



Customer report

September 2024

South Western
 Railway



Tracy
South Western



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SWR Customer Report

Welcome to the latest edition of our Customer Report, looking at our performance from January to July 2024.

I am delighted to have this opportunity to write my first foreword to our biannual Customer Report, having taken over as Managing Director (on an interim basis) in March of this year. I pay tribute to my predecessor Claire Mann, who is now Chief Operating Officer at Transport for London. She achieved a great deal during her time at SWR, through careful and thoughtful leadership, including a particular focus on our workplace culture and shared values. We wish her well in her new role.

I joined SWR as Chief Operating Officer in June 2022 and I'm now very proud to lead this wonderful part of the railway. I have been getting out and about on the network as much as possible to meet customers, colleagues and stakeholders in the communities we serve.

At the start of the year, the first of our Class 701 Arterio trains entered passenger service, carrying customers from London Waterloo to Windsor & Eton Riverside. This was a landmark moment and the feedback from customers has been fantastic. These trains will transform the customer experience on our suburban network. We look forward to customers on other routes getting to experience the Arterio fleet soon.

While our Arterio fleet is about the future, we've been celebrating the past too. In March, our team at Bournemouth Depot commemorated our award-winning Class 455 fleet by giving one of the trains a retro British Rail livery. The 'Minerva Grey' makeover is its last paint job ahead of its eventual retirement. As it happens, the Class 455 is viral trainspotter Francis Bourgeois's favourite train, so we treated him to an exclusive look at the special unit for one of his videos.

In June, we also reintroduced the first of our refurbished Class 458 trains. These trains, which first entered service at the turn of the millennium, have been transformed with new seats and tables, wired and wireless charging points, and greater space for wheelchair users. These trains are providing more modern journeys for customers travelling between London Waterloo, Hounslow, Weybridge and Twickenham.

Also in June, we were honoured to play an important role in the official events to mark the 80th anniversary of the Normandy Landings. As well as helping to move people to and from Portsmouth for the national commemorative event on Southsea Common, we held a small ceremony of our own at Portsmouth Harbour station, where we renamed one of our Class 444 trains The D-Day Story in partnership with Portsmouth City Council and the D-Day Museum.

The railway played a crucial role in the preparation for the Allied liberation of Europe 80 years ago, just one of the countless examples of how it has shaped the country and the world since the first passenger train ran in service in 1825. Preparations are well underway for Railway 200, the national series of events and engagement programmes, which will mark its historic contribution to the world, but also its importance for the future.

At the time of writing, it is still under two months since the general election and formation of the new Labour Government. Labour was very clear throughout their campaign that they see the railways as an essential part of connecting people and transporting goods around the country, which play a vital role in powering our economy.



Stuart Meek
Managing Director



We will continue to work closely with the Government, and we look forward to engaging with the many returning and newly elected MPs across our region, as the whole industry move towards Great British Railways. In addition, we hope this opportunity for a fresh start will allow us to finally put the nationwide industrial action, that has caused so much disruption, behind us.

Keeping our customers and colleagues safe will always be our number one priority. I'm so pleased that our security and safety assurance team are setting an example nationally in this area. At the very end of last year, we became only the second train operator to achieve a top mark of 100% for the British Transport Police Safeguarding on Rail scheme accreditation, demonstrating an industry leading approach to safeguarding. In May, the team hosted the UK's first national conference dedicated to safeguarding on the railway, with the highlights available to watch online.

We are also committed to tackling the worrying rise in abuse directed at far too many of our frontline colleagues. This is a trend that has been seen across sectors, from supermarkets to the NHS, and unfortunately the railway has been no different. We know that most people don't set out to be abusive, but that, sometimes, frustration can take over. However, we won't tolerate any abuse against our colleagues, and in March, we launched a poster campaign encouraging people to think twice and just be kind.

Finally, we've been rolling out significant investments in stations across our network, as part of hundreds of projects of varying sizes, to enhance the customer experience and boost accessibility. This includes £6.5 of investment from our programme of continuous station improvements, upgrading toilets, refurbishing waiting rooms, installing new benches, repainting stations, among other changes.

