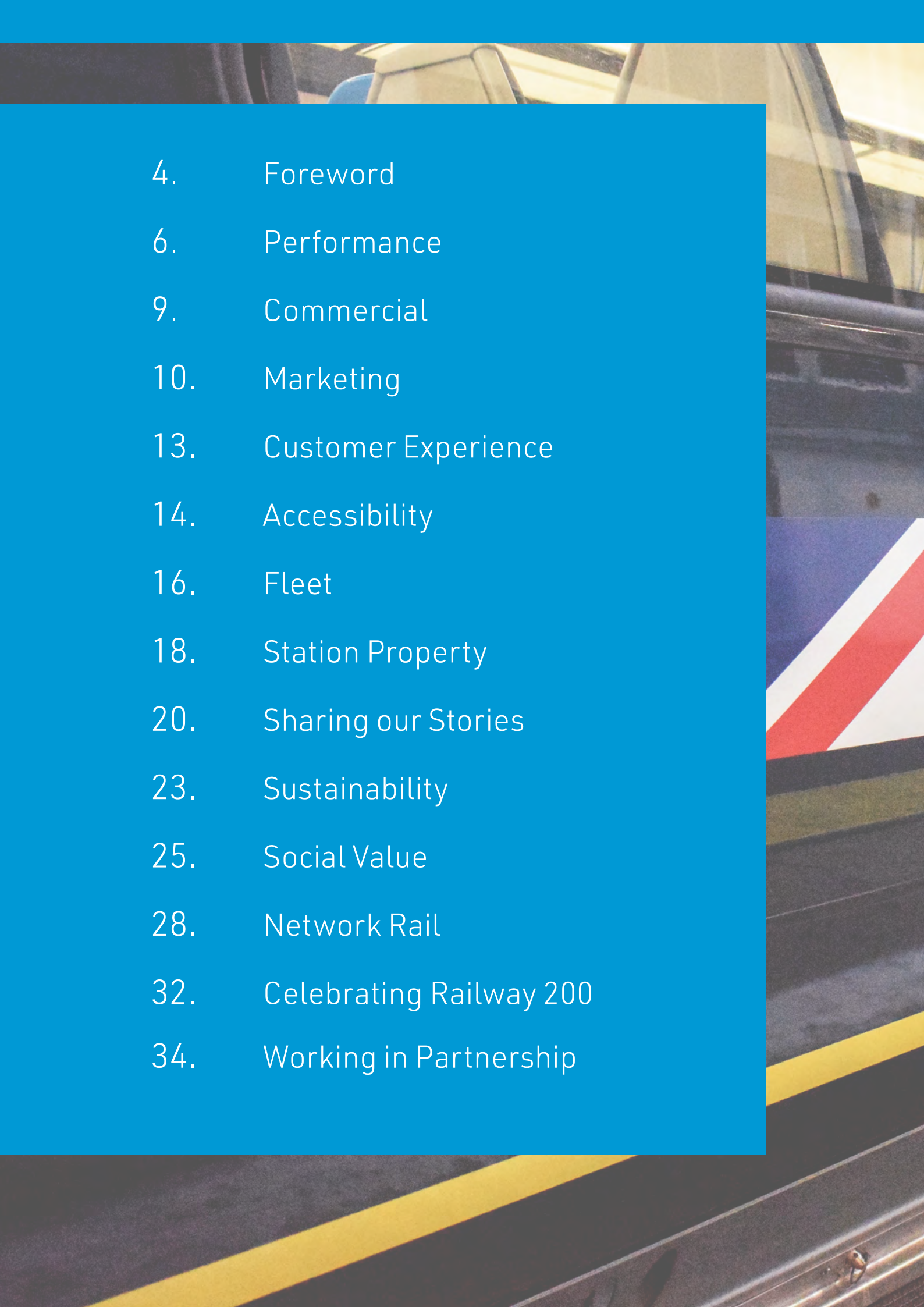




# Stakeholder Report 2025

*We're on a journey to better*

South Western  
Railway



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# Hello and welcome to this year's Stakeholder Report, covering activity on our network over the past 12 months.



## Foreword

Lawrence Bowman  
Managing Director

I am very pleased to provide my first foreword to a Stakeholder Report, as the new Managing Director of South Western Railway (SWR) and Network Rail (NR) Wessex. I have now been in this role for just about six months, having taken up the position at the same time as South Western Railway returned to public ownership back in May of this year.

It is not however my first time on the network, as I actually started my rail career here back in the South West Trains days in timetable planning. It has been a pleasure to travel around the network again, meeting our local stakeholders and interested groups as well as our hard-working colleagues at stations, depots, and control centres.

I am writing at an incredibly exciting time for our railway and indeed for railways nationally, as we further integrate track and train across SWR and NR Wessex. In recent weeks we have also seen the publication of the Government's flagship Railways Bill.

2025 has also been a historic year for everyone at SWR and NR, as we celebrate the 200th anniversary of the modern railway. We have played our part in the national celebrations, contributing to events and campaigns across our network highlighting the impact of our railway on the communities we serve and the role still to be played in the future. We've marked station birthdays, named and dedicated trains, planted a reflective garden, unveiled murals and artworks, and contributed to talks and moments of remembrance.

In many of these events we have been supported by our dedicated community rail family, and I would like to put in writing my gratitude to our station adopters and community rail partnerships for everything that they do. As a former station manager, I have first-hand experience of the positive role these groups play. I had a very enjoyable time at our Community Rail Conference in Guildford last month, hearing about the successes of this year and exciting plans for the next.

Since starting at SWR, I have had as my primary focus supporting the continued roll out of our fleet of Class 701 Arterio trains. We now have over twenty five of these new trains in service with us each day, with more still to come over the coming weeks and months. These trains are having a transformative impact on the suburban area of our network, offering our customers amenities like onboard toilets, air conditioning and Wi-Fi that they rightly expect.

It is no mean feat to introduce a new fleet of trains as big as this, whilst keeping the day to day operation of the network going as well, and I'm incredibly grateful to all colleagues who have been involved with this introduction in whatever form that has taken. I'm also grateful to our customers and stakeholders for their patience, having had to contend with the challenges and pressures that have been placed on our legacy fleet of trains because of the slower than planned roll out. I hope that more and more customers are now seeing the direct benefit to their commutes. The introduction of this fleet is one of the important factors that will allow us, in due course, to start looking properly at a substantive timetable recast.

We want to try and make it as convenient as possible for our customers to travel with us, and that includes how tickets can be purchased. An additional 12 stations had contactless payment options made available at the start of this year, and more stations will see this offer reach them in the coming years. For locations currently outside the contactless payment area, we continue to offer an SWR smartcard and 'Tap 2 Go' payment system that can speed up and simplify your travel.

It is also important that we do everything to tackle fare evasion and those who try to travel on our network without a ticket. This deprives the railways of the income needed to run a sustainable service, pay for essential repairs and maintenance, and invest in enhancements at our stations. You may well have seen our Revenue Protection colleagues in action this year on TV, as they took part in the second season of Fare Dodgers: At War with the Law on Channel 5.

We will always support these colleagues, and those on gatelines at our stations, in carrying out these essential duties. This has this year included a greater focus on the use of Body Worn Video cameras, with evidence provided from these cameras supporting prosecutions for fare evasion and also abuse and assault against colleagues simply doing their job.

Looking ahead, in the next twelve months I will be focused on:

- Overseeing the completion of the roll out of the Arterio fleet
- Improving the information our customers receive when things go wrong
- Developing our new timetable, in collaboration with industry partners and stakeholders
- Continuing to invest in our people, allowing us to run a more reliable train service
- Reuniting the railway, track and train, so everyone can be more focussed on our customers and delivering our role in serving the region

Thank you for your interest and continued support of our railway. I hope you enjoy reading this report.

**Lawrence Bowman**

Managing Director

November 2025





# Performance

At South Western Railway (SWR), we know that you want a safe, reliable, and punctual service. We’re committed to providing this, and to delivering the best customer experience we can. We continually measure our reliability and punctuality and report on how we are performing against targets which are set in our Passenger’s Charter.

All our services are monitored every day, including on Sundays and Bank Holidays, and we have a range of performance metrics in place to measure the levels of performance we are delivering to our customers.

## Notes in this section

Over the next few pages, we’ve set out some graphs and charts showing the performance of our services during the last full railway year (April 2024 to March 2025) and the first part of the current railway year.

- The railway operates in 13 four-week periods, and a Railway Year (RY) runs from the start of April through to the end of March
- ‘On Time to 3’ (OT-3) is defined as the percentage of station calls where the train departed within three minutes of its timetabled time
- ‘All cancellations’ includes those attributed to any source including SWR, Network Rail (NR), other train operators etc.



