, we hope to address the alarming statistic that one in five LGBTQ+ people report being victims of hate crime on public transport in the last year. Alongside this, we have joined the Lambeth Allies Programme, a coalition of organisations committed to supporting LGBTQ+ people in the borough.

Many customers enjoy travelling in our quiet zones, but another initiative to make our network even more inviting for customers was our partnership with Chessington World of Adventures to operate the UK's first ever 'noisy carriage'. This special trip on two days during the summer encouraged families (let's face it, the children) to make as much noise as they like on their way to the theme park. We had music, inflatable animals and activities to get them excited for one of our most popular attractions, with no parental embarrassment required!

I hope you enjoy reading this report.

Our performance



Period	On time	On time to 3 minutes	On time to 15 minutes	SWR cancellations	Short formations	All cancellations	Delay minutes per 1,000 miles
25/05	70.79%	87.15%	98.39%	1.31%	0.93%	3.63%	8.57
25/06	70.14%	87.30%	98.62%	1.84%	0.86%	3.98%	8.75
25/07	64.20%	83.09%	98.15%	1.91%	0.90%	4.41%	10.72
25/08	60.51%	80.87%	98.31%	1.92%	0.62%	3.41%	12.98
25/09	45.67%	66.73%	95.08%	2.36%	1.47%	6.50%	23.84
25/10	59.66%	80.48%	98.31%	2.99%	0.96%	4.42%	14.29
25/11	62.63%	82.63%	98.37%	1.48%	0.65%	3.34%	9.48

The last six months from 21 July 2024 to 1 February 2025 for South Western Railway has been mixed for train performance.

Our cumulative total for the last six months shows we have missed the following targets:

- **On time to 3 (down 2.07% versus target)**
- **SWR cancellations (up 0.63% versus target)**
- **On time to 15 (down 0.34% versus target)**
- **Under capacity (up 0.50% versus target)**
- **All cancellations (up 0.94% versus target)**
- **Delay Minutes per 1,000 miles (up 2.24% versus target)**

There were challenges due to fatalities, trespass, weather conditions, infrastructure failures, and driver availability. Period 5 was challenging for performance with four fatalities in the period the most significant at Surbiton accounting for circa 7k delay minutes and 213.5 cancellations. Period 6 was again challenging in performance however there were three significant trespass and welfare incidents with the most severe incident at New Malden accounting for 12.5k delay minutes and 400 cancellations. There were also driver availability issues at Farnham. Period 7, the most severe incident being a power distribution failure between Worting Junction and Winchester, which caused 6.5k delay minutes and 112 cancellations. Period 8, track circuit and axle counter failures making up four of the top ten; the worst of these was a track circuit failure at London Waterloo, which caused 4,625 delay minutes and 165.5 cancellations. Period 9 was very challenging for performance, Autumn conditions paired with severe weather incidents including two significant storms. There was also a security alert at Guildford and a fatality at Hersham. Period 10, saw an improvement in performance compared to period 9 but we still did not achieve our target. This was due to the end

of one of the significant storms and an outbreak of illness at Bournemouth driver depot. Period 11 saw an improvement in performance, the most significant incident was track circuit failure at Worting Junction, we also had challenges with our fleet and engine issue on our diesel fleet.

We recognise that our train service performance has been mixed and we work hard to improve. However, 100% of the top 60 delay incidents have been attributed to external causes, with some specific examples being:

Trespass and fatality events: We have seen a significant rise in trespass events during FY25. Thirteen of the top 60 most impacting incidents have been trespass or fatality related. Sadly, our fatality and trespass related incidents continue to heavily impact our train performance. We continue to work collaboratively with Network Rail and the British Transport Police, and have launched a joint strategy to support vulnerable people on our network. Some of the initiatives we have implemented are;

- Tripartite joint crime strategy with BTP and Network Rail with trespass and fatality as a key deliverable.
- Working with missing persons support agencies to increase the speed of communication.
- Increasing assistance for mental health agencies and assisting with support of proposals for assistance for vulnerable people.
- Lessons learned into incidents which has led to a stranded trains policy and process changes.
- Multi-agency case reviews taking place for repeat presentations on our railway.

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

Weather: This autumn we have experienced challenges on our network, with some significant storms in November. Additional geo-tech work has taken place to help prevent the landslips we have seen in previous years. We have put in additional mitigations for our most at risk sites.

Internal causes of delay incidents include:

Isle of Wight: Throughout the last six months the Island line has been performing well after some challenges earlier in the year. Our trends for cancellations and delay minutes are decreasing due to the mitigations we put in place around resourcing and infrastructure. We continue to work to improve the service for our customers.

