



Customer report

September 2020

South Western
 Railway

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Welcome to the seventh edition of South Western Railway's Customer Report

Since I last gave my update for the Customer Report, it is hard to overstate the dramatic changes that have affected our industry, our country and indeed the entire world.

The seismic changes brought about by the coronavirus pandemic have posed immense challenges to South Western Railway – challenges which I'm proud that our staff have risen to.

Now that more people are returning to the railway, we are working harder than ever to keep our customers safe. If you have travelled with us recently you will have noticed new hand sanitiser dispensers, stickers and floor vinyls designed to help people keep their distance and countless reminders of the importance of face coverings. On top of this, we've stepped-up our already enhanced cleaning regime by introducing a powerful sanitising product which provides strong, long-lasting antimicrobial protection against a range of bacteria, viruses and pathogens.

Despite COVID-19, we have maintained our relentless determination to boost performance and reliability on our network. Since the start of lockdown, the number of speed restrictions on our network have been cut by over 50 percent and we have invested in reliability modifications to our trains. These steps will mean many more of our trains can arrive on time; in fact, we have seen a significant improvement in performance and punctuality over the past six months alone.

But our battle against delays and disruption doesn't end with speed restrictions. We are bearing down on external factors, with the number of trespass incidents falling from 505 between April and September 2019 to 395 during the equivalent period this year. This comes thanks in no small part to the brilliant work of our Trespass and Welfare Officers, who intervene and give support to vulnerable customers at stations. Since their introduction in July 2019, these officers have made almost 160 crisis interventions and helped to prevent countless delays.

In addition, we are strengthening our onboard teams as part of our effort to drive up performance.

Coronavirus-related challenges which made it difficult for train drivers have been overcome, with no fewer than 171 new drivers currently in training.

Our method of dealing with ill customers is also being improved thanks to a new three-way call system between our guards, network control and paramedics. This system helps our colleagues to ensure that the customer in question receives the correct treatment while disruption is kept to a minimum.

The upgrade of our rolling stock continues at pace, with the first of our new inner-suburban train fleet having arrived at the Wimbledon depot for testing. The 90 strong new fleet will be known as Arterio to reflect the fact these trains will serve the vital network of routes feeding into the heart of our network – London Waterloo. The Arterio fleet will replace all our current inner-suburban trains, offering a more modern, reliable and efficient service.

This comes alongside our plans to replace the 80-year-old trains currently running on Island Line on the Isle of Wight as part of a £26 million revitalisation of the railway there. With these old trains now ready for retirement, our significant investment will improve the service for islanders and visitors alike.

Our upgrade programme isn't limited to trains and track. We are part-way through our £1.5 million station re-painting initiative, with every station included in the programme set to have a complete internal and external re-paint. As a result of our partnership with BT, every single one of our stations now has Wi-Fi access, and I am pleased that download speeds onboard trains have significantly increased since the start of 2019.

Looking to the future, I am determined that SWR will continue to play its part in supporting our region. As we do, we will not lose focus on maintaining the improved performance we have delivered over the last six months.

Mark Hopwood

Mark Hopwood
Managing Director



Our performance

Here are our train service performance figures from March 2020 to August 2020 (industry periods 13 to 5):

Industry period	Public performance measure	Right time	Cancelled & significantly late	Trains up to 15 mins late	Cancellations	Short formation
13	82.3%	60.1%	8.7%	89.9%	8.3%	1.1%
1	97.5%	86.4%	0.9%	98.9%	0.9%	3.3%
2	96.6%	86.1%	1.3%	98.4%	1.3%	0.4%
3	95.7%	84.1%	2.1%	97.7%	2.1%	0.1%
4	95.5%	81.6%	2.2%	97.5%	2.2%	0.1%
5	92.3%	71.6%	3.0%	96.4%	2.8%	0.3%
Year to date average	83.5%	59.3%	5.0%	93.6%	4.6%	0.7%
Aug 2019 average	82.3%	53.7%	4.6%	93.6%	4.1%	0.6%

The last six months have provided a different challenge in terms of performance, our focus has been on providing a consistent and reliable service for key workers. We recognise the reduced number of trains and passengers have helped us to deliver higher levels of punctuality and reliability. However, our results have also been assisted by the increased focus from SWR and NR on key areas.

These actions have meant that we were able to deliver a great service for our customers with an average performance of 93.3% in the last six months. We are gradually reintroducing services as more and more of our customers go back to work and have been busy developing and implementing our initiatives to improve performance on the South Western Railway network.

Making the network more reliable

Over the last six months we have been working really hard with our partners at Network Rail as part of our Joint Performance Improvement Centre (JPIC). Amongst all of the things we have done, two things stand out, reducing the number of speed restrictions and launching a new performance campaign.

Speed Restrictions

Network Rail has taken advantage of the reduced timetable to carry out more improvement works and has been able to reduce the number of speed restrictions by more than half. This has and will continue to significantly improve the punctuality of trains for customers.