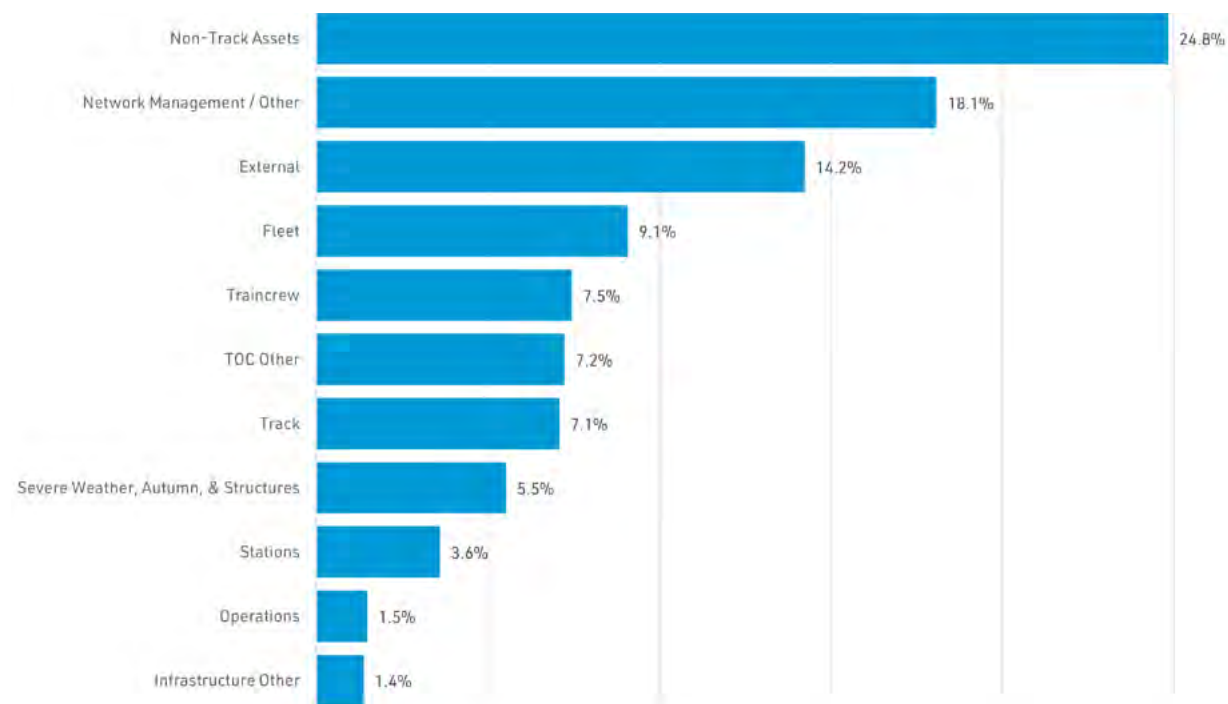
- More details on definitions and the breakdown of performance statistics can be found on our website at [www.southwesternrailway.com/travelling-with-us/performance](http://www.southwesternrailway.com/travelling-with-us/performance)

The graphs on the following page show the top ten reasons for delays and cancellations.

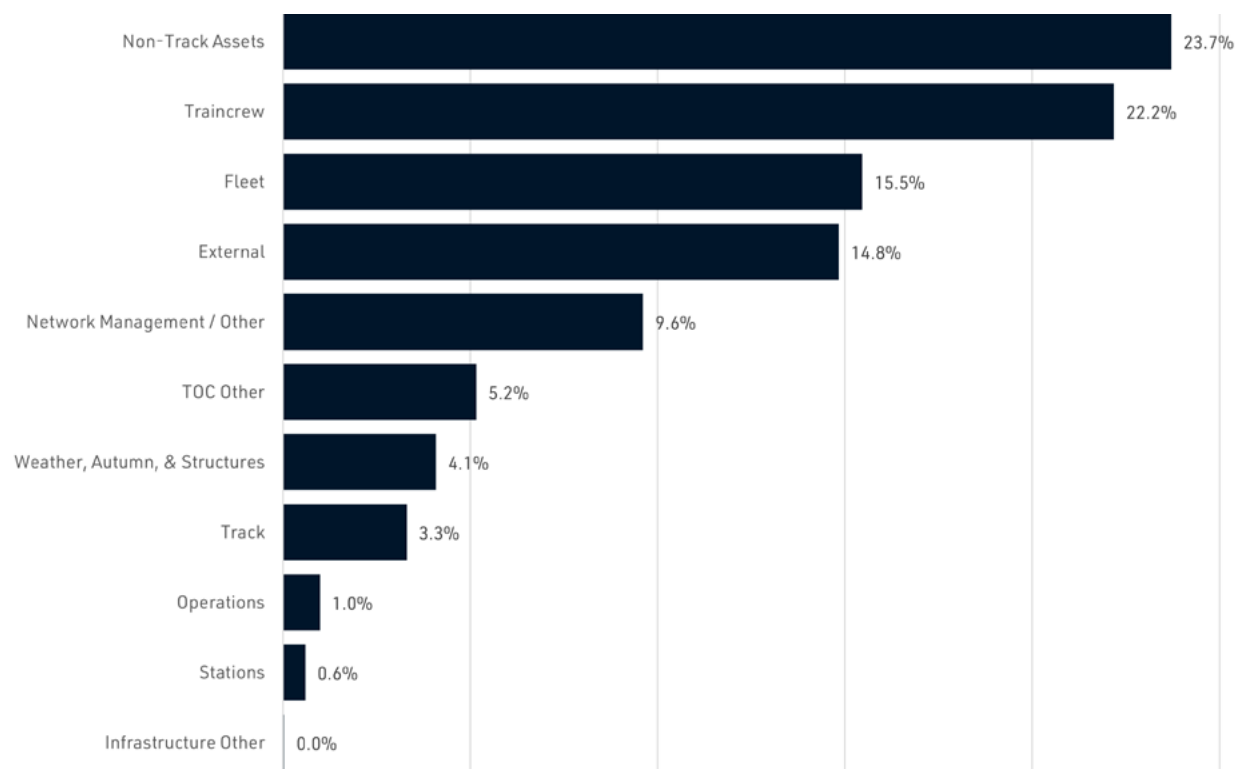
Category	Description
Non-Track Assets	Faults with physical fixed infrastructure other than track (signaling, points, power supply and circuitry).
Network Management / Other	A blanket category for infrastructure-related issues not covered by other categories (trees or animals on the line, non-technical signaling issues, overrunning engineering works).
External	Incidents caused by outside factors or members of the public (trespass, fatalities, infrastructure damaged by road vehicles).
Track	Faults with physical track (cracked or warped rails) causing speed restrictions or line closures.
Fleet	Mechanical faults and incidents attributed to fleet engineers and fitters.
OTS	Incidents attributed to train guards (passenger alarm management, late attendance to train, customer assists at unstaffed stations), low guard availability, and outside-factor incidents taking place on trains (ill customers, disorder).
Severe Weather, Autumn & Structures	Incidents caused by climate factors (flooding, subsidence, extreme heat or cold), and by leaves on the line.
Drivers	Incidents attributed to train drivers (slow or constrained driving, late attendance to train), and low driver availability.
Stations	Incidents attributed to station staff or station equipment (wheelchair ramp issues, lighting failures, customer assists at staffed stations), and outside-factor incidents taking place on stations (ill customers, disorder).
Joint Responsibility	Large-scale incidents with shared responsibility between SWR and NR, mostly fatalities and trespass.

# Timescale: April 24 - Sept 25

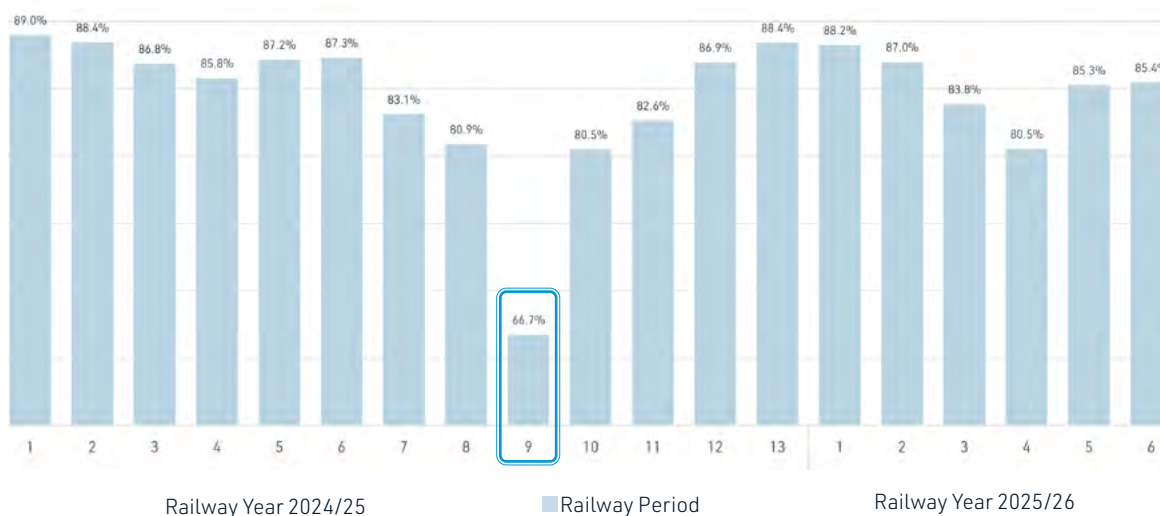
## Delay minutes by Category



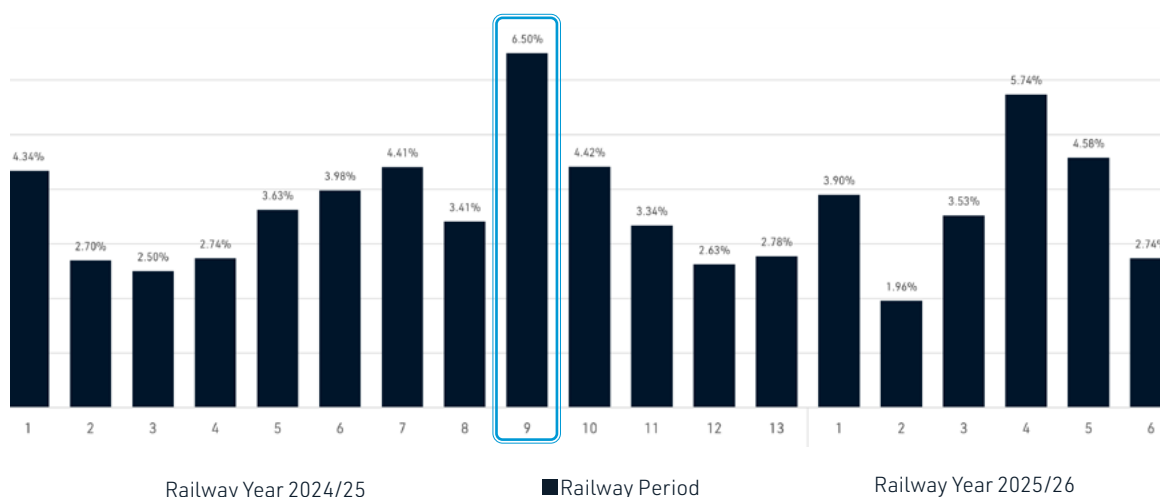
## Cancellations by Category



## On Time to 3 by Period



## All Cancellations by Period



## Commentary

- We recently reached the milestone of training 300 Arterio drivers, around half of all drivers at depots that currently work Arterios or are planned to. Arterios have significantly improved OT-3 performance, sectional running times, and dwell times over the trains they're replacing. Technical incidents are still somewhat high, but improving, and a fix is underway for one of the most common faults.
- Autumn and winter continue to be our most challenging periods. **P9 of last year (November 2024) saw the most notable drop in performance, mostly for weather reasons – these weeks saw ice, snow, storms, and flooding, and several fallen trees which fully closed the affected lines and caused major congestion on the rest of the network.**

