

Stakeholder Annual Report

2018/2019

South Western
Railway

Stakeholder Annual Report

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WELCOME TO THE FIRST ISSUE OF SOUTH WESTERN RAILWAY'S STAKEHOLDER REPORT



Andy Mellors
Managing Director

The first year of our franchise has been an eventful one. We have seen challenges in terms of performance and industrial action, but also improvements in terms of capacity and new and longer trains. Much of what we have achieved has been delivered by working with partners both within and outside of the industry, and looking to the future we plan to build on these partnerships to help transform our railway.

The success of South Western Railway can help deliver benefits far beyond our boundaries and into the communities we serve. It's vital that the railway contributes to the wider economy by connecting communities, supporting business centres, promoting leisure attractions, and providing access to vital facilities such as hospitals and schools.

To make sure we are delivering a railway which meets these needs we rely on input from our stakeholders, which is why, at the end of last year we held a public consultation into our proposals for the December 2018 timetable. We received over 7000 pieces of feedback and were able to use this to shape our plans to reflect what our stakeholders and customers most valued in the final proposals we submitted to Network Rail back in March.

It is therefore particularly disappointing that, following problems with the May 2018 timetable elsewhere, a decision was taken nationally to reduce the amount of change this December and so roll-over some operators' timetables – of which SWR was one. While it is deeply frustrating that our planned improvements will now not happen in December, we are determined that passengers will still reap these benefits and are discussing with Network Rail and the Department for Transport how the changes can be introduced in a phased approach across future timetables.

There is no escaping the fact that the railway needs continuous investment to keep moving forward and adapt to local and strategic needs. We have a responsibility to work with you as stakeholders to achieve this, particularly in the current challenging financial climate. There are some really good schemes and strategies in the pipeline and we will work closely and effectively with you to develop these. I know Network Rail Wessex and Western routes are keen to ensure that they play their part in this and have developed new approaches to strategic planning to help achieve enhancements.

But it is not all about physical improvements or financial investment.

There are many opportunities to work proactively with a wide variety of stakeholders from bus companies to local authorities, business organisations and tourism bodies to better promote and integrate travel opportunities and achieve those small changes that make a difference for our passengers.

So important are these relationships that we have strengthened our stakeholder team, with three regional development managers now in place to act as the conduits between our stakeholders and our business. Their role is to listen and learn, to bring back ideas and aspirations and seek out funding opportunities to deliver the projects and schemes that are in all our interests.

Our RDMs, who are profiled later in this report, each cover a specific area and hopefully by now many of you will already have met them. We won't be able to deliver everything, everyone wants but our aim is to identify schemes and aspirations which benefit us and you. We look forward to working together to ensure that the railway plays an influential and positive role in planning at different levels from Neighbourhood Plans through Local Plans to the emerging Sub-National Transport Bodies.

Helping us to become part of the communities we serve are our eight Community Rail Partnerships and our many Station Adoption groups. These groups and their armies of hard-working volunteers bring new life and energy to our stations, improving the travelling environment and driving ridership.

We are very grateful for everything they do and are always on the lookout for more so next time you pass through your local station think not what your station can do for you, but what you can do for your station.

Working with these groups is a dedicated Community Rail Manager to provide support and guidance, and we have just launched our new team of Community Ambassadors to help drive engagement throughout our network. The Ambassadors, who have been recruited from across our business, all share a passion for people and a desire to help make the railway accessible for everyone.

The years ahead will be an exciting time for South Western Railway as we transform our network with new and longer trains, better use of smart ticketing and improvements to our stations and information systems. I look forward to working with you on the journey to a better railway for everyone.

Yours sincerely

Andy Mellors
Managing Director





Network Rail's Wessex route includes the majority of the South Western Railway (SWR) network, covering around 1,300 miles of track and some of the busiest lines in the country. Almost a quarter of a billion journeys are taken each year across our network, which includes London Waterloo - Britain's busiest railway station, currently undergoing the biggest investment upgrade in over a century.

We connect employers in key urban areas including London, Woking, Bournemouth, Southampton, Winchester and Reading to millions of people, as well as supporting tourism across the south of England. We also link communities across the country, bringing people closer together.

Working in alliance with Andy Mellors and SWR, my highest priorities are delivering a safe railway and reliable, punctual and comfortable journeys for our passengers. I am pleased that since the start of SWR's franchise in August 2017, in partnership we have already provided significant capacity improvements and new and longer trains, through our £800 million south west upgrade programme.

However, there have been some challenges impacting train performance, including track and train issues across our network. We know we need to do more.

That is why we are doing everything we can with SWR to provide a better service, through investing in more resources and teams, employing state of the art technology to improve our processes and learning from past incidents.

Looking to the future, delivering more capacity is fundamental given that one of our biggest challenges and opportunities is that passenger journeys are predicted to increase by a further 40% in the next 20 to 30 years. Our relationships with our stakeholders are critical to helping us meet demand through joint schemes, as well as providing support, expertise and feedback on our enhancement plans. Together with SWR, we will use these links across the network to deliver the best possible service for people in the south west.



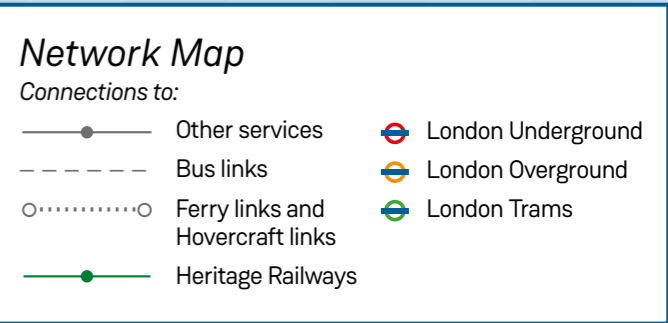
A WORD FROM OUR ALLIANCE PARTNERS NETWORK RAIL

There will be some incredible opportunities to improve our railway by working together, supporting jobs, housing, productivity and growth, and we are changing as an organisation to rise to this. We have an exciting future ahead of us and I look forward to continuing to work with you to provide a better railway for a better Britain.

Becky Lumlock
Route Managing Director for Wessex



Railway





OUR 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

OUR VALUES

We are clear about what is fundamentally important to us. Driven by shared values, the behaviour of our people makes SWR special. These values will guide us through a period of transformation and will help shape our actions.

- Committed to our customers:

We keep our customers at the heart of everything we do
- Accountable for performance:

Every decision matters, we do the right thing to achieve our goals
- Setting the highest standards:

We want to be the best, continually seeking better ways to do things
- Supportive of each other:

We trust each other to deliver, and work to help one another succeed
- Dedicated to safety:

Always front of mind, safety is our way of life

IMPROVING PERFORMANCE

Improving performance is the greatest challenge facing our railway and one which we, and our partners at Network Rail, are determined to rise to.

We know our customers, and the communities they live and work in, depend on a punctual and reliable railway and so, over the next year, South Western Railway will be investing £5 million in improving performance. We will be focusing on the things in our control: robust resourcing of traincrew, improved fleet reliability and timely dispatch at stations; alongside supporting Network Rail in improving the infrastructure of our network.

On a network as busy as ours, even the smallest incident can quickly cause knock on delays to many services. Network Rail is already using technology such as remote monitoring of important pieces of infrastructure to identify potential problems before they occur, and has deployed extra response teams in some locations to react to incidents quicker. We're also working to remove speed restrictions, which may only add a few minutes to a journey but can cause trains to miss their pathways at crucial junctions and delay services further or cause disruption.

It is fair to say that the first year of our franchise has been challenging in terms of performance. Legacy problems following the Waterloo works in August 2017, several major infrastructure incidents, including a lineside fire on the approach to London Waterloo station, severe weather, some train failures in critical locations and an on-going industrial dispute took their toll on our performance. Following two bouts of severe snow in March, performance began to improve, with April and May delivering our best performance since the start of the franchise. Disappointingly the recent prolonged period of hot weather saw performance stall again with the imposition of heat-related speed restrictions as well as heat-related equipment failures.

Over the next year we have a number of further performance improvements planned, including rostering train crew more effectively and using decision support software in our Control Centre to improve operational

decisions during service disruption. In addition we will recruit a team of Service Delivery Managers for Northam depot to support our supplier Siemens. This will improve the quality and performance of our Class 444/450 fleets, which operate middle and long distance electric services, and speed up modifications to improve the reliability of our trains. Network Rail will also be improving flood defences on the West of England line between Axminster and Crewkerne.