Driver availability: We have experienced some challenges regarding availability of our drivers. To mitigate against this we have recruited 100 drivers who are currently in training.

To further demonstrate our dedication to delivering a reliable and punctual train service we have five areas of focus, jointly with Network rail to improve the delivery of performance. These workstreams include;

- **On time and our operational plan**, looking at our most impactful services and routes to understand where we lose time and how to make the relevant changes for delivery of a punctual service.
- **Resourcing**, to understand our fleet, driver, maintenance and operational staff challenges and mitigate issues.
- **Infrastructure** identifying our most at risk infrastructure and put additional mitigations in place.
- **Trespass and fatality**, to understand hotspot areas and increase a joint response to mitigate the impact on our railway.
- **Keeping trains moving safely**, examines how we manage the service and get trains moving as quickly as possible once an incident occurs to reduce the impact on our customers.
- **Extreme weather**, looking at additional mitigations for extreme weather to provide a safe and reliable service for customers.

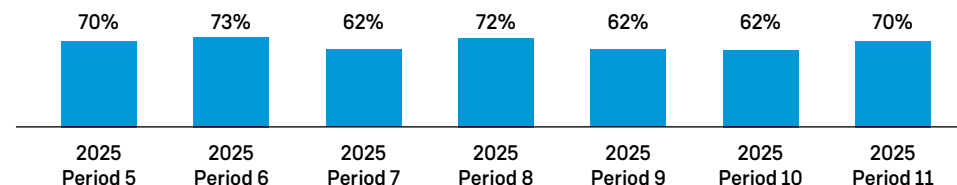
This is led jointly by the senior management teams within SWR and Network Rail and include subject matter experts in delivering a high performing railway.



Our Customer Survey results



Overall journey satisfaction



We continue to monitor customer satisfaction through our Voice of the Customer programme which receives between 5,000 and 10,000 responses every four-week period. While Overall journey satisfaction has fluctuated from Period 5 to Period 11 due to decrease in satisfaction with punctuality and Space on-board, we have made positive strides in other key areas. Passenger feedback shows noticeable improvement in our measure for satisfaction with information during disruption (which looks at the difference in overall satisfaction during normal journeys and disrupted journeys). Additionally, our on-board Wi-Fi is also witnessing a positive trend and is increasing compared to the same periods last year along with our guard visibility.

'Committed to customer' is at the heart of what we do. Whether on board our trains, at stations or throughout the journey, we are committed at making travel better. At our stations, we have been rolling out a range of improvements from repainting and refurbishing waiting areas to deep-cleaning initiatives and graffiti removal. Over the past seven periods, 71 stations have been deep cleaned, 13 stations have been freshly painted and 12 waiting rooms at 8 locations have been upgraded. We have also revamped 5 Customer toilets at 5 locations in addition to replacing 74 external platform benches.

On board, we are focusing on cleaner trains, better passenger information and improved Guard visibility. We are testing a new type of seat covering on specific trains with plans to expand if successful. The 'One Scan' Project has further been enhanced to include live British Sign Language (BSL) interpretation using First of a Kind (FOAK) innovation funding and uses AI technology to

translate information about train times, disruption, upcoming stations and more into BSL, then plays this translation directly on the customer's device.

Accessibility is another key priority; we are continuously working to make our services inclusive for everyone. As part of 'Access for All', we have created 2 new accessible toilets and we have installed a combination on double height handrails, anti-slip treads and staircase tactiles at 14 locations. In addition, we have completed the installation of 33 publicly accessible defibrillators at the remaining unstaffed stations following completion of the staffed stations last financial year.

Our Meet the Manager events have experienced a significant increase in customer participation. These sessions, held both in-person and online on a quarterly basis, provide passengers with the opportunity to engage with our management teams. The most recent event at Waterloo saw record attendance making it our most successful to date. The next session is scheduled for April. Further details can be found on your website.

We are also proud to announce that SWR achieved re-accreditation and a 100% score in the DfT and BTP's Safeguarding on Rail scheme for the second consecutive year. As one of the first train operators to achieve accreditation, we take pride in our role in supporting vulnerable members of society and work hard to ensure a safer railway for everyone.

We remain dedicated to making every journey more comfortable, accessible, and enjoyable for our customers. With continuous improvements in communication and accessibility, we are committed to ensuring a better travel experience for all.