- Concerningly, the performance impact of customer disorder has almost doubled over the last two rail years. We are taking steps to try and address this (see the Marketing section for reference to our information campaign around body worn video cameras for colleagues)

Examples of the most disruptive incidents of the surveyed period (April 2024 – September 2025):

- 18/07/25: Interlocking failure at Waterloo (15,365 minutes, 906.5 cancellations)
- 13/11/24: Points failure near Clapham Junction (14,233 minutes, 244.0 cancellations)
- 23/06/25: Points failure at Wimbledon (13,018 minutes, 319.0 cancellations)
- 19/08/24: Trespasser at New Malden (12,493 minutes, 400.0 cancellations)
- 15/05/24: Trespasser at Raynes Park (11,387 minutes, 380.0 cancellations)





# Commercial

Last year (April 2024 – March 2025), SWR's annual growth in demand reached +8% and once the impact of one-off significant impacts are removed (principally the nationwide rail strikes seen during 2023/24) the underlying demand growth was +4%. This year so far (April 2025 – September 2025) passenger demand is at an annual uplift of +4.2%

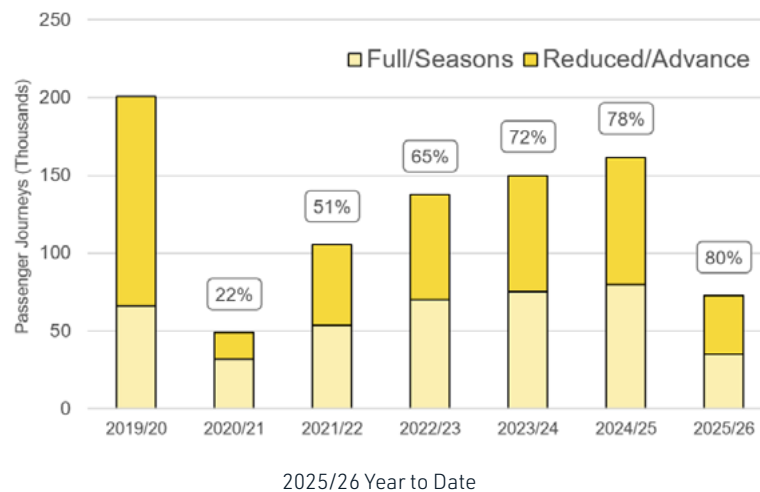
The reasons for this growth in demand are a continued return of commuters to the office following the pandemic and a gradual resurgence in demand for travel following the end of a protracted period of nationwide industrial action. The last round of strike action occurred in May 2024, and in the year and half since then, many travellers have regained their confidence in a steady and reliable service, leading them to return to rail.

Passenger demand recovery this year so far compared to calendar year 2019 before the pandemic is 80%.

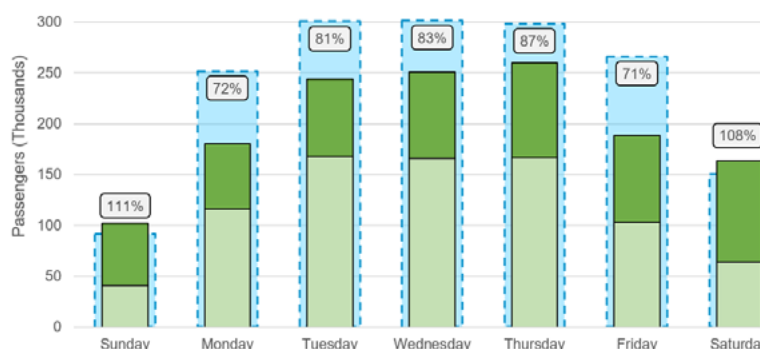
This year, over a given week, footfall through London Waterloo is an average of 84% of the levels seen in 2019. This varies significantly by day, with the weekend seeing footfall figures beyond those in 2019, due to leisure demand recovering strongly after the pandemic. 2025 weekdays saw some of the highest footfall figures recorded since before the pandemic, particularly on Monday and Tuesday, with annual growth rates of 5% and 5.5% respectively. Both these days have some of the highest share of peak travel, as commuters increase the number of days they are working in the office and reduce their working from home.

The commuter market, especially in the morning peak, regularly sees growing passenger numbers. On Tuesday 30th September 2025, London Waterloo saw 91,000 customers pass through the gates in the morning hours (before 10am) which represents the largest recorded morning footfall since the pandemic.

## Passenger journey recovery rates by year



## Passenger footfall recovery at London Waterloo April – September 2019 and 2025



# Marketing

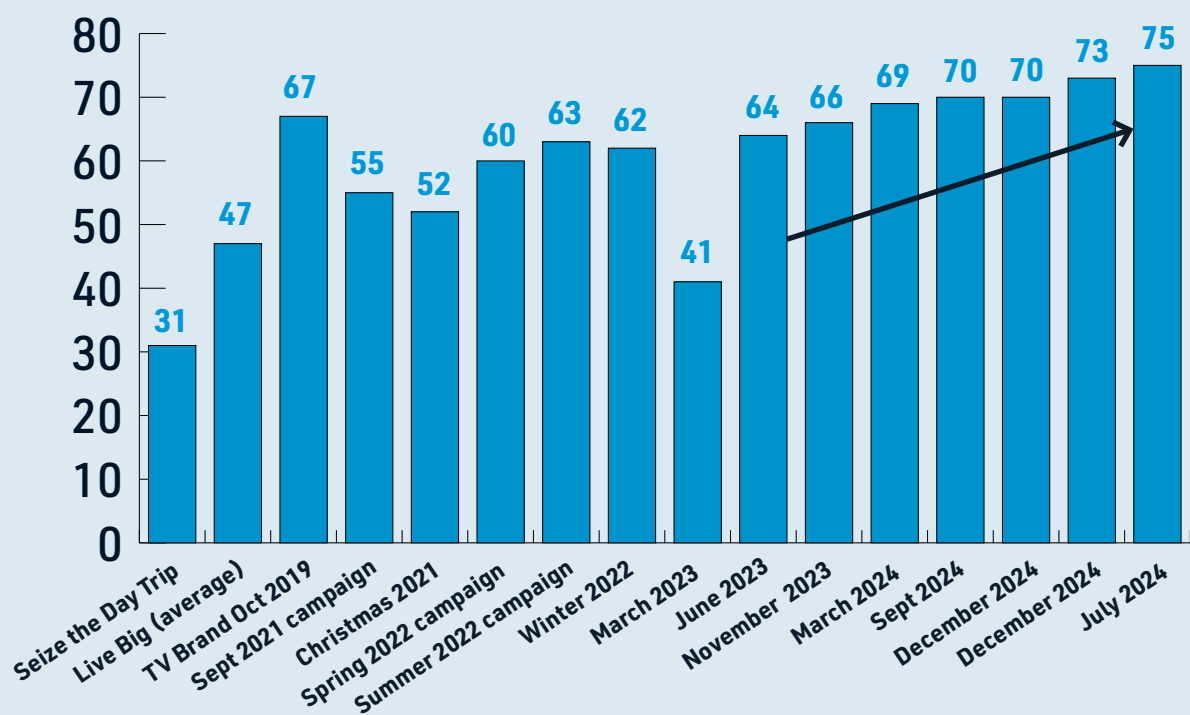
Sandy and Wes keep flying the flag.



Our 'Spread your Wings' campaign, featuring avian ambassadors Sandy C Gull and Wesley Peck, is now in its fourth year. The campaign is continuing to exceed expectations and is showing no signs of wearing out. Through recent independent research, we have learned that campaign awareness is at a record high.

## SWR prompted campaign awareness vs. previous campaigns

Prompted campaign awareness is also at an all-time high

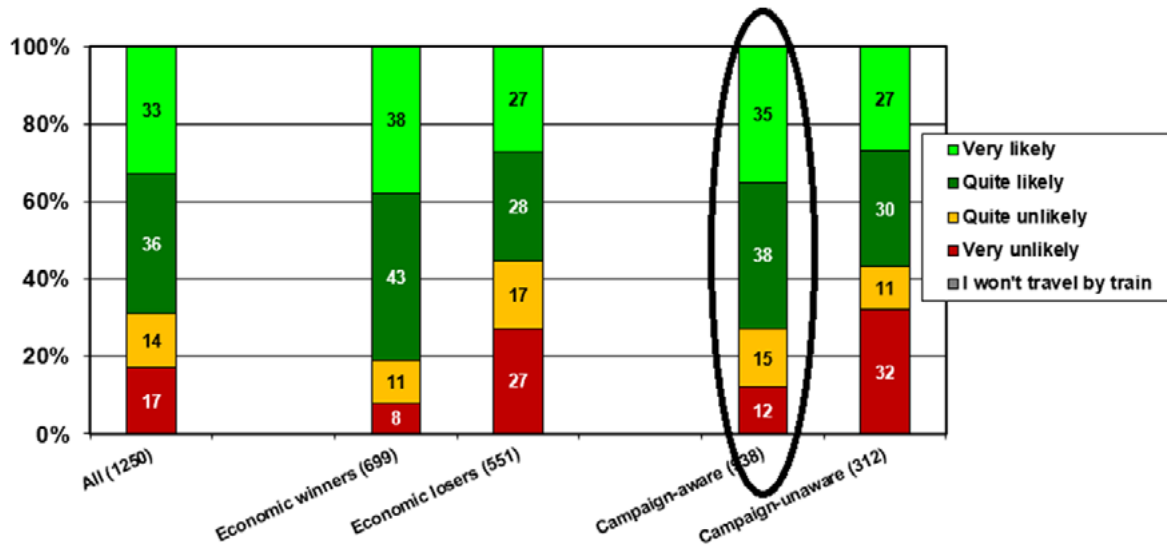


Of greater importance, those aware of the campaign are more likely to make an additional journey by train than those unaware.