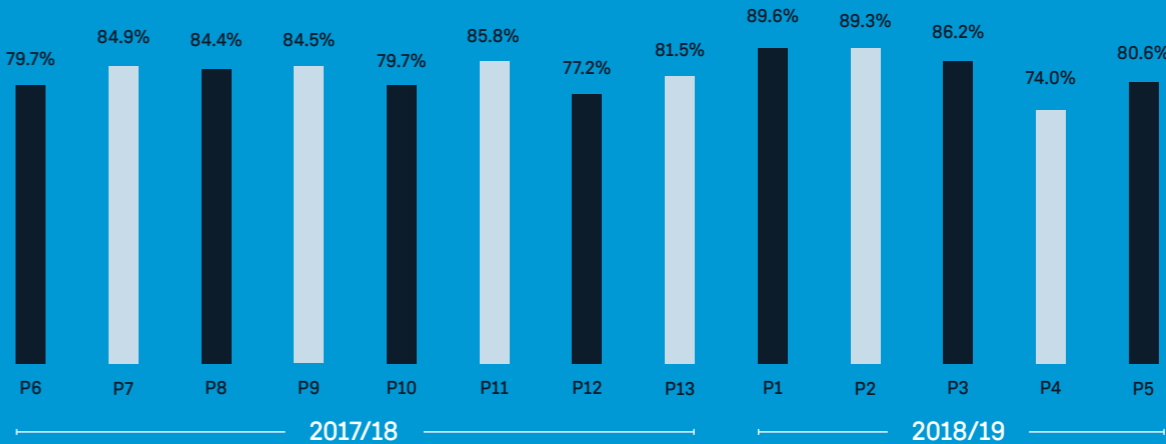
To ensure we are doing everything possible to improve we have commissioned an independent review of our performance on our network. The review is being overseen by Sir Michael Holden who was appointed by the Secretary of State for Transport. It is due to be completed later this year having looked at every aspect of operation on our network and why performance has been in decline since 2011.

We plan to stop this decline and get performance moving upwards again. Our longer term plans include the introduction of a new modern fleet of Class 701 trains across our suburban network. Having one homogenous reliable fleet serving some of our busiest routes will bring performance improvements as the trains will all possess similar braking and acceleration characteristics, rather the mixed fleet that serves these routes today.

Additionally, Network Rail plans to invest £2 billion between 2019 and 2024 in operations, maintenance and renewals on our network. This is focused on continuing to deliver a safe railway and drive improvements in infrastructure reliability, including improving punctuality by preventing asset failure, to improve the passenger experience. This investment includes re-signalling work in the Feltham area and from Farncombe to Petersfield, as well as track renewals across the network.

The level of performance our customers expect, and we want to deliver, won't happen overnight; but we and Network Rail are determined to get there.

PUBLIC PERFORMANCE MEASURE BY PERIOD



NETWORK RAIL UPDATE

By **Becky Lumlock**
Route Managing Director for Wessex



WATERLOO AND SOUTH WEST UPGRADE

We are investing £800 million to increase capacity across our network as part of the Waterloo and South West upgrade on one of the UK's busiest rail networks. This will increase peak time capacity in and out of Waterloo station by 30%, room for an extra 45,000 people. Passengers are already benefiting from this work with the completed lengthening of platforms at stations between Waterloo and Reading, and at Waterloo for routes out to Epsom, Surbiton and Shepperton, to accommodate new longer ten-car trains. This is providing more much needed space for people. We have also improved access at Waterloo by installing new entrances to London Underground on platforms 1 to 4.

But the centrepiece of the project will see the former International Terminal bought back into use for the first time in more than a decade, as a modern high frequency commuter facility. This will give us five additional platforms at Waterloo station helping to improve the flow of trains in and out of the station and reduce delays to our passengers.

This significant improvement will improve the passenger experience, with a new concourse area providing additional space. Step-free access to London Underground will be introduced helping to reduce pedestrian flow on the main station concourse. We're also adding space for a new retail area, which will make the station a retail destination in its own right.

CP6 PLANS

In February 2018, we submitted our business plan for the Wessex route to Network Rail's regulator the Office of Rail and Road (ORR), setting out a £2 billion proposal for Control Period 6 (CP6 - 2019 to 2024) to renew, operate and maintain our railway infrastructure. The ORR supports our plans and will confirm our funding for CP6 in October 2018.

Wessex is one of the UK's busiest stretches of railway, providing a vital economic artery into London from the south coast, with around 212 million passenger journeys each year. Reflecting this, we expect to receive a 20% increase in funding for maintenance, operations and renewals compared to the funding we received for Control Period 5 (2014 to 2019).

Our service is already running at maximum capacity, with 24 trains per hour running on the south west main line at peak time, putting enormous pressure on our infrastructure. Our targeted investment over the next six years will help us to meet growing demand and run record numbers of services. It is focused on continuing to deliver a safe railway and driving improvements in the reliability of our infrastructure.

In setting our priorities for the future we have consulted extensively outside of our organisation and worked closely with stakeholders. We look forward to delivering a world class railway, while playing a crucial role in increasing investment, helping to boost the prosperity of communities and businesses across our route.

ORR REPORT

The Office of Rail and Road (ORR) published a report in July 2018 into the delivery of train service performance on Network Rail's Wessex route, which includes the majority of the SWR network. The remit of the transport regulator's report was to 'ensure that Network Rail is doing all that is reasonably practical to deliver its contribution to train service performance'.

As part of its investigation, the ORR considered our understanding of the main issues affecting delivery of performance and our performance improvement plans. It highlighted there has been a long term decline in the delivery of train service performance, but that we have identified the main issues affecting performance, use data to inform our operational approach and have robust plans, including for asset management, to maintain performance and drive improvements.

Additionally, the report recognises performance issues on the SWR network are not down to Network Rail alone; recognising the decline in performance is complex and involves the whole rail system. However, we recognise performance has not been good enough, and working with SWR, we are already addressing the recommendations set out by the ORR.

This includes evaluating our performance planning process and investing in our incident response capabilities, making improvements to our incident learning process, reviewing our contingency plans and looking at how we can use new technology to deliver a better train service.

The ORR has shared its findings with Sir Michael Holden to inform his review of performance across the route.





IMPROVING CUSTOMER EXPERIENCE

There is no denying it has been a tough year for passengers. Strikes, extreme weather and performance issues have combined to make the first year of our franchise a very challenging one. It was therefore encouraging that the Spring 2018 National Rail Passenger Survey showed an improvement on the previous autumn's survey and put us just ahead of the London and South East average in terms of passenger satisfaction. But we know there is more to do.

While we have been, and are continuing to work hard with Network Rail to improve performance, we have also been working hard on delivering improvements in other areas, including cleanliness, capacity and customer experience. Since the start of the franchise we have:

- Improved the performance of our Customer Service Centre to respond to customers' queries more quickly and consistently
- Introduced Delay Repay initially with a 30 min threshold, which in Dec 2017 was reduced to 15 mins
- Completed a heavy clean of every train in our fleet and have introduced an improved ongoing cleaning regime
- Launched a programme of improvements at stations, including the introduction of Wi-Fi
- Increased the hours staff are available at many of our stations

Our aim is to provide a great customer experience at every stage of the journey. During the year ahead, the transformation of our railway will continue with a new customer experience training programme for

all customer-facing staff as well as automatic Delay Repay for those buying season and advance tickets on our smartcard. We're also adding location tracking for our rail replacement bus services and more information screens to provide real-time information on the status of services.

Helping us ensure the voice of our customers is always heard in our business, we have an online Customer Forum, a Customer Council and regular Meet the Manager events at stations and on trains. We have also commissioned our own Voice of the Customer Satisfaction Survey, which encourages passengers to feedback about their individual journeys and experiences and allows us to drill down and identify what went wrong, or right, and learn from it.

It is important to us that our railway is accessible to everyone and we have appointed a dedicated Accessibility Manager to liaise with local accessibility and special needs groups to ensure the needs of these stakeholders are well represented. We have already made improvements in this area with :

- The formation of our own SWR Accessibility Forum
- A reduction in the booking notice for passenger assistance on our services from 24 to 12 hours, with a further reduction to 4 hours between certain stations
- Our Assisted Travel line is now open 24 hours a day, 7 days a week, apart from Christmas Day and Boxing Day
- The launch of a new Travel Assistance Card



TRANSPORT FOCUS

**Anthony Smith,
Chief Executive**

In our role as the transport user watchdog, we work with South Western Railway (SWR) to provide independent insight and advice from the passenger perspective. We welcome the opportunity to work more closely with SWR going forward to assist them with delivering a better service for passengers. Transport Focus will also be representing the voice of the passenger on the Network Rail Wessex Route Supervisory Board.