To find out more about what we're doing to improve the customer experience feel free to browse the news and media page on our website www.southwesternrailway.com/other/news-and-media/news or come and join us at one of our Meet the Manager events www.southwesternrailway.com/travelling-with-us/customer-experience/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 05	84.24%	80.89%	91.30%	94.84%	87.82%
Period 06	90.34%	91.16%	88.89%	87.38%	89.44%
Period 07	89.73%	79.21%	85.32%	92.28%	86.63%
Period 08	88.67%	84.84%	86.34%	90.94%	87.70%
Period 09	81.36%	76.84%	82.21%	82.65%	80.77%
Period 10	78.71%	76.51%	84.32%	90.84%	82.60%
Period 11	77.17%	77.65%	75.28%	96.44%	81.64%
Benchmark 2024/25	89.00%	80.00%	85.00%	93.00%	85.00%

Service quality performance: on trains

	Ambience and assets	Cleanliness and graffiti	Information	Trains overall component
Period 05	91.09%	86.30%	89.24%	88.88%
Period 06	89.49%	87.24%	93.55%	90.09%
Period 07	86.63%	86.97%	91.65%	89.81%
Period 08	89.43%	86.69%	93.44%	89.85%
Period 09	89.99%	89.43%	91.60%	90.34%
Period 10	92.59%	89.94%	89.77%	90.76%
Period 11	91.84%	89.36%	88.98%	90.06%
Benchmark 2024/25	90.00%	86.00%	93.00%	89.00%

Service quality performance: customer service

	Staff helpfulness	Online information	Customer service overall component
Period 05	93.57%	95.45%	94.51%
Period 06	95.58%	95.24%	95.41%
Period 07	94.05%	97.62%	95.83%
Period 08	93.75%	95.00%	94.38%
Period 09	100.00%	100.00%	97.50%
Period 10	91.25%	100.00%	95.63%
Period 11	97.50%	100.00%	98.75%
Benchmark 2024/25	90.00%	92.00%	90.00%

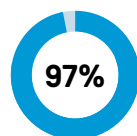
Our stations



Passenger assistance

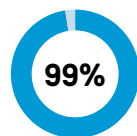
Total Passenger Assist numbers have increased by over 29% throughout the period this report covers. Year on year, our pre-booked assistance numbers increased 22%, and unbooked assistance numbers have increased by 37%. The Network Rail managed stations, Waterloo, Clapham Junction and Guildford together had 17,757 booked assists. Waterloo was the busiest station with 10,462 booked assists, Southampton Central was our second busiest station with 6,704 booked assists.

Here are our results recorded on booked and unbooked assistance, from July 2024 to February 2025:



Booked assistance (total booked – 61,442)

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



Unbooked assistance (total unbooked – 80,644)

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

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.

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 21 July 2024 and 1 February 2025, our ticket offices were open for 94.46% 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.

Where possible we will fulfil your ticket by default to either e-ticket or Smartcard. Customers can also benefit from a broader range of products only available on digital media such as Flexi Season. We also offer Tap2Go on our smartcard which is a pay-as-you-go product. This can be used on nearly all of our network, and provides automatic weekly capping as well as the ability to load your railcard onto it. www.southwesternrailway.com/train-tickets/ticket-types/tap2go

You can buy tickets or order 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.

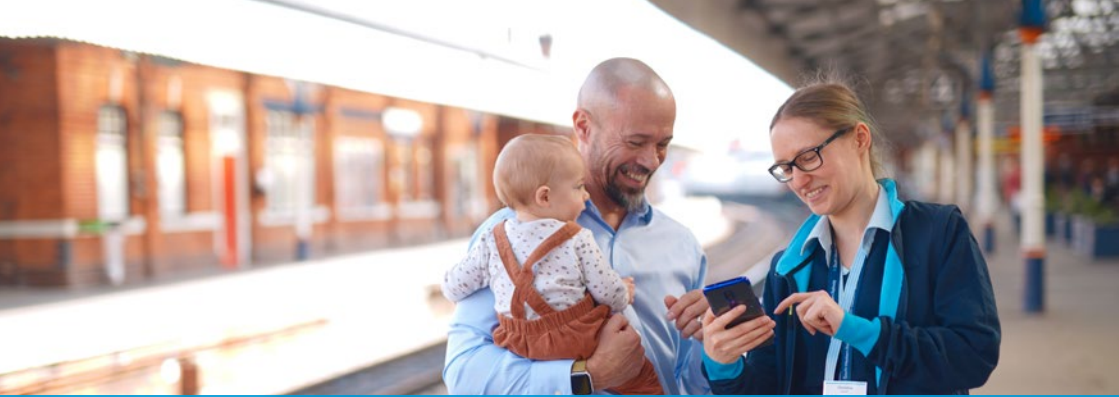
Oyster and contactless can be used on the Underground, Overground, TfL Rail, Docklands Light Railway, buses, trams, IFS Cloud Cable Car, River Bus and most National Rail services in London travel zones (1-9). Both daily and weekly capping is available on these TfL products.