## If you had to make a journey tomorrow for which using the train was a genuine option how likely would you be to choose travelling by rail?

Current score split by sub-group



This higher propensity to travel is also reflected in the amount of revenue the campaign generates. Econometrics analysis using DfT-approved methodology reveals an above-target return on investment for the third year in a row. While the campaigns primarily look to drive additional journeys to London, we have also test a 'London Out' campaign during summer 2025. Positive initial results will be further analysed, and we plan to repeat this activity in future years.

It's not just Sandy and Wes who are spreading the word for SWR. We have been using social media influencers to promote our Rewards program which offers SWR customers discounts off attractions, events, experiences, shopping and eating out. This includes some famous faces like the One Show's Alex Jones, who enjoyed a relaxing day out with a discounted cream tea treat, and Britain's Got Talent winner Axel Blake enjoying a busman's holiday with discounted entry to a comedy club.

**The Telegraph** News Sport Business Money Opinion UK/World Travel Health Lifestyle Culture Puzzles Podcasts

Home Foodie hotspots Off the beaten track Day trip ideas

### Presenter Alex Jones pops to London for a perfect Sunday out

Hopping on a South Western Railway train to Waterloo, Alex Jones spends a leisurely day visiting some of her favourite haunts in the capital

Advertisement for South Western Railway  
Alex Jones  
22 August 2025 2:00pm GMT

Watch on YouTube

Life is hectic when you're working full time, and with three kids all under the age of 10, so every now and then I like to give myself a day off. A day when I don't have to think about my to-do list, when I don't have to drop one of the kids off here or pick another one up there. It's a really important reset for me, and while it's rare, it's a big treat.

I'm just back from a fabulous day in London where I spoiled myself rotten with a little help from my [South Western Railway Sunday Out](#) train ticket. This flexible friend means I can travel at any time on a Sunday without having to make for a specific train. I'm a big train fan - I can just sit back, relax and catch up on a podcast and not stress about traffic or parking. Plus it's so much quicker than driving.

Alex Jones' favourite places to go in London

Read more from South Western Railway

- Presenter Alex Jones pops to London for a perfect Sunday out  
22 Aug 2025, 2:00pm
- Comedian Axel Blake curates the perfect night out in London  
29 Jul 2025, 9:22am
- Chef Shelina Permalloo makes tracks to tour foodie London  
23 Jul 2025, 10:20am
- Where to enjoy London's vibrant street food scene  
7 Jul 2025, 10:43pm

Advertisement: SWR Rewards. MAKE EVERY TRIP A TREAT! Get yours now.

Beyond our London-focused seasonal campaigns, we have been working with partner organisations across our network promoting the train as the preferred mode of travel to attend events and visit tourist spots. These partnerships often promote modal shift from car to train. A recent example of this was the Sail GP event in Portsmouth. We worked with the organisers and Visit Portsmouth to encourage visitors out of the car and onto the train. A highlight of this activity which included display advertising at Waterloo and paid social media was an influencer piece featuring Sir Ben Ainslie and the British team racing to Portsmouth via Waterloo on an SWR train. Customers were also able to get discounted event tickets via the SWR Rewards programme.

In addition to our primary objective of helping to reduce the level of public subsidy received, the SWR marketing team have been working busy creating eye-catching campaigns to support colleagues. These include publicising the use of body worn video to reduce abuse against colleagues and a campaign to reduce fare evasion.



# SAIL GP





# Customer Experience



Our Complaints Handling Procedure sets out the full details of our commitment to customers who choose to comment about our service. When someone submits a complaint it comes through to our dedicated in-house Customer Service Centres, where well-trained, professional colleagues will follow it to resolution.

We're always looking to do things better - and we want to keep improving our customers' experience. We actively share your feedback and work with colleagues across the business to ensure we are applying any learnings. You can find a summary of some of our achievements below.

## Improving complaints handling

We've taken a comprehensive approach to improving complaint handling through the delivery of bespoke training to all colleagues in the Contact Centre. This will ensure customers receive a more empathetic, consistent, and effective experience when raising concerns.

## Improving the speed customers get compensation

We are continually looking at ways to reduce the number of days it can take to reimburse customers when they incur unexpected expenses due to disruption on our network, for example having to pay for a taxi to complete their journey. As a result, we implemented a new webform to make it easier for customers to submit their claim and a new faster payment solution. Customers are sent

a secure link through which they can process their refund at time that is convenient to them. They no longer have to call the Customer Service Centresto speak to an agent, as it can all be done online, saving customers time and effort. Once a refund is approved customers will normally see the refund in their account in two or three days.

## Making it easier for customers to contact us

We have recently expanded the use of live chat functionality on our website, making it easier for customers to reach out to us. This is proving very popular with customers as it means we can respond to their questions or concerns in a matter of minutes. Since the expansion, we have seen a 151% increase in daily volume.

## Claiming Delay Repay

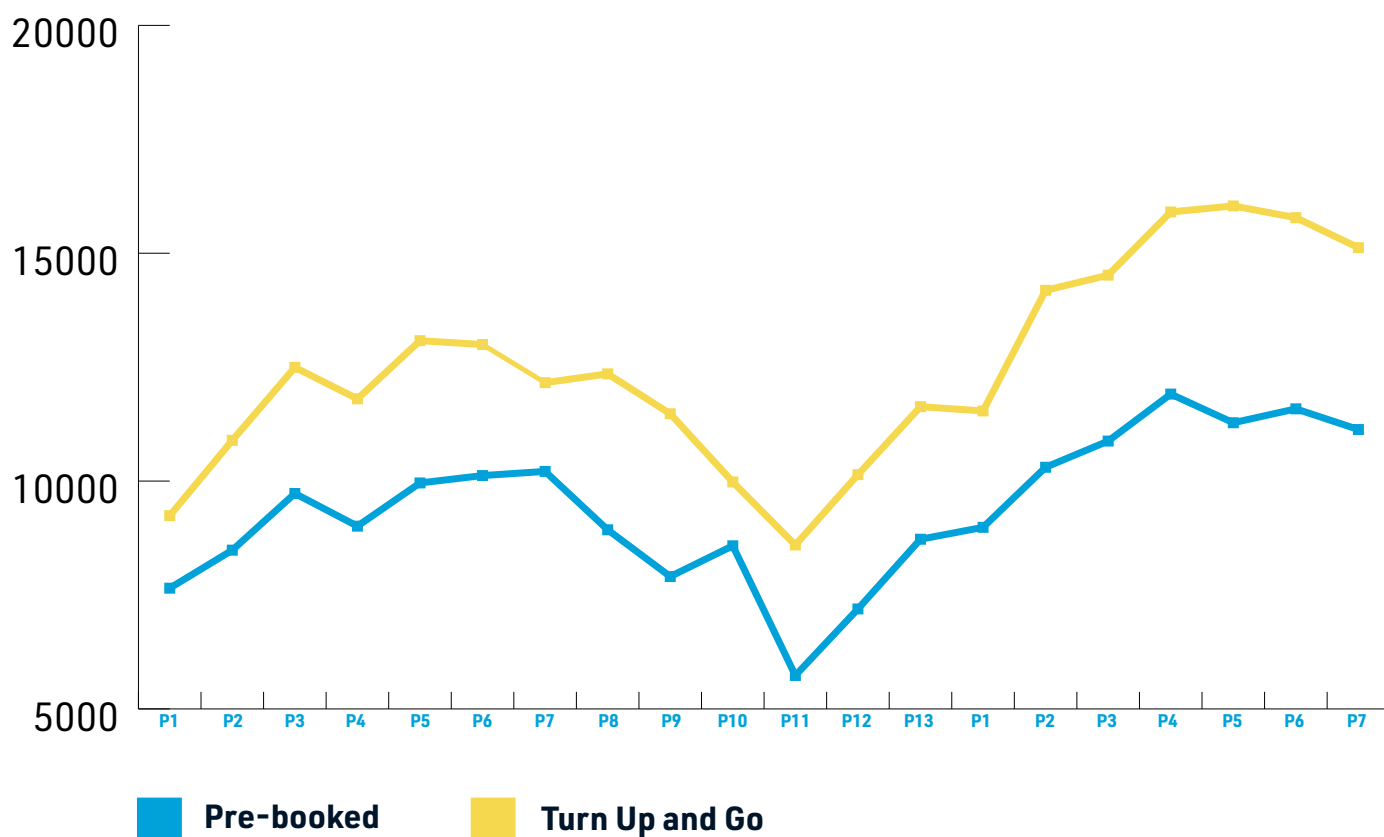
When there is significant disruption on all or part of the network, invariably this results in cancellation of some services which on occasion can lead to incorrectly rejected claims. As a result, we have rolled out a modification to our delay repay website, making it easier for customers to select the journey they had planned to make. This ensures they can successfully make a claim for delay repay.

Following a review by Shaw Trust, we have delivered some important improvements to our delay repay website that will make it easier for customers with accessibility needs to make a delay repay claim.

# Accessibility

Between April 2024 and March 2025, we saw an increase in our Passenger Assistance bookings from 206,250 in 2023/24 to 261,370 in 2024/25. Of this total, around 56% were 'Turn Up and Go' bookings. We are continuing to see a rise in customers requesting Passenger Assistance this year.

