

Customer report

March 2020



South Western
 **Railway**



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Managing Director
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Welcome to the sixth edition of South Western Railway's Customer Report.

I've been at South Western Railway for just over two months now, and while enjoyable, it has undoubtedly come with challenges.

When I joined, my priority was to get out and about on the network and get a greater understanding of our current operations – and what exactly is needed to improve our service. I know for you, our customers, the most important improvement needed is to have more trains running on time. Rest assured, with our partners at Network Rail, we share this priority.

South Western Railway is one of Europe's busiest and most complicated networks, so unfortunately there is not one quick fix. On a network as busy as ours any incident will quickly cause knock on delays, and recently we've experienced some significant incidents – most notably, the derailed freight train at Eastleigh, which blocked the mainline for several days and caused problems across the network.

We do appreciate the urgency of improvement.

We must focus on change and adopt a proactive approach to making the much-needed improvements to our service. We have spent time reviewing our network, discovering where the pressure points are, and now we are implementing our plans to improve in these areas.

We are working hard to make the changes that we are in control of happen as quickly as possible. For example, our Shepperton Line has been one of the poorest performers on the network, so we moved our newer Class 707 trains on to the route. These new trains with their wider doors and more spacious carriages, may not at first appear to help trains run more efficiently, but I can assure you that these factors all contribute towards passengers being able to board more quickly and more trains leaving on time.

Train improvements have not stopped there. We have recently completed a wider fleet

refurbishment, providing more than 5,000 additional Standard Class seats on our longer distance services, and introduced the refreshed Class 442 fleet, offering 2 by 2 seating for more customers travelling between Portsmouth and Poole to London Waterloo. Later this year we will see the first of our new modern 'Metro' trains introduced on the Reading line, before being rolled out across the whole of our suburban network. As well as an enhanced journey experience with toilets and air-conditioning, these new trains will offer real performance benefits in terms of how they can be operated.

Other improvements that we have implemented include increasing the number of contingency guards that we have across the network. This means that if a guard is ill or delayed by a late running train, we are more able to find someone to stand in.

We have also made alterations to our platform arrangements at Waterloo to improve turnaround times, so that a late arrival does not automatically mean a late departure. We have also made some minor alterations our timetable to aid improved performance, and we continue to work with our partners Network Rail to remove speed restrictions on some lines.

I appreciate that this is just a start, and we have significant challenges ahead. However, I am confident that the changes we are making are the right ones, and you should be starting to see performance move in the right direction.

Mark Hopwood

Mark Hopwood
Managing Director



Our performance



Here are our train service performance figures from August 2019 to February 2020 (industry periods 6 to 12):

Industry period	Public Performance Measure	Right Time	Cancelled & Significantly Late	Trains Up to 15 mins Late	Cancellations	Short Formation
06	82.9%	52.1%	4.5%	94.1%	4.0%	0.7%
07	77.6%	46.4%	5.5%	92.3%	4.8%	0.8%
08	75.3%	45.1%	6.3%	91.3%	5.6%	1.2%
09	70.8%	40.2%	7.5%	89.8%	6.8%	1.2%
10	74.6%	43.6%	6.3%	91.1%	5.8%	1.5%
11	74.7%	44.6%	7.2%	90.3%	6.4%	0.9%
12	81.3%	51.6%	5.6%	93.0%	5.2%	0.7%
Year to date average	80.6%	51.5%	5.4%	92.7%	4.8%	0.9%
Mar 2019 average	82.2%	53.1%	4.2%	93.9%	3.7%	0.5%

We know how important a reliable, punctual service is for you. Improving our performance continues to present a significant challenge, but we are ensuring it is at the forefront of our business plan, with investment in a variety of performance improvement initiatives. We are focused on building our strong and co-operative relationship with Network Rail as only by working together will we achieve the punctuality and reliability you expect and deserve. Our focus now and for the next year is to ensure we seize every opportunity and explore every avenue to improve our train service performance and deliver a more enhanced train service to you.

