



South Western
 **Railway**

Customer report

March 2022



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Managing Director
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SWR Customer Report

Welcome to the latest edition of the Customer Report, which documents the events over the last six months. It has certainly been another busy period for us here at South Western Railway!

Like every other business across the country, the challenges posed by the coronavirus pandemic continued to dominate the end of 2021 and start of 2022. The emergence and spread of the Omicron variant had a profound impact on staff availability right across SWR, unfortunately leading to a number of short notice cancellations in the autumn and winter. The temporary timetable that we introduced in January adapted to this challenge by delivering reliability while people were working from home and customer demand was relatively low.

With Omicron abating, colleague numbers improving and customers returning, we were pleased to be able to introduce a timetable uplift on 21 February. This timetable reinstates a pre-Omicron level of service, with a whole host of services – including through trains to and from Exeter Saint Davids and Weymouth and a more frequent service on the Shepperton line – being reintroduced. While this timetable amply meets current demand, we will continue to carefully monitor customer numbers.

Running more services of course requires additional trains, which is why we are retaining some of our existing fleet for longer. Our Class 707 fleet – which serves our suburban routes – was due to transfer to the Southeastern network, but we have agreed to keep 12 of the units until August 2022. This move complements a raft of other measures we are taking to ensure that we maximise fleet availability – from recruiting additional engineers to amending calling patterns.

The start of November saw the re-opening of the Island Line, following our £26 million upgrade of the railway's trains, stations and infrastructure. This upgrade is providing a real boost to customer experience, delivering the modern, punctual and accessible railway that people expect and deserve. The installation of a new passing loop at Brading will enable us to run a service every half an hour, and we are working hard to roll-out two trains per hour throughout the entire day.

The opening of the new and improved Island Line coincided with the terrible incident that took place in Salisbury, when one of our trains collided with a Great Western Railway train. While I remain immensely thankful that the incident didn't lead to any fatalities, it would be remiss of me not to mention our driver, Robin Tandy, who was injured. Although the Rail Accident Investigation Branch (RAIB) have yet to conclude their

investigation into the collision, their initial findings suggest that Robin acted impeccably throughout the ordeal, and we're pleased to say he is making a strong recovery from his injuries. We await RAIB's final findings, which we will carefully consider and use in any way we can to improve the safety of our network.

Alongside the major rail upgrades on the Isle of Wight, the past six months have seen other improvements completed across our network. Our Assisted Boarding Points have been rolled out across our London stations, meaning they are now available across the entire SWR network. This industry-first scheme enables customers who require assistance to be able to book just 10 minutes – rather than hours – in advance.

Our Welcome Hosts initiative – which has seen dedicated SWR staff in designated areas of key stations being available to answer customer queries – has expanded. In a new trial at four stations, Welcome Hosts can now sell tickets, helping to reduce queues at ticket vending machines and ticket offices.

We know that our customers' journeys don't just start and end at our stations, which is why we are passionate about making our network more effectively integrated with other forms of transport. In this spirit, we have recently completed a number of cycle schemes at stations in the Westcountry; these include additional bicycle parking at stations such as Bournemouth and Dorchester South, and the installation of rentable e-bikes at Cranbrook and Honiton.

As more and more people return to our railway for both work and pleasure, we're really looking forward to welcoming you onboard soon. As ever, we are maintaining a laser-like focus on making your journey as easy, comfortable and convenient as it can possibly be.

I hope you enjoy this Customer Report.