## Passenger Assists 2024-2025



Access for All funding has provided SWR with lifts at a number of stations including Barnes, Isleworth, Stoneleigh,, Motspur Park and Teddington. Since the opening of the lifts, we have seen an increase of 72% of customers requesting Passenger Assistance from these stations. (707 in 2023/24, up to 1,219 in 2024/25)

After the success of our Accessibility & Inclusion Forum journeys with senior SWR Executive members, we have continued these trips with guard colleagues and station managers. These journeys give the managers a chance to understand, from a person with a lived experience of a disability, the experience of travelling on our network. The journey also gives the forum the opportunity to feedback and offer suggestions on improvements that can be made across the network. In 2025 we have also invited external stakeholders to participate in these journeys including Network Rail, Office of Rail and Road and the Department for Transport.

In 2024/25, the Accessibility Team introduced 'Calming Gadgets' to Stations and Guards Depots. These gadgets were introduced to aid our Neurodivergent customers who might find travelling by train daunting. Since the introduction we have given out over 3,000 gadgets to customers. These are available at our ticket offices.





In February 2025, the Accessibility team won the prestigious Accessibility & Integrated Transport Excellence Rail Business Award for their work in making train travel more accessible for disabled and older customers. Feedback from the judges stated *'a really interesting submission which tells the story of how SWR is strategically approaching its provision of accessible services, facilities and integrated travel across its network. This entry described how many linked initiatives are being aligned to start to shift the organisations thinking around the requirements of customers with differing accessibility and inclusivity needs followed by practical actions being taken to improve facilities, interactions and customer journeys.'*

This year the team has attended a number of Disability Exhibitions collaborating with other Train Operators and Rail Delivery Group. They have attended Naidex, Rise4Disability and Sight Village which give them the opportunity to meet customers and discuss accessibility and train travel with customers that use our services.





# Fleet

## Arterio

The introduction of our Arterio fleet of trains continues to be our biggest active project for our network, colleagues, and customers.

Our £1 billion investment in this new fleet is transforming the daily journeys of millions of customers to and from London Waterloo and the wider Metro area. It will provide the backbone of our suburban services for decades to come, and throughout 2025, we've made major strides towards full introduction.

Since our transfer to public ownership, we have significantly ramped up operational deployment. As of early November 2025, 26 Arterio units are now in passenger service, delivering over 330 daily services and serving 72 stations across the Metro area. This marks a major step change: during the morning peak at Waterloo, Arterios now outnumber Class 455 units.

Each ten-car Arterio train offers over 50% more capacity than the eight-car trains it replaces, helping relieve peak-time crowding into London Waterloo. Built in Derby by Alstom, the trains feature wide gangways, plug doors, regenerative braking, onboard Wi-Fi, and at-seat USB charging, providing a more modern, energy-efficient and passenger-friendly fleet. They are also equipped with bioreactor toilets, which treat waste to bathing-water standards – improving environmental performance and reducing servicing frequency.

Our Clapham Traincare Depot remains the centrepiece for driver training with state of the art simulators. 368 drivers, 392 guards, and 279 platform dispatchers have now been trained, enabling reliable day-to-day operations and further growth. Maintenance continues at Wimbledon Depot, supported by stabling at locations such as Feltham.

Infrastructure readiness across stations has progressed in parallel, supported by PTI volunteers working through the night on step-gap and walk-back testing, ensuring stations and platforms are fully prepared for the new fleet.

Customer feedback has been encouraging, with customers praising the comfort, Wi-Fi – connectivity, and visibility of colleagues on board the trains.

*"I make a conscious choice to wait for your new trains now; the guard was really helpful & visible."*

*"The new Arterio trains are a welcome addition to my journey from Shepperton. Nice to have working Wi-Fi to maximise my commute."*



*"Didn't think I'd ever see an Arterio at Guildford – now I can't wait to get a seat. Later than liked, but well done getting them in."*

As we look ahead, our focus is on continuing the fleet rollout, building on the solid operational and training foundations, and maintaining close collaboration with Alstom to monitor and optimise performance. Over 100 colleagues across SWR and Network Rail are working together to ensure the programme continues to deliver for our customers and teams.





## Class 484 (Island Line)

- Important work has been completed to create self-sufficiency and spare material stock for these trains (converted former London Underground stock) for the future, following the closure of the original manufacturer Viva Rail
- Various performance enhancing modifications have been made to these trains over the past 12 months, with more planned for this year

## Class 158/9 (diesel trains operating our West of England line)

- A programme of major overhaul to these trains starts toward the end of 2025, to be completed in-house by SWR staff at Bournemouth Depot. The programme will last just over three years and will include a full interior refresh and repaint of all these trains
- The installation of improved Passenger Information Systems also starts early in 2026.
- We have faced some significant challenges maintaining fleet availability over the past year mainly due to issues with engine reliability meaning frequent replaces were needed
- We are working with the supplier to support them to improve engine performance, an issue which is felt industry wide
- Despite these challenges, the overall reliability of these trains and hard work of SWR engineering colleagues was recognised at last year's Modern Railways Golden Spanner Awards, retaining a run of being the most reliable ex-British Rail Diesel Multiple Unit for a consecutive 25 years

## Class 458 (suburban network)

- We continue to oversee the withdrawal of this fleet with the introduction of our new Arterio trains, which will succeed them in serving customers in the suburban London area of our network and on the lines to Reading and Windsor
- Despite their age and again thanks to the hard work of engineering colleagues, their overall performance was recognised at last year's Modern Railways Golden Spanner Awards for the most reliable ex-British Rail Electric Multiple Unit.

## Class 455 (suburban network)

- We continue to oversee the withdrawal of this fleet with the introduction of our new Arterio trains, which will succeed them in serving customers in the suburban London area of our network and on the lines to Reading and Windsor
- Despite their age and again thanks to the hard work of engineering colleagues, their overall performance was recognised at last year's Modern Railways Golden Spanner Awards for the most reliable ex-British Rail Electric Multiple Unit

## Class 458 (suburban network)

- This refurbished fleet continues to support services on our suburban lines of route and will be replaced in due course by Arterios

## Class 444 and 450 (medium and long-distance main line services)

- A programme of works to address minor internal wear and tear will begin in 2026, so customers will enjoy a subtle uplift of interior condition. This will include repairing paint damage, a refresh of toilet facilities, and new seat coverings



# Station Property

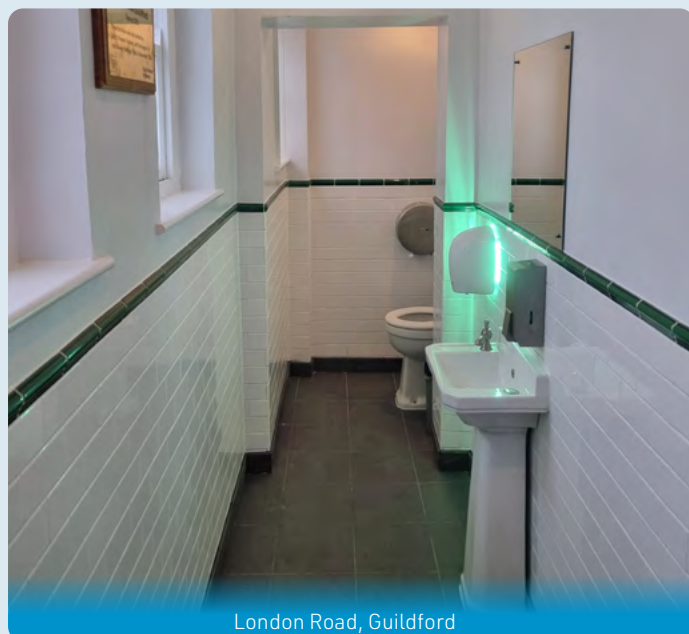
We have been hard at work this year enhancing stations across the network, improving the look and feel of places used by hundreds or thousands of people every day.

## Station painting

- Alton
- Andover
- Ascot
- Bagshot
- Basingstoke
- Bedhampton
- Berrylands
- Camberley
- Clandon
- Cobham & Stoke d'Abernon
- Esher
- Ewell West
- Fareham, Farnham
- Fratton, Hamble
- London Road (Guildford)
- Millbrook
- Netley
- Oxshott
- Pokesdown
- Totton
- Walton on Thames

## Toilet refurbishments

- Claygate
- Esher
- Horsley
- **London Road (Guildford)**
- Milford
- Southampton Central



London Road, Guildford

## New accessible toilets

- Chessington South

## Waiting shelters

- Basingstoke
- Fratton

## Waiting room

- Ash Vale
- Basingstoke
- Bentley
- **Christchurch**
- **Farnborough**
- Motspur Park
- Southampton Central
- Wimbledon
- Witley



Farnborough Main



Christchurch



## Defibrillator rollout

- All stations

## Platform bench

- Bentley
- Bookham
- Chertsey
- Christchurch
- Egham
- Isleworth
- Motspur Park
- Stoneleigh
- Sunningdale
- Winchfield
- Wool