We are aware that passengers have suffered as a result of poor performance and are encouraged by the joint initiatives put in place by SWR and Network Rail in an effort to ensure that infrastructure problems are addressed with minimum disruption to passengers. It is good to see that performance has recently stabilised and we will continue to offer our advice to both SWR and Network Rail in their joint efforts to improve the service delivered to passengers.

The results of our latest National Rail Passenger Survey (Spring 2018) found that 80 per cent of SWR passengers were satisfied with their journey overall. While this is a slightly lower score than the previous two spring waves, it is one per cent higher than overall satisfaction for the London and South East sector.

We were pleased to see SWR move to a 15-minute threshold for Delay Repay compensation. We continue to emphasise the need to make Delay Repay as easy as possible to claim. SWR have made some improvements, but we continue to press for more, including an automated process where possible.

There has been much welcome investment in new trains. The Class 707 fleet has now been introduced, bringing much welcome, additional capacity for passengers and we look forward to the introduction of the Class 442 fleet, which will add further capacity.

The decision to delay implementation of the December 2018 railway timetable, following the Thameslink and Northern timetable crisis will delay improvements planned by SWR. However, the Waterloo and South West upgrade programme is scheduled to be completed at the end of the year and we look forward to the improvements it will bring for passengers across the network in terms of capacity, services and facilities, when the new timetable does get introduced.



SWR CUSTOMER COUNCIL

**Geoffery Bignall,
Chairman**

The Customer Council is an independent voice for passengers with senior management. We are volunteers from all parts of the network, representing commuters, business and leisure travellers. Our aim to help the operator to put the customer at the centre of everything it does.

We have made representations on a wide range of issues, from new timetables and dealing with delays through to fare simplification and interior train design. We put forward our ideas at meetings with the Department for Transport and Network Rail, liaising with rail user groups and other stakeholders. We helped in training courses for guards and customer ambassadors. We will continue to challenge decisions and make the customers' voice heard as issues are resolved.

TRAVEL ASSISTANCE CARD

This free card allows customers to write or draw what assistance they may require from our staff. It is aimed at those who have communication difficulties but anybody can use it. It is available at stations and can be downloaded from our website.





NEW AND REFURBISHED ROLLING STOCK

Over the course of the franchise, we plan to invest over £1 billion in new and refurbished rolling stock. This will help us deliver a 46% increase in peak capacity, improve passenger comfort and almost halve the average age of our fleet, compared with today.

In 2019 we will start to introduce a new fleet of British-built Class 701 units onto our suburban network serving stations such as Windsor, Reading, Kingston, Chessington and Guildford. The £895m contract is securing jobs and delivering investment in the UK as the new trains are being built in Derby by Bombardier Transportation.

When the new trains start to enter service, passengers will benefit from 2x2 seating, air-conditioning, accessible toilets, wide inter-carriage gangways, underfloor heating, Wi-Fi, at-seat charging points and colour passenger information screens. The introduction of the Class 701 fleet is expected to be complete by the end of 2020.

We are investing almost £110m refurbishing our existing Desiro and diesel fleets. Work on our Class 444 and 450 Desiro trains has started and is being carried out by Siemens at Eastleigh Works. The improvements include refreshed toilets, new Axminster carpets, new seat covers, and a new on-train entertainment system. First Class accommodation will see leather seats and innovative induction charging. It is a good opportunity to increase seating capacity while these trains are being refurbished, so all trains will be reconfigured to provide additional standard class seating. The first refurbished Desiro units are already back in service. Refurbishment work on our diesel fleet is also now underway.

Later this year we plan to start to introduce refurbished Class 442 units serving London Waterloo and Portsmouth as well as London Waterloo and Bournemouth. We have partnered with Kiepe Electric UK who will carry out the refurbishment in two phases. The first phase includes interior improvements to include new seats, carpets, accessible toilets, improved Wi-Fi and a new on-board infotainment system. Next year we will start phase two which will involve changes to the cycle areas and the re-tractioning of the units, bringing about better performance and reliability.

Following consultation with key stakeholders on the Isle of Wight, we have submitted costed options to the Department for Transport regarding a more sustainable future for Island Line. Should our proposals be accepted, we will introduce a much improved, and younger fleet of trains to serve the communities linked by this service.



TRAIN CLEANING AND WASTE DISPOSAL

Our trains cover millions of miles each year and we need to keep them looking their best for our passengers. When we took over the franchise in August last year, we inherited a fleet of trains that were looking grubby, tired and worn. The long-term plan was to refurbish the interiors, but until that programme got underway, the short-term solution was to give each carriage a deep-clean to bring them up to a much more acceptable standard. We committed to deep-clean all our fleet of over 1,500 carriages within the first 100 days of the start of our franchise.

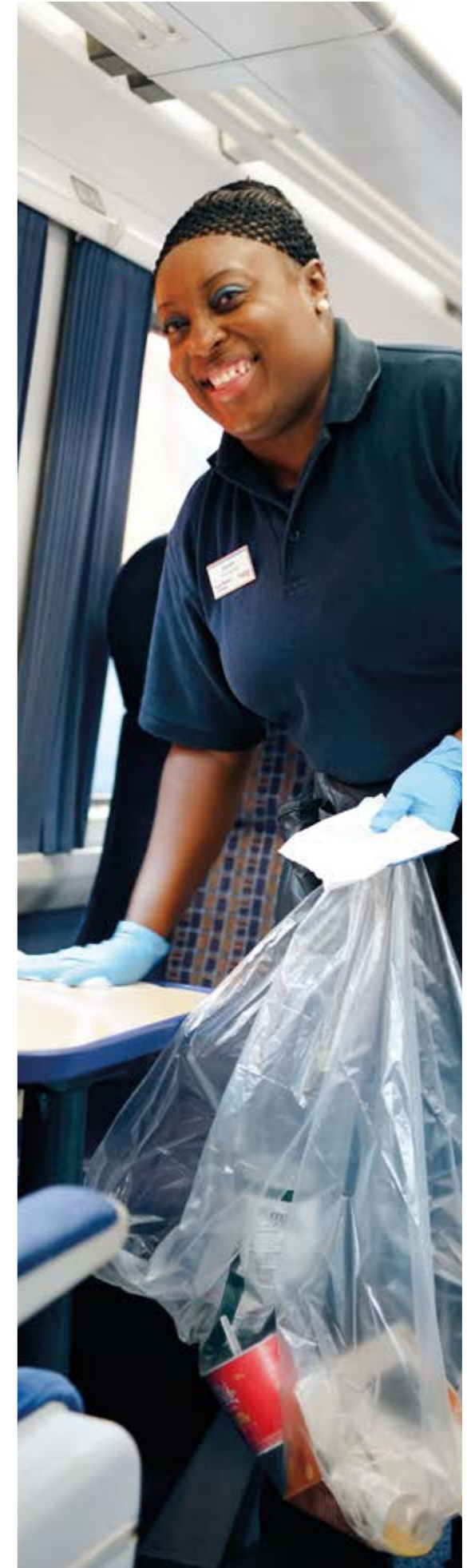
We delivered on that promise, taking over 15,000 man-hours across six traincare depots in just over three months. During the process, our team swept and vacuumed seat upholstery, mopped train floors, removed graffiti and chewing gum and scrubbed clean thousands of windows, panels, grilles, ledges, luggage racks, litter bins, tables and toilets. 65,000 seats were deep-cleaned, over 100,000 ml of soap was used each month and over 1,000 packs of tissues were used each week, with 15,000 cleaning cloths used over the 100 days.

We are now deep-cleaning every train, every 30 days in addition to the daily cleaning regime to keep the trains looking fresher and cleaner for longer.

This new commitment deep-cleans our trains seven times more regularly than was being done previously.

Looking ahead, we're soon to introduce back-pack style hoovers for our cleaning teams at Waterloo and Portsmouth – to make the job easier to perform and to improve productivity even further.

We're also improving the way we recycle waste collected on our trains and at sites we operate across our network. We now have staff across many of our sites to identify and segregate litter from trains, and waste products from our depots for recycling. We aim to recycle 90% of waste by March next year. We're also encouraging all retail tenants at our stations to recycle their waste.



NEW SMART TICKETING

Since the start of the new franchise we've moved our smartcard system onto a brand new back office system. Not only has this improved the reliability of the system, it has also given us the ability to introduce new smart ticketing products.

We are bringing two new products to SWR's Touch travel smartcard, Auto Renewal and a flexible travel ticket called Carnet. We have just launched Auto Renew, allowing monthly smartcard season ticket holders to automatically renew their ticket. After 11 consecutive renewals, the next monthly season is free of charge, potentially saving customers hundreds of pounds a year.