You can now pay as you go with a contactless card or device at more National Rail stations across the South East including 12 South Western Railway stations.

These stations are: Ashford (Surrey), Datchet, Egham, Kempton Park, Shepperton, Staines, Sunbury, Sunnymeads, Upper Halliford, Virginia Water, Windsor & Eton Riverside, and Wraybury.

Please see our updated network map on page 26.





Customer service

Complaint volumes

Complaint volumes over the last seven periods are similar to the last seven periods with an increase of just 1.95% due to our service being impacted by weather related and infrastructure issues. This has resulted in a very small increase in the average number of complaints per 100,000 to 15.73. Our response rate for complaint responses has remained stable but well above 95%.

Period:	5 to 11
Complaint responded to:	13,597
Responded to within 20 working days (%):	98.36%
Complaints per 100,000 passenger journeys:	15.73*
Passenger journeys:	88,149,096

*Based on 88.15 million journeys over the seven periods

Delay Repay

Infrastructure issues and weather-related delays have significantly increased the total number of Delay Repay claims during the last seven periods. The average time to process claims has increased due to disruption backlog impacting all First Group Train Operating Companies.

Delay Repay claims per four weekly period

Period	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Total processed	44,894	43,338	59,120	45,838	118,678	56,693	40,597

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)	2.32	2.4	2.58	2.11	2.55	3.85	5.17

Faults

You can report any train or station faults quickly and easily via the SWR app or on our website, www.southwesternrailway.com. 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 21 July 2024 and 1 February 2025:

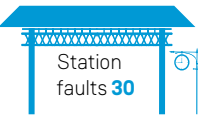
Number of faults reported	40
Average time to resolve (days)	61
Number of station faults	30
Number of on train faults	8
Number of faults – other	2



Number of faults reported **40**



Average time taken to resolve faults **61 days**



Station faults **30**



On train faults **8**

Faults by sub categories:

Access	0	PA system	0
Car parks	3	Roof	0
Drainage	0	Seating	0
Graffiti	0	Ticket machines	5
Heating/air con	5	Toilets	2
Information screens	4	Windows/doors	0
Infrastructure	4	Other	13
Lighting	1		

Faults by service group:

Mainline services

1 Weymouth/Portsmouth via Eastleigh to London Waterloo	2
2 Portsmouth Harbour via Havant to London Waterloo	1
3 Exeter Saint Davids/Yeovil Junction to London Waterloo	3
4 Alton to London Waterloo	0

Suburban services

5 Windsor & Eton Riverside/Hounslow/ Weybridge via Staines to London Waterloo	0
6 Reading/Aldershot via Ascot to London Waterloo	1
7 Main suburban routes to London Waterloo	1

