



Customer report

September 2023

South Western
 **Railway**

SWR Customer Report

Welcome to the latest edition of our Customer Report, looking at our performance from January through to mid-July.

In the last edition of the Customer Report, I thanked colleagues for their role in supporting the mourning and State Funeral of Queen Elizabeth II. After months of meticulous planning, it was a privilege to be at London Waterloo as we welcomed thousands of soldiers, sailors, and aviators to the capital aboard SWR trains for the Coronation of The King and Queen.

It was the largest movement of service personnel by train since the State Funeral of Sir Winston Churchill in 1965 and a truly proud day both for the country and SWR. That weekend, we also delivered additional services for the Coronation Concert at Windsor Castle. I once again thank all colleagues who worked so hard to deliver our response, which topped off a busy year of delivering for the public during historic state occasions.

Another historic occasion was the 175th anniversary of London Waterloo itself, our flagship station, on 11 July. At a celebration on Platform 19, we hosted representatives from the industry alongside Network Rail colleagues and were treated to a Waterloo-inspired choral performance. We also looked forward to the future with confidence, as an Arterio train was officially named the Waterloo 175. In 2025, we will be celebrating 200 years of the railway, which will doubtless be another special time for all of us.

Sadly, our customers continue to face disruption as a result of nationwide industrial action, both strike action and action short of strike. I was pleased that a deal was reached between the industry and the TSSA union. Negotiations with other unions are ongoing at a national level, and I hope that the dispute will be resolved as soon as possible.

We are stepping up our ongoing work to enhance performance across the network, to make every journey easy and reliable for our customers. A new Joint Performance Task Force made up of SWR and Network Rail colleagues will drive the changes needed and consolidate progress made.

Travelling by train is already one of the greenest ways you can travel, and a great way to help protect our environment, but at SWR we are determined to make it even greener. That's why I'm delighted that our roadmap to net zero by 2040 has been officially approved by independent climate experts at the Science Based Targets initiative.

Ahead of Pride Month, we launched our new 'Trainbow' Pride train, the first in the UK to use the Intersex-Inclusive Pride Flag. This was a project led by our Pride Network of frontline colleagues and is a symbol of our support for our LGBT+ colleagues and customers. I was delighted to attend the unveiling at London Waterloo alongside the Pride Network and the flag's creator, Valentino Vecchiotti. You may have already seen it transporting customers between Waterloo and Weymouth!

We want serving local communities across our region to be at the very heart of what we do and there are many ways that we are making that happen. It is wonderful that over 100 stations, more than half of the stations on our network, have now been adopted by volunteers committed to making their local station even better for all our customers. I was proud that Tolworth station on our network was selected to host the national launch event for Community Rail Week, which championed everything that our adopters and Community Rail Partnerships do to benefit their local areas.



Many community groups were also beneficiaries of our Customers and Communities Improvement Fund (CCIF), alongside local authorities and charities among others, meaning that over 100 community-led projects have now benefited from £7million of grants delivered by SWR.

Another way we engage local communities is by working with charity partners such as the Alex Wardle Foundation, named after the son of one of our own colleagues, Steve Wardle. Alex sadly passed away from sudden arrhythmic death syndrome (SADS) at the age of just 23. In March, we named a train after the foundation and announced our pledge to install publicly accessible defibrillators at all 154 of our staffed stations, for use day or night by local communities to help save lives.

I hope you find this report of interest.

Claire Mann

Claire Mann
Managing Director



Contents

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

Our performance



| Period | On time | On time to 3 minutes | On time to 15 minutes | SWR cancellations | Short formations | All cancellations |
|-----------|---------|----------------------|-----------------------|-------------------|------------------|-------------------|
| Period 11 | 59.96% | 79.47% | 97.28% | 0.76% | 0.59% | 5.40% |
| Period 12 | 69.83% | 87.01% | 98.79% | 0.66% | 0.32% | 2.31% |
| Period 13 | 71.45% | 88.06% | 99.04% | 0.59% | 0.33% | 1.69% |
| Period 1 | 74.77% | 89.69% | 98.52% | 1.48% | 0.43% | 4.17% |
| Period 2 | 74.57% | 90.38% | 99.10% | 0.65% | 0.34% | 2.10% |
| Period 3 | 70.81% | 87.04% | 98.30% | 1.59% | 0.63% | 3.46% |
| Period 4 | 70.14% | 87.11% | 98.46% | 1.01% | 0.29% | 2.48% |

The seven railway periods from January to July 2023 for South Western Railway have been more positive than the previous six periods for train performance.