Shepperton route

In our last edition, we discussed our efforts to drive performance improvement on the Shepperton route, one of our poorest performing routes. This work has resulted in the decision to deploy our newest class of train, the Siemens 707, to service the Shepperton route. Thanks to the advanced acceleration and braking of these trains, as well as faster door open and close times, the 707s have enabled a 42% reduction in time lost from Shepperton to Norbiton. For customers on the Shepperton route, this means an additional 560 services arriving to Waterloo on time each year.

We have created new, clearer signs to display on trains, providing more information to customers about when to pull the lever or how to seek alternative methods of assistance. This has been very successful in preventing unnecessary use, and we have delivered a 17% reduction in delay minutes related to emergency lever activation.

Reduction in Passenger Alarm activations

We have been working to reduce delays caused by emergency alarms being activated on our trains. When these alarms are activated during the journey, it causes the train to come to a stop, resulting in significant delays on our network.

Trespass and Welfare Officers

External factors including trespass often have an impact on our service and cause delays. In a joint initiative with Network Rail, we have introduced additional colleagues at 49 stations across our network, including Basingstoke, Barnes, Clapham Junction, Pokesdown, Southampton and Vauxhall. These colleagues are there to support customers who require extra help, may be vulnerable, or appear distressed. Their comprehensive training includes guidance from the Samaritans in identifying customers who may be vulnerable. Trespass and Welfare Officers patrol station platforms in white vests, keeping customers safe and secure. Their presence has been a major contributor to a reduction in delays due to trespass.



Our National Rail Passenger Survey results

Overall Satisfaction

Autumn 2019	Autumn 2018
74%	73%

Results vs Targets

Autumn 2019 scores – Results vs Targets

Scores	Metro	Long Distance	Outer Suburban and Island Line
Stations	57.2%	66.4%	66.4%
Trains	64.1%	68.5%	60.6%
Customer Service	58.7%	67.8%	64.0%
2019/20 Targets			
Stations	69%	76%	72%
Trains	71%	71%	71%
Customer Service	63%	75%	72%
Combined Scores vs Targets			
Stations	-14.0%	-8.2%	-7.4%
Trains	-7.7%	-1.5%	-14.3%
Customer Service	-5.0%	-7.4%	-8.9%

While we were pleased to see an overall increase in satisfaction including punctuality and frequency of trains on the route, we recognise we have lots more to do. Performance continues to be our primary focus, as we know it is of utmost importance to our customers. Over the course of our franchise, we are investing £1.2bn on new trains and refurbishment of our current trains. Our investment in new and refurbished trains is being recognised by our customers, with scores regarding capacity and onboard facilities like WiFi increasing. Our refurbished trains offer plug sockets at very seat, enabling customers to stay connected.

Modernisation of the Island Line will also commence this Summer as the new rolling stock for the Island Line begins testing. We are pleased to see improvements in service information and the availability of staff.

We are determined to earn the trust of our customers and are working closely with you to do this. This includes the relaunch of our independent Customer Council, this enables managers to work directly with customers to develop new ideas and initiatives. We have also launched a new style of Meet the Manager, which offers customers a one to one meeting with senior leaders.

While we are working hard to address these areas we are under no illusion that customers expect an improvement across all areas but, especially, punctuality and reliability.

For the full results, please visit Transport Focus: www.transportfocus.org.uk

Our stations

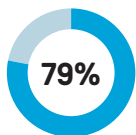


Passenger Assistance

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 it enables 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. Between August 2019 and February 2020,

South Western Railway staff helped to carry out over 35,000 booked assists across the network. Over 9,000 of these were either from or to London Waterloo, Clapham Junction or Guildford stations. London Waterloo is our busiest station with 5,013 booked assists in that time, and Southampton Central is second, with 4,538.