Island Line services

8 Shanklin to Ryde Pier Head	1
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Sustainability at SWR

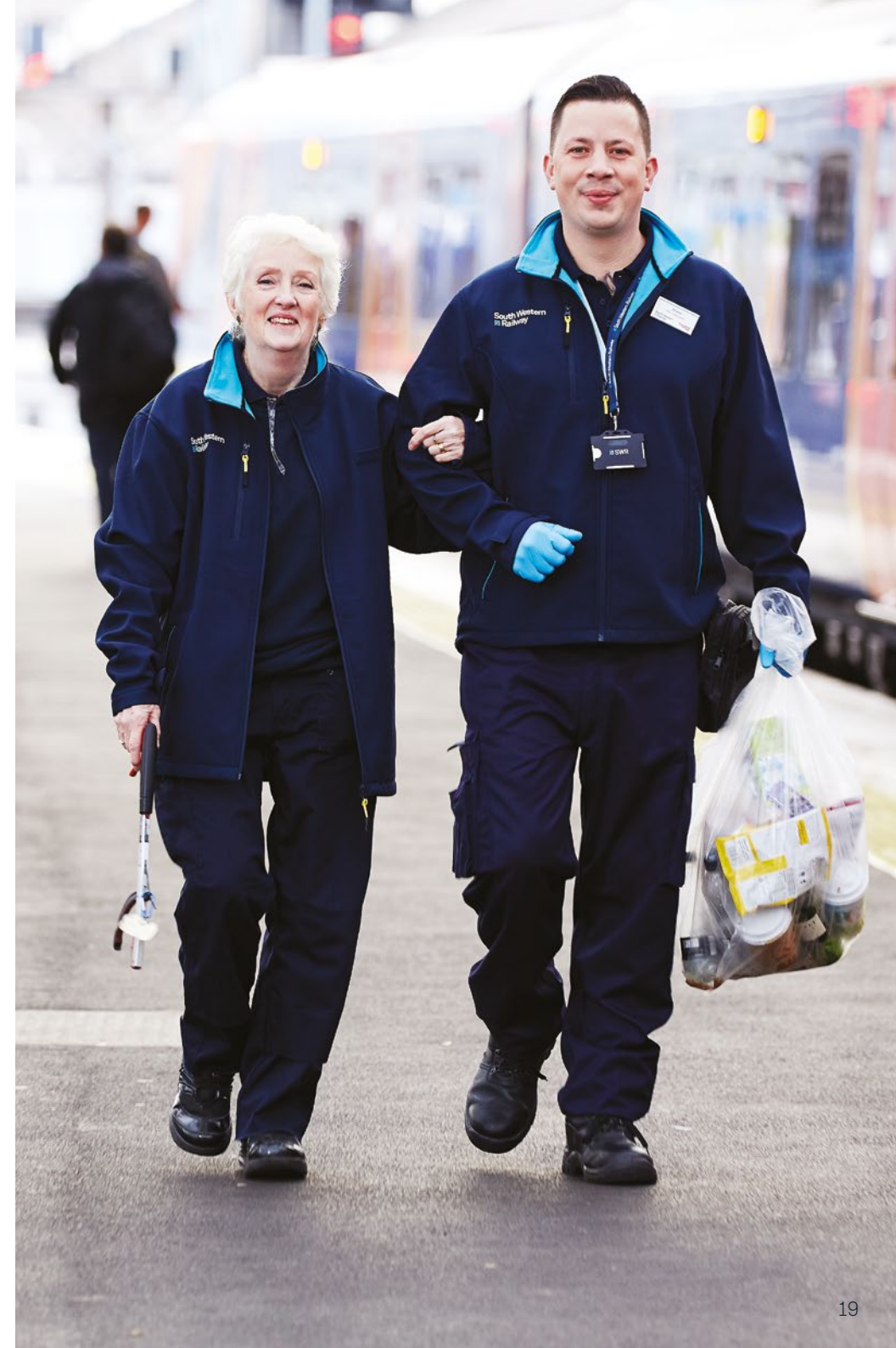
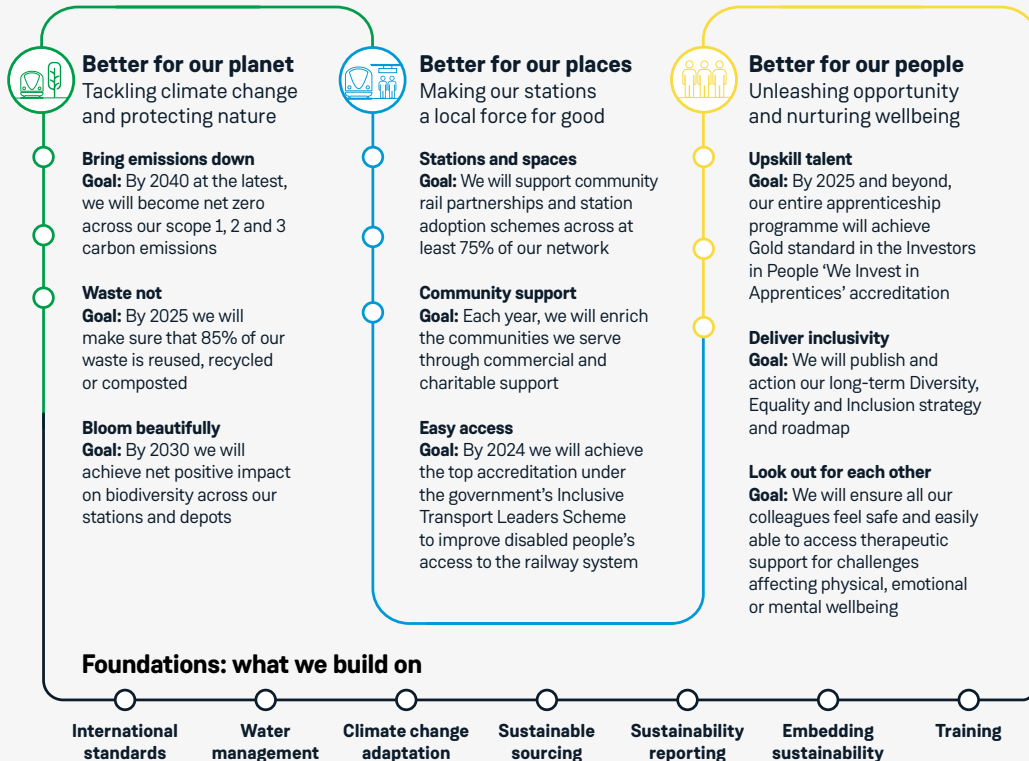
As one of the UK's largest train operators, South Western Railway (SWR) is committed to providing customers with a more sustainable way to travel. Our 'Journey to a Better Future' strategy outlines how we will continue to lead the rail industry in building a more sustainable future. This strategy focuses on three key pillars; Planet, Places, and People – defining our vision to protect, enhance, and support the communities and environments we serve. We plan to review and update our 'Journey to a Better Future' strategy in the next year, from its original release in 2022.

