

Stakeholder Annual Report

2019

South Western
Railway

A FirstGroup and MTR company.

Stakeholder Annual Report

2019

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Welcome to our second stakeholder report. A lot has happened in the last year with some good progress on many fronts and there is much more to come.



Andy Mellors
Managing Director

Regionally we have seen the emergence and development of Sub National Transport Bodies – our network serves three of these and, for the South West as a whole, several others have an important influence. Nationally we have a new Prime Minister and Secretaries of State for Transport and Housing, Communities and Local Government. Putting aside the debate about Brexit, it is already clear that there is a strong emphasis on regional investment in infrastructure and rail very much needs to be part of that mix.

It's essential that our region has a clear vision and strategy for investment in rail that persuades the politicians that it is deliverable, good value for money and brings genuine benefits that seamlessly tie in with Local Industrial Strategies, Local Plans and other strategies. Other areas such as Midlands Connect are already ahead of the game in that respect. We as a rail industry can only achieve that together with you, our partners. Our Regional Development Manager team has been working alongside Network Rail, other train operators and many of you on a number of exciting plans through the Transforming Cities Fund and Continuous Modular Strategic Plans but we need to quickly develop that into a coherent regional approach from Exeter and Bristol to Reading and Portsmouth.

It's not all about major improvements though. Well co-ordinated smaller projects can make a real difference to how our existing and future customers perceive their journey. This can mean new options for the first and last mile such as the shared electric bike schemes in Exeter and Bournemouth / Poole / Christchurch. We were very pleased to secure over £1m of DfT funding to invest in shared bike and cycle parking schemes at stations, a high proportion of the £6.8m available nationally. This wouldn't have been possible without the co-operation of our partners, particularly through the provision of match funding.

We have launched the first round of our Customer and Communities Improvement Fund (CCIF) which is open to many organisations and groups for larger and smaller projects. The closing date will soon be upon us by the time you read this report, but I look

forward to seeing a wide range of applications and their implementation over the next couple of years.

You, our stakeholders, will quite rightly expect us as an industry to continue to improve the quality of our offer including performance and investment in the customer experience. Our partners, Network Rail, are clearly crucial to achieving that and they have contributed to this report to explain their progress and plans. The new Joint Performance Improvement Centre at Waterloo is just one example of the improvements that we have made since the publication of the Holden Report in 2018. Indeed, we have already completed 16 of the 28 recommendations and more are in the pipeline. Our network now has the lowest number of temporary speed restrictions since the beginning of the franchise. I hope you would agree that the impact of this was demonstrated by the network's improved resilience during the recent very high temperatures. There are of course still too many infrastructure failures impacting on service delivery – as part of the Control Period 6 funding settlement, Network Rail Wessex secured an additional £88m to improve the underlying sustainability of the infrastructure between 2019 and 2024. From a South Western Railway perspective we have also committed over £4m in fleet reliability modifications over and above our franchise commitments and have also enhanced and out-based our traincrew resource management capability to improve the management of disruption. We're also working closely with Network Rail to enhance our joint Control Centre team capability.

We recognise that it's important for you to see delivery on the ground. Some of those that have been completed or are in progress include:

- Accessible ramp and cycle storage at Chessington South
- Ewell West footbridge and lifts (being delivered by Network Rail)
- Footbridge at Syon Lane

You will find more detail on these and other projects in the following pages.

Technology plays an important part in the improvements we are making. There is a £4m

investment in new customer and staff information screens at a number of stations alongside new ticketing options such as the recently launched Tap to Go account-based product.

The quality of our rolling stock is of course key to the customer experience. Central to this are the refurbishment of the mainline fleets and the wholesale replacement of the suburban fleet with the new Class 701 units. The latter's delivery schedule is unfortunately behind where we wanted it to be due to well-publicised delays involving our contractor which have also affected orders for other operators. We are currently talking to Bombardier to agree a revised delivery schedule. The first new unit is scheduled for delivery in spring 2020.

This May saw another stage in the enhancement of our timetable with over 300 extra weekly services introduced. This has included lengthening a number of trains, increasing frequencies in the peak and off-peak and the phased introduction of the refurbished Class 442 trains. This is another step towards achieving the benefits of the planned December 2018 timetable following the extensive consultation we undertook towards that. Further incremental enhancements are planned for future timetables in December 2019 and beyond.

Our Community Rail Partnerships (CRPs) and station adoption groups make a real difference to both the day to day experience of our customers and supporting the growth

of travel from their stations. They continue to develop great ideas to enhance their routes and we look forward to receiving their proposals for the first round of our Customer and Communities Improvement Fund which is open until mid-September.

Our Community Ambassadors, working very closely with the CRPs, have also been a great success with 35 staff volunteering for the role. They have delivered over 35 unique Try the Train events to date for those lacking the confidence to use our services. A wide range of groups have benefitted from new mothers to trainee assistance dogs.

I hope you find the information on the following pages useful – we will continue to engage with you throughout the next 12 months through the stakeholder newsletter and events such as the recent stakeholder conference in Woking (look out for details of the next one in November) and individual meetings through our stakeholder team.

Yours sincerely

Andy Mellors
Managing Director



Class 442



A word from our partners, Network Rail



Network Rail's Wessex route includes the majority of SWR's network, covering around 1300 miles of track and some of the busiest lines in the country. Each year, some 230 million passenger journeys are made across our network which includes London Waterloo - Britain's busiest railway station.

With more and more people using rail as a means of travelling between towns and cities as well as rural areas across our network, it is ever more important that the railway runs smoothly and provides a reliable service. On the Wessex route, we connect employers in key urban areas including London, Woking, Bournemouth, Southampton, Winchester and Reading and support tourism across the south of England.

Working in partnership with Andy Mellors and the rest of the SWR team, my priority this year has been on improving performance across the network. We set up the Joint Performance Improvement Centre with SWR at Waterloo to bring our track and train teams closer together and to ensure lessons learned are embedded and that our daily focus is on trains leaving on time, staying on time and on recovering the train service quickly when things don't go to plan.

Our focus on improving train performance reflects our commitment to put our passengers and freight customers first while continuing our unwavering focus on safety. This year we have made major structural changes at Network Rail to ensure we are set up in a way that encourages a passenger-focused mindset. In June, Wessex route became part of the new Southern region which will lead on many responsibilities and accountabilities previously delivered by our national team. The change will enable more local decision making, improve responsiveness and help us put even more focus on improving train performance, working closely with SWR.

Earlier this year, we were pleased to be awarded £2 billion

funding - 20 per cent more than our award in the previous funding round. This will be invested across the route over the next five years. The funding will support the operations, maintenance and renewals of our existing infrastructure such as stations, tracks, bridges and signalling equipment. This will mean smoother, more reliable journeys for passengers. Service improvements from enhancement projects - ranging from accessibility improvements to major capacity improvements - will be funded and delivered separately on a rolling basis with the Department of Transport and third-party investors.

Our big focus this year is a £23 million programme in Feltham, west London to improve the railway, the station and surrounding area to make it safer and more accessible for our passengers and the local community. The work includes the construction of a new accessible station entrance and the extension of platforms to facilitate the operation of longer trains. We are also constructing a fully accessible pedestrian and cycle bridge and the closure of Feltham West level crossing. These much-needed improvements will help improve passenger journeys and provide a safer railway environment.

Wessex route has a team of 1800 people many of whom work 24/7 to deliver value for money services for our communities, passengers and freight services. We look forward to continuing to work together with SWR to ensure we continue to connect people to places and goods, driving economic growth.

David Dickson
Director, Network Rail Southern Region

SWR vision and values

Our vision is:

We will be truly customer focused, placing the customer at the heart of everything we do.

We will be commercially successful, allowing us to invest in our railway where it matters most to our customers and colleagues.

We will be proud of our performance, safely getting our customers where they need to be, constantly striving for on time every time.

We will be South Western Railway - where great people deliver great journeys.

Our values are:



Committed to our customers



Supportive of each other



Accountable for performance



Dedicated to safety



Setting the highest standards

SWR objectives

To deliver our vision for the franchise we have set five objectives for South Western Railway, each one supported by detailed plans. Everything we do will contribute to the delivery of one or more of these objectives.