Claire Mann

Claire Mann
Managing Director



Our performance



Period	On time	On time to 3 mins	On time to 15 mins	SWR cancellations	Short formations	All cancellations
Period 5	78.0%	92.5%	99.4%	1.03%	0.36%	1.66%
Period 6	75.0%	90.7%	99.0%	0.70%	0.20%	1.96%
Period 7	73.2%	90.1%	98.9%	0.48%	0.35%	2.11%
Period 8	65.1%	84.9%	98.4%	1.08%	0.74%	4.00%
Period 9	64.5%	85.2%	98.7%	1.08%	0.88%	2.84%
Period 10	75.2%	91.2%	99.2%	1.26%	1.12%	2.06%
Period 11	73.1%	90.3%	99.1%	0.36%	0.20%	1.61%

Over the past 6 months, South Western Railway have broadly achieved the targets for punctuality and reliability. Our On-Time to 3 (punctuality) has achieved target for 5 of the last 6 reporting periods. Our cancellations percentage also remained below our limit for 5 of the last 6 periods. The last 6 periods encompass the days from 22nd August 2021 to 5th February 2022.

While these results are promising, the recent performance has not been without its challenges. A storm event on Sunday 31st October 2021 caused widespread disruption on our network and meant over 500 services were cancelled on the day (either full or partial cancellations). The disruption on the day culminated in the significant Fisherton Tunnel collision/derailment incident near Salisbury. Thankfully no customers were severely injured however, it did block the line for several days causing further cancellations on the days immediately after the incident.

More generally, our performance has benefited from a relatively benign winter as it has largely been free of high impacting weather events compared with previous years. Couple this with lower than usual customer volumes due to the working from home social distancing measures before and after Christmas, and the result has been strong service punctuality.

We continue to work closely with our Network Rail partners and together we are absolutely focused on reliability, reducing incidents and delivering the best journeys we can as customers return to the network. Some examples of ongoing joint performance improvement initiatives include the control continuous improvement team who use lessons learnt to improve how we manage our service after incidents have occurred. Another is the performance hubs who focus on improving punctuality on the West of England and Portsmouth direct routes.

For South Western Railway specifically, we are experiencing the positive impact of previous improvement initiatives. This is especially the case for our Fleet which continues to improve in reliability despite the challenges of an ageing and near end of life fleet. This means that there are fewer instances of disruption to our services caused by unit failures.

Passenger disorder remains as a key focus area and we have successfully implemented some important initiatives which are designed to reduce the volume and impact of these incidents.

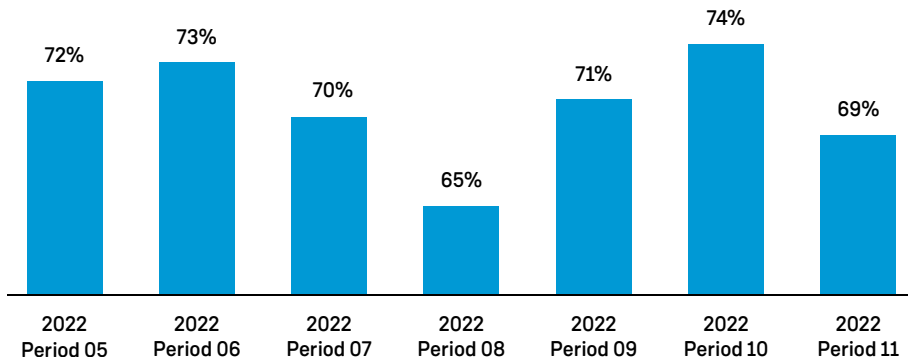
- We have successfully trialled the use of body worn cameras by our On-Train Service crew from our Fratton depot. Because of this success, we are rolling out the use of these cameras to colleagues at other locations on the network
- The increased security presence at key locations and times of day is working. These teams have recorded dozens of incident preventing interventions which improve the punctuality of our services and the safety of our customers
- We have successfully implemented a 3-way calling process where On-Train Service crew may call our joint control team during a passenger disorder incident and this call will be patched through to the BTP. This improves the coordination and communication of response and ensures that any service intervention decisions made by control have the lowest impact on the service

Improving service punctuality and reliability remains as one of the main pillars of South Western Railway's strategy to improve our customers' experience and we look forward to communicating further improvement initiatives in the future.