In September we will launch Carnet. This will enable SWR Touch smartcard holders to buy 10 Standard Class Anytime Day Return tickets at a 5% discount.

Later this year we plan to trial another innovative ticket, Tap2Go, a brand-new pay as you go smartcard. This has been designed with flexible workers in mind and will allow customers to pay for the journeys that they actually make.

By the end of this year we intend to introduce e-Tickets across most of our network. To enable this, we are upgrading ticket gates at stations outside the London area with scanners that can read the e-Tickets. By the end of the year all of our stations with automatic ticket barriers will have a scanner available so that customers with e-Tickets can enter and exit the station. London Waterloo will have a scanner installed at each gateline on the main concourse. e-Tickets are simple to use and can be purchased online or via the SWR app.

We are committed to deliver further smart ticketing initiatives. We are looking at a range of options and plan to roll out further products over the course of our franchise.



LONDON TRAVELWATCH

Janet Cooke,
Chief Executive

We have met regularly with South Western Railway since they took over the South Western franchise in August 2017. Issues we have discussed have included the introduction of delay repay to replace previous charter arrangements for season ticket holders, disruption to services, new trains and planned investment work in London. We have also monitored current performance and customer service standards.

Capacity on peak time trains is a key issue of concern for passengers travelling to and from Waterloo and the introduction of new trains will transform the passenger experience in this area. This year we have also focused on the handover of Clapham Junction station from South Western Railway to Network Rail.

We look forward to continuing to work closely with South Western Railway in the coming years to address the issues of concern to passengers.



TRAVELWATCH SOUTH WEST

Vinita Nawathe,
Company Secretary

TravelWatch SouthWest commends SWR on collaborating to provide a joined-up approach to rail in the South West. It has helped to take better account of and support aspirations for economic and spatial growth in the region.

SWR is working actively with TravelWatch SouthWest, in conjunction with local authorities and Network Rail and SERUG, in developing ideas for longer term enhancements, strategic priorities and principles in the West of England Line Strategy Group.

The open dialogue between TravelWatch SouthWest and SWR provides meaningful benefit to our stakeholders and recently led to improvements in rail replacement services on the western end of the West of England Line to Exeter during the RMT industrial dispute.

The new franchisee's managers have gone out of their way to make themselves accessible and we look forward to developing an even closer working relationship on passenger issues and regional policy matters, having noted the productiveness for all concerned, mirroring our relationship with SWR's sister company, GWR.

YOUR REGIONAL STAKEHOLDER TEAM

Our regional development managers are the go-to people for working with our stakeholders across our patch. Some main aspects of their work are:

- Securing and promoting investment in the railway
- Promotion of railway use and destinations
- Building mutually beneficial relationships with external stakeholders

Andrew Ardley focuses on the west side of our network, covering locations such as Salisbury, Bournemouth and Weymouth. Of his role, Andrew said: “Mostly, my colleagues and I have very similar roles, but it’s the unique geographical challenges that differentiate our work. For example, a good portion of my work involves car parks at the stations I cover and working with stakeholders from towns like Cranbrook, which are expanding. This is quite different to what you would have to deal with in London!”

David Wilby is Andrew’s counterpart in the London Metro area. He said: “The biggest challenge in my area is a lack of space to expand in London, so where Andrew works frequently on car parks, I have to focus on public transport and encouraging customers to walk or cycle.”

David works closely with local authorities to deliver projects that support access to the railway. They include bodies like London Boroughs and TfL, as many of our metro stations are also used by London Overground and Underground and are on several bus routes.

Phil Dominey acts as a regional development manager for the Solent region, Hampshire and Isle of Wight. He is also the Senior Development Manager with the strategic overview of both Andrew and David as well as our community rail managers. His work with stakeholders from this area is similar to his colleagues but has notable differences such as working with the ferry companies, transport providers and stakeholders that connect the Island Line with the mainland.

Heading up the stakeholder team is Jane Lee, Head of Stakeholder & Communications. If you’d like to get in touch with her or the team, please find their email addresses below:

Jane Lee: jane.lee@swrailway.com

Phil Dominey: phil.dominey@swrailway.com

Andrew Ardley: andrew.ardley@swrailway.com

David Wilby: david.wilby@swrailway.com



L-R. Phil Dominey, Jane Lee, Andrew Ardley, David Wilby.

WORKING TOGETHER

South Western Railway is committed to working in partnership to deliver a better railway for the communities it serves. A reliable railway is essential to the vitality of towns and cities, supporting local economies, taking people to work and school, facilitating growth and delivering social mobility. Helping us in this are our stakeholders – councils, Local Enterprise Partnerships (LEPs), chambers of commerce, transport providers, community groups and MPs.

By working together we are far more than the sum of our parts, and by combining expertise and resources we can deliver the greatest benefits for our customers and the communities they live in. Sometimes those benefits may be an improvement to station accessibility or transport integration, in other cases it may be a longer-term benefit such as our work with Highways England to manage demand on the strategic road network, or with the Sub-National Transport Bodies on strategic future planning.

On a more local level we work with transport groups such as Solent Transport, whose members include Hampshire County Council, Southampton City and Portsmouth City Councils, Solent LEP, Isle of Wight Council, ferry operators and bus companies, to ensure transportation in the region is integrated and aligned. We have also recently supported a number of councils and LEPs on our network with their applications under the Department for Transport’s Transforming Cities Fund. The Fund is looking to support schemes which promote intra urban sustainable transport, of which rail can be a important element.

Our partnerships can also help deliver smaller scale initiatives at specific stations such as

improving access, integration with other transport modes, or station facilities. We have worked with DfT and a number of local authorities on schemes to enhance cycle facilities at stations including with the London Borough of Richmond where a new cycle hub will provide over 700 cycles spaces, and with Hart District Council and Wiltshire Council on schemes at Fleet and Salisbury.

Our railway can also be important in helping our partners deliver their necessary housing growth. At Longcross for instance, plans for a major housing development enterprise zone has led to an increase in the frequency of services calling at Longcross to allow residents to commute more easily to London and Reading. We continue to work with Surrey County Council and Enterprise M3 LEP around what further development of services and the station itself are possible.

Even where we don’t run trains we are working with stakeholders to make the railway more accessible through virtual branch lines such as the extension of the Bus Rapid Transit service which is now a “Virtual Branch Line” between Gosport and Fareham station with through ticketing and information.

Partnerships are not just about infrastructure – joint working on ticket offers and marketing are equally as valuable. Examples being developed include the Solent Go smartcard, new through fares to destinations such as Bridport and Lyme Regis and working with chambers of commerce to promote rail travel to local destinations and events.



IMPROVING OUR STATIONS

Stations are the gateway to the railway and are usually the first and last impression that customers get of the network so it is vital that they are attractive and meet people's needs. We have a wide variety of stations across the SWR network that perform many different roles from major interchanges to unstaffed rural halts. Partners performing a critical role is helping to ensure that stations, their facilities and interchanges are continually improved to meet changing needs and integrate with other transport modes. Longer term improvements are supported by the great work that many Community Rail Partnerships and friends of station groups to make their stations especially welcoming and attractive. Many customers have been overheard to comment on what a difference their work makes. Some examples of where we are developing potential schemes through different stages are:

SYON LANE

Syon Lane is a key station for businesses such as GSK Healthcare and BSKyB who are located on the Golden Mile. Working with the London Borough of Hounslow, South Western Railway are leading on an accessibility scheme to allow level station access to all platforms, which will support the increasing numbers of people using rail to access work and business locations. The scheme involves installing a new lift on the Feltham bound platform with cross platform transfer via the highway and existing ramp to the London bound platform.

BRENTFORD FC

Construction on a new Brentford Community stadium and residential development, has started adjacent to Kew Bridge station. In partnership with Brentford FC and the London Borough of Hounslow, South Western Railway has started discussions on providing new level access from the London bound platform to the site, match day travel planning as well opportunities to develop enhanced community engagement through our Community Rail Partnership. It is expected that the site and new 17,250 capacity stadium will be ready for use by the end of 2019.

LIPHOOK

South Western Railway is working with Hampshire County Council to improve access for all users of the station forecourt at Liphook. Currently access is restricted as a result of a bus service that parks adjacent to the station for up to 20 minutes an hour. This scheme will reconfigure the forecourt area to improve access for all users but in particular pedestrians and cyclists by means of a new raised footpath and raised zebra crossing. This will segregate them from other road users at the station. There are many potential schemes at early stages of discussion and / or design including amongst others:

- Alton
- Aldershot
- Pinhoe
- Chessington South
- Tolworth
- Dorchester South
- Salisbury
- Poole
- Winchester



TFL PARTNERSHIP WORKING

Many of South Western Railway's 186 stations fall within the London Travelcard area and so our relationship with Transport for London is key, not only in terms of ticketing and revenue sharing, but also in the day to day operation of many of our busiest stations.