1

Provide a great customer experience at every stage of the journey

2

Deliver a consistent, reliable and improving service

3

Grow our railway and deliver for our stakeholders

4

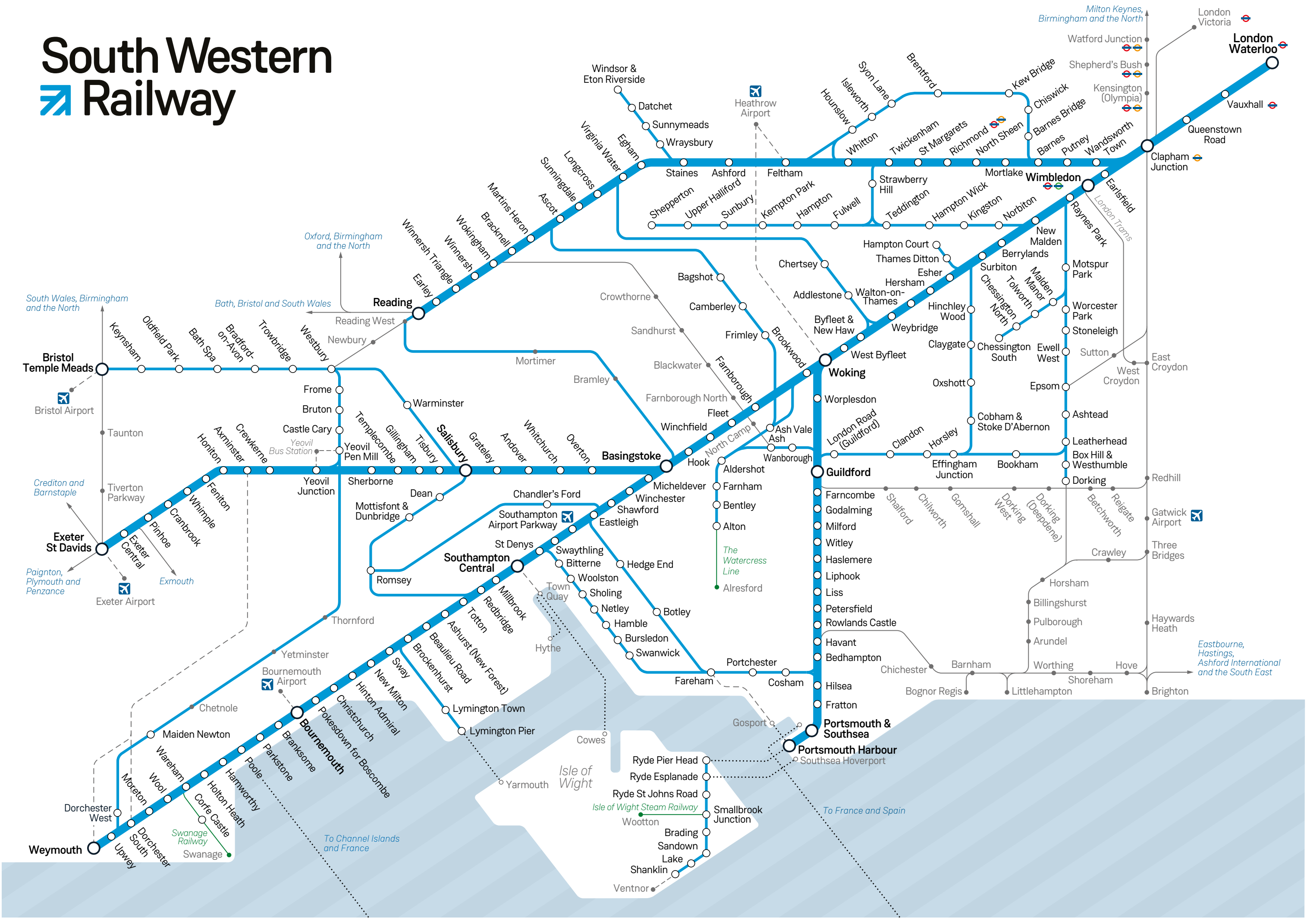
Make SWR a great company to work for

5

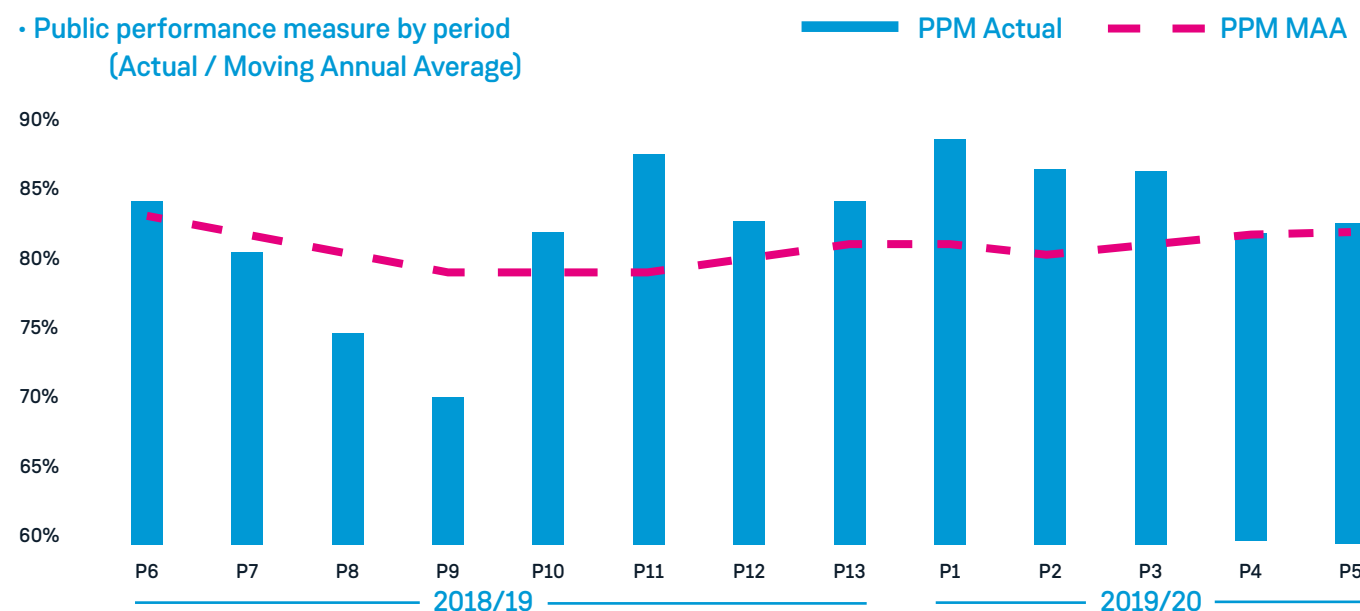
Ensure we have a safe, secure and sustainable railway



South Western Railway



Public performance measure by period (Actual / Moving Annual Average)



Performance

Train Service Performance is a key driver of customer satisfaction and we understand that our customers demand a more punctual, reliable and efficient service than ever before. Improving our performance continues to present significant challenges but we are ensuring it is at the forefront of our business plan and since the last report we have invested over £5 million in a variety of performance improvement initiatives. Green shoots of performance improvement are starting to emerge and looking into the year ahead ensuring this is sustained is the number one priority for South Western Railway, working with our partners at Network Rail.

Our partnership with Network Rail is critical to delivering a high performing railway. Last summer performance was badly affected by emergency speed restrictions on the network as a result of a hot, dry summer and many of these persisted for the remainder of the year. We have worked hard with Network Rail to manage this to facilitate and prioritise additional access to remove speed restrictions and ensure they don't go back on. Our summer preparedness plans are robust and, as a result, during recent bouts of hot weather we have seen only very limited imposition of speed restrictions across the network.

In further co-operation with Network Rail, in December 2018 the Joint Performance Improvement Centre (JPIC) was established at Waterloo to focus specifically on performance improvement. Alongside existing performance improvement plans for individual functional areas such as infrastructure, fleet, stations, traincrew and external, a number of "areas of

strategic focus" were created including peak service management and train service recovery. Sponsored by a member of either the SWR or Network Rail Wessex Executive team, these workstreams seek to understand the root causes of problems and highlight and prioritised the necessary measures for improvement.

One example is our focus on the morning and evening peaks when the majority of our customers travel. This workstream analysed the main causes for delays in the morning peak on the main suburban routes and identified the problems and limitations of having restrictive signalling into platforms at Waterloo. On the back of this research, flexible platforming was introduced for signallers empowering them to signal trains into any available platform, crucially reducing delay time and increasing the number of trains arriving on time. An excellent result for customers, who themselves have had their part to play by being flexible and alert to the fact their train may arrive in to, or depart from, a platform other than which it is booked.

Many of the JPIC workstreams complement the recommendations made by Sir Micheal Holden in his independent review of our performance, which was completed in August 2018. Sir Michael has now confirmed that 16 of 28 recommendations have already been delivered to his satisfaction, including key infrastructure changes and relaunching our approach to performance management. Most significantly, Holden recommended reviewing the layout and functionality of our Control Centre in Basingstoke. This programme is investing over £3.5 million to redesign

our Control Centre arrangements and create an industry-leading setup. As part of this work we are implementing enhanced decision support tools and advancing our training and competency management systems for controllers. Reforming our Control Centre, including the recruitment of more people to increase our capacity to make and enact service management decisions and provide information to customers during disruption, is a crucial part of improving performance and ultimately providing a better service to our customers.