Our Customer Survey results



Overall journey satisfaction



We continue to monitor customer satisfaction using the Voice of the Customer programme. Period 8 saw a dip in the scores due to several major disruptions across the network and another in Period 11 as a response to the introduction of a reduced timetable in January. Between Periods 8 and 11 the scores steadily improved as we implemented a number of initiatives, such as improved seating facilities at Waterloo, replacement of seat covers on our older trains, more focus on colleague availability at our stations and improved visibility of guards on board our trains. We hope to see further improvement again in Period 12, following the introduction of the new timetable which will reinstate the services to pre-Omicron levels.

In November 2021, we implemented a Service Quality Regime (SQR) which assesses the standards at our Stations, on our Trains and our Customer Service. Every four weeks, our independent assessors travel across our network, looking at a number of criteria important to our customers, to ensure we are meeting the standards expected of us. 60 stations are assessed, along with 200 carriages and 110 customer service mystery shops. We work hard to achieve high scores, but where we don't meet the expected standard, we are committed to rectifying any issues identified within specific time frames, helping us to deliver high standards and excellent service to our customers. You can find more information on our website: <https://www.southwesternrailway.com/travelling-with-us/performance/rail-service-quality-report#Section7>

Following on the success of the Welcome Host initiative in Spring 2021, we have now started a three-month trial at four of our stations, where station colleagues are equipped with a mobile ticket issuing device. This will allow them to sell a selection of tickets in the booking hall, in addition to providing information and assistance to customers at these stations.

Our Customer Council continues to provide us with feedback on our service and on the initiatives we are working on. Recently we have asked them to conduct a survey on our rail replacement bus services and we aim to use their feedback to improve the customer experience during engineering works.

We continue to hold our Meet the Manager sessions online, with the next one scheduled for 21 April. Please check our website for more information: <https://www.southwesternrailway.com/contact-and-help/meet-the-manager>

Our stations



Passenger assistance

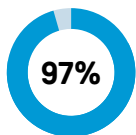
Passenger assistance is an important part of our service, as we strive to make our railway as accessible as possible. By booking with our Assisted Travel service you enable us to ensure we have everything prepared for your journey. When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay.

Over the Christmas period, our passenger assist numbers were below where we would have expected them to be due to COVID-19 restrictions relating to the Omicron variant. The loosening of COVID-19 restrictions earlier in the year clearly showed as our passenger assistance numbers were over double what they were in the preceding 6 month period.

Between September 2021 and February 2022, South Western Railway staff helped carry out 24,359 booked passenger assists. In addition, 17,037 Turn Up and Go assists were logged by colleagues.

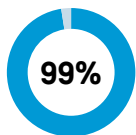
Over 4,500 of these were from or to London Waterloo, Clapham Junction or Guildford. Waterloo was the busiest station with 3,514 assists, Southampton Central was our second busiest station with 3,412 booked assists.

Here are our results recorded on booked and unbooked assistance, from September 2021 to February 2022:



Booked assistance

97% of booked assistance was successfully completed. Of the 3% that was unsuccessful, less than 1% was due to staff error or disruption. The remainder were due to the customer not travelling on their booked train or not turning up for their requested assistance.



Unbooked assistance

99% of unbooked assistance (Turn Up and Go) was successfully completed. The 1% that was unsuccessful was down to disruption or staff being unavailable to provide assistance.

Following the launch of Assisted Boarding Points (ABP) in August 2021, we successfully completed the roll-out of ABP in October 2021 across all managed stations on our network, including Guildford. Due to COVID-19 restrictions, we decided not to heavily publicise the system so

as not to undermine the government's COVID-19 messaging. Over the next 6 months, we will be actively advertising the system to encourage more customers to feel confidence in travelling Turn Up and Go

Buying tickets

Ticket office opening hours are displayed at every staffed station and are also available on our website www.southwesternrailway.com 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 5 minutes in the peak or 3 minutes at other times. Between August 2021 and February 2022, our ticket offices have been open for 97.86% 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 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. If you prefer, you can buy tickets and Railcards by phoning our Customer Service Centre.

