



South Western
 **Railway**

Customer report

September 2021





Contents

- 3** Foreword from Claire Mann,
Managing Director
- 4** Our performance
- 6** Our National Rail
Passenger Survey results
- 8** Our stations
- 12** Customer service
- 14** Sustainability at SWR

Welcome to the latest edition of our Customer Report!

It's hard to believe that it's coming up to half a year since I became South Western Railway's new Managing Director, and it has certainly been a busy and eventful six months.

One of the most significant developments in that time was the signing of a new National Rail Contract with the Government in May. This new contract enables us to continue delivering our exciting existing projects such as the Island Line upgrade and the rollout of the new Arterio trains onto our suburban network, as well as new activities to boost performance and improve your journeys. This two-year contract recognises the essential role of our rail services in 'building back better' and will provide stability for our customers, colleagues and the communities we serve.

Added to that, April saw our colleagues in the RMT voting to end the dispute over the role of the guard onboard our new Arterio trains. I know this dispute has caused significant and unacceptable disruption to many of our customers in the past, so I am glad we have been able to move this forward to a resolution ahead of the fleet's introduction.

As restrictions have finally eased over recent weeks and months, I am delighted that our network has become noticeably busier, with more people reconnecting with friends and families and heading back to the office. To reflect this, back in May we increased the number of services we run, with weekday service level now at 85 percent of pre-COVID levels and weekend service levels similar to before the pandemic.

I know that as restrictions have eased, there have been challenging days for our customers, with a number of incidents on the network which have disrupted journeys. Having lived on the network myself for years, I'm all too aware of how frustrating this sort of disruption can be, and I am sorry the inconvenience it has caused to customers.

We're working hard with our partners at Network Rail to ensure we can better understand the challenges we face and put plans in place to make sure we minimise the number of these disruptive incidents. Of course, COVID-19 has also presented its own challenges, and like many businesses up and down the country, we have had colleagues needing to self-isolate, which has resulted in some service alterations.

However, the past year has seen us work on a number of initiatives to improve your experience when travelling with us. We recently began the rollout of the next phase of our industry-first Assisted Boarding Points, which allow customers who need assistance to request it with only ten minutes' notice. Alongside the rest of the industry, we've also introduced Flexi Season tickets, which offer 8 days travel in a 28-day period, with a discount compared to our monthly season ticket.

In addition, we're harnessing the use of technology. On some of our routes, our guards are trialling Body Worn Video cameras, which we hope will reduce anti-social behaviour and ensure that customers and colleagues are kept safe. On top of this, we're testing the use of our onboard CCTV cameras and AI technology to measure the number of customers travelling on our trains. As and when the system goes live on our fleet, you will be able to get real-time capacity information to help you plan your journey and avoid the busiest trains.

The improvements don't stop there. Over the past year or so we have delivered: WiFi across all our stations; improvements to accessibility at 10 stations; the introduction of seven new Duty Control Managers who work in our control room and ensure your journey is as smooth as possible; and the repainting of 48 stations to brighten up your journey, with more stations to come.

Looking forward, I am passionate about delivering for customers, which is why my team and I will be working every day to make your journeys even better.

Thank you.

Claire Mann

Claire Mann
Managing Director





Our performance

The punctuality and reliability of our services over the past 6 months have been varied. We maintained our performance levels up until May 2021 however since then we have suffered with high impact rail and signalling related failures which have coincided with an increase in the number of our services and a steady increase in the volume of customers travelling.

Period	On time	On time to 3 mins	On time to 15 mins	SWR cancellations	Short formations	All cancellations
12	85.7%	95.6%	99.6%	0.34%	0.00%	1.37%
13	84.4%	95.4%	99.5%	0.32%	0.00%	1.38%
01	84.4%	95.8%	99.8%	0.60%	0.00%	1.31%
02	80.6%	93.4%	99.3%	0.53%	0.18%	2.19%
03	75.8%	89.8%	98.3%	0.64%	0.74%	4.06%
04	76.1%	90.3%	98.7%	0.73%	0.68%	3.32%

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.

Following these significant incidents, a number of targeted learning reviews have been conducted that have driven targeted interventions. These include making changes to signalling equipment affected by recent unusual events and additional initiatives to better manage the use of backup systems to ensure we are minimising the impact on customers.

Working to Waterloo is a critical route as it has an impact on many of our services if something goes wrong here, to protect the performance Network Rail are taking an innovative approach and have used their helicopter to prevent future failures. This has identified several hotspots that are being monitored more closely and, where needed, they are proactively replacing equipment before a failure occurs. Network Rail are also trialling enhanced monitoring of maintenance and improvement works in this area to prevent engineering work overruns.

Despite these setbacks, South Western Railway and Network Rail continue to implement performance improvement initiatives. We have been focussing on our fleet and conducted a significant piece of work to re-baseline all of the

doors on our inner suburban 455 stock as well as the replacement of Wheel Slip Protection (WSP) probes on our 450 and 444 stock. Due to these initiatives, the reliability of our Fleet continues to improve which means fewer unit failures and therefore fewer instances of disruption of our customers' journeys.