This is not all we are doing in the business to maximise performance improvement. We recognise that engaging our colleagues is an essential part of our success and recently launched a company-wide campaign to understand colleague perception of performance and increase its profile and status in colleague's day to day working lives. Many of the JPIC workstreams raise awareness of performance improvement with frontline colleagues as they invite colleagues to get involved with initiatives or make suggestions for improving performance on specific routes.

Looking back over the last year we have faced many challenges and these are reflected in our performance results. To reduce and mitigate against the biggest causes of delays in our control we are implementing a number of performance improvement initiatives across the business. These include our innovative scheme of employing paramedics to work at key London stations which are most impacted when people fall ill as well as making significant investments in Suicide Prevention Measures to ensure we are doing as

much as we can to reduce the impact of these tragic events. We are also undertaking a large suite of modifications on our train fleets to increase the overall reliability. We also continue to recruit record numbers of drivers and guards in order to not only resource increases in our train service, but also to improve resilience in our operations.



Station Paramedics

Looking towards the future, it is important we capitalise on the green shoots of performance improvement that we are seeing and continue to drive performance improvement. We have built a strong and co-operative relationship with Network Rail and will continue to develop this for the benefit of our customers. Our focus now and for the next year is to ensure we make every change, seize every opportunity and explore every avenue of potential performance improvement to improve our Public Performance Measure and deliver a more reliable train service for the benefit of our customers and communities that we serve.



Network Rail update

Joint Performance Improvement Centre

The centre was set up in Waterloo late last year with SWR to halt the decline in train performance and bring track and train teams closer together. It was established following the Office of Rail and Road's report into the delivery of train service performance and Sir Michael Holden's review of performance on the Wessex route.

Sir Michael made several recommendations following the review. We are making good progress on implementing them including better integrating activity in the joint rail operations control centre between Network Rail and SWR, reducing instances of late running overnight engineering work and working with SWR to identify and resolve why particular services consistently arrive a few minutes late. The centre provides a focal point for this activity and our joint approach to improving performance has received positive feedback from the Department for Transport, Transport Focus and local politicians from across the route.

Waterloo International Terminal reopened

Three new platforms in the former Waterloo International Terminal opened in December 2018, giving more space to passengers and forming a vital part of our Wessex Capacity Improvement Programme. This has included lengthening platforms across the route to make room for longer 10-car trains. The final two platforms opened in May 2019 to coincide with the SWR timetable change, and retail space underneath the terminal is set to open by 2021.

Taking on Clapham Junction and Guildford stations

We took over the management of Clapham Junction and Guildford stations in 2018 to support future redevelopment. Deep cleans and toilet refurbishments have been completed and further improvements are planned including improvements to retail units and additional seating.

Hot weather/speed restrictions removal plan

The 2018 hot summer saw several speed restrictions put in place across the route due to ground stability being affected by the heat. We have delivered a robust plan to remove them, reducing the number by half and also cutting their impact significantly. The improved preparations for Summer 2019 have paid dividends with much better infrastructure resilience.

Reducing trespass on the railway

We are partnering with the British Transport Police and expert security teams to patrol areas prone to incidents which affect the operational railway such as trespass, vandalism, and deliberate level crossing misuse. The aim of the initiative is to deter and prevent incidents which can cause late-running trains and pose safety risks. Incidents of this nature have caused 300,000 minutes of passenger delays in the last year. Our hard-hitting video, Tegan's Story, giving an account of a young woman who was badly injured after trespassing on the live railway, was widely publicised to discourage trespass and has received some 10 million views on a range of social media channels.

Community safety

Our community safety team has delivered rail safety sessions to more than 26,000 young people and 1,000 adults across the route. We have formed partnerships with football and boxing clubs including Southampton FC and England Boxing. Helping keep people safe on the railway also helps improve train performance for passengers.



Samaritans, Big Listen, Waterloo



Rail Operations Control Centre (ROC) Basingstoke

Improving Customer Experience

We are working hard to improve the overall customer experience alongside improved performance, some of which have been completed or in are progress, and others that will start shortly. These improvements support the whole customer experience from arriving at the station to waiting for the train and on board. Many improvements would not happen without the support of our partners – a number of these are outlined in the following Our Partners section.

May 2019 Timetable

May saw the first significant change in the timetable on our routes following commencements of our franchise. This included some significant improvements with over 300 additional services each week including:

Some of the key changes have been:

- **Introduction of a direct service between Farnham to Guildford**
- **Additional morning and evening peak services across the network**
- **Increase from two to four trains per hour at Godalming**
- **Eight additional trains per day on the West of England line to / from Yeovil and Westbury**

The well-publicised difficulties elsewhere within the industry in implementing wholesale timetable changes in May 2018 meant a more cautious approach with our major timetable changes in December that year postponed with further incremental enhancements over and above the May 2019 changes now planned for future timetables in December 2019 and beyond.

More details of the planned improvements incorporated in the December 2019 timetable will be sent to stakeholders shortly but some of the key headlines are:

- **Two trains per hour Longcross (Monday to Saturday) and hourly on Sundays (06.30-21.30)**
- **Additional services Waterloo to Reading and Windsor & Eton Riverside**
- **Earlier services on the Hounslow loop**
- **Additional early evening services to Guildford, Haslemere, Epsom, Dorking, Chessington South and Hampton Court**
- **Later services to Yeovil Junction and Exeter St David’s**
- **Later service Salisbury to Romsey and Southampton**
- **Earlier Sunday service Exeter St David’s to Waterloo**
- **New Sunday service at Worplesdon**



Transport Focus



Anthony Smith, Chief Executive, Transport Focus the Transport User Watchdog that provides independent insight and offers advice from the passenger perspective to train operating companies

Passengers consistently tell Transport Focus, the transport user watchdog, that performance is a key priority for improvement. Performance on SWR is not where it needs to be, so in July 2019 SWR and Network Rail were invited to attend a joint meeting in public with the boards of Transport Focus and London TravelWatch, to discuss progress with different initiatives to improve punctuality and reliability. Both watchdogs were keen to investigate how plans outlined by the train and track operators at previous Transport Focus board meetings were progressing.

Among passengers on South Western Railway (SWR) the results of the latest National Rail Passenger Survey (Spring 2019) show a decline in overall satisfaction of two per cent since spring 2018. However, satisfaction with punctuality/reliability increased by four per cent since spring 2018.

One initiative introduced to improve performance, to base paramedic teams at Clapham Junction and Wimbledon during the morning peak, has resulted in 110 passengers receiving support and the scheme has been shortlisted for the National Rail Awards.

Transport Focus also visited the Joint Performance Improvement Centre at Waterloo this year – where Network Rail and SWR work as one team, scrutinising performance on a weekly basis. This joint work goes beyond analysing performance, to examine internal communications and culture in the two organisations. It was encouraging to see this joint effort to drive better performance for passengers.

Transport Focus has enjoyed working more closely with SWR this year. In particular, it helped SWR establish a joint Customer Experience Forum which provides a key space for train operators across the UK to share ideas and experiences of initiatives to improve the passenger experience.

Drawing on its research Transport Focus also worked with SWR to produce new guidelines for ‘on train’ announcements and has performed audits of the information disseminated to passengers during unplanned disruption – the results of which have fed into various initiatives to improve information provision.

Ensuring train operators do more to raise awareness of Delay Repay compensation and make it easier to claim are two key objectives for Make Delay Pay, a new nationwide campaign launched on 22 July 2019 by Transport Focus. The recent introduction of Automatic Delay Repay by SWR is a welcome step towards simplifying the process for passengers.

The National Rail Passenger Survey also shows that punctuality and reliability is consistently the key driver of satisfaction among passengers, so Transport Focus will continue to work with SWR and Network Rail to achieve their shared goal of delivering a better service for passengers.

Improving Our Stations

Stations are a key part of the travel experience for customers and a wide range of improvements are planned across the life of the franchise, many in partnership with stakeholders. Further details on a number of the projects completed or in progress are outlined below. In addition to these other projects in the pipeline include:

- **1,500 additional car park spaces at SWR stations**
- **Introduction of Automatic Number Plate Recognition cameras at selected station car parks, enabling account-based car parking**
- **Repainting of all SWR stations (some areas, which are the responsibility of Network Rail, are not included in this programme)**
- **Free Wi-Fi at all SWR mainland stations**
- **LED lighting at all SWR stations**

More details on the above programmes will be included in future stakeholder newsletters and next year's stakeholder report.

Examples of other projects at stations that are being developed with partners can be found in the "Our Partners" section of this report.

Smart Ticketing

Two new products were launched during the last year. Exclusive to our Touch Smartcard, Auto Renew offers customers who buy monthly season tickets the ability to automatically renew their season each month and collect it as they pass through the station using their Touch smartcard, removing the need to queue or even remember to renew your season ticket. Customers who sign up to Auto Renew and complete 11 consecutive renewals, get the 12th month free!