A case in point is at joint stations such as Wimbledon, where our

services and the District Line come together alongside Croydon Tramlink and GTR services. At such shared stations accurate, timely information is vital, particularly during disruption, to allow passengers to make informed journey choices.

Since signing our Partnering Agreement with TfL we have

been working together to deliver real benefits to passengers, including: a review of signage at Wimbledon to improve way-finding and interchange, a project to improve passenger information during disruption and closer partnership working to manage major events and concerts at Twickenham.



SOUTH WESTERN TRANSPORT PARTNERSHIP

This partnership will comprise key stakeholders from across the South Western Railway network. The aim is to bring together representatives of Local Enterprise Partnerships, councils, other regional bodies, business groups, bus and ferry operators and airports to work together at a strategic level.

The group will look at emerging issues and opportunities across our network with the aim that all representatives work together and align future planning and objectives to help deliver housing growth, economic development and job creation by promoting rail and sustainable transport.

We recognise that a number of stakeholders are already developing proposals to introduce sub transport bodies which have a similar aim, and we are determined that our Transport Partnership should complement these and provide an opportunity to develop an overarching group that will assist in policy development across all the stakeholders in the South Western Railway region.

We are currently in the process of setting up the partnership which is expected to be in place by the end of the year.



SERVICE OPTIMISATION

Our franchise contained a commitment to consult with stakeholders on how services in areas serviced by both ourselves and sister company GWR could be better optimised. We carried out this consultation earlier this year and have submitted our report to the Department for Transport.

The consultation highlighted the aspirations for an hourly Swindon – Westbury – Salisbury – Southampton Airport Parkway TransWiltshire service that would help strengthen local economic links north to south across Wiltshire and into Hampshire. The potential for a new station

at Wilton Parkway is also being considered in conjunction with Network Rail and local partners.

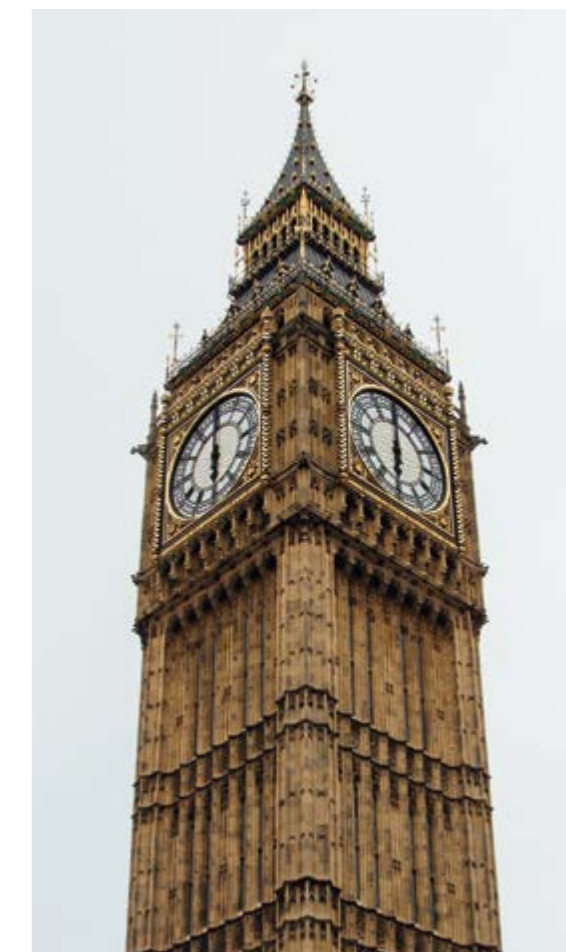
Options could include linking two existing services; Great Western Railway (GWR) Swindon – Westbury and SWR Salisbury to Romsey). The DfT is interested in exploring the case for the TransWiltshire service and believes that the Great Western Direct Award discussion gives an opportunity to consider it further. SWR will work closely with GWR and DfT to develop fully costed proposals for how such a train service could be delivered.

WORKING WITH PARLIAMENT

A major relationship for South Western Railway is that with the MPs whose constituencies we serve. Since taking over the franchise we have been meeting as many of our MPs as possible, to discuss with them the benefits and improvements we are planning to deliver, and to listen to the questions and concerns raised by their constituents. Alongside these one to one meetings, we have held drop-in sessions at the House of Commons on specific issues, such as the December 2018 timetable consultation, and taken part in a number of meetings with MPs and their constituents.

This year has seen the formation of a Wessex All Party Parliamentary Group under the chairmanship of Sir Ed Davey MP for Kingston and Surbiton. South Western Railway and Network Rail have been engaging with the group and recently presented to them on performance and our joint plans to improve.

We also work with the South West Rail APPG in their work to support improvements to the infrastructure of the Exeter to Waterloo line to provide increased capacity and improved journey times and reliability.



L-R. Maria Miller MP, Alan Mak MP, Sir Ed Davey MP, Stephen Morgan MP, Steve Brine MP.

WEST OF ENGLAND STRATEGY GROUP

The West of England Line Strategy Group brings together SWR, GWR, Network Rail, local authorities, Local Enterprise Partnerships, TravelWatch South West and the Salisbury to Exeter line Rail Users Group. The group is developing the strategy for the route including the business cases for individual schemes.

The partners have carried out a number of technical and other studies to date to support the development of the strategy and business cases for individual schemes, building on the blueprint set out in the Peninsula Rail Task Force (PRTF) 'Closing the Gap' report published in November 2016. This includes scheme option development, economic benefits studies and timetable studies.

The strategy is now being co-ordinated through a Continuous Modular Strategic Plan (CMSP) for the line being led by Network Rail Wessex Route and is the first such plan to be developed in the area. The CMSP will use various sources of evidence to help determine which schemes best meet the aims and objectives for the line including:

- Improving resilience by minimising delays that occur at times of disruption
- Increasing capacity for both local and longer distance journeys
- Reducing journey times and more suitable service spacing
- Increasing connectivity

The next stages are to develop a clear strategy for the line which has consistent support from all key stakeholders including local MPs. Business cases will be developed for individual schemes as the strategy is refined. The progress of individual schemes through the Department of Transport's new enhancements pipeline process will depend in part on the strength of the business case itself, the level of stakeholder support and various funding sources available.

PENINSULAR RAIL TASK FORCE

SWR and Network Rail are working closely with the Peninsula Rail Task Force Board and West of England Strategy Group to progress the strategy and schemes for improving the Exeter – Waterloo route.

The Exeter – Waterloo line was an important element of the Peninsula Rail Task Force (PRTF)'s 'Closing the Gap' strategic rail blueprint submitted to the Government in November 2016.

The Government formally responded to the Closing the Gap report in February 2018. The letter from the Rail Minister, Jo Johnson, to the PRTF Chairman Geoff Brown, confirmed that the Government would start development work for a package of infrastructure enhancements.

The enhancements would provide significant benefits for Exeter – Axminster and Waterloo services in addition to a better diversionary route for GWR Paddington services including:

- Creating the capability to run two trains per hour between Exeter and Axminster as part of the Devon Metro strategy, providing increased capacity and more journey opportunities;

- Improved reliability for Exeter – Waterloo services at times of disruption by increasing the number of passing loops;
- Contribute to reduced journey times and increased capacity between Exeter and Waterloo in conjunction with other improvements between Yeovil and Salisbury.

The letter from Mr Johnson confirmed that the Government was prioritising the development of a plan for a loop in the Whimple area to enable early delivery of the Devon Metro strategy for the line.

SWR and the Heart of SW Local Enterprise Partnership presented an update on the development of the strategy and scheme development for the West of England line to the PRTF Board on 4 July 2018 on behalf of the West of England Line Strategy Group which has progressed some work since then.

The Board fully supported the approach being taken and agreed to lobby Government for the necessary development funding to be made available to enable progress through the Department of Transport's new enhancement pipeline process.

ISLAND LINE CONSULTATION

The Island Line consultation invited stakeholders to comment and be actively involved in identifying priorities for the Island Line going forward into the South Western Franchise. This consultation gave a major opportunity to promote changes to the rail service currently operated on the Isle of Wight based on the responses received from stakeholders. This was supported by a series of meetings with stakeholders, including the Isle of Wight council who assisted in supporting the process and were actively involved in reviewing the stakeholder responses. They were our main partners in preparing the final submission to the Department for Transport.

The Island Line consultation responses established a number of priorities for stakeholders going forward.