We're also seeing great progress on delivering the latest round of Government-funded Access for All schemes, with six of our stations – Isleworth, Walton-on-Thames, Barnes, Motspur Park, Stoneleigh and Teddington – getting transformative accessibility improvements for customers with pushchairs, luggage or reduced mobility by the end of the year. There are also a series of other accessibility improvements taking place at other stations, making our network a more welcoming environment for all.

We know the big difference these changes make for customers and our local communities, allowing them to travel more independently, which is why we work so hard with local stakeholders and partners to secure them. We are delighted to have the highest number of stations of any train operator in the recent funding announcement, with eight of our station selected for initial feasibility work which, if successful, will be taken forward as part of the next round of schemes.

Moreover, we're continuing to invest in community and charitable projects and causes. In June, we announced £400,000, with an additional £400,000 in match funding, in local communities through our Customer and Communities Improvement Fund. Funding will support a wide range of projects, from developing a community centre in Pinhoe, Devon, to teaching cycling mechanics in Hounslow, West London.

All this shows the real difference that the railway makes to customers and communities across our region.

I hope you find this report of interest.

Our performance



Clothing Must Be Worn At Trackside

Caution Beware of Overhead Rail

Guidelines for dealing with a '1837' fault message

- Take charge of the situation
- Inform the signaller immediately via the radio
- Stop the train as soon as it is safe to do so
- Check the train has stopped, check the status on the '1837'
- Check the '1837' fault by pressing the '1837' button on the '1837' panel
- Make a note of the time, date, time of day, location and status of the train
- Report the status of the train to the signaller

Please refer to: 180 430/17

Guidelines for dealing with a '1837/1838' fault message

- Do not take any further action
- Check the fault on the '1837/1838' panel
- Check the '1837/1838' fault by pressing the '1837/1838' button on the '1837/1838' panel
- Make a note of the time, date, time of day, location and status of the train
- Report the status of the train to the signaller

Default Reporting Line: 180 430/17

South Western Railway

Period	On time	On time to 3 minutes	On time to 15 minutes	SWR cancellations	Short formations	All cancellations
Period 11	67.99%	86.45%	98.60%	1.63%	0.59%	0.49%
Period 12	68.20%	86.71%	98.75%	1.33%	0.32%	0.31%
Period 13	71.12%	88.66%	98.68%	0.82%	0.33%	0.56%
Period 1	72.40%	88.97%	98.41%	1.49%	0.43%	0.41%
Period 2	71.11%	88.43%	98.71%	0.77%	0.34%	0.28%
Period 3	69.44%	86.84%	98.63%	1.06%	0.63%	0.48%
Period 4	67.90%	85.78%	98.76%	0.80%	0.29%	0.47%

The last six months from 7 January 2024 to 20 July 2024 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 15 (down 0.06% versus target)**
- **Under capacity (up 0.04% versus target)**
- **All cancellations (up 0.03% versus target)**

During the last six months, the following targets have been cumulatively met:

- **On time to 3 (up 0.19% versus target)**
- **SWR cancellations (down 0.28% versus target)**

There were challenges due to track and asset issues, trespass and fatality, and industrial action. Period 11 was strong 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. Period 12 was also positive for performance with three significant trespass and welfare incidents out of the top ten incidents. There were also issues on the Island line with crew shortages. Period 13 was more challenging for performance with a significant scrap rail incident at Weybridge causing circa 6k delay minutes and 600 cancellations. There were also three significant fatality and trespass incidents in the period. Period 1 was very challenging for performance with significant track issues in the Wimbledon to Woking area. These incidents accounted for circa 10k delay minutes and 450 cancellations. Period 2 was again challenging with a significant trespass incident at Raynes Park and points issues at Woking accounting for circa 17k delay minutes and 400 cancellations. Periods 3 and 4 saw an improvement in performance, however there continued to be ongoing issues with

Woking points throughout the period. Over the past six months SWR have been affected by 3 strike days and 17 days of action short of a strike.

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, specifically:

Trespass and fatality events: There have been 52 fatality incidents and 633 trespass incident that have affected performance over the past six periods. 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:

- 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.
- Increasing assistance for mental health agencies and assisting with support of proposals for assistance for vulnerable people.
- Preventing accessibility to the railway, this has included the 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.