In August last year we introduced Carnet our new product that allows customers to buy 10 one-day tickets valid between the same origin and destination stations. These tickets are based on the Anytime Day Return fare but with a 5% discount applied. Day Carnet tickets are valid for unlimited journeys between the two selected stations and are ideal for customers who travel regularly but not regularly enough to benefit from a season ticket.

Tap2Go

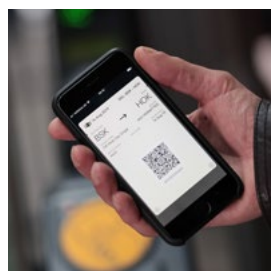
Launched at the end of July 2019, Tap2Go is our new Account Based Ticketing product available exclusively on Touch Smartcard. Sign up for a Tap2Go account at <https://www.southwesternrailway.com/train-tickets/ticket-types/tap2go>) and link a debit or credit card to the account. Travel within the Tap2Go area and on South Western Railway services and we'll charge the appropriate fare after customers have travelled, thus removing the need to buy a ticket in advance. Customers can see the journeys they've made and the charge for the journey in their Tap2Go account. Where a customer has a season ticket on the Tap2Go smartcard we'll take that into account if any part of their day's travel passes through the area where their season ticket is valid.



eTickets

eTickets are now available for most journeys on the SWR network by downloading the app, planning the journey and selecting eTicket as the preferred delivery option. The eTicket will be delivered free of charge to the ticket wallet inside the SWR app. All our stations with ticket gates now have eTicket barcode scanners installed. eTickets are available for most day, period and advance tickets.

The latest SWR app now supports season ticket sales on Touch Smartcard. For customers that have an Android smartphone with NFC, the new app can load a season ticket directly onto a Touch Smartcard, simply by placing the smartcard on the back of the phone when prompted during purchase.



Wi-Fi / Infotainment

Stakeholders and customers regularly tell us how important Wi-Fi connectivity is to enable them to be productive when working, use for leisure purposes, or to source information about onward travel options. This is both at stations and on-board trains.

Our overall strategy focuses on combining proven technologies with innovative new products. Investment started at the beginning of the franchise and continues for the next few years. All our mainland trains now have on-board Wi-Fi with the programme to install this being completed in December 2018.

On train Wi-Fi is wholly dependent on mobile phone connectivity for it's connection to the internet which can be frustrating for customers who want to get connected but can't while there is no signal. To overcome this problem, we're working with EE who are upgrading 104 existing masts and building 101 new mobile phone masts across the SWR network.

This investment means that, by 2022, there will be continuous on train Wi-Fi coverage over the vast majority of our network, delivering speeds of up to 125 Mbps in core areas. 92% of journeys will benefit from this for at least part of the journey.

We're also focussed on ensuring the on-train equipment performs as well as possible and have introduced on board media services that don't need connection to the internet for customers to enjoy. The mix of films, TV box sets, news, magazines and games was launched on the Class 442, 444 and 450 fleets in Spring 2019 with the Class 158/159 fleet complete by December 2020. It will become available on the suburban fleet as part of the class 701 rollout.

Wi-Fi is also being installed at all our stations and planned for completion by 31st May 2020. This investment will support our aim of enabling connectivity across the rail journey for customers, enhancing the experience they have while they're travelling with us. Network Rail will be rolling out the installation of Wi-Fi at Waterloo, Clapham Junction and Guildford with timescales to be confirmed.

In a UK Rail first, we are also planning to trial the use of 5G style superfast trackside Wi-Fi equipment delivering Wi-Fi speeds of over 1Gbps. This trial is being conducted in collaboration with FirstGroup and BluWireless. Installation is due to start next year on a section of the SWR mainline between Woking and Earlsfield.



Improved Customer Information Screens at Stations

We're investing £4m to install new screens that provide the latest live service information to passengers and staff at stations across our network.

More than 120 new customer information screens are being installed at over 85 stations with a number already complete. The screens will display the latest service information in a clear and easy to read format and offer more information about when trains are delayed, including custom messages from our Information team to keep passengers up-to-date during service disruption.

- The new customer information systems will have the following features:
- The number of carriages for each train and any changes to the train formation
- Train delay predictions automatically applied to the train's next service
- Short platforms advertised to passengers on relevant trains
- Information on the next fastest, direct train to main stations in case of cancellations or delays
- Bus departures and the departure point announced at stations for rail replacement services

- Warning of future disruption expected on the train's journey

- Live information on how busy each carriage is on services operated by our new class 701 trains when they are introduced

- Live updates on disruption affecting London underground lines.

Information screens are also being installed at 17 of our busiest car parks, as well as service status boards at 13 of our busiest stations that will promote local bus connections and links to local attractions on our network.

Cross-Solent screens will also be installed at Portsmouth, Ryde, Southampton and Yarmouth to promote connectivity between the mainland and Isle of Wight, which will be located at stations and within ferry terminals.

These new information screens are in addition to the current investment in new software, public address systems and new modern high definition displays as well as the installation of environmentally friendly white LED lights to improve the passenger experience at our stations.



Ed Davey tape cutting

Major Accessibility improvements at Chessington South station

For the first time since the station's construction in 1939 Chessington South station is fully accessible, providing passengers with reduced mobility with step free access to and from the platform.

Integrated journeys with London buses are also possible with the bus stops located directly opposite the station and dropped kerbing installed to facilitate easier transfer from the station forecourt to the bus stops.

Each year more than 300,000 customers use Chessington South to get to Chessington School, Chessington World of Adventures as well as many other local businesses.

SWR worked closely with Network Rail, the Department for Transport, the London Borough of Kingston, Chessington College, Chessington World of Adventures and local Councillors to make the accessibility improvements worth £300k happen.

Waiting Room enhancements

We will be rejuvenating many of our waiting rooms over the months ahead. Improvements will vary by individual location, but could include updated seating, repainting, and the installation of power sockets or heaters.

Where space allows at some of our busier stations, we will include a working area for customers to use their laptops in comfort.

SWR is also investing over £2million providing 40 new waiting shelters across the network.

Over 30 stations will receive the additional shelters, which will be of varied designs to suit the individual conditions and platform widths. Several locations for the new shelters have been chosen on the basis of customer and stakeholder feedback.

In addition to improved waiting facilities for customers, the shelters will also support initiatives to encourage passengers to spread out along the platforms to help reduce dwell times and improve performance.

It is planned to include photovoltaic solar panels on the roof of each shelter to power the shelter lights where feasible and aid sustainability. The list of stations due to receive the additional waiting shelters will be confirmed with stakeholders shortly.



New Ticket Gatelines at 13 stations

We are well progressed with our plans to install new CCTV cameras and automatic ticket gates at 13 stations across our network. This is a key part of our strategy to reduce ticketless travel which, in turn, reduces the burden on those who do buy tickets.

The British Transport Police have also demonstrated a link between ticketless travel, crime and anti-social behaviour. Preventing people without tickets from accessing our platforms will reduce the amount of crime and anti-social behaviour at stations making travelling more enjoyable.

Ticket gates at Fratton, New Malden, Portsmouth Harbour, Virginia Water, Wokingham and Petersfield have been completed. We're now working on Windsor & Eton Riverside, Egham, Brookwood, Fleet, St Margarets and Godalming. All remaining gatelines will be delivered during autumn this year.

We're also increasing the number of staff at these stations, offering customers more help when they need it.

The combination of the new gatelines installed to date and intelligent deployment of our revenue teams has already seen ticketless travel on our network reduce by over 40% since the start of the franchise.

SWR Customer



The Customer Council is an independent voice that represents customers to senior management. This year we are taking a new approach to how we structure the council. The Council will be made up of new members, who represent customers across the network. Applications will be opening later this year, watch out for updates on the South Western Railway website. Our aim is to support South Western Railway to deliver improved journeys by putting the customer at the heart of everything they do.

The new roles will examine local issues, such as new projects or initiatives that may impact customers, getting involved with local council activities or events and offering advice on a wide range of issues including timetable changes, interior train design and dealing with delays. We will continue to challenge business decisions and endeavour to ensure customers' voices are heard.

Geoffrey Bignell – Chair

London TravelWatch



London TravelWatch met with South Western Railway on a regular basis in 2018. Our focus this year has been on challenging poor performance, which has affected passengers significantly in various ways. We have been encouraged by early signs of progress back towards a reliable railway. However, there is a need for a sustained effort by both the train operator and Network Rail to achieve this, which we will continue to hold the operator to account for.

There have also been some small and large gains for passengers during the year; Chessington South station received a new entrance and ramp that gives step free access to the station, funded in conjunction with the Royal Borough of Kingston and Chessington World of Adventures; new and longer trains entered service during the year that have helped reduce crowding on some of the busiest parts of the network; and the former Waterloo International platforms have been brought back into regular use.