Our cumulative total for the last seven periods shows we have missed the following targets:

- **On time to 3 minutes (down 1.37% versus target)**
- **On time to 15 minutes (down 0.32% versus target)**
- **All cancellations (up 0.23% versus target)**

During the last seven periods, the following targets have been cumulatively met:

- **SWR cancellations (up 0.28% versus target)**
- **Under capacity (up 0.08% versus target)**

Landslips, asset issues, trespass and fatalities and industrial action affected our train performance during this time. Period 11 was particularly challenging dominated by a landslip at Hook, signalling cable failures on the Portsmouth Direct line and flooding at Sway. The following periods 12 and 13 showed an improvement in performance towards the spring. Period 1 challenged our train performance with broken power cables supplying the signalling system at Waterloo, four fatalities and diesel fuel issues. Industrial action then impacted period 2, 3 and 4.

We recognise that although our train service has improved there is still room for further improvement. However, 93% of the top 70 delay incidents have been attributed to external causes, specifically:

Trespass and fatality events: Sadly, our fatality and trespass related incidents continue to heavily impact train performance. Over the last six months out of the top 70 incidents 16 were fatalities, concern for welfares or trespass incidents equating to circa 25.5k delay minutes and 587 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 have implemented over the past six months 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.
- Assessing the assets for accessibility to the railway, this has included caging of bridges and blanking plates for signal gantries.

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.

Landslip incidents: In period 11 there was a significant landslip at Hook which heavily impacted train performance. After heavy rainfall the ground became saturated, and the rail embankment collapsed resulting in a single-track railway. Network Rail engineers worked tirelessly to open the single line to two lines and slewed the tracks within one week, giving our customers a reduced but reliable and safe service through the area. 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.

Signal cable issues: In period 11 and 12 the Portsmouth Direct line suffered with poor performance due to a signalling cable issue at Rowlands Castle. This event alone accounted for circa 18.5k delay minutes and 38.5 cancellations. Although this was challenging for our customers Network Rail used every resource available to mitigate the issue. The signalling upgrade between Woking and Portsmouth Harbour is expected to be completed in 2024 and the maintenance and monitoring of the area has increased to prevent these delays happening.

Industrial relations: Strike and other industrial action have been impactful on the days associated but also affected our colleague availability. This was significant in period 2, 3 and 4, resulting in 7 strike days and two 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 impactful 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**, which are risks that 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 takes tried and tested and innovative ideas of 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.

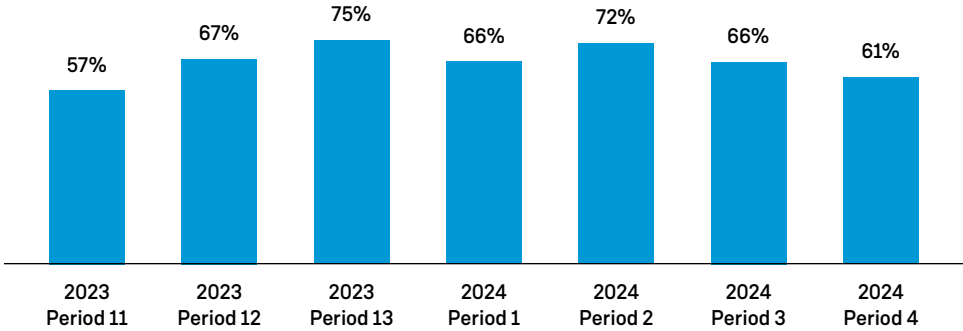
This taskforce is lead jointly by the senior management teams within SWR and Network Rail and include subject matter experts in delivering a high performing railway.



Our Customer Survey results



Overall journey satisfaction



We continue to monitor customer satisfaction through the Voice of the Customer programme which receives between 5000 and 7500 responses every period. Despite challenging circumstances where our service performance has been impacted by external factors such as industrial action and infrastructure-related major disruptions, (a landslip in the Hook area and significant signalling issues on the Portsmouth line), we have seen a recovery in satisfaction since P11 2023 of 10 percentage points (up from 57% to 67% in P05 2024). This was in no small part due to the collaborative working between South Western Railway and Network Rail to restore services on the affected routes as quickly as possible. The subsequent dips in satisfaction following period 13 is a result of our service performance being impacted by external factors such as industrial action, infrastructure-related major disruptions, and weather-related incidents.