Isle of Wight: Throughout the last six months we have faced some challenges on our Island Line services. This has been due to resource shortage, infrastructure issues, weather and fleet availability. We have put mitigations in place including contingency staff, expert engineering and infrastructure staff and have also used all our resource capacity to support delivery of services to the Island. Work continues to improve the service for our customers.

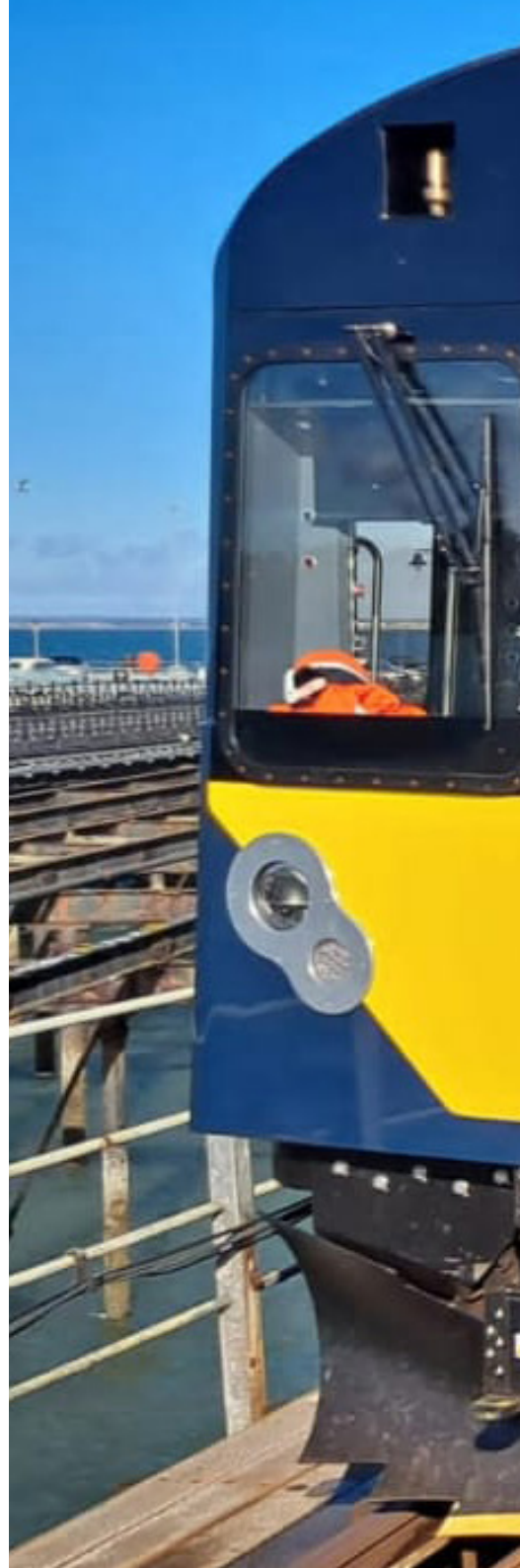
Weather: This winter and spring we have experienced some challenges on our network, with some significant storms in January. We have had a wet and mild summer which will be impactful as we enter the autumn and winter seasons. Additional geo-tech work has taken place to help prevent the landslips we have seen in previous years. We have put in additional mitigations for our most at risk sites.

Industrial relations: Planned industrial action has been impactful on the days associated but also affected our colleague availability. Resulting in 3 strike days and three and a half weeks of action short of a strike.

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** – 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.
- **Trespass and fatality** – to understand hotspot areas and increase a joint response to mitigate the impact on our railway.
- **Extreme weather** – looking at additional mitigations for extreme weather to provide a safe and reliable service for customers.
- **Command and control** – examines how we manage the service once an incident occurs to reduce the impact on our customers.
- **Assets at risk** – this workstream focuses on our most at risk assets including Woking points, Portsmouth cabling issues, West of England, and Basingstoke to Weymouth infrastructure.