Looking after you when you are not well on our network

We have spoken before about our paramedics and wanted to let you know that following their successful introduction, we have added additional stations and increased hours of availability. We have also been training our on-train teams in how to respond when a customer needs medical help. We have put in place a support process that means our on-train colleagues can be out in touch with one of our paramedics quickly and support them in assessing the situation and providing initial care. This enables our colleagues to make an informed decision that best suits the customer and their needs.

Performance Campaign

Our vision is to create 'a high performing railway delivered together'. There are over 8,000 colleagues involved in creating the perfect journey for our customers and the campaign uses infographics and videos to show the role each department plays.



Our National Rail Passenger Survey results

Overall satisfaction	Spring 2020	Spring 2019
	75%	78%

Results vs targets

Spring 2020 scores – results vs targets

Scores	Metro	Long distance	Outer suburban and Island Line
Stations	59.6%	66.6%	66.3%
Trains	61.3%	72.1%	59.2%
Customer service	57.7%	67.1%	63.0%
2020/21 targets			
Stations	70%	78%	73%
Trains	73%	73%	73%
Customer service	65%	76%	73%
Combined scores vs targets			
Stations	-10.4%	-11.4%	-6.7%
Trains	-11.7%	-0.9%	-13.8%
Customer service	-7.3%	-8.9%	-10.0%

Our Spring 2020 scores were lower than we would like to have seen but we recognise the survey was undertaken in the immediate aftermath of severe industrial action and during a period of very poor performance. Our focus has been on addressing these issues as well as understanding the changing expectation of customers in these uncertain times.

In June we held our first Digital Meet the Manager session, working with Transport Focus. Our approach is to give our customers the opportunity to request an appointment with members of our senior management team to discuss any issues or queries they have. The first session was a resounding success and we have just held a second session this September.

Beyond COVID-19, we are working to strengthen the service we provide. This year we have revamped our Customer Council to develop greater working relationships between representatives and senior leaders.

Following a successful recruitment process, we have appointed six members to work with the business to help improve our customer experience. The representatives will help to develop new ideas, challenge existing ones, and put customers at the heart of everything we do.

Seven specific areas have been identified to focus on, that our customers have fed back are not as good as they expect them to be. Lost property and booking travel assistance are two examples of the areas we are focusing on. For each area we have identified a workstream lead to understand and implement changes and improvements to provide our customers with the service they expect.

We will also continue our trial to improve customer assistance at stations. The initiative involves an assistance point being designated at every station platform, with clear notices on display requesting customers to contact SWR so we can make the guard aware they are there and assistance provided.

Our stations



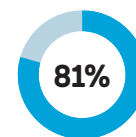
Passenger assistance

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

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

Between March 2020 and August 2020, South Western Railway staff helped to carry out over 9,000 booked assists across the network. Over 2,500 of these were either from or to London Waterloo, Clapham Junction or Guildford stations.

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



Booked assistance

81% of booked assistance was successfully completed. Of the 19% not completed, 14% 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.



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.



Since June 2020 we have been part of the Sunflower Lanyard scheme. This allows our customers with non-visible disabilities to travel with more confidence, and our frontline teams are trained to recognise that the lanyard wearer may need some assistance whilst travelling with us.

Throughout summer 2020, focus groups were held with some of our disabled and older customers to provide valuable feedback about their experiences when travelling with South Western Railway. This feedback will be used to help create our new Disability and Awareness Equality Training which we hope to launch at the start of 2021.

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 March 2020 and August 2020, our ticket offices have been open for 81.7% of pre COVID advertised times.

As a result of COVID-19, our ticket office hours changed to reflect the UK wide lockdown and quarantine requirements, our updated ticket office hours could be found on our website. Between March 2020 and August 2020, our ticket offices have been open 86.89% of the new advertised times.

The rail industry is moving away from paper tickets, and we are continually looking to make

Our new Accessible Travel Policy was approved in August 2020 and will be available online and at stations from 9th October 2020. We hope that the information contained within the Accessible Travel Policy helps our disabled and older customers travel with us.

During Autumn 2020 we will be moving to a new passenger assistance system with the rest of the industry. Although this does not affect the assistance that customers will receive, we hope that the booking process is more streamlined and easier for customers.

it easier for our customers to buy travel tickets from our website and app.

Mobile eTickets and Smartcards offer our customers more choice when it comes to buying a ticket. We have installed smartphone eTicket readers at a number of key locations across our network to make travel as easy as possible.

You can buy tickets or Smartcards online using our website www.southwesternrailway.com or through our South Western Railway App which allows you to buy a range of tickets. If you prefer, you can buy tickets and Railcards by phoning our Customer Service Centre.

All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook and Redbridge) have self-service ticket machines where you can purchase tickets. They offer a wide choice of destinations and fares including weekly and monthly season tickets.



Customer service

Complaints

Following the lockdown we took the decision to prioritise customer refunds due to the unprecedented volumes being received by our contact centre. As such, this affected our ability to handle complaints in as timely a manner as we would normally hope for. During August we have however responded to over 99% of

complaints within the industry 20 working day target. Despite the challenges that you have faced, 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 providing excellent customer service.