You can find out more about our Journey to a Better Future by scanning the QR code on the right or by visiting our website:

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



Find out more



Better for our planet

Our 'Better for Our Planet' pillar focuses on bringing emissions down, reducing waste and encouraging nature. By doing so, we can create a more enjoyable travel experience for our passengers while contributing to a greener, more sustainable future. We report our environmental performance to the Department for Transport (DfT) each month and continue to track progress against our targets.



Key Performance Indicator (Period 5-11)	2024/25	Target	Percentage above/below target
Total scope 1 and 2 emissions	61,514 tonnes*	Less than 61,845 tonnes	0.54% below target
Our trains: average CO ₂ e per vehicle kilometre	0.4425 kilograms	Included in above	Not applicable
Our buildings: total energy consumed	11,677,887 kilowatt hours	Included in above	Not applicable
Waste recycling (non hazardous)	84%	85%	1% below target
Waste diversion (% diverted from landfill)	100%	100%	0
Water leaks 28 day repair turnaround	0	0	0

*Changes to the way we are charged for traction electricity are inflating the reported emissions from our electric train fleet. This figure is likely to be revised down in our end of year reporting.

Decarbonisation – bring emissions down

Our Decarbonisation Strategy includes ambitious emissions reduction targets which are grounded in climate science. As the UK's first train operator to develop a detailed and cost-effective roadmap to achieve net-zero carbon emissions by 2040, ten years ahead of the legal deadline, our targets align with the Science Based Targets initiative (SBTi) and the goal of limiting global warming to 1.5°C.

We will continue to deliver our long-term pathway towards total decarbonisation by 2040 of both traction and non-traction carbon, in line with our strategy commitments and Science Based Targets. Here are some of the ways we are continually improving:

- We continue to install LED lighting across our network, including on trains and in our depots.
- A trial Building Management System (BMS) has been implemented at four key sites to centrally control heating, cooling, and lighting, ensuring efficient energy use.
- Used infrared heating technology at our gate-lines and in our waiting rooms to more effectively warm colleagues and customers during the colder months.

- We've launched a carbon engagement programme to encourage colleagues to reduce energy consumption, helping lower emissions by simple actions such as turning down heating and switching off lights.
- We continue to maintain our ISO50001-certified Energy Management System, which provides a structured framework for tracking and optimising energy use, leading to lasting efficiency improvements
- We use advanced reporting tools to visualise our sustainability KPIs, enabling colleagues to monitor performance metrics, identify trends, and make informed decisions, helping us track progress and identify areas for improvement.
- We are exploring innovative technologies and renewable energy solutions such as solar panels on roof and solar canopies at car parks.



Reducing waste

We have successfully implemented a waste management programme across our network, achieving an 84% recycling rate and maintaining our zero waste sent to landfill status. This programme includes dedicated segregation officers at 11 of our highest waste-producing sites, ensuring the separation of key waste streams such as glass, food, paper, plastics, cans, coffee cups, and general waste.

To further improve recycling, we continue to enhance recycling facilities at stations by installing additional recycling bin hoops in locations that previously lacked them. All collected waste is processed at a Materials Recycling Facility (MRF), where it is further sorted by our waste provider. Any non-recyclable waste is diverted to an Energy from Waste (EfW) facility, where it is incinerated and converted into energy.

We continue to work with the DfT and other TOCs to ensure industry alignment with upcoming Simpler Recycling legislation introducing food waste recycling across our network into 2025.

Our bin hoops at stations are likely to change over the next 12 months to ensure that we are aligning with the new legislation. We will be providing three different

bin hoops (next to each other where possible) to segregate: general waste, mixed recycling and food waste. Signage will be placed above these hoops to encourage customers to put their waste into the correct bins. We will be working closely with our customers, so we can together reduce waste and support recycling across our network.

Below is an image of new general waste and recycling hoops installed at one of our stations, helping customers segregate their waste. You can expect to see more of these across the business in future.



Biodiversity – encouraging nature

Our network stretches across the South West, and is home to a diverse range of plant and animal species that we are committed to protecting and helping thrive.

SWR was the first UK train operator to sign the Nature Positive Business Pledge and commit to a target of becoming biodiversity net positive by 2030. This means not just preventing biodiversity loss, but actively enhancing it to ensure our actions benefit nature.