## Anti trespass works

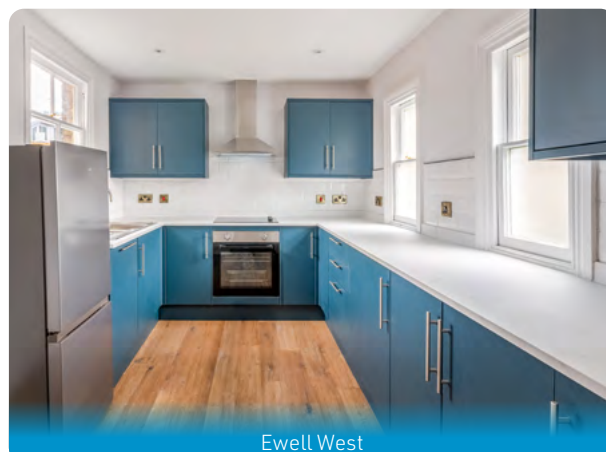
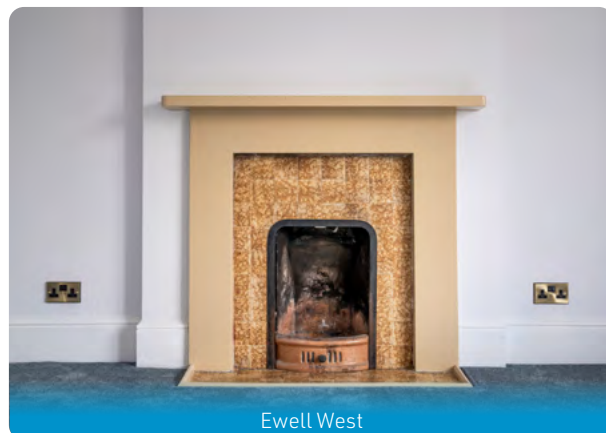
- Fareham
- Hampton Court
- Portsmouth Harbour
- Portsmouth & Southsea
- Worcester Park

## Accessibility upgrades

- Addlestone
- Aldershot
- Alton
- Andover
- Ascot
- Ashurst (New Forest)
- Barnes
- Brentford
- Christchurch
- Claygate
- Cobham & Stoke d'Abernon
- Cosham
- Fulwell
- Haslemere
- Isleworth
- Motspur Park
- Poole
- Sholing
- Sherborne
- Strawberry Hill
- Stoneleigh
- Teddington
- Upwey
- Wareham
- Weybridge
- Woking

## Industry Revenue Generating Investment (IRGI) projects

- Christchurch
- Egham
- **Ewell West**





# Sharing our Stories

Our External Communication team loves to highlight the hard work of colleagues across our business and how we support important campaigns, telling SWR's story in ways which are interesting and engaging. Here are a few examples of this from the past year.

## Non-League Day

For the second year running, we teamed up with the founder of Non-League Day, James Doe, who is also an SWR train guard based out of station. We wanted to encourage football fans to attend a local non-league fixture on Saturday 22nd March, and potentially travel with us by train to the match. We commissioned new research to uncover the true scale of non-league football in England, revealing that the average home is within eight miles of a club. Regular match-goers praise the affordability (49%) and family-friendly atmosphere (41%), but the majority (75%) of Brits have never watched their local non-league team play.

As an official partner of Non-League Day, we encouraged Brits to support the teams on their doorsteps and attend one of the 450 non-league matches taking place this year. Of the 108 non-league clubs on the South Western Railway network, 51 played at home on Non-League Day making it easy for customers to take the sustainable travel option.

**James Doe, Non-League Day founder and South Western Railway Guard comments:** "Since I started Non-League Day 15 years ago, it's been amazing to see support for local teams grow, bringing communities together, and inspiring young players. Non-League football is volunteer-led, so it's vital to give these teams support where we can. We'd love to see as many people get down and support their local team."



**Colagero Scannella, co-owner of Walton and Hersham FC, who made headlines in 2019 for becoming one of the youngest football club owners in history, adds:** "I'm proud to be celebrating Non-League Day with James and South Western Railway this year. Since becoming co-owner of the club in 2019, the support from the community has meant everything. Whether they're fans or aspiring players, events like Non-League Day are so important to bring awareness to sport in the community. We look forward to seeing lots of people come down and support!"

Staying on the football theme, SWR also helped get some of the approx. 19,000 travelling Aldershot Town FC fans to Wembley to watch them win the FA Trophy back in May by putting on additional services and running more at full length.







## Tom Holland & the King Athelstan train

We joined forces with The Rest is History's Tom Holland to name a train after Athelstan, the first King of England, on the 1,100-year anniversary of his coronation on 4 September 925 in Kingston upon Thames. SWR is the only train operator to serve Kingston, where Athelstan and six other Saxon kings were crowned. The event on Platform 1 saw local children from the King Athelstan Primary School donning crowns as well as a choral performance by the Tiffin School. Sir Ed Davey, the MP for Kingston and Surbiton, and Cllr Noel Hadjimichael, the Mayor of Kingston, provided tributes on behalf of the town and borough. The Bishop of Kingston, Martin Gainsborough, blessed the train to conclude the ceremony.

## Animal antics

We've had some unusual travellers on our trains this year. Following the news of Tilly the Cat taking an SWR train from Weybridge to Waterloo by herself, we gifted Tilly her very own railcard. Our social media video of Tilly remains one of our best performing ever on Instagram.

More recently we also carried 'Craig the Crab' on a journey between Waterloo and Portsmouth. Our driver Mark was only too happy to come out of his shell and talk to the various news outfits that got in touch asking us about the story, which attracted coverage as far as away as Norway.





## Fare Dodgers

Our Revenue Protection Team took part in the latest series of Channel 5's behind-the-scenes documentary, 'Fare Dodgers: At War with the Law', which premiered in May 2025. The 10-part documentary follows the commitment and hard work of our revenue protection teams and lifts the lid on its efforts to reduce fare evasion, making train travel fair for fare paying customers. To support the release, we commissioned a survey to unveil the public's attitude to fare dodging and revealed that data to show we recovered £3.4 million of taxpayer money in FY2024 thanks to revenue protection policies. Of the 153.2 million journeys that take place on South Western Railway's network annually, around seven million are made without a valid ticket. These unpaid fares cost South Western Railway close to £40 million a year - money that would have been reinvested to deliver the best possible service and value for money if the correct ticket had been bought.



## Vauxhall station adoption & Pride

In October 2024, we celebrated the 'adoption' of Vauxhall station by our Pride Network of LGBTQ+ colleagues and allies and the charity LGBT HERO. This is the national health and wellbeing charity for LGBTQ+ people, based in South West London, supporting over 100,000 individuals every month.

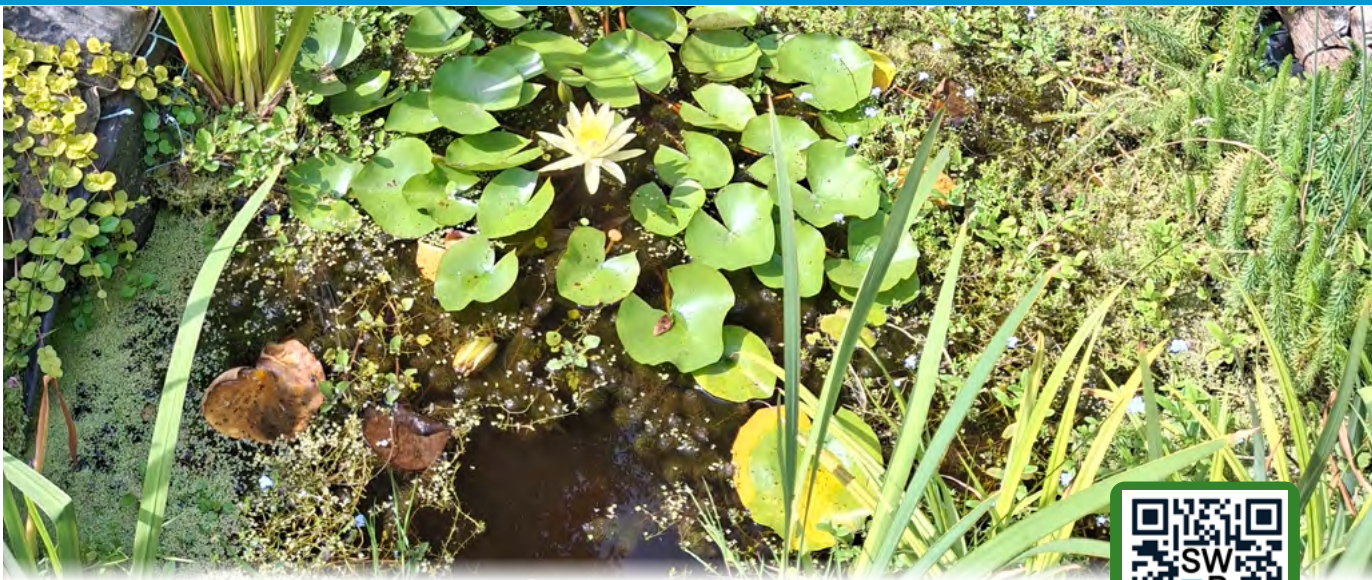
Station adoption is part of the growing community rail movement, which sees local groups volunteer to take more active roles in their stations, helping them to better reflect and serve the community. Vauxhall is one of London's busiest stations, with over 13 million entries and exits annually, and is the first major station in the UK adopted by an LGBTQ+ group.

SWR and LGBT HERO are committed to building stronger ties between Vauxhall station and the local community, engaging with the public on issues impacting the community and championing inclusion and safety on the transport network.

A great example of this commitment was our video highlighting Pride events taking place across our network during 2025, fronted by well-known drag queen and RuPaul's Drag Race UK finalist Ella Vaday.







Find out more about our Journey to a Better Future by scanning the QR code.

# Sustainability

## Environment & Sustainability - Our Journey to a Better Future

Over the past year, we've made significant strides in advancing sustainability across our business and within the communities and stakeholder groups we serve. Through our ongoing commitment to delivering our sustainability strategy a 'Journey to a Better Future', we continue to embed sustainability into every aspect of our operations.

Below is a selection of projects and initiatives delivered over the last 12 months across each of our workstreams, each contributing to a greener, more resilient railway that our stakeholders can take pride in.

## Adapting to a changing climate

This year, we are developing our first Weather Resilience and Climate Change Adaptation (WRCCA) Strategy, a key milestone in our sustainability journey. The strategy aims to ensure our railway is resilient to the impacts of climate change, both now and in the future.

Developed in collaboration with Network Rail, the WRCCA Strategy will contribute to a fully integrated approach to climate adaptation across the Wessex region. It is structured around three core pillars: people, assets, and operations. By focusing on these areas, we can better understand vulnerabilities across our network and implement targeted, practical measures to mitigate climate-related risks such as flooding, heatwaves, and high winds.