All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook and Redbridge) 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

Complaints

Over the last 7 periods we have seen our contact volumes rise as more customers have returned to our network. Over the autumn, there were a number of severe incidents including the derailment at Salisbury, unfortunately with

the increase in volumes we were unable to handle all of our complaints as quickly as we would like to. However at the end of February 2022 our average complaint closure time is less than 4 days.

Complaints responded to	17,947
Responded to within 20 working days (%)	90.91%*
Complaints per 100k passenger journeys	30.08

Note: *Based on 25.8 million passenger journeys over the six periods.

Delay Repay

The multiple incidents affecting services throughout the autumn caused an increase in the volume of delay repay claims submitted by affected customers. Despite this increase in volumes, we have continued to handle claims within an average of 4 working days, far below the industry

measure of 20 working days. In September 2021, an improved customer claims portal was deployed which included a reduction in the amount of data required to submit a claim. These enhancements make for a quicker and smoother claims process for our customers.

Delay Repay claims per 4 weekly period

Period	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Total
Percentage accepted	76%	74%	78%	78%	77%	75%	74%	77%

Average time to process per 4 weekly period

Period	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Total
Average time to process (working days)	5	4	5	5	4	4	3	4

Faults

You can report any train or station faults, quickly and easily via our Customer App or on our website, www.southwesternrailway.com. Simply head to the Help and Support section

and select Report a Fault. We'll update you in each Customer Report with information about the number of faults reported and the time taken to resolve these.

Here are the details of all faults reported between September 2021 and February 2022, compared with the previous report:

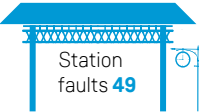
	February 2022	August 2021
Number of faults reported	84	27
Average time to resolve (days)	69	29
Number of station faults	49	15
Number of on train faults	34	12
Number of faults - other	0	0



Average time taken to resolve
69 days



Number of faults reported
84



Station faults
49



On train faults
34

Faults by sub categories:

Access	0
Windows/doors	2
Lighting	7
Toilets	6
Information screens	8
Heating/air con	4
Graffiti	6
Car parks	1
Ticket machines	13
PA system	3
Infrastructure	0
Other	22

Faults by service group:

Mainline services

1 Weymouth/Portsmouth via Eastleigh to London Waterloo	4
2 Portsmouth Harbour via Havant to London Waterloo	5
3 Exeter Saint Davids/Yeovil Junction to London Waterloo	1
4 Alton to London Waterloo	5

Suburban services

5 Windsor & Eton Riverside/Hounslow/Weybridge via Staines to London Waterloo	4
6 Reading/Aldershot via Ascot to London Waterloo	3
7 Main suburban routes to London Waterloo	9

Island Line services

8 Shanklin to Ryde Pier Head	0
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Sustainability at SWR

We're on a journey to better

We are proud to provide our customers with a sustainable option for their transport needs, but we recognise that more needs to be done.

As the world's climate continues to change, SWR needs to change too. That's why we have spent the last year looking at our priorities and pulling

together a new sustainability strategy, which we look forward to sharing with you in the coming months. This sees us set a clear direction for a greener a future, and embodies our commitment to our colleagues, customers, communities and our planet.

Since June 2021 we have:

- Chosen five local charities in the heart of our community to support
- We have continued the reduction of the traction carbon emissions. Since the beginning of this Financial Year, the carbon the trains use (traction carbon) has been cut more than half compared to the 2015/16 baseline, performing 55% better compared to the relevant periods in 2015/16 and 5% against last year
- LED lighting installed at Farnham depot has reduced the depot's energy consumption by almost 20%
- Installed LED lighting at the customer facing areas at our stations. This has contributed to reducing the consumption of the energy used by stations and depots by 7% compared to 2020
- We have continued to achieve zero waste to landfill and a 75% recycling rate across our portfolio
- Welcomed nine new apprentices through a Young Talent and Leadership Talent rail scheme
- Cut single use plastic through installing water dispensing machines at key stations