We're excited to be making a real difference to local biodiversity. As part of our commitment to the Nature Positive Business Pledge, we're working to increase the biodiversity across our network. Over the past year, we've held volunteering events at several stations to promote biodiversity. Thanks to the incredible efforts of our volunteers, these areas are now thriving with new life.

Below is an image of some of the biodiversity enhancements that have taken place at Raynes Park Station by The Friends of Raynes Park group who are a group of local volunteers who have worked extremely hard to improve the appearance of the station and making it more wildlife friendly.



Find out more about the **Nature Positive Business Pledge** by scanning the QR code

Social value delivered in 2023/2024

29 colleagues
in Level 2+ apprenticeships
a **45% increase** from
previous years

£1.5 million
invested in our **Customer and
Communities Improvement Fund**
(in its third funding round)

772
Partnered
with 772 SMEs
(a **20% increase**
on previous years)

211 Mental Health First Aiders
supporting colleagues (a **15%
increase** from previous years)

44 Mentoring Relationships
including reverse mentoring
(a **69% increase** from previous years)

105
station adoption
groups on our
network

25
station spaces
available for community use

Recycled 83% of waste
from our customers' business
operations (a **6.4% increase**
during 2023/2024)

Four recruitment days
held across our network

Partnering with
6 charities
local to our network

Introduction of
British Sign Language on totems
and information screens at
37 stations across our network

£42,000
donated to charity by employees
through payroll giving

187 defibrillators
installed at all
SWR stations

46%
of positions filled
through internal
promotion

5,500
trees planted
through **Move for 30** active
colleague initiative

5 Added calming
features to five
waiting rooms

Achieved **Silver** status
in the **Armed Forces
Covenant Employer
Recognition Scheme**

15
**wellbeing
awareness days**
held across
our network

44,000
children received
rail safety education

830
managers completed our
**new leadership training
programme**

Better for our places

Customer and Communities Improvement Fund

We're committed to supporting the communities we serve. Through South Western Railway's Customer and Communities Improvement Fund (CCIF), we've invested £800,000 in 15 local projects, with two more supported by our Sustainability Team. These projects, spanning Devon, Dorset, Greater London, Hampshire, and the Isle of Wight, are driven by the passion and dedication of local charities, community groups, and authorities, and will be completed by April 2025.

Discover the positive impact of these partnerships by scanning the QR code on the right or by clicking this link
Customer and Communities Improvement Fund



Social value

We are proud to have delivered **£141,662,847** in monetised social value in 2023/24. We define 'social value' as the positive impact our actions have on people and society. This includes:

- Boosting local economies
- Improving the wellbeing of people
- Reducing inequalities
- Protecting the environment

To measure our social impact, we use the Rail Social Value Tool (RSVT) developed by the Rail Safety Standards Board (RSSB). This tool helps us track and quantify the social value we create.

Highlights in 2023/24 include:

- An impressive 75% of SWR employees participated in payroll giving, with a total of £42,000 donated to charities by employees.
- Invested over £500,000 on installing inclusive design features at our stations.
- Awarded 96 apprenticeship opportunities, increasing by 45% from 2022-23.
- Increased the number of female colleagues completing apprenticeships from FY22-23.
- Developed two localised air quality and noise improvement plans at key locations, demonstrating our commitment to effective noise management and improving air quality.
- 10 colleagues trained to deliver rail safety talks to school children. This year 44,000 children received rail safety education.

Better for our people

National Apprenticeship Week

During National Apprenticeship Week (10th to 16th February 2025), the Apprenticeship Programme Team and current apprentices attended various events to celebrate and promote SWR Apprenticeships. The team attending networking and engagement events, meeting and encouraging young people who are interested in apprenticeships.

- Sandown Park (Exhibitor 11th and 12th February)
- Capital City College (Exhibitor 11th February)
- SETA (Exhibitor 11th February)
- Shaping Portsmouth Bus (Meet & Greet 12th February)
- Orleans Park School (Student Engagement Presentation 13th February)
- Apprenticeship Ambassador Network (AAN) at Worthy Down Camp, Winchester (Apprentice Bake Off) 13th February
- St Edmunds School (Year-09 Speed Networking 14th February)

On the 13th February, Farnham Guards Manager Katie Pierce and Senior Learning and Development Manager Tim Culver appeared on BBC Radio Surrey to talk about apprenticeships. Katie shared her experiences of undertaking a Level 4 Passenger Transport Operations Leadership Apprenticeship whilst Tim shared details of apprenticeships available at SWR and how to apply.