This work will help us prioritise investment, enhance service reliability, and safeguard our infrastructure, rolling stock, colleagues, and customers. In September, we convened a cross-functional WRCCA workshop, bringing together stakeholders from across the business and network rail to share insights, explore operational challenges, and shape the strategic direction. This collaborative approach ensures the strategy is grounded in operational reality and informed by diverse expertise.

The WRCCA Strategy will align with national climate adaptation goals and industry-wide frameworks, supporting a more resilient and climate resilient ready railway.

As we transition to Great British Railways, we are treating track and train as a single integrated business unit for the Wessex region. This joined-up approach enables us to identify where collaboration can deliver the greatest impact, for our customers, our assets, and our operations.







## Protecting and enhancing biodiversity - Clapham Depot Sidings Biodiversity

This year we celebrated the work of the team at Clapham Depot Sidings in enhancing biodiversity. A once-abandoned marshalling yard, last used in the 1980s, has been transformed into a thriving biodiversity and wellness garden by the team on site.

Built using recycled railway materials, this green space is now home to flowers, bird boxes, a pond, and even vegetable beds, all created by our colleagues on site to attract wildlife and promote wellbeing. It's just one example of how we're turning disused spaces into havens for nature and people alike. Through projects like this, we're making real progress toward our goal of being biodiversity net positive by 2030.

Scan the QR code to take a behind the scenes look at our video featuring the Depot team.



## Zero-emission infrastructure and fleet

Our Decarbonisation Strategy sets ambitious emissions reduction targets which are grounded in climate science, with a costed, science-based roadmap to reach net zero carbon by 2040, ten years ahead of the national target. Our plan is aligned with the Science Based Targets Initiative (SBTi) and the global ambition to limit warming to 1.5°C.

Over the past year, we've taken practical steps to cut both traction and non-traction emissions, driving progress towards our goal.

### Highlights from the year:

- **LED rollout:** More energy-efficient lighting installed at one of our main offices in Southampton
- **Depot insulation improvement:** We installed insulation improvement to the heating pipes at Bournemouth Depot which reduces heat loss and heating cost.
- **Certified energy management:** Continue to maintain our ISO 50001 framework for long-term efficiency
- **Data-driven action:** New reporting tools on Power BI help colleagues to monitor environmental performance and identify opportunities to improve
- **Train Driver efficiency:** Supporting rollout of connected driver advisory system (C-DAS) to improve traction energy efficiency. From the trial run, the system has delivered more than 20% of energy reduction compared to the same journey without CDAS
- **Solar-powered future:** Installing solar panels as part of new construction projects across our network, helping us generate renewable energy at source. We have also conducted feasibility studies across the network on installing solar panels on depots/stations as well as solar canopies for station car parks
- **Fleet innovation:** Assessing battery technology to replace our diesel fleet
- **Partnerships in action:** Collaborating with Network Rail to identify carbon reduction opportunities such as electric road fleet and EV charging points

Through these initiatives, we are not only reducing emissions today, but also building the foundations for a more sustainable, low-carbon railway that supports the UK's net zero future.



This year marks our fourth publication of our annual Social Value Report, an opportunity to reflect once more on the positive impact we're generating across society, the economy, and the environment. In 2024-25, we delivered **£147,137,756** in monetised social value across our network, supported by our 5,000 strong team and the generosity of partners and communities.

Social Value is the positive difference an organisation makes for people, communities, and the environment through the way it operates. It goes beyond financial results, capturing the wider benefits we create – such as supporting local jobs, improving health and wellbeing, protecting nature, and strengthening communities. We see the railway as a powerful force for good. Every decision we make – from how we invest in stations and services to the partnerships we build – has the potential to create lasting value.

Look out for our latest social value report on our website or see our website for the latest social value report.





## Customer and Communities Improvement Fund

The 2025/26 Customer and Communities Improvement Fund (CCIF) is dedicated to supporting initiatives that deliver community benefits, respond to social needs, and engage local residents across our network. This year, we are proud to be supporting 19 projects across the South West England, with positive results already emerging from these efforts.

### PEDALL Inclusive Cycling in the New Forest

With support from this year's CCIF fund, PEDALL has launched a pilot initiative in partnership with Minstead Trust. The project provides part-time employment opportunities for individuals with learning disabilities. This approach ensures that inclusion is the heart of PEDALL's work, giving the additional-needs community a central role in delivering the programme.

Alongside the employment, the initiative has had a meaningful impact on participants and their families. Feedback highlights not only the skills gained but also the lasting benefits for confidence, wellbeing, and community connection.

*"We are so grateful to have had such an amazing opportunity to attend PEDALL this academic year. We have put two SEND groups through and the impact was amazing. They all engaged above expectations, they all loved the practical side of the course, learnt so much and gained confidence and self-esteem. The social side of the cycling helped them to create friendships that they would not normally form and brought this confidence into school and classrooms. Parents noticed changes at home, the confidence and positivity shone through, and we had many parents calling to tell us about it."*

*"Most of students didn't know how to ride a bike at the start of the course and all of them improved massively. This is crucial for their physical and mental health. Students learnt how close New Forest and all it can offer outside school, for them and their families."*





## People-centred Rail- Supporting our Charity Partners

### Alex Wardle Foundation

It is with great sadness that we announced the death of Operations Trainer Steve Wardle on Friday 19th September. Steve was a much-loved member of our railway family and had recently celebrated an incredible 40 years of service. In addition to his work with us, Steve founded the Alex Wardle Foundation in memory of his son, Alex, and was dedicated to driving its impact.

In 2016, Steve and his family suffered the tragic loss of Alex, his son, aged only 23. Alex died from a rare condition called SADS (Sudden Arrhythmic Death Syndrome). Steve, his wife Denise and their daughter Gemma set up The Alex Wardle Foundation to raise awareness of SADS and prevent deaths as a result. Steve worked tirelessly to promote this cause and in 2022, the foundation became an SWR charity partner. Steve and his family were present when one of our trains was named in honour of the foundation.



Over the years Steve has dedicated his time to raising funds to provide defibrillators for local communities. We are pleased to confirm that defibrillators are now installed at all SWR-managed stations across our network. Steve's commitment, compassion and drive leave a lasting legacy, and he will be greatly missed.

### Scotty's Little Soldiers

This year marks our second year supporting Scotty's Little Soldiers, a charity dedicated to helping bereaved British Armed Forces children and young people. As part of our commitment, we are launching a Christmas Charity Appeal where employees can take part in a raffle to win an additional day's leave.





# Network Rail

## CP7 Update

Network Rail is halfway through year 2 of Control Period 7 (CP7), the latest five-year funding cycle that will see £2.87 billion invested in renewing and maintaining the railway on the SWR network.

Since the report last year, teams have completed a number of significant projects across the SWR network. This includes the completion of a major signalling programme, turning on new digital signals between Farncombe and Petersfield on the Portsmouth Direct line. This year teams finished the final phase of our strengthening work on Barnes Bridge, stabilised embankments at both sides of Gillingham Tunnel on the West of England line, installed hundreds of metres of track, conductor rails and sleepers at Portcreek Junction in the Portsmouth area amongst many other critical projects, completed during blockades. This work is supported by continuous overnight and weekend engineering work, all designed to minimise the disruption to customers.

Looking ahead, the next 18 months will be no less busy on Wessex. Engineers have major projects planned across the route in Dorset, Waterloo, Hampshire, Surrey and across the Suburban network. The communications team will keep both stakeholders and passengers updated on all these works in advance of them starting.



## Portsmouth Direct Upgrade Commissioning

Since early 2022, Network Rail has been delivering a major programme of upgrades on the Portsmouth Direct line one of the route's busiest lines running from Portsmouth into London Waterloo. £129 million has been invested in a number of phased improvements, all designed to provide a safer and more reliable service for all our customers travelling on the route.

The main focus has been replacing the 1970s signalling with a modern, digital system between Farncombe and Petersfield. Signals act as the traffic lights of the railway, and when completed in early November, operational control of the line will be moved from three signal boxes (Farncombe, Haslemere and Petersfield) to the Basingstoke Rail Operating Centre, which will enable faster and more efficient train management.

Since the first blockade in October 2022, teams have completed 5 major engineering blockades and installed 90 new signals, a more reliable train detection system and upgraded nine level crossings. All this new technology is connected with 30km of cable, which will be controlled at the purpose-built signalling floor in Basingstoke. Three signal boxes are being decommissioned with Haslemere signal box being transferred to community use for future generations to enjoy.

This project is a real indication of what track and train can be achieved by working together, so customers can enjoy the benefits of a more reliable railway. It's further evidence that the "blockade" approach works, one which involves closing the railway for longer periods to get most of the work completed in one closure and minimising disruption to customers. This reduces the need for less productive and more extensive weekend closures and is better value for taxpayers.



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## Railway 200

This year the railway has come together to mark Railway 200, the 200th anniversary of the first modern railway, which opened between Stockton and Darlington in September 1825. With events across the whole of Wessex, it has shown the railway at it's very best, learning from the past, celebrating the present, while looking forward to the future.

It has presented a unique opportunity to inspire the next generation to think about a career in rail, at a vital time with Great British Railway arriving soon. The highlight of the last 12 months was Inspiration, Railway 200's exhibition train visiting London Waterloo for two days in July as part of its year-long tour across Britain. Nearly 1,000 members of the public visited the travelling museum and its historic steam train escort (the vintage Merchant Navy Class Clan Line No. 35028). A fantastic advertisement of the industries diverse range of roles and opportunities. We would look forward to welcoming Inspiration to Southampton Central on the 14th of December for three days.

No less important has been the number of volunteering days organised by Network Rail teams up and down our route, from hauling soil at Raynes Park station, to creating a new reflective garden at Brookwood Cemetery and installing over 30 murals on railway infrastructure with local communities, it's been a great chance to give back to the community. This year, teams have completed 279 days of volunteering to date, which is a fantastic achievement.