During the year we have also helped shape the Customer and Communities Improvement Fund which will be launched later in 2019.

Joanna Simons, Chief Executive

TravelWatch SouthWest



TravelWatch SouthWest operates throughout the South West: we provide an umbrella for a wide range of organisations with an interest in seeing better public transport and work with policy leads, local and national government and transport operators to achieve this. South Western Railway is an increasingly responsive partner.

South Western Railway and Network Rail work with users' representatives and local government in the West of England Line Strategy Group. It is proving a constructive forum for building an evidence-based line development strategy capable of delivering significant passenger benefit in the longer-term.

Like other organisations with passengers' interests at the heart of their purpose, TravelWatch SouthWest has been encouraged by the sympathetic signals that it has been receiving from the Williams Rail Review's team which is looking at the structure of the rail industry and the way passenger rail services are delivered.

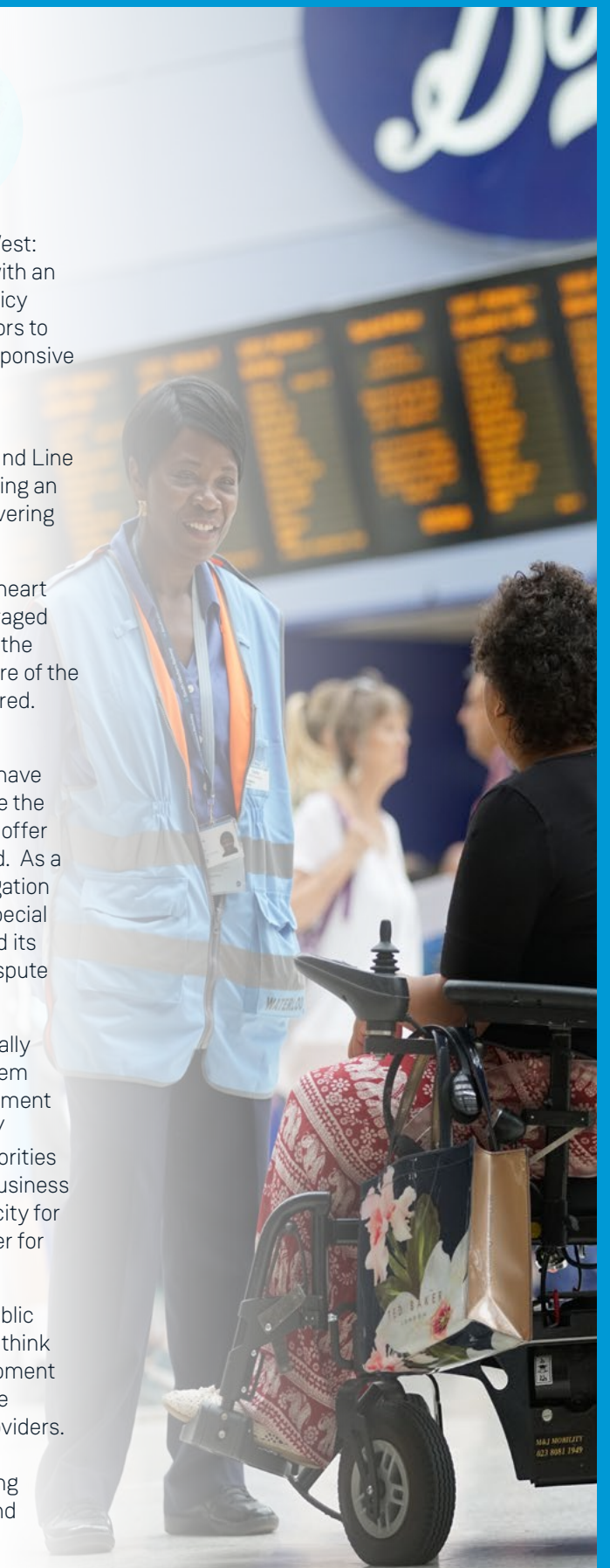
One suggestion that we made to the Review may resonate particularly with users of the South Western Railway who have been affected by the long-running RMT dispute. We made the point that franchise operators should have an obligation to offer reasonable alternatives when train services are suspended. As a step in the right direction we therefore welcomed the mitigation of passenger inconvenience provided by the two-hourly special shuttle service operated between Salisbury and Exeter and its supplementation with additional bus services on recent dispute days.

We have also argued that maintaining local services is usually a priority for a route's passengers – people often rely on them for getting to work or vital services. There is general agreement amongst stakeholders that a passing loop in the Whimple / Cranbrook area is amongst the top route enhancement priorities and we look forward to supporting the submission of the business case as soon as it is ready. As well as providing extra capacity for local services it will substantially improve the ability to cater for diverted GWR Paddington services when the need arises.

TravelWatch SouthWest is concerned with all modes of public transport. We have therefore encouraged the company to think ambitiously about its station estate, facilitating the development of attractive transport hubs where people can inter-change seamlessly between different modes, despite differing providers. This is not just a matter of bus-rail, adequate car parking, e-charging points or suitable cycle storage but of developing station facilities to ensure that they feel safe, accessible and welcoming for passengers.

Across the world, the companies that stand out for their excellence are those that prioritise understanding their consumers' needs and aspirations. Working with its colleagues in the Regional Development Team TravelWatch SouthWest is increasingly aware that South Western Railway is more than willing to listen.

Chris Irwin, Chair



Mainline Fleet Refurbishment and Capacity Enhancement

The whole of our mainline fleet is being refurbished including new seat covers and carpets and charging points. The reconfiguration of the first-class areas also helps create much needed additional standard class capacity.

The refurbishment programme complements the installation of an infotainment system and improved Wi-Fi (see separate article below). Class 442s, as well as going through the refurbishment programme, will provide extra capacity on the SWR mainline electrified network.

A summary of progress on each fleet is included below:

Class 444 / 450 Electric Units

Well over half of our 733-strong fleet of Class 444 & 450 vehicles have now received interior refurbishments, with more units being completed each week. The interior refurbishment programme of seat covers, installation of at-seat charging points and carpets is scheduled for completion during the winter of 2019. As the refurbishment programme draws to a close we will see the commencement of the exterior repaint for the units.

Class 158/159 Diesel Units

The refurbishment of the interiors of these units, including seat covers and carpets, is progressing well. This element, alongside the Persons with a Reduced Mobility (PRM) modifications, is expected to be complete by the end of 2019. The next stage comprising the installation of at-seat charging sockets and first-class reconfiguration / refurbishment is expected to start in early 2020 and complete by the end of the year.

Class 442 Units

Class 442 units are returning to the South Western Railway network after an absence of over a decade. They are going through a thorough refurbishment programme - we now have accepted over half of the additional 90 vehicles with initial deployment of one 10-car train a day on the Southampton to London route, which has recently expanded to include deployment on the Portsmouth route.

New Traincare Facility at Feltham

The new 10 track traincare depot at Feltham is a key component of the plan to introduce the 90 strong Class 701 fleet across the suburban network. SWR secured the necessary permissions from Hounslow Borough Council in Spring 2019 to enable the work to begin. The new facility is on the disused marshalling yards at Feltham. Although the yards have not been in use since the late 1960s, the land had been retained by Network Rail for future use.

We plan to have the new depot operational by

December 2020. The depot will include a new accommodation block, train inspection unit and a train washing facility. Our principle contractor, Volker Fitzpatrick, has started work by clearing vegetation and installing an access road for plant and machinery to enter the site.

The site will be connected to the main Windsor line in August 2020 which will allow soil to be removed from the site by rail, reducing the impact the work will have on local residents and the local roads.



Artsit impression of Feltham Depot

New Suburban Trains – Class 701s

Over the next year, we will start to introduce a new £895million fleet of Aventura trains across our suburban network.

90 state-of-the-art trains totalling 750 carriages will bring much-needed capacity and comfort for customers. These 'Class 701' trains are British-built and already under construction at Bombardier's Derby base. The delivery schedule is unfortunately behind where we wanted it to be due to well-publicised delays involving our contractor which have also affected orders for other operators. We are currently talking to Bombardier to agree a revised delivery schedule. The first new unit is scheduled for delivery in spring 2020.

The Class 701s will transform the customer

experience on board SWR trains on our suburban network as they are fully air-conditioned, have fast Wi-Fi connectivity, USB power sockets at seat locations, improved information display systems, bio-reactor universal toilets which need to be emptied less often, and wide-open gangways making them more accessible.

Other features include assisted braking and door opening technology that will use line-side beacons to activate doors as soon as the train stops, thus saving valuable seconds on the most heavily utilised parts of our network.

Performance will also improve as one consistent fleet with similar braking and acceleration capabilities will replace the current mixed bag of five different fleets serving our busy

suburban network. As well as providing a consistent customer offer – including at stations where there will be consistency in door positions as well as with wheelchair and cycle spaces – this will also make operations and fleet maintenance more straight-forward by having one homogenous fleet.