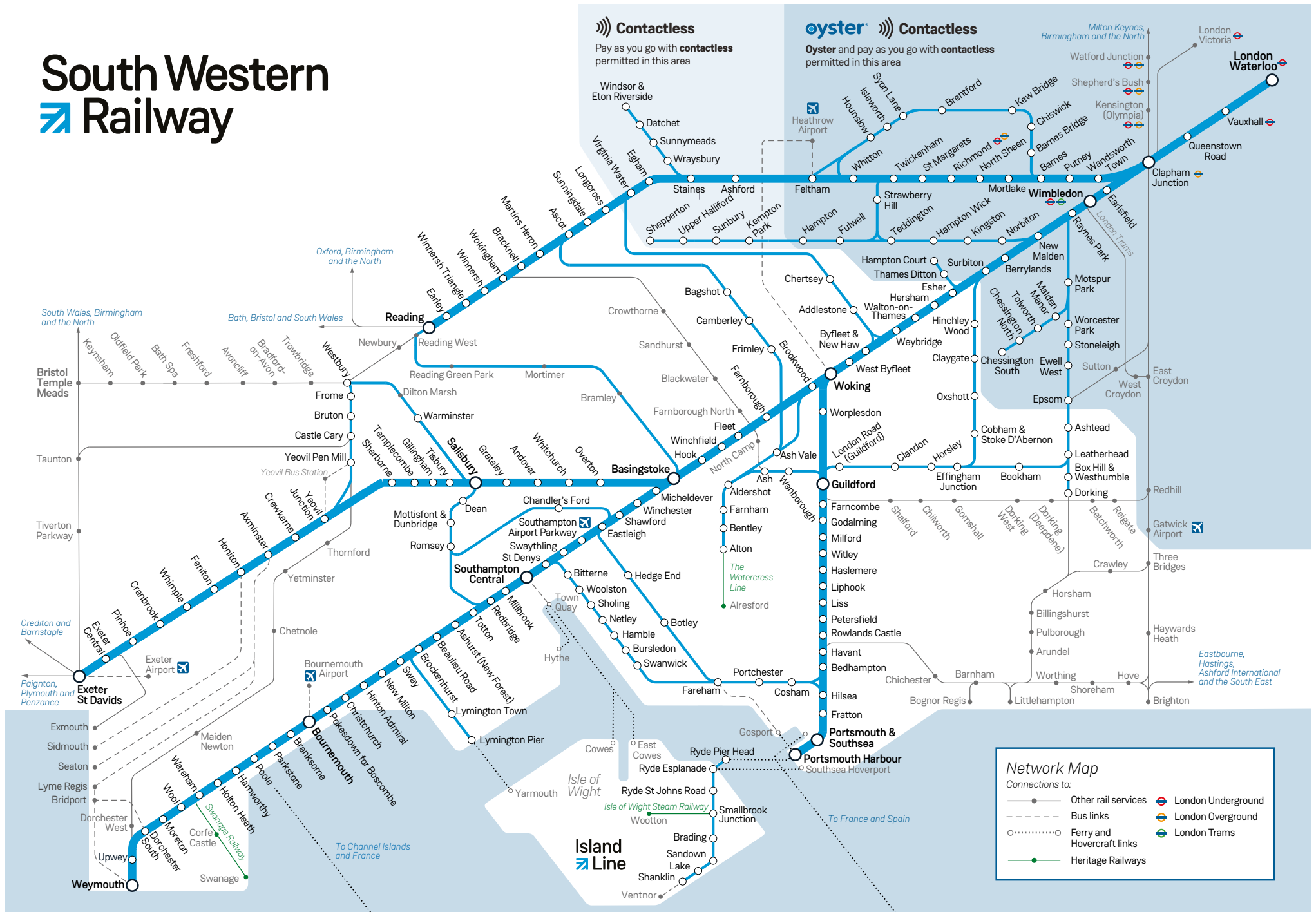
The team posted daily on the **we_are_sw** Instagram page, including Q&As with our Customer Service, Improvement Practitioner, Rolling Stock Technician, Payroll and Stations Operations Apprentices.



In parallel to this we also had daily posts on LinkedIn and X throughout the week and to date those posted have been seen by 26.8K on X, gaining 60 'likes' and just over 8K on LinkedIn, leaving 224 reactions.



South Western Railway



Contact us



Contact Centre: **0345 600 0650**

The Customer Service Centre is available seven days a week for comments and suggestions. It is open from:
08:00 to 20:00 Monday to Friday,
09:00 to 18:00 Saturday,
and 09:00 to 16:00 Sunday



@sw_help

Post to us 24 hours a day for a rapid response to your questions



www.southwesternrailway.com

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Got a question?

Simply click the **'Live Chat'** button on our website or on the South Western Railway app



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