These included:

- An improved timetable
- Maintaining Cross Solent Connections
- Developing a further partnership approach such as closer links with the Isle of Wight Steam Railway
- Improved rolling stock
- Promoting tourism links to and from stations as well as visitors from the mainland
- Capturing existing passenger revenue and develop new opportunities to promote smartcards and the ability to buy tickets before boarding a train
- Improving the passenger experience at stations
- Keeping all options open if an opportunity arises to extend the Island Line

WHAT HAPPENS NOW?

The final proposals have now been submitted to the Department for Transport with a decision expected by the end of 2018. In the meantime we will continue to work with stakeholders to promote the Isle of Wight and its Island Line rail service by holding regular forums with stakeholders, increased stakeholder management support, opportunities for communities to apply to the Customer and Communities Infrastructure Fund and guaranteed care funding for the Community Rail Partnership. This will be supported by marketing campaigns to promote the Isle of Wight as a visitor destination from the mainland as well local travel opportunities on the Island.

MAJOR EVENTS

Hundreds of thousands of spectators use our trains to attend major events, everything from football and rugby matches, to race meets and flower shows. Whether it is Wimbledon, Hampton Court Flower Show or Farnborough Airshow our trains get people where they want to be.

This May we had a particularly high profile event on our network, with more than 60,000 people travelling on our, and our sister company Great Western Railway's, trains to Windsor and Eton Riverside for the Royal Wedding. The day was a great success, largely thanks to the way everyone worked together, with Windsor and Maidenhead Borough Council, the emergency services and transport providers coming together to ensure everyone got to the church on time – and home again.

Like all major events on our network, success comes from careful planning, the deployment of additional resources and the good will of many of our staff who volunteer to provide customer care and support on the day.



PROMOTING PARTNERSHIPS

The South Western Railway network takes in some of the country's biggest and best tourist attractions, from historic cities and cathedrals, to the scenic beauty of the North Downs and the New Forest. Whether you fancy the ups and downs of Chessington World of Adventures or the in and outs of Hampton Court maze, our trains can take you there, and working with our leisure partners we can offer some great discounts on days out.

We launched our franchise with a Seize the Day Trip promotion which highlighted the many attractions and tourist spots on our network and offered up to 50% off Advance Purchase tickets.

Further campaigns featuring Groupsave discounts, a £15 weekend single ticket promotion and 2for1 entry to over 150 top London attractions followed.

In May our The Journey Starts Here campaign saw us once again focussing on the wide range of destinations the network offers and working in partnership with the three Tourist Boards – Dorset, Hampshire and the Isle of Wight.

Live Big, our most recent campaign offered families the chance to explore our network all summer with kids travelling for just £1. We are planning a new “Live Big” campaign this Autumn.

CORFE CASTLE SERVICE

South Western Railway has worked closely with Swanage Railway and Dorset County Council to introduce a national rail timetabled service to Corfe Castle for the first time since 1972.

This summer has seen a regular return Saturday service from Salisbury and stations through to Yeovil Junction to Weymouth, Wareham and Corfe Castle. This was supported by a number of additional return services between Wareham and Corfe to provide further connections from services on the main line between Waterloo and Weymouth.

Special fares were introduced to make the service even more attractive with a flat fare of £10 for adults and £5 for children. The partnership with Swanage Railway meant that a special add on fare of £10 was available for customers to continue their journey onto Swanage on a connecting steam service.

The service has proved to be extremely successful with thousands of passengers using the mainline service from Salisbury and Weymouth onwards. For one customer in his 70s from Gillingham it gave him the opportunity to visit Corfe Castle for the first time.



Photo credit:
Andrew PM Wright

The service has been particularly popular with families, providing a different and popular day out that would be difficult by normal rail services or by road. It is particularly valuable for those without access to a car and reduces the congestion on local roads.

The new partnership has been good for the local economy too. It brings additional leisure revenue to towns like Weymouth, Corfe Castle and Swanage whilst also helping to support the Swanage Railway, providing the income to support investment in the line, stations and potential future regular services to Wareham.

COMMUNITY RAIL

South Western Railway has developed a Community Rail strategy right across the network based on working in partnership with local authorities, councillors, other transport providers and representatives from within the respective communities. All the CRPs have a dedicated Community Rail Officer as a main point of contact with guaranteed core funding from South Western Railway to allow for development of projects and initiatives within the partnership. This approach has led to the introduction of new partnerships, Station Adoption and

Friends Of Groups which have seen enhanced links with the respective communities.

Overall we aim to create a better, more sustainable local railway which integrates fully with local users, residents, visitors and community groups. This will be further developed as South Western Railway works in partnership with the Association of Community Rail Partnerships (ACoRP) to identify redundant rooms and spaces that can be used for local community activities.



LYMINGTON TO BROCKENHURST COMMUNITY RAIL PARTNERSHIP

This partnership looks after the line between Brockenhurst, Lymington Town and Lymington Pier with the onward connections with Wightlink ferries to Yarmouth, Isle of Wight. This route offers the best access to the west side of the Isle of Wight whilst maintaining connections with mainline services between Bournemouth and London Waterloo.

The partnership works with stakeholders such as Hampshire County Council, New Forest District Council, New Forest National Parks Authority and Brockenhurst Parish Council to promote using sustainable transport to the New Forest with its activities such as cycling, walking and access to the Isle of Wight.



ISLAND LINE

The Isle of Wight Community Rail Partnership (CRP) was launched in 2005 with the aim to promote the 8.5 mile line that links Ryde Pier Head with locations on the East of the Isle of Wight such as Brading, Lake, Sandown and Shanklin. The line is operated with London Underground units, and has created a train service that attracts visitors to the Island whilst maintaining an important link between the Isle of Wight and mainland via the Solent. This partnership looks to actively work with stakeholders such as the Isle of Wight Council, Wightlink, Hovertravel and Southern Vectis to promote sustainable integrated transport across the Solent and the Island itself.



THREE RIVERS COMMUNITY RAIL PARTNERSHIP

It has been another busy year for the Three Rivers Community Rail Partnership, with expansion, new leaflets, and new buses to tourist areas increasing sustainable transport links to places of interest and, more work at rail stations undertaken by a pro-active group of volunteers. This partnership works with stakeholders including Southampton City Council, Hampshire County Council, Wiltshire Council, Test Valley Borough Council, Eastleigh Borough Council, Great Western Railway and Cross Country Trains as well as South Western Railway.

The Partnership has welcomed Shawford and Winchester stations into the fold, with close ties to Winchester City Council now formed. The group are looking forward to working with the railway, ACoRP and colleagues at Winchester City Council; to investigate ways to use redundant buildings at Shawford, together with other CRPs on the SWR network.

A new walks leaflet promoting how to visit the Itchen Navigation by rail and bus, between Swaythling and Winchester, has been launched. This leaflet also has an embedded Augmented Reality (AR) option allowing passengers and potential visitors to view a film of places to visit and things to do, around the Three Rivers network.

The Three Rivers launched the South Downs Rambler bus with Steering Group Member Bluestar, linking Winchester rail station with Petersfield rail station and the South Downs by dedicated bus. The service runs on Sundays and the August Bank Holiday until September and enables visitors to call in at the Winchester Science Centre, Hinton Ampner House, Langrish House and Old Winchester Hill, amongst others.

The annual free bus link on Sundays and Bank Holidays from Romsey-Stockbridge continues and connects with route 77 from Stockbridge to Danebury Hill Iron Age Hill Fort, the Museum of Army Flying at Middle Wallop and the Hawk Conservancy Trust at Weyhill, with connections to Grateley and Andover rail stations too.

The CRP volunteers continue to carry out work at stations on the Three Rivers network, with a new garden and quiet place created at Woolston station. Elsewhere, station tidies at St Denys and Swaythling continue and involvement with local Scout Groups at Eastleigh is encouraging safe travel on the railway.



EAST HAMPSHIRE COMMUNITY RAIL PARTNERSHIP

The East Hampshire Community Rail Partnership focuses on the four rail stations which are central to the East Hampshire area of the South Downs National Park; Liphook, Liss, Petersfield and Rowlands Castle. With their prime locations, the stations are being developed as 'key gateways' to encourage more travel to the Park by train, and to enable improved onward travel exploration by foot, cycle or bus.

This partnership provides a link between the railway industry and local communities and can include any individual, business or organisation that is looking to positively develop the local rail route and stations. At present partners include the South Downs National Park Authority, Hampshire County Council, East Hampshire District Council, local parish councils and station volunteers.

A number of initiatives have taken place including improving station facilities, services and access, providing second hand bookcases, opening tourist information hubs and increasing tourism information at stations. They are also improving integration with other forms of transport such as rail-bus links, like the South Downs Rambler Summer service and the Hollycombe Steam Collection event shuttle buses and highlighting cycling routes through enhanced guides and publicity.