Initiatives to improve the station environment such as repainting stations, the refurbishment of toilets and waiting rooms, car park resurfacing, our new detailed programme of deep cleaning stations, and our efforts to proactively manage and remove graffiti and etchings have also contributed to a better customer experience. In line with our commitment to Access for All, we've introduced Calm Spaces at three stations and continue to install more handrails and anti-slip treads at our stations. Some of our toilet facilities have also been improved with the addition of RoomMate® audio description for visually impaired customers and a Changing Places toilet at Woking. We've also continued our focus on the availability of our frontline teams, with train guard visibility campaigns, as well as on

the provision of information to customers with our innovative iQR programme; a smart way of providing real-time journey information involving placing QR codes on trains and at stations.

As well as monitoring customer satisfaction through Voice of the Customer, we have completed a mobile ethnography programme which allowed us to explore customers' experiences in more detail. This, in conjunction with data from a variety of other sources, has informed our customer experience planning by allowing us to identify priority areas for improvement in terms of the customer experience at different points in their end-to-end journey.

We regularly meet with our Customer Council to receive feedback on their experience while travelling on our trains or using our stations. We also ask them to share their views on the various improvement initiatives we are working on. We share their feedback with the relevant project teams, so they can be considered when planning for similar initiatives in the future.

We've also been working on increasing engagement with our Meet the Manager events with the last one being held at Basingstoke station where over a hundred customers came to see us. During these sessions, customers have the opportunity to talk directly to one of our directors and other senior managers about the service. The next session will be held in October at London Waterloo during National Customer Service Week, please check our website for more information: <https://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.

Our 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 11 | 90.47% | 77.17% | 78.39% | 90.65% | 84.17% |
| Period 12 | 89.81% | 78.51% | 82.50% | 94.32% | 86.29% |
| Period 13 | 94.77% | 74.39% | 86.34% | 99.15% | 88.66% |
| Benchmark 2022/23 | 83% | 74% | 83% | 95% | 83% |
| Period 1 | 94.07% | 79.20% | 87.75% | 96.73% | 89.44% |
| Period 2 | 94.07% | 83.42% | 89.41% | 97.78% | 91.17% |
| Period 3 | 94.24% | 83.62% | 83.10% | 92.72% | 88.42% |
| Period 4 | 90.37% | 79.70% | 88.40% | 93.79% | 88.07% |
| Benchmark 2023/24 | 89% | 76% | 84% | 93% | 84% |

Service quality performance: on trains

| | Ambience and assets | Cleanliness and graffiti | Information | Trains overall component |
|-------------------|---------------------|--------------------------|-------------|--------------------------|
| Period 11 | 93.96% | 87.11% | 93.90% | 91.66% |
| Period 12 | 90.22% | 90.18% | 95.26% | 91.89% |
| Period 13 | 90.03% | 86.59% | 93.99% | 90.20% |
| Benchmark 2022/23 | 87% | 84% | 87% | 84% |
| Period 1 | 89.10% | 86.79% | 93.60% | 89.83% |
| Period 2 | 88.64% | 84.87% | 93.18% | 88.90% |
| Period 3 | 89.04% | 86.75% | 95.00% | 90.26% |
| Period 4 | 91.83% | 88.63% | 97.82% | 92.76% |
| Benchmark 2023/24 | 89% | 84% | 91% | 87% |

Service quality performance: customer service

| | Staff helpfulness | Online information | Customer service overall component |
|-------------------|-------------------|--------------------|------------------------------------|
| Period 11.2023 | 96.75% | 97.83% | 97.29% |
| Period 12.2023 | 98.75% | 100.00% | 99.38% |
| Period 13.2023 | 93.75% | 95.00% | 94.38% |
| Benchmark 2022/23 | 89% | 91% | 88% |
| Period 1.2024 | 93.87% | 100.00% | 96.93% |
| Period 2.2024 | 88.56% | 100.00% | 94.28% |
| Period 3.2024 | 86.59% | 100.00% | 93.29% |
| Period 4.2024 | 93.75% | 100.00% | 96.88% |
| Benchmark 2023/24 | 89% | 96% | 90% |

Our stations



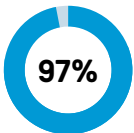
Passenger assistance

Total Passenger Assist numbers have significantly increased throughout the year, however, strike and other industrial action have had an impact on the number of customers travelling, including days of industrial action by the RMT and ASLEF unions with other Train Operators.

The Network Rail managed stations, Waterloo, Clapham Junction and Guildford together had 13,264 booked assists.