There is plenty more for everyone to get involved with in the last remaining months of this year. Please do let Network Rail and SWR teams know if you would like support with anything else.

## Digital Lineside

The railway's essential engineering work can only happen with the support of both our stakeholders and the local community, which is why Network Rail have continued to advertise an innovative email scheme to keep everyone informed.

Through the 'Digital Notification' programme, more traditional neighbour notification letters will be replaced by emails where possible – helping teams get in touch more quickly and in a greener way.

Using the technology community relations team can keep residents updated about any changes during ongoing work, as well advising on short notice (or emergency) works at a fraction of the cost and delivery time while continuing to issue printed letters for those not yet signed up.

Please sign up by visiting  
[www.networkrail.co.uk/sign-up/](http://www.networkrail.co.uk/sign-up/)

## Island Line

Over the past year Network Rail, in partnership with SWR, has continued an ambitious programme of work to repair and refurbish Ryde Pier on the Isle of Wight. This May marked the resumption of Island Line services from Ryde Pier to Shanklin, opening in time for the summer, the busiest months on the Island.

The extended closure saw teams of Network Rail and Island Line engineers carry out vital repairs and maintenance, to ensure that the Pier can carry trains safely and reliably for generations to come.

In eight months, engineers worked tirelessly and braved the elements to install 590m of new rail and replace 450 worn-out wooden sleepers with new composite sleepers which are more resilient to the extreme weather. The teams also installed 2,500m of new rail bearers – the steel girder that sits between the Pier sub structure and the sleepers and rails – and refurbished the underside of the Pier sub structure.



## Soil Moisture Deficit on the West of England Line

Soil Moisture Deficit on the West of England line this summer was a timely reminder of the weather-related challenges this section of the network can face.

According to the Met Office, the spring and summer of 2025 was the UK's warmest and sunniest since 1910, seeing the least amount of rain since 1976. This then continued into the hottest summer on record. The extremely dry conditions have removed moisture in clay soil embankments between Gillingham in Dorset and Axminster in Devon, causing them to shrink.

Track that sits above these embankments has been disturbed, so speed restrictions were being imposed for the safety of passing trains. Instead of travelling at a maximum of 85mph, have been forced to travel at 40mph.

Most of the route west of Salisbury is made of single track, with only a small number of places for trains travelling in opposite directions to pass each other. With speed restrictions stretching over 12 miles, trains were not able to pass each other at their allotted times, and as a result it was not possible to run services to the normal timetable. This resulted in the introduction of a reduced timetable from the 11th August.

Moisture levels have improved along the line as we've moved into autumn, and extensive work on the track has continued with tamping (restoring the line and level of the track) delivering positive results. This allowed us to announce a planned restoration of the standard timetable from the end of November.





## Access for All

The Access for All programme was launched in 2006 as part of the Government's Inclusive Transport Strategy. This seeks to address issues faced by disabled customers and those with mobility restraints (such as heavy luggage or pushchairs) at stations.

Since November 2024, teams have successfully opened lifts at Teddington, Motspur Park and Stoneleigh station, a sign of our commitment to provide step free travel across the network. Maintenance teams have invested £12 million in early interventions and £5 million in additional spare parts to keep the existing lifts on the network running smoothly.

As we await the Department for Transport's update on the progression of the CP7 nominations, Network Rail and South Western Railway are working closely together to develop high-level designs for the nominated stations. This collaborative effort aims to ensure we are in the strongest possible position once further guidance is provided.



## Autumn readiness

With the onset of autumn, Network Rail and SWR teams are working together for the annual multi-million-pound battle against Mother Nature and the continuing risk of leaves on the line.



Network Rail are investing £100 million to tackle the persistent issue, which sees damp, compressed leaves become the railway equivalent of black-ice on the road. This leads to slow running, delays and disruption across Wessex.

The leaf busting train fleet have been out on track 24/7 over the last month, by the end of autumn they will have covered 170,000 miles, which is almost seven times around the earth.

Wessex has continued to invest in new technology, fitting 39 SWR trains with sand applying technology to boost rail adhesion to target problem areas identified by our drivers. Drones will also be out on the tracks, aerially inspecting the railway and reducing the need for line closures, while trains fitted with high definition cameras means leaves have no place to hide this autumn.

## Waterloo closure 2025



Christmas is always a busy time on the railway, when engineers can take advantage of a quieter railway to complete major works up and down the route.

This festive season, over 350 engineers will be carrying out vital engineering work in the Queenstown Road area, replacing 8 sets of switches and crossings (moveable sections of track that guide trains from one track to another and allow them to cross paths) and 1,000 metres of track between Nine Elms Junction and Clapham Junction.

Alongside these works, engineers will be upgrading signals and track circuits on these vital lines running into London Waterloo, helping to improve both the safety and reliability of our flagship station.

Services will be revised from Saturday 27 December 2025 until Sunday 4 January, so please do check before you travel this Christmas.





**Railway 200**  
Be part of  
the journey

## Celebrating Railway 200

Throughout the year, communities across our network have come together to celebrate historic anniversaries and milestones. This has included a visit from the eagerly anticipated travelling exhibition train Inspiration to Waterloo, as well as countless station birthday parties and mural or plaque unveilings. We are very grateful to Mike Lampert from the Railway 200 steering group for his continued support and guidance.









# Working in partnership

## Richmond Cycle Hub

SWR, in partnership with Richmond London Borough Council and the Walk Wheel Cycle Trust, has delivered a brand-new, state-of-the-art cycle hub at Richmond Station. The new facility offers 650 secure cycle parking spaces, supporting the council's vision for a greener, more accessible town centre. It makes it easier for both residents and rail users to choose sustainable travel options—helping to create a cleaner, healthier, and more vibrant environment.

- 65 rooftop solar panels generate around 24,500 kWh of renewable energy each year—enough to power the hub's lighting and systems, with surplus energy feeding back into the main station.
- A themed 60m<sup>2</sup> living green wall features over 4,000 plants and pollinators, irrigated by a 1,500-litre rainwater harvesting system
- The building also incorporates recycled materials throughout its construction.



Construction began on 26th February 2025, and the hub officially opened on 10th October 2025.

## Station Interchange Improvement Plan (SIP)

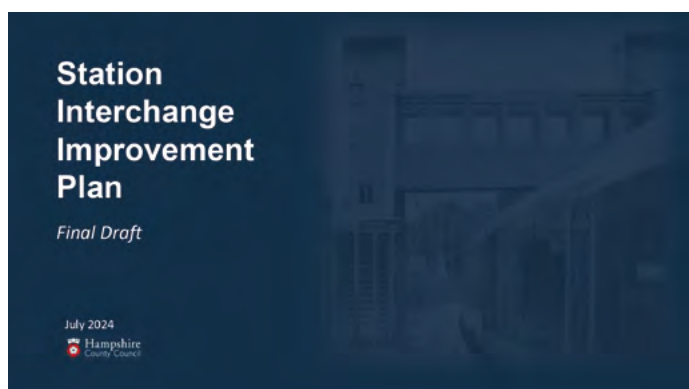
A Station Interchange Improvement Plan (SIP) has been developed in partnership with Hampshire County Council to identify existing issues at stations across the county and propose targeted interventions that create seamless, accessible, and sustainable multi-modal transport connections.

SWR has worked collaboratively with the Council, other public transport operators, and stakeholders to identify funding opportunities and deliver improvements that enhance accessibility, support sustainability, and encourage greater use of public transport.

The SIP brings together a range of projects involving stakeholders from across the public and private sectors, including developers. It prioritises future station improvements related to interchange and provides:

- A framework for engaging with stakeholders to support future competitive funding bids;
- Guidance for delivering infrastructure and service enhancements at railway stations; and
- Support for SWR in engaging with major employers and businesses to improve access to nearby stations.

SWR is proud to have worked in partnership with Hampshire County Council on the SIP, which we believe is the first initiative of its kind and a model for others to follow.







## Salisbury Forecourt

Wiltshire Council, working in partnership with SWR and Network Rail, delivered a £5.5m improvement scheme to Salisbury's forecourt which was completed in June 2025 after 12 months of works. The scheme delivered several improvements:

- Three high quality bus stops that enabled two new bus links from the station, as well as a much better quality experience for visitors using the popular Stonehenge bus link
  - Further new bus routes are planned in the future
- A new high quality cycle hub
- New vehicle pick up / drop off areas
- Significant improvements to pedestrian routes and the overall visual impact as a gateway to the city including new trees and planted areas

The forecourt scheme was an integral part of wider improvements to the area, linking up with the council's scheme to improve Fisherton Street as a gateway to the city centre. SWR has delivered a new temporary car park at Fisherton Street to provide both short term capacity and an initial replacement for the car park spaces lost as part of the forecourt scheme.

Overall the project required a high degree of partnership working between Wiltshire and its contractor Milestone, SWR, NR, Great Western Railway (GWR), and the bus companies. This was necessary to enable the delivery of the scheme in three main phases, while keeping the station operational and dealing with challenges such as engineering works and major disruption. It is the first phase of what is expected to be a much longer-term project with local partners to deliver change to the railway through Salisbury and enable regeneration of the surrounding area.



## Wiltshire Connect

SWR has also worked closely with GWR, National Trust and Wiltshire Council to introduce a new on demand bus link between Gillingham, Tisbury and Warminster stations and a variety of destinations across north Dorset and west Wiltshire. This includes the popular National Trust Stourhead property from September 2025. Wiltshire Council extended their popular Wiltshire Connect service, bookable by app and phone, to cover the three rail stations and an extensive rural area.

The partners worked together on a joint promotional campaign including video and social media to showcase the new journey opportunities available which also include Longleat (from Warminster station). The scheme also benefits local residents looking to access the rail network from rural areas around the station. We look forward to more partnership working in 2026 to publicise other locations to visit such as Wardour Castle and Cranborne Chase National Landscape.