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





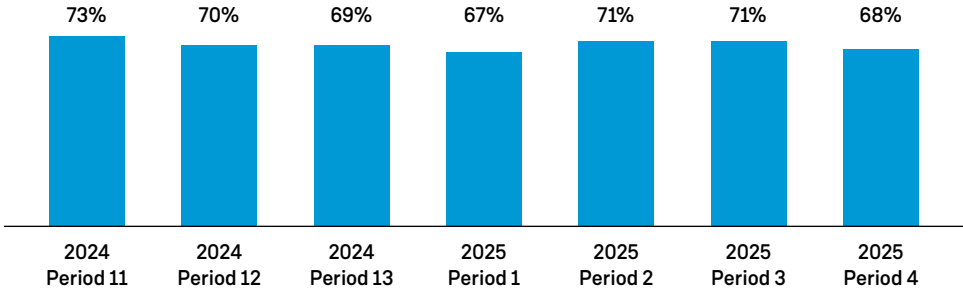
Island
Line

484001

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. Overall journey satisfaction has declined marginally since Period 11 due to challenges with punctuality and capacity onboard our services in certain periods.

There has been some improvement in satisfaction with both the cleanliness of our stations and of our trains, and guard visibility is at a consistently higher level than over the same periods last year.

At SWR one of our core values is 'Committed to our Customers' and improving the customer experience as a whole across journeys, on-board our trains, and at our stations is one of our top priorities.

At our stations we've been 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 33 stations have been through our painting programme, 9 waiting rooms at multiple stations have been refurbished, 42 internal benches and 60 external benches were installed, and 11 customer toilets (with London Waterloo being a notable example) have been refurbished. We've also upgraded our automated station announcements system and added new disruption information screens at 20 stations meaning more accurate information when things don't go as planned. We're thrilled to report this project has been shortlisted for a National Rail Award in the Customer Service Excellence category.

On board our trains we're continuing to work hard to improve the cleanliness of our trains, and the provision of information, as well as supporting our Guards with being more visible and available for customers. Our train presentation teams are now using new seat cleaning tools and techniques and

we are currently trialling a new seat covering on a number of our trains with the hope of rolling it out more widely. We're pleased to report SWR's "One Scan" project has made significant progress too: QR code stickers have been installed on seat backs across our 39 trains which run between Waterloo and Salisbury/Exeter (with roll out across other fleets planned for the future). Scanning the QR code gives customers access to real-time journey information and updates, as well as the opportunity to provide feedback to us. Furthermore, the on-board information screens and announcements system on this fleet has also been upgraded, improving the clarity and volume of announcements.

We are committed to making the railway accessible to all and over the last seven periods double height handrails, anti-slip treads, and staircase tactiles have been installed at 10 stations as part of our on-going 'Access for All' programme. We're happy to report in period 3 (June) SWR secured further 'Access for All' funding for feasibility studies at eight more of our stations. Following the successful trial of placing British Sign Language on fixed digital screens at London Waterloo, we have extended this provision to 37 other stations, and the installation of mobility scooter vinyls was completed in March to improve the passenger assistance service for scooter users. We're also keen to deliver a consistent assisted travel service for those who need it and so delivered specialist training for our Guards and station managers in April this year.

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 11	89.44%	81.71%	76.08%	93.65%	85.22%
Period 12	85.34%	84.94%	78.76%	98.26%	86.83%
Period 13	83.38%	85.97%	76.17%	91.23%	84.19%
Benchmark 2023/24	89.00%	76.00%	84.00%	93.00%	84.00%
Period 01	91.66%	84.83%	85.42%	95.76%	89.42%
Period 02	89.31%	86.63%	86.23%	91.35%	88.38%
Period 03	87.04%	84.88%	86.97%	96.31%	88.80%
Period 04	90.49%	89.41%	89.15%	88.90%	89.49%
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 11	89.77%	92.82%	91.74%	91.45%
Period 12	90.56%	93.93%	97.78%	94.09%
Period 13	94.33%	92.04%	94.65%	93.67%
Benchmark 2023/24	89.00%	84.00%	91.00%	87.00%
Period 01	94.42%	91.25%	91.58%	92.41%
Period 02	91.84%	89.21%	92.59%	91.21%
Period 03	92.78%	88.68%	94.61%	92.02%
Period 04	93.44%	89.14%	91.43%	91.34%
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 11	87.50%	100.00%	93.75%
Period 12	95.00%	100.00%	97.50%
Period 13	97.50%	100.00%	98.75%
Benchmark 2023/24	89.00%	96.00%	90.00%
Period 01	97.50%	100.00%	98.75%
Period 02	92.50%	100.00%	96.25%
Period 03	92.56%	92.86%	92.71%
Period 04	97.50%	97.50%	97.50%
Benchmark 2024/25	90.00%	92.00%	90.00%