Waterloo was the busiest station with 8,332 booked assists, Southampton Central was our second busiest station with 5,200 booked assists.

Here are our results recorded on booked and unbooked assistance, from January 2023 to July 2023:



Booked assistance (total booked – 44,626)

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 – 45,643)

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

Strike cover: we ensured we maintained a reliable Assisted Travel service during the strike and other industrial action that have taken place throughout the past 7 periods and our Contact Centre actively engaged with customers with pre booked assistance to help them find the best alternative option. We also encouraged customers to Turn Up and Go so that they could travel how they wished.

Passenger Assistance staff app: we launched the Passenger Assist colleague app which enables our front-line teams to see the customer's journey in real-time. This has given us a clearer picture of who is travelling and how, with the clearest picture yet of Unbooked Assistance (Turn Up and Go) being the most popular Assisted Travel option for our disabled and older customers.

Journeys with disabled customers: all members of our Executive Team will conduct at least one journey with one of our disabled customers, mostly led by our Accessibility and Inclusion Forum members. The journeys are designed to show best practice, as well as the challenges face by our disabled customers. Half of our Executive Team have conducted at least one journey at the time of writing [August 2023] and all members will have completed these journeys by the end of the calendar year. These journeys have reinforced with our Senior Leadership team the importance of continuing to deliver a reliable service for all of our customers.

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 January 2023 and July 2023, our ticket offices have been open for 95.01% 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.

<https://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 are broadly similar to the previous seven periods. There has been an increase in the percentage of complaints responded to

within 20 working days. Major infrastructure issues coupled with multiple instances of industrial action continue to contribute to the complaint volumes we have received.

| | |
|--|--------|
| Complaints responded to: | 15,336 |
| Responded to within 20 working days (%): | 99.7% |
| Complaints per 100,000 passenger journeys: | 19.19* |

*Note: the complaints per 100,000 passenger journeys figure is based on 79.9 million passenger journeys over the seven periods.

Delay Repay

There has been a small increase in Delay Repay claims due in part to infrastructure issues and multiple instances of industrial action which continue to affect our network.

Despite the increase in Delay Repay volumes our average processing time has decreased compared to the last report.

Delay Repay claims per four weekly period

| Period | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Average |
|---------------------|-----------|-----------|-----------|----------|----------|----------|----------|---------|
| Percentage accepted | 85% | 84% | 83% | 78% | 85% | 79% | 79% | 82% |

Average time to process per four weekly period

| Period | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Average |
|--|-----------|-----------|-----------|----------|----------|----------|----------|---------|
| Average time to process (working days) | 3.12 | 2.63 | 2.17 | 2.32 | 2.47 | 2.31 | 2.32 | 2.48 |

Note: Periods 11 to 13 for 2022/2023. Periods 1 to 4 for 2023/2024.

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 January 2023 and July 2023, compared with the previous report:

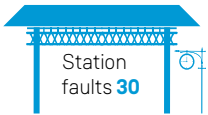
| Faults | February 2023 | July 2023 |
|--------------------------------|---------------|-----------|
| Number of faults reported | 11 | 47 |
| Average time to resolve (days) | 42 | 101 |
| Number of station faults | 10 | 30 |
| Number of on train faults | 1 | 14 |
| Number of faults - other | 0 | 3 |



Average time taken to resolve faults **101 days**



Number of faults reported **47**



Station faults **30**



On train faults **14**

Faults by sub categories:

| | | | |
|---------------------|----------|-----------------|-----------|
| Access | 1 | PA system | 1 |
| Car parks | 5 | Roof | 0 |
| Drainage | 0 | Seating | 2 |
| Graffiti | 0 | Ticket machines | 6 |
| Heating/air con | 5 | Toilets | 0 |
| Information screens | 4 | Windows/doors | 1 |
| Infrastructure | 8 | Other | 14 |
| Lighting | 0 | | |

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 | 1 |
| 4 Alton to London Waterloo | 1 |

Suburban services

| | |
|--|----------|
| 5 Windsor & Eton Riverside/Hounslow/Weybridge via Staines to London Waterloo | 1 |
| 6 Reading/Aldershot via Ascot to London Waterloo | 2 |
| 7 Main suburban routes to London Waterloo | 2 |

Island Line services

| | |
|------------------------------|----------|
| 8 Shanklin to Ryde Pier Head | 0 |
|------------------------------|----------|

Sustainability at SWR

The leading global climate body, the Science Based Targets initiative (SBTi), has now approved our carbon emission reduction targets that will see us deliver on our commitment to net zero by 2040. The organisation confirmed that our targets are “the most ambitious designation available through the SBTi process,” and that they are in line with limiting global warming to 1.5°C, as called for in the Paris Agreement.