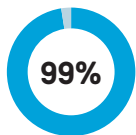
Here are our results recorded on booked and unbooked assistance, from August 2019 to February 2020:



Booked Assistance

79% of booked assistance was successfully completed. Of the 21% not completed, 16% were due to customers not arriving as booked (for example their plans had changed), with the remaining 5% due to space not being available on trains in busy periods, disruption, or staff not being available as planned.*

*This data relates to 50% of the booked assistance delivery recorded at stations. We are working hard on improving our data recording processes.



Unbooked Assistance

99% of unbooked assistance was successfully completed. Of the 1% not completed, this was due to space not being available on trains in busy periods, disruption, or staff not being available at short notice.



Committed to making travel more accessible

We are always looking for ways to improve our assisted travel. We know there is still work to be done to improve the reliability of our service and we are working on a number of initiatives to help our customers who require assistance.

We are currently working closely with the ORR on a trial to improve communication between colleagues across our network to improve the reliability of the service.

Additionally, we are working on an Assisted Boarding Points trial, that will make turn up and go travel easier for customers regarding help to board the train.

We will also be introducing our new Accessible Travel Policy this year, which will provide you with clear and helpful information if you need a helping hand when travelling with us. In Autumn 2019, we launched a new accessibility tool on our website, ReciteMe. We hope this makes a difference to customers who need that extra bit of help to navigate our website.

Scheduled ticket office opening hours

Ticket office opening hours are displayed at every staffed station and are also available on our website www.southwesternrailway.com or by contacting our Customer Service Centre. Times of peak demand at the ticket office are shown at the station. We try hard to make sure that you do not have to queue at ticket machines or ticket offices for longer than 5 minutes in the peak or 3 minutes at other times. Between August 2019 and February 2020, our ticket offices have been open for 95.75% of the advertised times.

This is in comparison to August 2018 to February 2019, where our ticket offices were open for 95.89% of the 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.

Our Customer Ambassadors at stations across the network, are there to help you buy tickets and use our ticket machines.



Customer service



Complaints

Over the past six periods we have continually exceeded our target of 95% complaints resolved within 20 working days, apart from Period 12 due to freight train derailment at Eastleigh. Despite the challenges that you have faced with

disruption across the network, we are continuing to work hard to respond to complaints in a timely manner. We know how important it is to have your complaints resolved promptly and with the highest level of customer service.

Complaints responded to	31,864
% Responded to within 20 working days	94.32%
Complaints per 100k passenger journeys*	24.9

*Assuming 53.9 million journeys per quarter

Delay Repay

It has now been almost a year since we introduced Automated Delay Repay. The scheme was introduced to make it easier for customers who have Advance purchase tickets (date & time specific) or a Touch Card Smartcard Season tickets (weekly or longer) bought from our website.

Customers can sign up for our Automated Delay Repay by creating an account, to set up their preferred payment method for delay compensation, and to opt in to receive

notifications when a claim has been generated on their behalf. Customers can either accept, reject or amend that claim, based on their actual experience.

Over the past year we have been working hard to enhance the customer experience when claiming for Delay Repay compensation. We are now processing claims significantly quicker than this time last year.

Delay Repay Claims per 4 weekly period

	P5	P6	P7	P8	P9	P10	P11	P12	Total
Percentage Accepted	84%	79%	86%	82%	85%	79%	84%	87%	84%

Average time to process per 4 weekly period

	P5	P6	P7	P8	P9	P10	P11	P12	Total
Average time to Process (working days)	4	4	4	3	5	5	4	3	4

Faults

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

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

Here are the details of all faults reported between September 2019 and February 2020, compared with the previous report:

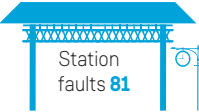
	February 2020	August 2019
Number of faults reported	124	98
Average time to resolve (days)	25	37
Number of Station faults	81	65
Number of On train faults	39	29
Number of Faults - other	4	4



Average time taken to resolve
25 days



Number of faults reported **124**



Station faults **81**



On train faults **39**

Faults by sub categories:

Access	2
Windows/Doors	8
Lighting	10
Toilets	7
Information Screens	4
Heating/Air Con	16
Graffiti	5
Car Parks	2
Ticket Machines	28
PA system	4
Infrastructure	4
Other	34

Faults by service group:

Mainline services

1. Weymouth/Portsmouth via Eastleigh to London Waterloo	12
2. Portsmouth Harbour via Havant to London Waterloo	5
3. Exeter St. Davids/Yeovil Junction to London Waterloo	1
4. Alton to London Waterloo	1

Suburban services

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

Island Line services

8. Shanklin to Ryde Pier Head	0
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Our commitment to sustainability

At SWR we continue to incorporate sustainability into everything we do. Our approach is to deliver positive changes to our customers, communities and the environment.

As outlined in our Sustainability Strategy, we recognise that the following four areas are key to achieving and embedding sustainability.

www.southwesternrailway.com/other/about-us/our-plan/sustainability

Here's a summary of what we have delivered since August 2019:

Innovative technology.	Energy and resources.
<p>We have:</p> <ul style="list-style-type: none">Continued to trial our innovative catalyst for our diesel trains which could reduce the NOx emissions by 70%	<p>We have:</p> <ul style="list-style-type: none">Continued to divert all our waste from landfill and recycled 80% of our waste, a 1% increase on last year. We have rolled out new passenger bins at our stations to improve recycling and we are hitting 87% recycling at our depots and up to 90% recycling at some of our larger stations, where our onsite segregation officers continue to work hard.Reduced our carbon emissions by 34% against our target, a 16% improvement on last year.Commenced our LED programme, replacing lighting across our stations.Monitored our water use to identify and fix water leaks.Continued to embed sustainability into our procurement processes to align to the ISO20400 sustainable procurement standard.

Community and engagement.	Employer of choice.
<p>We have:</p> <ul style="list-style-type: none"> • Launched our £5.3 million Customers and Communities Investment Fund supporting projects across our Mainland and Island Line networks that address areas of social need and benefit local communities. • Launched our charity strategy setting out how we will support our local charities and our charity partners, Action for Children, Surrey Search and Rescue and Daisy Chains, Isle of Wight through 796 station bucket collections, staff fundraisers, ticket donations and payroll giving. Since March 2019 we have raised a total of £192,720. • Continued to run our highly successful Try the Train trips providing unique experiences to a range of groups who lacked the confidence to travel on the railway. • Undertaken a review of our social value contributions under the RSSB Social Value Framework. 	<p>We have:</p> <ul style="list-style-type: none"> • Continued to host our Prince's Trust programmes, Reach apprenticeship scheme and women in leadership programmes. • Rolled out our mental health first aiders to support our people. • Delivered a range of sustainability training to upskill our people to embed sustainability at the heart of our decisions. • Ran our annual sustainability week raising money for our charity partners and giving away 10,000 reusable coffee cups to our staff and customers to reduce single use plastics.

But our programme doesn't stop there. Over the next 6 months we will:

- Continue our plans to deliver our recycling, energy use, carbon emissions and water reduction targets.
- Deliver a range of sustainability training programmes for our people.
- Continue to support our local charities through fundraisers and station collections.
- Publish our 2019/2020 sustainability performance report.
- Relaunch our sustainability strategy to reset our ambition for the remainder of the franchise.
- Achieve sustainability performer under RSSB's sustainable development framework.

This information is from environmental performance data between August 2019 and January 2020.

Criteria	19-20	Target	% difference	previous year	% difference
Our trains: average CO ₂ e per vehicle km (kg)	0.50	0.76	34%	0.60	16%
Buildings energy: total energy consumed (MWh)	15,867	15,415	-3%	15,574	-2%
Waste recycling (%)	80%	Achieve 90% recycling within reasonable endeavours		79%	1%
Waste diversion (%)	100%	100%	On target	100%	0%
Water consumption (total m ³)	142,918	142,590	0%	142,324	0%

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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South Western
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