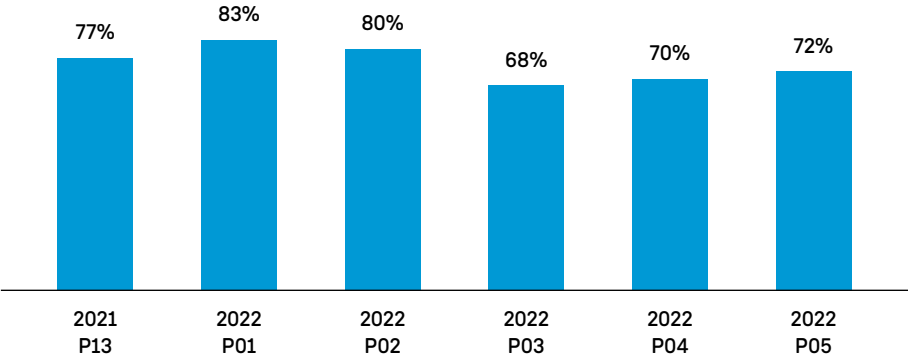
Passenger disorder remains as an issue on our network. These instances not only present a danger to our customers and colleagues but also have a significant impact on the punctuality of our services. To address this, we have implemented several new initiatives such as:

- A trial of body worn cameras to be worn by Guards at our Fratton depot. These have been proven to deter or diffuse disorder incidents in similar industries and it is expected that they will have the same impact on our trains.
- Increased security personnel at key locations and times of day who will intervene in situations where our regular platform and train colleagues can not.
- Better coordination with Network Rail and the BTP in order for trains which have ongoing disorder incidents on them to be met by Police at an appropriate location so that other services can be 'worked around' the delayed train.

Our National Rail Passenger Survey results



Overall journey satisfaction



In the previous report we covered our Mystery Shopper programme introduced in October 2020 to monitor customer experience on stations and trains. Our teams have focused on several key areas identified as part of the programme including staff knowledge, staff availability, provision of information and cleanliness of our stations and trains.

Working collaboratively our teams have implemented a number of new initiatives to improve including a new cleaning regime for stations, increased cleaning of our trains, review of information provision during disruption to name a few.

The NRPS survey continues to be paused, with Transport Focus undertaking a number of trial surveys across the network for a relaunch next year. We continue to monitor Customer Satisfaction through our Voice of the Customer programme. We are starting to see consistency in relation to overall journey satisfaction as shown above. Although there was a slight dip in period 3, we are using customer feedback to continue to develop new initiatives to improve the customer experience.

Following its success in providing in-depth insight based on customer feedback, we expanded the Mystery Shopping programme in June 2021 to cover all of our stations and our train depots.

This time last year we introduced you to our newly revamped Customer Council, a dedicated group of individuals who are working with us to provide feedback on our service and valuable insight on project and initiatives we are working on.

Over the last 12 months the Council have been involved in a number of initiatives including Delay Repay improvements, On Train Surveys, performance improvement videos and station visits. The current members will be continuing in their roles over the next year as we work together to continue developing our customer experience offering.

We are continuing to hold our Digital Meet the Manager sessions with our next session taking place in October. This programme allows our customers to put questions to our senior leaders from the comfort of their own home.

Our stations



Passenger assistance

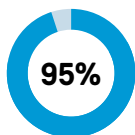
Passenger assistance is an important part of our service, as we strive to make our railway as accessible as possible. By booking with our Assisted Travel service you enable us to ensure we have everything prepared for your journey. When assistance has not been booked in advance, we will still try to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

Throughout COVID-19, colleagues have been available and ready to help customers who require assistance.

Between March 2021-August 2021, South Western Railway staff helped to carry out over 10,340 booked assists across the network. Due to COVID restrictions, our Passenger Assistance requests were significantly down on pre-COVID levels. Numbers are expected to pick up in June 2021 as restrictions slowly eased from April 2021.

Over 1,900 of these were either from or to Waterloo, Clapham and Guildford. Waterloo was the busiest station with 1289 assists, Southampton Central was our second busiest station with 1223 booked assists.

Here are our results recorded on booked and unbooked assistance, from March 2021 to August 2021:



Booked assistance

95% of booked assistance was successfully completed. Of the 5% not completed, 4% were due to customers not arriving as booked (for example their plans had changed) with the remaining 1% due to disruption or staff not being available as planned.



Unbooked assistance

99% of unbooked assistance was successfully completed. Of the 1% not completed, this was due to staff not being available at short notice.

Since January 2021, we have been delivering a Disability and Equality Awareness refresher to our front-line colleagues.

As of 31 July 2021, nearly all of those colleagues have completed the refresher, with the remainder to complete the course during late summer and early autumn. This refresher was designed in conjunction with disabled people, and we hope it gives our colleagues the confidence they need to better support our disabled and older customers when travelling with us.

On 5 August 2021, we officially launched the industry first Assisted Boarding Points (ABP) at stations between Weymouth and Southampton Central. ABP is designed to better support our

customers who prefer to travel 'Turn Up and Go' by allowing them to request assistance at short notice via WhatsApp or a dedicated 24 hour telephone number.