Stakeholder Conference 2019

Working With Stakeholders

Stakeholder Conference

Following feedback in last year's Stakeholder Survey we decided to hold two stakeholder conferences this year. The first was held at Woking in July, attended by over 100 stakeholders. One of the features was a selection of market stalls providing an opportunity for find out additional information on selected topics. These included sustainability, Community Rail, Community Ambassadors, Smart Ticketing, First Bus travel and partnership working.

Delegates heard a variety of presentations given by our Managing Director Andy Mellors, other SWR directors, the Route Managing Director for Network Rail and senior representatives from Transport for London and Southampton City Council. Topics included business

updates, rolling stock, putting the customer first, partnership working, the London effect plus several lively question and answer sessions with the presenters.

We recognise the importance of these conferences to our stakeholders in addition to other communication channels with the next one planned for Monday 18th November – watch out for further details. We welcome any suggestions on future topics or organisations you would like to speak at a future event.

This year's Stakeholder Survey will be being sent out shortly – the feedback is very valuable and used to inform future engagement so please do take the time to complete it.

Peter Williams, Commercial Director, SWR

488 additional cycle spaces Richmond Super Cycle Hub

We are working with London Borough of Richmond to significantly increase the cycle provision at Richmond station by creating a super cycle hub within the car park.

Richmond has one of the highest levels of cycling of all the outer London boroughs, with 7% of trips being taken by bike. The new £3 million hub, being delivered in partnership with the Department for Transport and Richmond Borough Council, will consolidate the existing provision and increase the number of cycle spaces at the station by 488 whilst still accommodating the existing car parking.

Additional 211 cycle spaces at Fleet

SWR will be building a new 200 space cycle hub at Fleet. Costing £600,000 the hub is being provided in partnership with Hart District Council and funding from the Department for Transport.

The scheme will see the relocation of some existing spaces into the new hub, the design of which will mirror the hub at Winchester station with glass panels combined with vertical timber boards. This type of design significantly enhances the feeling of safety and security within the hub.

The new hub will include CCTV cameras, Customer Information screens, a cycle repair.

Cycle Rail Awards

We were successful in securing over £1m of funding from the DfT for new cycle parking and / or electric bike hire schemes at eleven SWR stations in summer 2019. The funding was awarded as part of the Cycle Rail programme but would not have been possible without the match funding contributions from our partners. The stations where new facilities will be installed are:

- Salisbury
- Winchester
- Dorchester South
- Gillingham
- Wareham
- Bournemouth
- Parkstone
- Weymouth
- Basingstoke
- Cranbrook
- Honiton

The schemes are expected to be completed by the summer / autumn of 2020. More detail of some of the schemes can be found below.



Winchester cycle hub which is representative of the design for Fleet

Shared Bike and Car Schemes at East Devon and Bournemouth / Poole / Christchurch Area Stations

Shared bikes at stations can often bridge the gap between walking and bus routes, particularly for origins or destinations that are more than 15-20 mins walk away from a station or where there is no suitable route available. Electric bikes can extend the range of accessible destinations, especially where topography is steep and make bikes available to a wider group of people. Car club vehicles at stations can also provide a very practical option for longer or more complex journeys.

Exeter has had an electric bike scheme for several years with docking stations at Exeter Central and St David's stations, both served by SWR. The scheme is now being relaunched in September 2019 with new bikes and additional and expanded docking stations. We are pleased to be working with Co-bikes, Devon County Council, Exeter and East Devon Growth Point, Exeter City Council, East Devon District Council and Lidl to introduce new docking stations at Pinhoe, Cranbrook and Honiton stations. Funding for Cranbrook and Honiton was secured through the DfT's Cycle Rail programme with match funding from partners. The final package for Pinhoe station is still being developed but is expected to include a car club vehicle and additional parking for the station as well as the electric bikes.

Bournemouth, Christchurch and Poole Council has been working with Beryl bikes to introduce a shared bike scheme which was officially launched in August 2019. We have worked with both parties to create suitable bike parking areas at several stations including Bournemouth and Poole with options being considered at other locations. The scheme complements the excellent bus interchange facility at Bournemouth station that includes up to 32 buses an hour to the town centre and beach, further enhanced during special events such as the air festival at the end of August.

Transport Integration at Stations

As part of our franchise commitments we have placed particular emphasis on the 'last mile' to and from stations to make rail an attractive option for all types of travel. This can make the difference in rail being seen as a viable option for any particular journey. It's essential that that last mile does not become a barrier to the continued growth of rail travel, especially capacity for off-peak trips.

Partnership working with you, our stakeholders, is particularly crucial in making this work as part of wider local transport networks. The most suitable mix of transport modes is very dependent on the station, its location and catchment area so there is no one size fits all. We now have over 80 travel plans at SWR stations and our Regional Development Managers are keen to further develop these with stakeholders as a basis for future improvements. This can range from smaller short-term schemes such as cycle parking to long term redevelopment of a station area as part of a local hub, linked to a Local Plan.

Car parking will continue to play an important role at many stations, particularly for those with mobility impairments, and our plans for 1,500 additional spaces across the network alongside technology to make payment simpler and quicker should help to improve the experience for drivers. We are always keen to work with local partners to explore further options and funding opportunities, especially where significant local growth is planned. Early engagement with ourselves and Network Rail can make a major difference to securing funding and delivering improvements.

Car parking is however only part of the last mile solution, particularly for onward travel at the end destination. We are actively working with many stakeholders to expand the choice and quality of options from the front door to the platform including exciting new opportunities such as shared bikes at stations.

Beryl bikes - shared bike scheme

South Western Transport Partnership

The partnership, incorporating a range of representatives from councils, LEPs, regional bodies, customer groups and transport operators, has now met twice since its inception in 2018 and has started to identify several initiatives that will have a positive impact across the SWR area. It has particularly focussed on emerging opportunities around housing growth and economic development.

The initiatives identified so far include infrastructure enhancements, integration opportunities, timetable improvements and apprenticeships. The intention is that the proposals will be brought back to the partnership for further discussion once more detail has been established with the introduction of selected projects in 2020.

Managers' role is working with stakeholders and Network Rail to develop plans for routes, networks and regions that can then progress into funded and delivered schemes.

The landscape for rail enhancements has recently changed with the DfT's introduction of the Rail Network Enhancements Pipeline (RNEP) and Network Rail introducing the Continuous Modular Strategic Plan (CMSP) process for producing strategies for specific routes and areas. On top of this the emerging Sub National Transport Bodies (STBs) are playing an increasingly important role in leading on the development of transport strategies for their areas with rail now increasing in focus and priority. Many stakeholders will have noticed that other STBs such as the Midlands Engine have started producing rail strategies for their regions.

We are currently working with Network Rail, GWR and three STBs across the SWR network including TfSE, Western Gateway and Peninsula. There is a general agreement that a coherent strategy across the South West, integrating with the South East, is essential to demonstrate a clear vision and set of deliverable schemes that can help bring major benefits to the region.

The CMSPs that we are currently supporting the development of include the West of England line and the Solent area which are expected to report in early 2020. We are part of the West of England Line Strategy Group that includes councils, LEPs and rail user groups. It is hoped that the first of the priority schemes for this route can be submitted into the RNEP process to secure funding in early 2020. Network Rail has indicated that the Dorset area will be a priority CMSP for 2020.

Strategic Rail planning

Long term planning of railway enhancements is key to the future success of both the railway and the economic success and general growth of the communities we serve. The railway has to be able to grow and adapt to new challenges including the improvement of competing modes such as strategic roads. A key part of our Regional Development



Shazz Hooper
(FB: @shazzhooperphotography)

Access for All

SWR and Network Rail have successfully secured Access for All funding from the DfT for three stations in the 2019-2024 funding period. These are Wandsworth Town, Isleworth and Stoneleigh. All three schemes include the provision of lifts to all platforms at the stations, making them fully accessible. We are very grateful to London Boroughs of Hounslow and Wandsworth and Epsom and Ewell Borough Council who have provided substantial match funding totalling over £2.5m for these schemes.

The three new schemes are in addition to Walton on Thames and Barnes which were deferred from the 2014-2019 funding period due to budget constraints at the national level.



Syon Lane Access Improvements

Hounslow Borough Council has an ambition to make all stations within its borough fully accessible. South Western Railway has been working with its contractor, Osbornes, to achieve this at Syon Lane station. We aim to do this by delivering a £2.5m project to provide step-free access to both platforms at the station.

The work began in early spring 2019 when we delivered a new ramp at the station. This enabled access to platform one from the footway on Syon Lane. While installing the new ramp, provision was made for the new bridge structure by moving a ticket vending machine and large advertising signs on the platforms. This has created the space needed so that the station is ready for future work. Coupled to the work to accommodate the bridge we undertook some early engagement work with key stakeholders, including Sky as the station is well used by people traveling to the expanding Sky campus.