Our stations



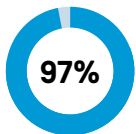
Passenger assistance

Total Passenger Assist numbers have increased throughout the period this report covers. Year on year, pre-booked assists have increased 15%, with unbooked assistance increasing over 26%.

The Network Rail managed stations, Waterloo, Clapham Junction and Guildford together had 15,791 booked assists.

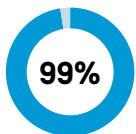
Waterloo was the busiest station with 9,467 booked assists, Southampton Central was our second busiest station with 6,030 booked assists.

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



Booked assistance (total booked – 52,600)

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 – 68,932)

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.

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 7 January 2024 and 20 July 2024, our ticket offices have been open for 94.7% 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 increased by around 21% compared to the previous report due to the service being impacted by major infrastructure issues and

operational incidents. This has therefore resulted in an increase in the complaints per 100,00 passenger journeys of 2%, while our response rate for complaint response has remained stable.

Complaints responded to:	13,334
Responded to within 20 working days (%):	99.5%
Complaints per 100,000 passenger journeys:	15.38*

*Note the complaints per 100,00 passenger journeys figure is based on 87.06 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 continued to be below 3 days.

Delay Repay claims per four weekly period

Period	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4
Total processed	42,456	35,985	44,455	52,174	51,261	41,420	42,108

Average time to process per four weekly period

Period	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4
Average time to process (working days)	2.91	2.62	2.31	2.39	2.28	2.27	2.41

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 early-Jan 2024 and mid-July 2024, compared with the previous report:

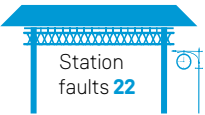
Faults	March 2024	September 2024
Number of faults reported	74	41
Average time to resolve (days)	95	92
Number of station faults	48	22
Number of on train faults	24	17
Number of faults - other	2	2



Average time taken to resolve faults **92 days**



Number of faults reported **41**



Station faults **22**



On train faults **17**

Faults by sub categories:

Access	2	PA system	2
Car parks	0	Roof	0
Drainage	0	Seating	1
Graffiti	1	Ticket machines	6
Heating/air con	3	Toilets	1
Information screens	2	Windows/doors	6
Infrastructure	4	Other	12
Lighting	1		

Faults by service group:

Mainline services

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

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 **6**

Island Line services

- 8 Shanklin to Ryde Pier Head **1**

Sustainability at SWR

We continue to deliver our sustainability strategy 'Journey to a better future'. 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. This financial year we have increased our recycling target from 80% to 85%.



Criteria	2024/25	Target	Percentage above/below target
Total scope 1/2 emissions (Period 12-Period 4)	51,299 tonnes	Less than 53,950 tonnes	4.9% under target
Our trains: average CO ₂ e per vehicle kilometre (Period 12-Period 4)	0.4198 kilograms	Included in above	Not applicable
Our buildings: total energy consumed (Period 12-Period 4)	12,532,015 kilowatt hours	Included in above	Not applicable
Waste recycling (non hazardous)	84%	85%	1% below target
Waste diversion (% diverted from landfill)	100%	100%	On target
Water leaks 28 day repair turnaround	0	0	0

Air quality

SWR has become the first rail company to trial a Pluvo air-purifying totem at one of its busiest stations. The Pluvo Column, which is sited on a platform at Salisbury station, will monitor and remove harmful pollutants from the air using its advanced air-filtration technology to create a cleaner and healthier environment for customers. If the trial is successful, SWR could install Pluvo Columns at more of its stations as part of its drive to

improve the journey experience through improved air quality. The partnership with Pluvo, a leading innovator in clean-air technology, is just one of the ways in which SWR is improving air quality on each stage of customers' journeys, having also installed more than 4,000 cycle spaces across its network in the last five years and promoting other low emissions onward journey options with customers.