Complaints responded to	17,375
Responded to within 20 working days (%)	58.18%
Complaints per 100k passenger journeys	43.4%

Delay Repay

Following improvements to our Delay Repay systems over the previous 12 months, we have continued to process claims quickly, with an average processing time of 3 working days.

Automated Delay Repay continues to be available for customers who have Advance Purchase tickets (date & time specific) or Touch Smartcard Season tickets (weekly & longer) which have been purchased online.

Delay Repay Claims per 4 weekly period

	P12	P13	P1	P2	P3	P4	P5	Total
Percentage accepted	87%	85%	76%	86%	68%	71%	75%	86%

Average time to process per 4 weekly period

	P12	P13	P1	P2	P3	P4	P5	Total
Average time to process (working days)	3	4	3	2	4	2	2	3

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. Please note resolution times have been extended due to the impact of COVID-19 and social distancing requirements.

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

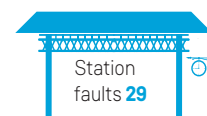
	August 2020	February 2020
Number of faults reported	42	124
Average time to resolve (days)	81	25
Number of station faults	29	81
Number of on train faults	12	39
Number of faults - other	1	4



Average time taken to resolve
81 days



Number of faults reported **42**



Station faults **29**



On train faults **12**

Faults by sub categories:

Access	1
Windows/doors	4
Lighting	2
Toilets	1
Information screens	5
Heating/air con	6
Graffiti	2
Car parks	2
Ticket machines	10
PA system	2
Infrastructure	0
Other	7

Faults by service group:

Mainline services

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

Suburban services

- Windsor & Eton Riverside/Hounslow/Weybridge via Staines to London Waterloo **0**
- Reading/Aldershot via Ascot to London Waterloo **2**
- Main suburban routes to London Waterloo **0**

Island Line services

- Shanklin to Ryde Pier Head **0**



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.

Railway is the most sustainable way of travelling, emitting lower emissions compared to any other form of transportation. Our fleet largely consists of electric trains delivering a sustainable travel option.

Our Sustainability Strategy recognises four key areas for developing and embedding sustainability even further within our business.

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

Here’s a summary of what we have delivered since February 2020:

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"> During lockdown in March-April employees at SWR raised £1415 for NHS Charities Together through our company JustGiving page. 3 of our maintenance depots donated spare PPE to Poole Hospital, Surrey Search and Rescue and Woking Homes during lockdown after an urgent appeal. Over 300 abandoned bicycles donated to several different charities across the network. This equates to £15,000 in social value. SWR has been awarded Silver Payroll Giving Quality Mark 2020 after £46,526.44 was donated to a variety of charities. Since our partnership was announced with Surrey Search and Rescue and Daisy Chains, we have raised over six thousand pounds for the charities combined through employee fundraisers and bucket collections. Generated £6.1M of social value through community investment activities and £7.1M of social value through investing in our peoples’ wellbeing. Worked with local rail groups to enhance biodiversity at stations, as part of World Environment Day. 	<p>We have:</p> <ul style="list-style-type: none"> Continued to host our Princes Trust programmes, Reach apprenticeship scheme and women in leadership programmes. Rolled out our mental health first aiders to support our people. We have provided and delivered training courses to over 250 employees through online training programmes on topics including sustainability, leadership in sustainability, modern slavery, procurement, ecology and biodiversity. We are in the process of rolling out Sustainability Champions across the business to make our employees champions for the positive changes they can make in their environments. We have also created several working groups to tackle sustainability topics specific to key areas of the business including stations, procurement and at executive level.

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

- Continue to deliver on the sustainability commitments we set out in our sustainability strategy whilst also looking to the future.
- Over the next six months we will relaunch our sustainability strategy to reset our ambition for the remainder of the franchise and will publish our policies on how we tackle key sustainability issues such as climate change, carbon reduction, sustainable procurement and air quality.

This information is from environmental performance data between February 2020 and July 2020 (P12-P4) and is compared with this time in 2019.

Criteria	2020	Target	Reduction (%)	Previous year (2019)	Difference (%)
Our trains: average CO ₂ e per vehicle km (kg)	0.46	0.58	20%	0.49	-5%
Buildings energy: total energy consumed (MWh)	14,268	14,542	2%	15,762	-9%
Waste recycling (%)	81%	Achieve 90% recycling within reasonable endeavours	0%	81%	0%
Waste diversion (%)	100%	100%	On target ✓	100%	0%
Water consumption (total m ³)	82,219	109,759	25%	143,873	-43%

What the next six months have in store for SWR

- Continuing to support our customers through the COVID-19 pandemic, with enhanced cleaning regimes and train and station crowding information on our website www.southwesternrailway.com/plan-my-journey/coronavirus-train-crowding
- The arrival of our new class 701 'Arterio' trains into service
- Accessibility improvements with enhanced training and assisted boarding points
- Increased accessibility to smartcards with printers at many of our ticket offices
- Continued investment to deliver more on time customer journeys with our Perfect Journey performance campaign
- Continuing to improve the sustainability of our trains

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
 **Railway**