LONDON (HOUNSLOW) COMMUNITY RAIL PARTNERSHIP

The aim is to introduce community activities at the stations between Barnes Bridge and Hounslow working in partnership with the London Borough of Hounslow, businesses and neighbourhood groups along the line of route.

Although not a traditional area for Community Rail with its urban area and a 15 minute interval on all stations along the route, this partnership still looks at introducing the principles of Community Rail such as community engagement, activities at stations and making best use of redundant rooms at stations.

This independent partnership aims to support the community close to our rail network by delivering greater social value. This will be achieved through:

- Supporting and encouraging community projects
- Facilitating projects which give the community a sense of ownership and pride in their stations
- Working with schools and local councils to educate children on rail travel and safety
- Encouraging car-free and sustainable travel

At the moment the CRP has volunteers at Brentford station who are in the process of becoming station adopters. The group has been doing some work to improve the air quality in Hounslow through a community planting project which we're in the process of spreading across the Hounslow loop.

The officer has worked closely with the Community Safety Manager for Network Rail, visiting primary schools within the Hounslow area delivering rail safety sessions.

The intention is to expand this, in the next academic year, by forging links with both Network Rail and Hounslow. The links with schools and youth organisations will be extended this year. The CRP is also looking forward to forging further links with Brentford FC Community Sports Trust.

BLACKMORE VALE COMMUNITY RAIL PARTNERSHIP

This CRP covers Tisbury, Gillingham, Templecombe, Sherborne, Yeovil Junction and Crewkerne stations and includes a number of existing Friends of Groups. This partnership is a joint enterprise involving local groups, individuals and businesses and operates via a management board, made up of various stakeholders such as station representatives, (SERUG) Salisbury to Exeter Rail Users Group members, local government and transport forum reps. A good working relationship has been established with Yeovil Railway Centre where there is a wealth of expertise and knowledge, with SERUG and the two Transport

Forums, Sherborne area and Gillingham area. There have been a number of CRP initiatives in 2017-18.

- Cream Tea Specials – travelling by train to one of our stations we work with local restaurants providing a day out visiting local attractions. We do this for an all-inclusive price for travel, transfers and cream tea.
- Community Rail at Christmas campaign: decoration station fun competition between the stations judged locally; public involvement through voting sheets; calendar of Christmas events at each station.

- Stations in Bloom Spring/ Summer campaign: Working with South West in Bloom we enter the stations for judging and encourage themed planting schemes.
- First World War commemorations – to honour the memory of the fallen railway employees of the First World War who worked at Crewkerne, Yeovil Junction, Sherborne, Templecombe, Gillingham and Tisbury stations.



DEVON & CORNWALL RAIL PARTNERSHIP

The Devon and Cornwall RP is getting established on the East Devon line, the section of the West of England line between Axminster and Exeter.

The CRP has worked with Cranbrook Town Council and other partners on a schools' poster competition to encourage rail use. Two sets of posters went up as a result of the competition.

East Devon District Council Tourism Lead Cllr Jenny Brown suggested displays promoting East Devon in waiting shelters at Honiton and Axminster and the CRP has raised the funding and helped manage the process.

They are also working with the Friends of Honiton Station and the Salisbury - Exeter Rail Users Group.

A community fund is due to be launched by this CRP. It will aim to encourage more partner groups to offer ways of working with and encouraging the community onto SWR. The first stakeholder meeting for the line is scheduled for the autumn.



PURBECK COMMUNITY RAIL PARTNERSHIP (SWANAGE TO WAREHAM)

Building upon the successful trial service in 2017 between Wareham and Swanage, this CRP's main aim is to promote and assist in introducing an all year round timetabled service between Wareham and Swanage linking into the national rail network.

The partnership was brought into the South Western Railway fold in 2017 and works with stakeholders such as Dorset Council, Purbeck District Council, Poole Borough Council and the Swanage Railway. Its focus is on generating interest and publicity around re-introducing services between Wareham and Swanage and supporting the South Western Railway Saturday service from Salisbury, Yeovil to Corfe Castle. As the Swanage Railway and Purbeck CRP proposals progress forward, this partnership will develop plans to improve the promotion, information and ticketing for this service as Swanage is re-introduced as a destination to the UK national rail network.

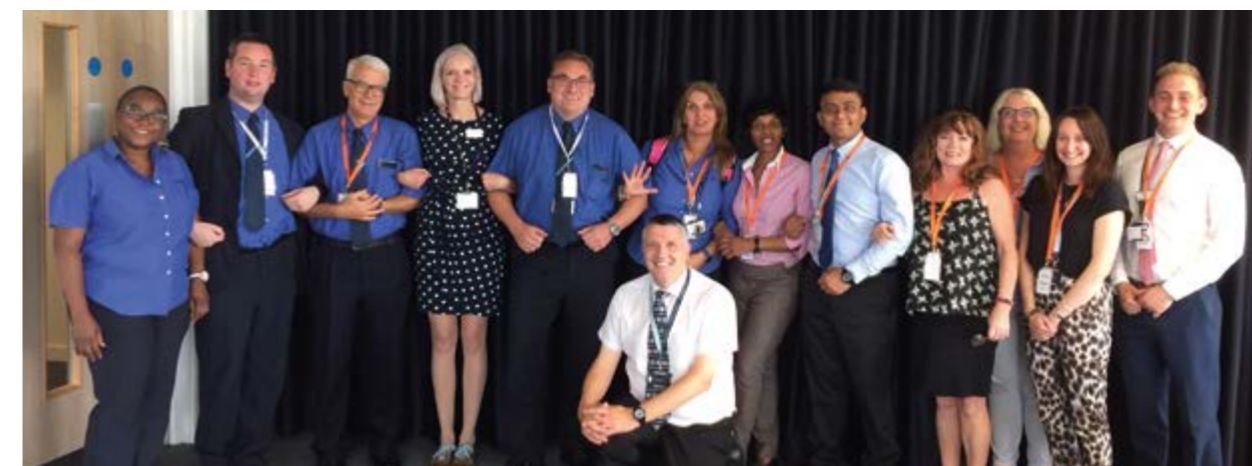


COMMUNITY AMBASSADOR PROGRAMME

The Community Ambassador programme has been set up to identify those groups of people in the community who are not using the railway and find out why. The role of the Community Ambassador is to develop the expertise to identify such groups, make contact and encourage them to try the train and the services South Western Railway can offer.

This will be achieved by targeting groups such as the elderly, students and the unemployed who may feel excluded from using the rail network.

Through a combination of carrying out community engagement and regular try the train days, this programme will reach out beyond existing user groups and break down the barriers to rail use. By explaining and demonstrating facilities at stations and on trains, this will result in greater usage by groups that are currently underrepresented in passenger numbers.





PRINCE'S TRUST

Supporting young people across the network

In partnership with youth charity the Prince's Trust, we recently launched the *Get into* South Western Railway work experience initiative. The scheme aims to equip disadvantaged and vulnerable young people with the confidence, skills and experience to enter the world of work, with two weeks of education, training and interviews followed by two weeks in the workplace.

Our first month-long programme took place in June, with 12 young people joining our teams at many stations including Portsmouth and Basingstoke. From working as a gateline assistant to making customer announcements, the young adults were able to trial different roles and gain an insight into the inner workings of the rail industry. It was a successful month and we're now gearing up for the second *Get into* programme, which will kick off at Waterloo at the end of October. It is currently being advertised with local job centres and through the Prince's Trust.

As part of the programme, we also make participants aware of vacancies with us that they would be well placed to apply for and conduct mock interviews. With at least ten *Get into* programmes planned over the course of the franchise, we hope to employ a number of these rising stars in future.

SUSTAINABILITY

Working with stakeholders on issues from apprenticeships to environmental protection and inclusivity, we've hit the ground running with our sustainability efforts and have ambitious plans moving forward, having recently submitted our new Sustainability Strategy to the DfT.

Whether it's working with the community through our newly created Customer Ambassadors or through our station adoption groups, we are determined to make our railways a part of the communities we serve.

On the environmental front, recycling has been a major focus in our first year and we have increased rates significantly, achieving our zero waste to landfill target a year ahead of schedule. We're also developing several energy efficiency energy projects, including installing LED lighting, introducing a building management system to control heating and lighting in our buildings, and investing in solar photo-voltaics to generate renewable energy.

We know that supporting and strengthening the many vibrant communities across the network, protecting the environment and investing in future talent are all important to our customers and staff – and we look forward to working with stakeholders on a range of sustainability initiatives going forward.