Find out more about our journey to a net zero future:

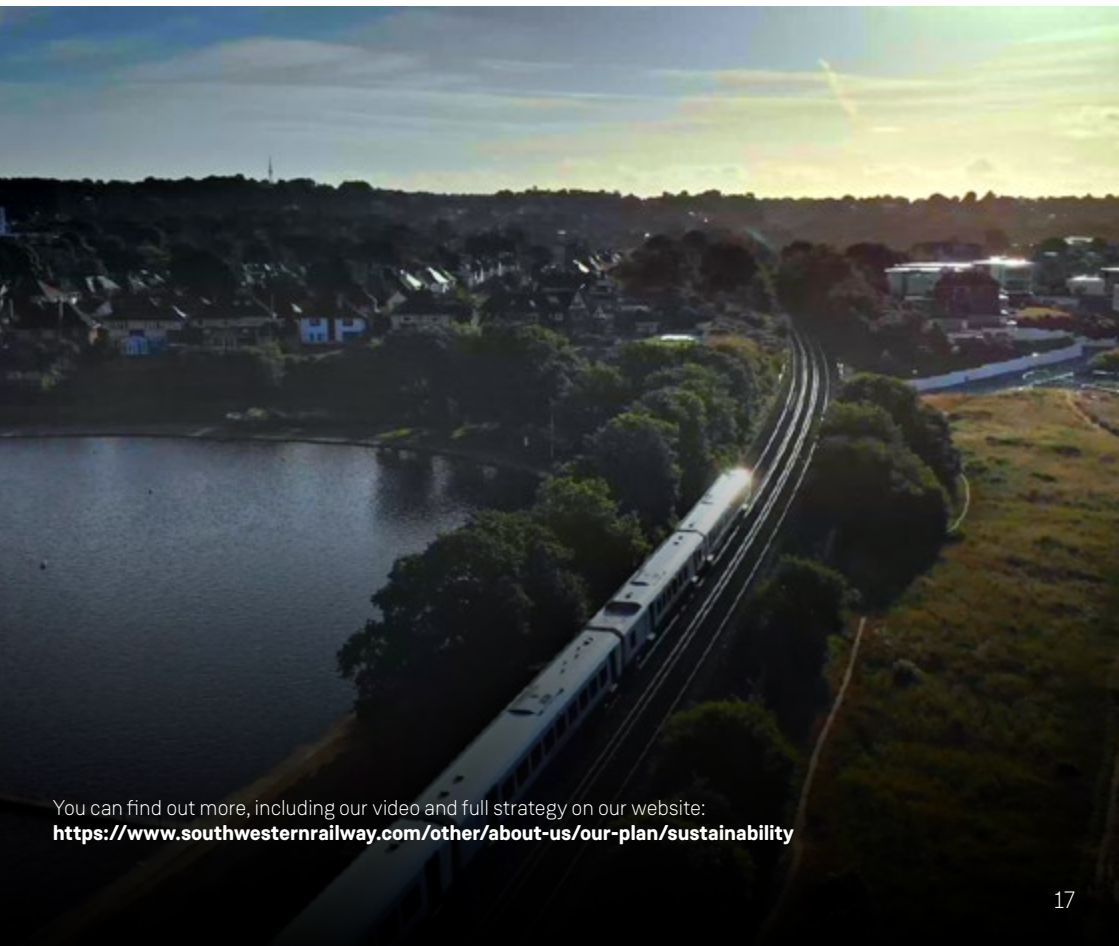
<https://www.southwesternrailway.com/other/about-us/our-plan/sustainability/net-zero>

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.



| Criteria | 2023/24 | Target | Percentage above/below target |
|--|--------------------------|-------------------------------|-------------------------------|
| Total scope 1/2 emissions | 39,142 tonnes | Less than 46,523 tonnes | 15.8% under target |
| Our trains: average CO ₂ e per vehicle kilometre – year to date average | 0.4038 kilograms | Included in above | Not applicable |
| Our buildings: total energy consumed | 8,455,630 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 | 58,860 cubic metres | Less than 63,323 cubic metres | 7% under target |

In the current reporting periods all our environmental KPIs have been met, and our environmental performance has been maintained. We are expecting to see continued improved energy savings through the ongoing LED installation across the network, as well as the installation of the Building Management System (BMS) at key depots and stations.