Criteria	2021/2022	Target	Reduction	Previous year (2020/2021)	Difference
Our trains: average CO ₂ e per vehicle kilometre	0.40 kilograms	0.50 kilograms	19%	0.43 kilograms	-5%
Buildings energy: total energy consumed	23,107 megawatt hours	23,863 megawatt hours	3%	24,809 megawatt hours	-7%
Waste recycling	75% ^[1]	25-80%	Not applicable	79%	-4%
Waste diversion	100%	100%	On target	100%	0%
Water consumption (total cubic metres)	125,526 cubic metres ^[2]	152,264 cubic metres ^[2]	18%	152,529 cubic metres	-18%

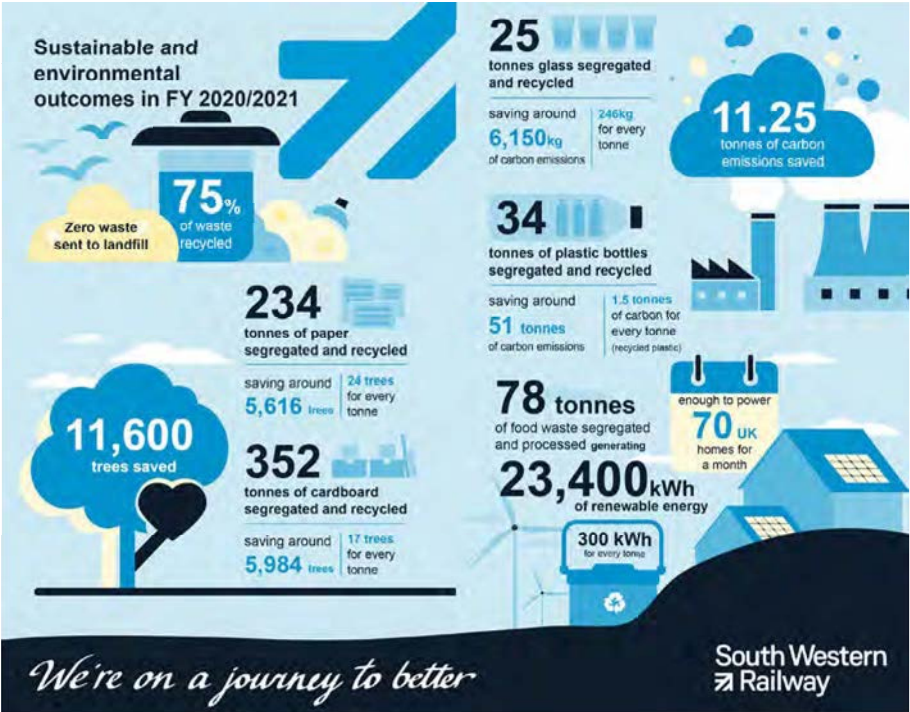
(Table: year to date Period 1-Period 11 – April 2021-February 2022).

Note: ^[1]Waste volumes are still up to 50% lower due to COVID. This means that recycling rates have also been affected, but we continue to segregate where we can, with zero waste to landfill. We now collate hazardous waste data into our waste figures which has resulted in our recycling figure dropping but we are continuing to work with our suppliers to see where we can improve on site recycling across the network.

Note: ^[2] Revised water consumption according to the actual smart meter (AMR) data. The data for the Financial Year 2021/22 are estimated due to the issue of the provision of the AMR data. The amended and accurate consumption will be reported to the next customer report.

Every year, SWR's environmental databases are subject to an independent audit in order to establish that the reporting figures are accurate and free from material error. In June 2021, data for the last financial year (2020-2021) was reviewed by a third party and endorsed

as accurate. The third party is an independent company specialising in environmental data. They confirmed "*nothing had come to their attention to suggest that the data presented in the environmental dataset are not fairly stated and free from material error*".





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Contact us



Contact Centre: **0345 600 0650**

The Customer Service Centre is available 7 days a week from 06:00 to 22:00 for comments and suggestions



@sw_help

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



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

Got a question?

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

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