We will:

Reduce traction carbon emissions by

56%

relative to 2015/2016 levels through a fleet efficiency programme

Reduce property energy use by

41%

relative to 2015/2016 levels

Achieve a

90%

recycling rate and zero waste to landfill



PRIDE IOW SPONSORSHIP

South Western Railway sponsored Isle of Wight Pride, helping raise not only our own profile but that of the Isle of Wight where we are proud to operate Island Line.

Along with providing financial support, we also offered a 40% discount to customers travelling to the event from London. The end result was an estimated audience of around 30,000 with many trying our trains and everyone enjoying a great day out on the Island.

South Western Railway

STAFF RECOGNITION

Any successful organisation needs a well-trained, high-performing and highly-motivated workforce, and it's no different at South Western Railway. Without the support, dedication and hard work of our staff, we could not deliver the huge programme we have in place, designed to improve all aspects of the customer experience while travelling with us.

Recognising the efforts of those who go the extra mile when delivering excellent customer service – whether it's directly for passengers, or internally, plays a vital role in keeping staff engaged and performing at their best.

We have a staff recognition scheme in place, the South Western Railway Excellence Awards which recognise individuals and teams who have demonstrated either one-off delivery of customer service excellence, or consistent application of actions that provide great customer service, set high standards, support others, or demonstrate a dedication to safety, accountability and leadership.

Staff are nominated by their peers and this year, over 80 nominations were received, a testament to the dedication and commitment shown by so many teams and staff. Shortlisted finalists were treated to a gala awards evening with 16 individuals and teams receiving awards by the end of the night.

Among the team winners were the Waterloo station Customer Care team in the Committed to our Customers category, our Waterloo station upgrade project team in the 'Great Leadership' category and our Eastleigh Rail Community Officer team in the 'Dedicated to Safety' category.

The winners of our Excellence Awards are put forward to our parent company's staff recognition awards, the Be First Awards. This year, our Be First nominees were considered alongside more than 700 nominations from FirstGroup rail and bus operations in the UK and North America. Our staff were successful in several categories.



L-R. Dom Hill, Mike Jacobs, Paul Bowman, Steve Gregory, Joost Noordewier.



Jane and Sabi from the Waterloo Station Customer Care team.

INVESTORS IN PEOPLE

Investors in People (IIP) is a prestigious national standard that recognises the commitment of an organisation to improving its performance through the development of its people.

It measures the practical steps that have been made to improve and maintain this performance.

South Western Railway is committed to investing in our people and is currently working towards obtaining the IIP Standard. Once we have achieved this, our ambition is to work towards the prestigious IIP Gold Standard by 2022.

OVER 900 APPRENTICESHIPS

Working in partnership with the University of Portsmouth, Fareham College and training provider, Qualitrain, we provide an apprenticeship programme designed to train up to 130 people a year. Over the duration of the franchise there is the potential for more than 900 apprentices to benefit from world class training, giving them the expertise and knowledge that will help them excel within South Western Railway.

We are committed to 2.5% of our total workforce starting an apprenticeship each year, and to a minimum of 50 people starting a management level apprenticeship over the duration of the franchise.

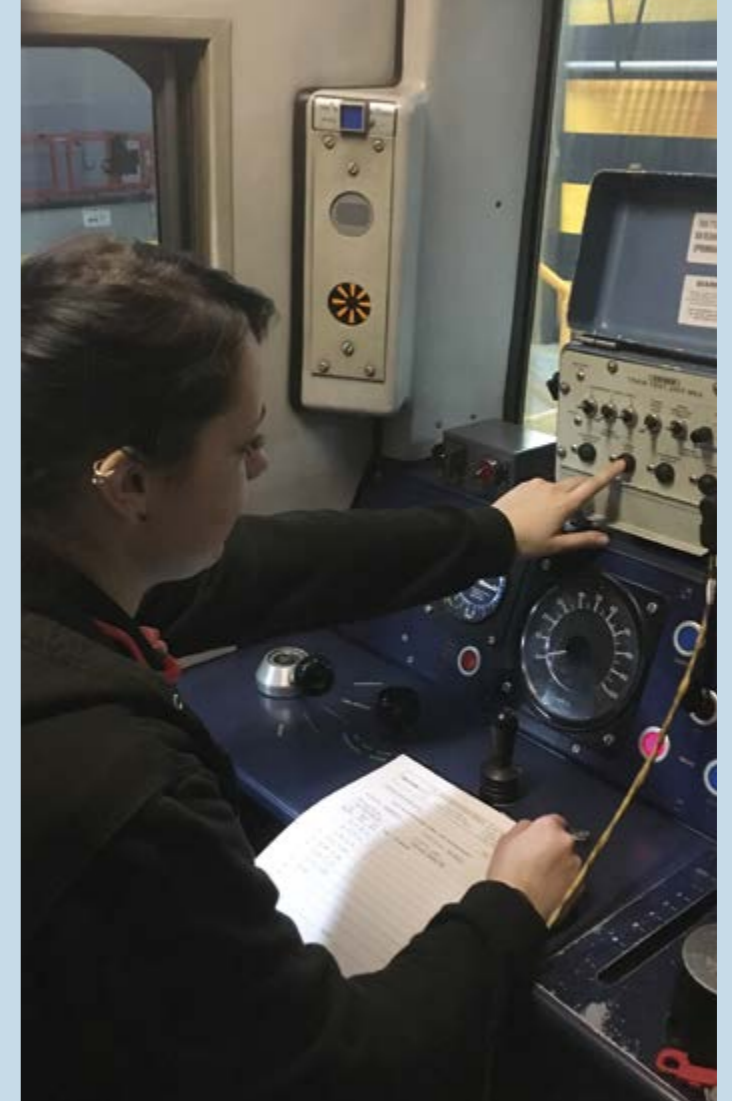
Although our initial focus is on upskilling existing employees, we are working with local schools, colleges and universities to attract applicants with the right skills and willingness to be part of a successful team, irrespective of their age, gender, sexuality or religion.

So far, we have made a solid start on delivering our apprenticeship programme. In the first year 67 people started apprenticeship programmes in areas as diverse as Engineering, Team Leading, Leadership & Management, Business Improvement and Warehousing & Stores with a retention rate of 98%.

Two apprentices who are currently working in our engineering department are Paige Barrett, 24, who is based at our Salisbury depot and 23-year old Ryan Sherwood, based at our Bournemouth depot. Paige says: "The experience I have gained while working at the Salisbury depot has also been invaluable as the fitters are always willing to share their knowledge and assist with developing practical skills." While Ryan adds: "I have learnt a great deal about the railway as well as the rolling stock we use on our network. I have gained qualifications including a BTEC Level Three and a HNC in electrical engineering."

Their four-year scheme involves a foundation year at Fareham's Centre of Excellence in Engineering, Manufacturing and Advanced Skills Training college, with years two, three and four involving a combination of college placement and practical work at our train depots.

In the future SWR plans to work with training providers to develop new, innovative apprenticeship programmes for train drivers, on board staff and customer service.



Paige Barrett based at Salisbury depot.



Ryan Sherwood, Bournemouth depot apprentice.

SAFETY

The safety of our passengers and staff is our highest priority. This includes not just making sure our railway is safe operationally, but also that our customers feel safe in terms of their personal security when using our services. Anti-social behaviour is a major concern for some passengers, especially when travelling late at night, and so we are working hard to make our railway a safer place for everyone.

We are working closely with British Transport Police (BTP) to help us deliver this goal. As part of this process we hold regular meetings with them to identify trends, key risks, and any upcoming events on our network such as Wimbledon and Royal Ascot, so that we can agree how we can address them. For example, we have recently given BTP access to our live train running information and this will help them deal with crime and anti-social behaviour more effectively. Similarly, to deter cycle theft, we are running a series of cycle marking events with BTP, targeting high risk locations.

SWR has a team of Rail Community Officers (RCOs) across our network. They have a range of powers to tackle criminality and anti-social behaviour including the ability to seize alcohol and to obtain the details of people who are being disorderly. To improve safety, they have successfully trialled the use of body worn cameras. Many officers have said that they have been invaluable in helping them calm down situations. As a result, we now plan to extend the trial and provide more staff with cameras.

Our Station Watch scheme, has also helped us address crime and anti-social behaviour. Working in partnership with town or city centres near to our stations we share information about activities, disruption and any other relevant issues so that we can be prepared.



“ RAIL COMMUNITY OFFICERS PROVIDE A REASSURING PRESENCE FOR OUR PASSENGERS AND THEY DETER CRIME AND ANTI-SOCIAL BEHAVIOUR ”

AARON FREEMAN

INTERIM NEIGHBOURHOOD
SECURITY MANAGER