The points are designed to align with the wheelchair space on the train and are a focal point for our guards to look for customers who have requested assistance, either through the service or pre-booked via Passenger Assist.

ABP will be rolled out to all SWR managed stations and platforms, including Clapham Junction and Guildford by mid-October 2021. More information can be found here on our website: <https://www.southwesternrailway.com/travelling-with-us/assisted-travel/assisted-boarding-points>

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 February 2021 and August 2021, our ticket offices have been open for 98.79% 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.



GIFTS GALORE

ELEGANT EATERIES

FABULOUS FASHION

BUZZING BARS

McCollins

- Lost Property
- Car park and Car hire
- Ticket enquiries
- Baby
- Underage and seniors
- Shop and eat

INTERNATIONAL CURRENCY EXCHANGE

£ € ¥ \$

Self-service tickets

TICKETS
Lost and Found Property



Customer service

Complaints

Over the last 6 periods we have continued to deliver on our complaint handling requirement of 95% resolution in 20 working days. The impact of the COVID19 pandemic has significantly reduced the number of complaints received

and we have taken this opportunity to work closely with colleagues across SWR to ensure that areas of frustration for our customers are addressed effectively and efficiently.

Complaints responded to	7097
Responded to within 20 working days (%)*	99.91%
Complaints per 100k passenger journeys	22.75

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

Delay Repay

Delay compensation contacts saw particular growth in periods 3 & 4, driven by a number of infrastructure incidents across the network. Handling and processing timescales continue to fall comfortably within the industry measure of 20 working days, averaging 4 for this time

period. We continue to pursue developments to our compensation portal to both simply yet quicken the claim processing for our customers. With enhancements to be deployed throughout periods 7 & 8 of this year.

Delay Repay claims per 4 weekly period

	P12	P13	P1	P2	P3	P4	Total
Percentage accepted	79%	78%	75%	76%	85%	72%	80%

Average time to process per 4 weekly period

	P12	P13	P1	P2	P3	P4	Total
Average time to process (working days)	2	2	3	3	3	6	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 March 2021 and August 2021, compared with the previous report:

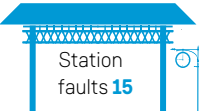
	August 2021	February 2021
Number of faults reported	27	11
Average time to resolve (days)	29	41
Number of station faults	15	10
Number of on train faults	12	1
Number of faults - other	0	0



Average time taken to resolve
29 days



Number of faults reported **27**



Station faults **15**



On train faults **12**

Faults by sub categories:

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

Faults by service group:

Mainline services

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

Suburban services

5. Windsor & Eton Riverside/Hounslow/ Weybridge via Staines to London Waterloo	1
6. Reading/Aldershot via Ascot to London Waterloo	2
7. Main suburban routes to London Waterloo	2

Island Line services

8. Shanklin to Ryde Pier Head	0
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Sustainability at SWR

Sustainability is at the heart of everything we do. Since signing our new contract, we have even more ambitious plans ahead of us.

Here are some of our achievements since February:

- Launched the first social value report in rail where we accounted for how we impact the communities we serve. The report can be found [here](#) Social Value Report | South Western Railway.
- Kick started our roadmap to zero carbon. We recognise the importance of reducing our impact and are working hard to set science-based targets and a plan for the future.
- Set up an Environment and Sustainability alliance with Network Rail to collaborate on key topic areas
- Nearly all our front-line teams have undertaken a Disability and Equality Awareness Refresher course. 99% of colleagues who haven't taken this course have not done so through long-term sick or maternity leave. This will be completed in Autumn 2021.
- Officially launched our new Assisted Boarding Points at stations between Weymouth and Southampton Central. These points, with the addition of a WhatsApp service make requesting assistance 'Turn Up and Go' much easier for our disabled and older customers. The service will be rolled out to all SWR Managed stations and platforms, including Clapham Junction and Guildford by mid-October 2021.

Over the next six months we will:

- Launch a new sustainability strategy. This will be the blueprint for how SWR will operate going forward.
- Increase our recycling. We have seen significant changes in our waste and how our customers are travelling. This has impacted our recycling rates. We will work hard to segregate everything we can to hit 75%+ recycling.
- Finalise an air quality strategy and begin monitoring at key locations.
- Nominate new SWR local charity partners to enhance and expand the current charity programme.

Criteria	2021/ 2022	Target	Reduction (%)	Previous year (2020/2021)	Difference (%)
Our trains: average CO ₂ e per vehicle km (kg)	0.43	0.46	6%	0.44	-3%
Buildings energy: total energy consumed (MWh)	14,388 ¹	14,761	3%	15,867	-9%
Waste recycling (%)	74% ²	75-80%	NA	79%	-5%
Waste diversion (%)	100%	100%	On target ✓	100%	0%
Water consumption (total m ³)	51,175 ³	100,013	49%	76,671	-33%

¹ Revised consumption according to the new reporting model, includes only P11-P3.

² 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.

³ Revised water consumption according to the actual smart meter (AMR) data, The data for the FY 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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