

Customer Report

September 2025



South Western
 Railway

Customer report



This report closes off our reporting of the financial year 2024-25 across the key areas of performance, customer satisfaction and accessibility.

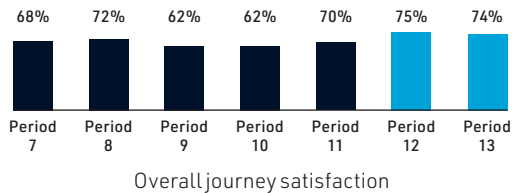
It specifically covers Period 12 (2nd February 2025–1st March 2025) and Period 13 (2nd March 2025–31st March 2025) of the financial year 2024-25.

Our performance

	Period 12			Period 13		
	Actual	Target	Variance	Actual	Target	Variance
On Time to 3 minutes	86.95%	85.00%	+1.95%	88.40%	86.90%	+1.50%
On Time to 15 minutes	99.01%	98.50%	+0.51%	98.84%	98.70%	+0.14%
All cancellations	2.63%	2.70%	-0.07%	2.78%	2.70%	+0.08%
SWR cancellations	1.44%	1.01%	+0.43%	1.32%	1.01%	+0.31%
Delay Minutes per 1,000 miles	8.74	9.02	-0.28	7.53	7.85	-0.32
Short formations	0.88%	0.38%	+0.50%	1.13%	0.38%	+0.75%

- Period 12 was mixed, but an improvement on previous periods, and some targets were met. Infrastructure problems were the most significant contributor to performance issues.
- Period 13 was similarly mixed, and once again infrastructure incidents were the largest causes of disruption, though we did see promising results from the continuing rollout of the new Arterio fleet.

Our customer survey results



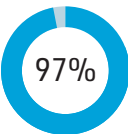
We continue to monitor customer satisfaction through our Voice of the Customer programme which receives on average 7,000 responses per period. Overall journey satisfaction improved towards the end of the financial year (2024-25) driven by better performance. We are pleased that customer satisfaction with onboard wi-fi increased by 8% in the last quarter of this year vs. the same time frame of the year before. Our customer survey results are already beginning to demonstrate the Arterios' positive impact on customer satisfaction, with the new trains scoring significantly better than the older fleets they are replacing across the categories of cleanliness, information, and upkeep and repair.

Passenger assistance

	NR Stations		SWR Stations		Combined	
	Pre-booked	Turn Up and Go	Pre-booked	Turn Up and Go	Pre-booked	Turn Up and Go
Period 12	2,251	3,604	4,923	6,537	7,174	10,141
Period 13	2,251	4,375	6,473	9,050	8,724	13,425
Total	4,502	7,979	11,396	15,587	15,898	23,566

Year on year, our pre-booked assistance requests for Periods 12 and 13 increased by 20%, and our unbooked assistance requests increased by 33%. As a total, our assistance requests increased by 27%. The Network Rail managed stations, Waterloo, Clapham Junction and Guildford together had 4,502 pre-booked assistance requests for Periods 12 and 13. Waterloo was the busiest station with 2,825 booked assists, and Southampton Central was our second busiest station with 1,654 booked assists when looking at this timeframe.

Here are our results recorded on booked and unbooked assistance during 2024-25:



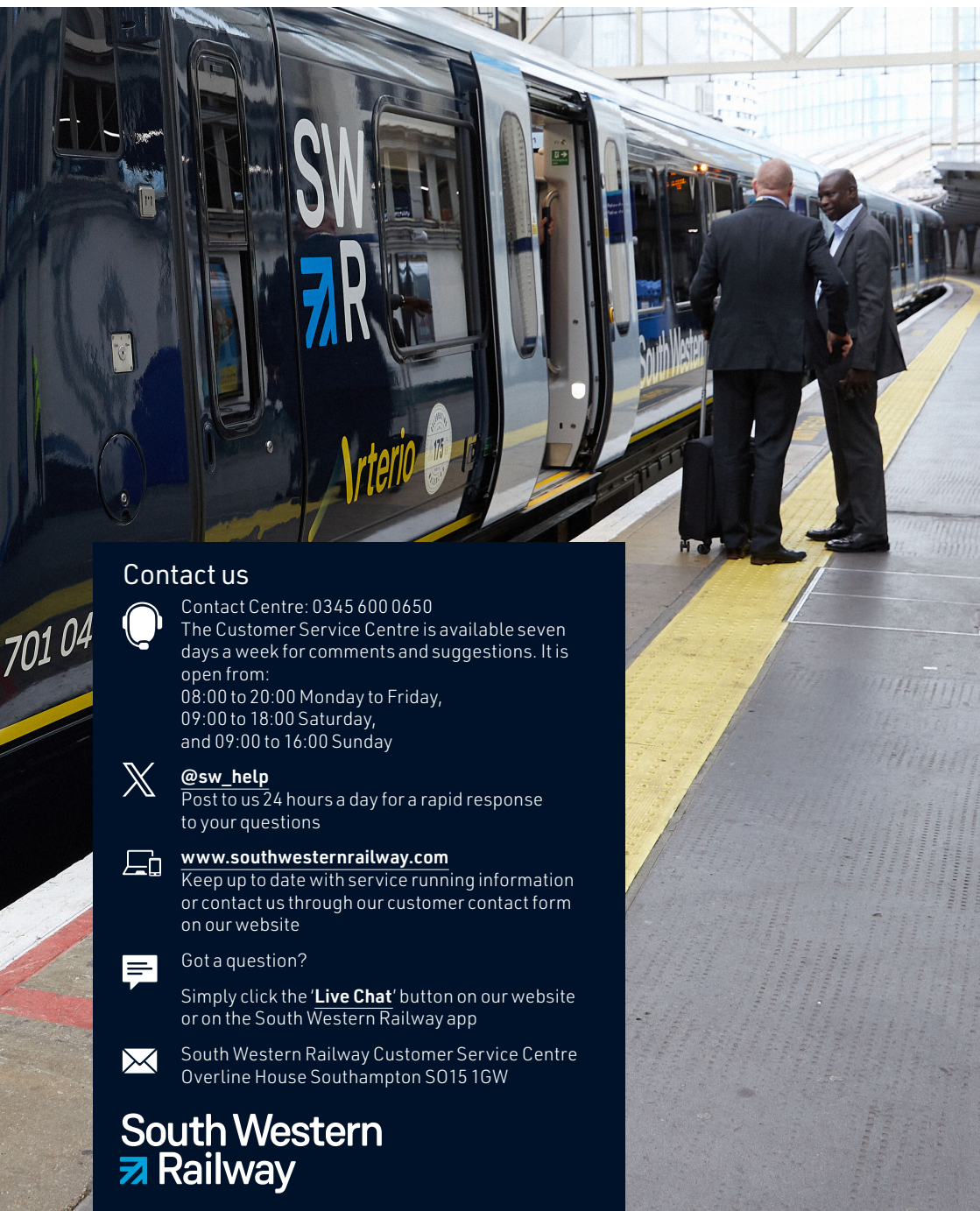
Booked assistance (total booked – 15,898)

Booked completion rate: 97%. Of the 3% failed, reasons included disruption to our services, miscommunication between staff, or no staff available.



Unbooked assistance (total unbooked – 23,566)

Unbooked assistance completion rate: 98% successful. Of the 2% that failed, this was due to staff being unavailable or miscommunication between stations.



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

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



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South Western
 **Railway**