The accessible footbridge is being constructed offsite by a specialised metal fabricator, where the structure will be fully erected and tested before installation. The whole structure will then be taken down and trucked to the site in large sections. Upon arrival, it will be craned into position over one weekend and once the metal footbridge structure is in place, a lift can be installed with construction taking place onsite.

Syon Lane station sits adjacent to the playing field of The Green School for Girls and construction works will be easily visible from the school buildings. As part of the project delivery, SWR and the contractor plan to involve the school in the project by giving pupils the opportunity to visit the site, understand what is needed for a career in engineering and to engage the pupils in science, technology, engineering and mathematics through talks given by the project managers.



Transforming Cities Fund

South East Dorset (including Bournemouth, Poole and Christchurch) has joined Portsmouth / Isle of Wight and Southampton in securing access to TCF funding subject to the approval of business cases. We are pleased to continue supporting the partners alongside Network Rail in developing the businesses cases for submission to the DfT with rail playing a key part in the plans of all three areas, particularly in conjunction with other modes. A number of options are under consideration for submission in the final business cases in November 2019 including enhanced interchange and station facilities to bring them up to a consistent high quality standard.



Salisbury Station

We are working closely with Wiltshire Council to substantially improve the accessibility of Salisbury station by all modes and make the station a high quality gateway into the city in terms of both transport and urban design. We recently secured funding to create a cycle hub and electric bike dock at the station from the DfT's Cycle Rail Fund with match funding from Swindon and Wiltshire LEP. The next stage of plans being considered includes a reconfiguration of the forecourt to improve access by all modes and particularly additional routes. This is alongside options for creating additional parking capacity at the station.



D-Day celebration, Portsmouth Station

Destination Marketing and Promotion

We are working closely with industry stakeholders, tourism bodies, transport providers and complimentary brands and businesses to introduce, develop and promote partnership activities in support of driving improved customer experience and passenger journey growth.

Some examples of partnership activity include -

Destination centric campaigns - Locations include Bournemouth, Isle of Wight and Portsmouth. Activity is diverse and covers 'business as usual' through to bespoke activity. This includes special events such as D-Day celebration, attracting foreign visitors, translating the summer campaign into Mandarin, competitions and promoting the unique assets of location. Results

have seen a 6% year-on-year uplift at Portsmouth alone.

Event sponsorship - Major events include Southampton Boat Show, Winchester and Edwardian Christmas Fair, Great South Run, Egham County Show, Yeovil Show, 100 Years of Stonehenge and Camp Bestival

Commercial Pricing and partnerships - Wightlink, Red Funnel, Original Tour Company, Historical Palaces,

Christmas Fairs and 2 4 1 promotions

Community Sponsorship activity including - Rail to Ramble promotion, Lions of Windsor celebrating 200 years since the birth of Queen Victoria, sponsorship of multiple community investment programs

Education - Discounted travel to open days

We are keen to develop this approach with other destinations and partners over the next 12 months.

Safety and Security

April 2019 has seen the launch of a new security initiative across the SWR network, the “Station Watch Scheme”. The aim of the Scheme is to create an environment at stations that reassures SWR’s customers and employees and deters criminality and anti-social behaviour. The stations covered by the scheme are Southampton Central, Bournemouth, Woking, Guildford, Basingstoke, Wimbledon, Surbiton, Staines, Clapham Junction and Richmond.

The Security team is also working closely with Network Rail, British Transport Police and the Local Authorities to mitigate the risk of fatalities on our network. Initiatives include deployment of Rail Community Officers and Land Sheriffs to carry out targeted pro-active patrols and the introduction of “Welfare Officers” at hot spot locations. Their remit is to identify vulnerable people or anyone in distress and provide them with assistance and support.

In February this year we introduced a new Crime and Community Manager role, who has responsibility for

managing the Rail Community Officers and leading the company’s efforts to reduce crime and antisocial behaviour. The RCOs work closely with the BTP and conduct high visibility patrols all over the network. This year alone they have supported the safe delivery of high profile events including the Portsmouth D-Day anniversary and presidential visit, Royal Ascot & Army Navy Rugby at Twickenham to name a few.



British Transport Police

The bright future of the Island Line

The future of Island Line has been secured with the announcement of a £28 million investment including new trains and track improvements.

The announcement that the Department for Transport was taking forward South Western Railway’s proposals to improve the sustainability of the railway linking Ryde to Shanklin, followed the news that Network Rail will be investing a further £25 million in Ryde Pier, which allows the trains to connect with ferries to Portsmouth.



The accepted proposals were developed in partnership with key stakeholders on the Isle of Wight, including the County Council and Solent Local Enterprise Partnership, who between them have agreed to contribute £1 million to fund a new passing loop at Brading to provide a 30 minute even interval service.

Andy Mellors, Managing Director of South Western Railway, said: “This is a great day for the Isle of Wight. I want to pay tribute to our team at Island Line who have kept the current 1938 stock going for so long and to the stakeholders who helped us develop our proposals. I look forward to our continuing partnership as we deliver the next exciting chapter in Island Line’s history.”

Dave Stewart, Leader of Isle of Wight Council, said: “I am really pleased to welcome the decision by the

Department for Transport to invest millions into Island Line. Today’s announcement follows a long and detailed process involving South Western Railway, Solent Local Enterprise Partnership, the Isle of Wight council and our MP Bob Seely aimed at securing a long-term solution to Island Line.

“This is great news for the Island, great news for South Western Railway and, most importantly, great news for the users of Island Line. A big thanks to the government for listening and supporting the island once again.”

Gary Jeffries, the Chairman for Solent Local Enterprise Partnership, said: “A renaissance of our coastal communities is a strategic priority for the Solent LEP as we strive to raise productivity levels and spread prosperity across the Solent. Improved digital and transport connectivity is a key enabler of this renaissance, and we are delighted to be working with SWR, the Department for Transport and Isle of Wight Council to unlock funding for the creation of a new passing loop at Brading Station, allowing a more standard 30 minute service.”

Island Line is restricted in terms of the size of units that can run on it and so SWR has chosen Vivarail’s Class 484 trains. These totally refurbished former London Underground trains will provide more capacity, better accessibility, passenger information systems and wi-fi. The two carriage trains will also have connecting gangways allowing guards to move freely throughout the whole train, collecting revenue and providing passenger assistance.

The first train is expected to arrive on test in early summer 2020, with track improvement works due to take place over the winter of that year.

The proposals submitted to the DfT followed an initial stakeholder consultation back in the autumn of 2017. Feedback from that consultation was then considered by the Island Forum, made of stakeholders including: IOW Community Rail Partnership, IOW Steam Railway, the IOW Bus and Rail Users Group, Southern Vectis, KILF, Wightlink and Hovertravel, with detailed proposals reported back to a steering group.



Artist Impression of the new Island Line Train



Community Rail Partnerships (CRP) Try the Train

Our commitment to the community has gone from strength to strength over the last year. We once again invested over £250,000 in Community Rail Partnerships (CRPs), working closely with stakeholders to further involve local people in the railway, promote sustainable travel and support social development.

As a result of our efforts, we were delighted to see Purbeck CRP employ its first line officer, Kelly Marshall, in January 2019. Kelly has made a great impression in her new role, supporting promotion of the summer SWR service to Corfe, as well as establishing plans for new signage and flower displays at stations between Holton Heath and Moreton.

Our London based CRP, the only one in the country, setup a brand new Steering Group, expanding to cover stations in both Hounslow and Richmond boroughs. It has continued

its close links with the National Citizenship Service, building on last year's efforts with the organisation adopting three stations over this summer.

Blackmore Vale CRP produced a book to pay tribute to those who lost their lives from the villages between Tisbury and Crewkerne in the First World War, whilst also launching its first ever line guide. The guide is a step above the traditional fold out map, with 36 pages of attractions, suggestions for visitors, food and drink stops, and even activities to keep the children amused on the train.

We supported the development work undertaken by East Hants on the Information Hub at Petersfield, which has seen the group launch a very successful 'Free Shop Friday' programme recycling products that would otherwise have been thrown away and distributing them to those who can make use of these items.

We have also helped Three Rivers CRP commence the process of leasing redundant spaces to make them available for community use. This includes some aspirational projects at Shawford and Swaythling, with hopes that the former will become a space for the local youth group, while the latter becoming a community meeting room.

In conjunction with the Devon and Cornwall Rail Partnership we have continued to promote destinations on the East Devon Line, with them distributing inspiring leaflets to locals in the area promoting the railway. We are working together to explore the possibility of repeating the successful vinyls in the waiting shelter in Axminster, this time in inner London stations, raising awareness of the line to a whole new audience.