You can find out more, including our video and full strategy on our website:
<https://www.southwesternrailway.com/other/about-us/our-plan/sustainability>

Save Our Wild Isles Campaign

Working in partnership with the RSPB we supported the Save our Wild Isles campaign which is a joint call to action with the RSPB, WWF and the National Trust. We had the campaign displayed on posters and digital boards at our stations and also had Deborah Meaden give station announcements to talk about the campaign during the month of June for World Environment Day. The campaign tied in with our announcement of signing the Nature Positive Business Pledge of which we were the first Train Operating Company to do so.

In June we teamed up with the RSPB to support their 'Save Our Wild Isles Campaign', with Deborah Meaden making announcements across our stations to promote the wild isles message. As part of the Nature Positive Business Pledge, we will map the biodiverse habitats of its network and create a Nature Positive Framework and Action Plan to deliver a positive contribution to the regeneration and restoration of nature.

SAVE OUR WILD ISLES

Working together
to protect and
restore UK Nature.



**The UK is one of the 10% most
nature-depleted countries in the world.**

Nature is in crisis. If you love nature, act now
and together we can Save Our Wild Isles.

Visit saveourwildisles.org.uk and click 'Take Action'.

Supported by:
**South Western
Railway**

Wild stations At South Western Railway
we are taking steps to Save Our Wild Isles
by creating habitats for nature at our stations and
committing to be biodiversity net positive by 2030.
See our website for more details.



Some of our achievements over the past 6 months

Calm Spaces

We have launched 3 Calm Spaces (Woking, Salisbury, Brockenhurst). These are to better support people who are neurodiverse and may find the station environment overstimulating both visually and audibly.

Changing Places

A Changing Places Facility opened at Woking, the first at an SWR station. This will expand rail use for customers who cannot use a traditional Accessibility Toilet facility.

Safe Space

Safe Space running at Richmond and Portsmouth & Southsea stations, with recent pop-ups at Ascot, Wimbledon, and Windsor & Eton Riverside stations. Safe Space is a joint initiative between SWR, The Police, the local council and voluntary organisations to provide a safe space for vulnerable people. As well as being able to help anyone who's in distress, this extra security presence has led to a reduction in anti-social behaviour at the stations too, which is a big plus for colleagues and customers. Safe space is for anyone who may be vulnerable for many reasons: they may be having a mental health crisis or be the victim of a crime, fleeing domestic abuse or be intoxicated from alcohol or drugs. The multi-professional team can assess them and offer immediate help or support or sign-post the person to other organisations.

100 adopters

We have reached the marvellous milestone of 100 of our stations being adopted by a local volunteer group. Our first was founded in 2007 at Christchurch Station to our latest in Staines, where the group is developing a community garden on some space alongside the platform.

Waterloo 175

We had a fantastic celebration of London Waterloo's 175th birthday on Tuesday 11th July 2023, with a variety of activities around the station. During the event, we showcased and named one of our brand new Class 701 'Arterio' trains 'Waterloo 175', whilst our colleagues and CRP Officers greeted customers in period costumes. Guests were also serenaded by a choir of South Western Railway, and Network Rail colleagues, plus a local community choir, who sang a medley of Waterloo related songs on the concourse.

Coronation celebrations

Our Community Rail Partnerships took part in many celebrations across the network in support of King Charles the 3rd Coronation. In particular our Reading to Windsor line held 3 parties in the week leading up to the big day with different groups of guests from school children making crowns to a gathering of people from Windsor Age UK – dancing and reminiscing to music from their era.

Ace of Clubs

Supported one of our local charity partners, Ace of Clubs who are a homelessness charity based near Clapham Common. SWR lent equipment and expertise in creating a charity drive video for essential items they need and volunteers to help run the charity, this was released on their own social media. Ace of Clubs provide a shower service, as part of this, clean clothes are given to guests once showered, SWR donated a batch of underwear to help continue this service. A new recycling stream was setup from Waterloo Lost Property, where good, useable clothing and sleeping bags are diverted to Ace of Clubs to be reused and donated to their guests.



Contact us



Contact Centre: **0345 600 0650**

The Customer Service Centre is available seven days a week from 08:00 to 20:00 for comments and suggestions



@sw_help

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



www.southwesternrailway.com Keep up to date with service running information or contact us through our customer contact form on our website

Got a question?

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

South Western Railway Customer Service Centre
Overline House Southampton SO15 1GW

South Western
 **Railway**