Biodiversity

SWR was the first UK TOC to sign the Nature Positive Business Pledge and commit to a target of becoming biodiversity net positive by 2030. Biodiversity positive refers to a state where human actions have a net benefit on nature. This means going beyond simply preventing the loss of biodiversity to actively increasing it.

We're thrilled to be making a positive impact on local biodiversity! As part of our commitment to the Nature Positive Business Pledge SWR is striving to actively increase the biodiversity on our network. Over the past year we have held volunteering events at several stations to enhance biodiversity. Thanks to the incredible efforts of our volunteers, these areas are now thriving with new life. We believe in working together to create a greener future for everyone.



Volunteers enhancing biodiversity at our stations.



Decarbonisation

We remain on track to becoming net zero by 2040. 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:

- Installed energy-efficient LED lighting at our depot and will install more LED at stations
- Upgrading our diesel trains with energy-saving LED lights
- Carbon engagement programme to encourage stations and depots to improve energy efficiency
- Helping our drivers become more eco-friendly with new tools

Better for our places

Customer and Communities Improvement Fund

This year, South Western Railway is investing £400k (met by a further £400k in match funding) in 15 projects across the network through our Customer and Communities Improvement Fund. The £800,000 of funding will support 15 local projects across Devon, Dorset, Greater London, Hampshire and the Isle of Wight.

Funding will support a wide range of projects, from developing a community centre in Pinhoe, Devon, to teaching cycling mechanics in Hounslow, London. Projects awarded funding have all been submitted by charities, community groups and local authorities and will be complete by April 2025.

Further information can be found here:
www.southwesternrailway.com/other/news-and-media/news/2024/june/swr-continues-major-investment-in-communities-through-ccif



Community Rail Week

In May South Western Railway celebrated Community Rail Week. To mark the week, SWR highlighted the amazing work by one of its 12 Community Rail Partnerships (CRPs) which is turning a disused station space into a place for communities to meet, host events and provide refreshments.

At Bitterne in Southampton, the award-winning Hampshire Community Rail Partnership (CRP) is transforming an old ticket office for use by its station adoption group, following three decades of closure.

The Friends of Bitterne Station – one of more than 100 station adoption groups on the SWR network – had initially used the space for a weekly mosaics art group, along with crafting and gardening events in the spring and summer.

However, the building needed some love and care to transform it into a space that the group could properly use. That came when Hampshire CRP took on a lease for the building and used an investment of £40,000 from SWR's Customers and Communities Improvement Fund (CCIF), awarded in 2023.

Work to restore the ticket office began in January, which is when the CRP made the amazing discovery of Southern Railway features from the 1920s and '30s, such as the building's original red clay tile flooring, windows, paintwork and a fireplace.

It was then that the Railway Heritage Trust provided funding to preserve those features and a package of work was carried out, including the reopening and restoring of the original windows, painting throughout the building, rehangng doors, refurbishing toilet ceramics and replacing lighting.

Works have now been completed which will allow the Friends of Bitterne Station to build on their activities, ensuring a lasting legacy for the station and the local community.

A video tour of the restored old ticket office building by Hampshire Community Rail Partnership's Director can be watched here.

Social Value Report

Our Social Value Report for FY22-23 can be found here: www.southwesternrailway.com/other/about-us/social-value-report. This 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.



Better for our people

SWR Charity Partner – Scotty's Little Soldiers

We have partnered with the charity Scotty's Little Soldiers on a new campaign to raise awareness of their support for bereaved military children. Every year, it is estimated that 2,100 children experience the death of a parent who has served in the British Armed Forces.

The charity helps bereaved military children through activities, gifts and group events; information and guidance for parents and carers and one-on-one professional bereavement support; and education and development opportunities.

Posters are now on display at SWR stations across the South of England, which show bereaved children proudly holding photographs of their loved one. By scanning the QR code on the posters, customers will be able to donate to the charity.

Special announcements will also play at stations on the SWR network. In them, Nikki tells the story of Lee and why she set up the charity.

A video about Scotty's Little Soldiers can be watched [here](#).



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



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Got a question?

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