Alongside the above we were honoured to help with the tributes to commemorate those who lost their lives during the First World War on the lines covered by the Lymington to Brockenhurst and Isle of Wight CRPs. Both CRPs have continued close links with local communities, running a very different event to entertain our passengers. 'Music on the Move' saw performances on both lines, as well as Wightlink services on selected dates between April and August. These were well received by all involved and definitely put a smile on the faces of many passengers.

Alongside this, with our support, the Surrey Hills to South Downs CRP was confirmed as the latest addition to our community rail family. The CRP is already working with us to distribute a 'Rail to Ramble' cycle route leaflet at many of our stations,

highlighting the beautiful trips that can be taken in the local area.

We have also strengthened our links with the North Downs line CRP, as well as the restructuring group which covers stations along the traditional heart of Wessex route, offering both the opportunity to bid to us for project funding for the forthcoming year.

Our CRPs worked with us to pull out all the stops to promote Community Rail in the City, bringing a touch of the countryside to London Waterloo, as part of the national event organised by the Association of Community Rail Partnerships (ACoRP). They followed this excellent



Community Ambassadors

display with a CRP Showcase in Southampton, promoting their work to stakeholders and potential new business partners.



70 years of National Parks

Our Community Ambassadors have also worked closely with the CRPs, and many other groups, to deliver unique Try the Train events for those without the confidence to use our services. In the first year of running the programme, 35 of our staff volunteered for this role, and we delivered 16 trips (40% and 60% over our target respectively). This has been followed up by a flourish of trips over the summer, bringing our total to 35 events, seeing our volunteers running trips for those with disabilities, disadvantaged youngsters, new mothers, year 6 pupils preparing for secondary school, the elderly, and even trainee assistance dogs.

We are extremely proud of the efforts of the Ambassadors and the wonderful feedback they have received, and are delighted their efforts were recognised with a shortlisting in the Customer Service Excellence category of the National Rail Awards which will be held in September.

Our efforts with station adoption have resulted in treble the number of ACoRP registered groups over the last year. Adoption sees groups work with us to add art, gardening efforts, or even a book swap at our stations. We offer support, safety training, funding, as well as some travel tickets to each group, in recognition of their hard work at our locations.

We are delighted to have wonderful adopters who work hard to help us improve the travelling experience for all. These groups are based across the network, from London downwards. Examples include Brentford Air Quality which beautifully planted up the slope at the entrance to the station, adding roses and a selection of flowers to wow passengers upon their arrival. Elsewhere the Arts Society at Ascot added art work by youngsters, and saw their colleagues from the Guildford branch take on Farncombe and Woking, producing unique displays within the waiting rooms at these stations, which will be refreshed every few

months. The Friends of Wool continued to help promote destinations beyond the station, whilst maintaining a number of planters along the platforms. Elsewhere the Friends of Brockenhurst maintained their flower displays at the station, while working closely with us on plans to enhance the waiting room between platform 3 and 4, setting out their aspirations for a history display as well as promoting their efforts at the station to encourage others to get involved. The Friends of Templecombe continued their hard work at the station and have again been shortlisted in the Station Excellence category of the National Rail Awards. Other groups are finding their feet with flower displays soon to arrive at Ash Vale and Pinhoe, in collaboration with our station and maintenance teams.



Princes Trust – Helping Young People Achieve a Brighter Future

To date we have worked with the Prince's Trust to give 25 young people the opportunity to learn new skills and get their lives back on track with a new programme commencing in October 2019. The latest cohort of eight young people aged 18-30, unemployed and not in education or training, recently completed the four-week training programme which aims to develop their customer service and communication skills, as well as building confidence with workshops and practical lessons.

The cohort also experienced the busy world of the rail industry by 'buddying up' with SWR staff at several stations across the network to help customers with their queries, assist them with boarding trains as well as checking tickets on the gatelines.

Five previous students are now working in various roles at SWR, including Ashley Redding, a Gateline Assistant at Havent Station, Harrison Jones, a ticket inspector, and Te-Jay Lawrence, a train dispatcher, who now both work at Waterloo station.



Ashley Redding, Gateline Assistant

Customer and Communities Improvement Fund (CCIF)

This year marks the launch of South Western Railway's Customer and Communities Improvement Fund for the mainland, a four-year programme with over £10m available in two tranches, for projects across the South Western Railway network that will make a real, positive difference to people's lives.

CCIF has been designed to support projects of all shapes and sizes in the communities we serve, can include a wide range of schemes and activities, from diversity and outreach projects helping to open rail travel to more communities, educational campaigns, cycle schemes, through to full-scale building and refurbishment projects.

We have already allocated nearly £80k through the first period of CCIF funding on the Island Line (launched in 2018) for projects including improving community facilities at Sandown station, installation of more herb planters, and refurbishment of the former signal box at Brading.

Bidding for the first two-year round of the CCIF mainland fund closes in early September, after which applications will be assessed by representatives of Transport Focus, London TravelWatch and our Customer Panel. Their shortlist will then be reviewed by our Executive team, before a final list of recommended schemes is put to the Department for Transport for their final approval by the end of December 2019.

We hope to tell you more about a number of the exciting projects we have been able to fund in future newsletters and the next Stakeholder Report, delivering real positive benefits to the people in the many communities we serve.



New Mothers, Try The Train



SWR Supporting Pride

Our teams have been supporting Pride events across the network including Basingstoke, Bournemouth, Portsmouth, Weymouth, Isle of Wight and Southampton.

Our staff have decked stations in rainbow colours including a special rainbow effect installation on the overbridge at Southampton Central. During the day, each window on the rainbow overbridge at Southampton Central is bathed in a colour from the iconic Pride flag, whilst at night the effects can be seen from the station's exterior.

We also launched our first ever 'Trainbow' service ahead of August's Pride Festival in Southampton. The nose of the train has been liveried with the iconic Pride flag to show our support for LGBT+ colleagues and customers.

Colleagues at Southampton have also renamed the station '#SOproud Central' – a nod to twitter hashtag and Pride campaign.

**South Western
Railway**

Sustainability

SWR has made great strides over the last year to embed sustainability into everything we do. In 2018 we launched our sustainability strategy to deliver positive change for our communities, customers, people and our environment.

In 2018/2019 we achieved zero waste to landfill and increased our recycling rates to 82%, reduced our carbon emissions by 33% (compared to the franchise baseline position in 2015/16) through our energy supply chain, our non-traction energy usage by 11% and our water consumption by 2% and certified our environment and energy management systems to ISO14001 and ISO50001 international standards. Our industry leading recycling programme won a Gold Green Apple award and was a finalist at the National Recycling Awards.

We have launched several sustainability initiatives including 60 electric vehicle charging points, installed automatic water meter readers across our entire estate, a water fountain at Hampton Court station, £1 million of cycle facilities and £5.3 million of funding to community projects. We have also won funding from the DfT and the Rail Safety & Standards Board to trial catalyst technology on our diesel fleet together with Porterbrook and Eminox to help reduce emissions and improve air quality.

Our charity programme has seen SWR raise £122,256 for our corporate charity partner Action for Children

and local charities including Salisbury Trust for the homeless, Ace of Clubs, Macmillan, 2 saints and Snowdrop.

At SWR our people are important to us. We have invested in apprenticeships and training, launched our diversity and inclusion networks (LGBT, BAME, Women in Rail, Disability Forum, Young Rail Forum) and held several employee events to support careers, mental health and wellbeing, sustainability and inclusion. Through the Princes Trust programme we have supported 17 young people to gain work experience with SWR and have successfully placed 5 into employment with us.



Vehicle Charging Station



Our Community

National Rail Awards

A number of our staff and teams have been shortlisted for several categories in the National Rail Awards, the ceremony for which will be held in September 2019. They include:

- Jeff Fry (Outstanding Personal Contribution)
- Tarnia Rayment (Outstanding Personal Contribution)
- Customer Ambassadors (Customer Service Excellence)
- Royal Wedding (Outstanding Teamwork)
- Corfe Castle Service (Outstanding Teamwork)
- SWR Paramedic (Safety)



Excellence Awards

The awards provide us with an opportunity to celebrate and showcase the positive impact that our people have on our business, whether individually or as a team. This year's awards ceremony in April 2019 was hosted by Kriss Akabusi MBE, former Olympic Bronze and Silver medallist.

Over the course of the evening we celebrated colleagues' achievements in the following categories:

- Committed to our customers;
- Dedicated to safety;
- Supportive of each other;
- Great Leadership
- Accountable for performance; and
- Setting the highest standards.

Apprenticeships

We are offering apprenticeships to 130 of our colleagues this year in addition to 150 who have started an apprenticeship programme since the start of the franchise in August 2017. They are

used to help upskill our people and cover a variety of levels ranging from the equivalent of modern GCSE to a master's degree.



Get in touch with the team here:

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