

Passenger Information During Disruption: our local plan

Your guide to how we deliver
information when things go wrong



South Western
 **Railway**

This document supports and seeks to demonstrate compliance with the Passenger Information During Disruption (PIDD) ATOC/ACOP014 Issue 2 – October 2016 Approved Code of Practice – Provision of Customer Information.

Record of amendment

Date of issue	Issue number	Revised pages	Details of revision
Feb 2012	1	All	New document that sets out WICC arrangements and PIDD and ACOP compliance.
May 2012	2	All	Approved version.
Nov 2014	3	All	Updated against new ACOP July 2014 Approved version.
May 2015	4	10, 14, 16, 18-21	Reference to Winter Information Communications Plan. Guard's announcement to be provided within 2 minutes of an unscheduled stop. PIDD recommendations added. Smart Phone Device Checks and Email Client List Checks added.
Jul 2015	5	4	Section 2 updated 'Purpose'.
Dec 2016	6	All	Full revision following update ATOC/ACOP014 Issue 2 – October 2016.
Jun 2017	7	All	Revision and update following Office of Rail and Road feedback.
Sep 2017	8		Revision and update for South Western Railway and Delay Repay (30) introduction.
Dec 2017	9	3, 19	Revision and update for South Western Railway and Delay Repay (15).
Apr 2018	10	19-24	Revision and update following Office of Rail and Road feedback.
Oct 2018	11	2-3, 12-13, 15, 21	Revision and general update including update of Roles and Responsibilities and information flow diagram to reflect new practices.
Oct 2019	12	2	Full review of document. Changes made to introduction.
			Full review of document and all sections updated to simplify the document according to Plain English Standards.
Jan 2021	13	All	Inclusion of new roles and job title changes within the Control Room and inclusion of new Incident Management framework for Network Rail. Removal of references to the Customer Forum which no longer exists. Change of job title for owner of Customer Experience Improvement Group.

Introduction

Our commitment to you

When our trains are disrupted, we understand how important it is to you to receive advice and reassurance that is based on clear and reliable information. This guide developed in cooperation with Network Rail sets our commitment to you.

We will review this guide every 12 months to make sure it's up to date.

Our last full review was in October 2020 and our next review will be October 2021.

Objectives

Our aim is to provide you with clear advice and reassurance based on reliable information, to enable you to plan your journeys with us. Your feedback is important to us and we promise to review this and seek ways to improve the quality of the information we provide you.

The list below details how we intend to deliver this:

1. Comprehensive disruption plan agreed with Network Rail that meets the Rail Delivery Group Approved Code of Practice.
2. Provide clear guidance on roles and responsibilities within both South Western Railway and Network Rail.
3. Provide regular training to develop the skills of our teams.
4. Monitor feedback from customers through surveys, social media, or our Customer Contact Centre to improve the service.

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Section 1: Information and disruption

Service disruption thresholds and Customer Service Level 2

When something happens on our network to disrupt a journey, we use a system to help us understand how this affects our customers.

This then enables us to determine the severity of the problem and what type of information and assistance you may require.

If our service falls below a certain quality measure, we may declare a Customer Service Level 2 status (CSL2). This is an industry standard term.

What is a Customer Service Level 2 status?

Once this status has been declared several key processes are activated:

1. Our on-call escalation procedure is activated to help coordinate our response.
2. We will provide alternative ticket arrangements enabling you to use your ticket with other train operating companies.
3. We will continue to keep you informed as appropriate, making it clear when you should expect the next update.

Severity and types of Customer Service Level 2 incidents

Network Rail uses an internal grading system to indicate the seriousness of an incident and its impact on our train service.

Network rail grading

Green	<ul style="list-style-type: none">• Lower passenger impact• Controller led• Timeouts as required.
Amber	<ul style="list-style-type: none">• Medium passenger impact• Network Delivery Manager holds formal command role• ARM, RIO or SIO appointed• Timeout within 30 minutes and then at least every 120 minutes thereafter• Tactical conference within 60 minutes of staff being on site and every 60 minutes thereafter
Red	<ul style="list-style-type: none">• Severe disruption expected• Senior Network Delivery Manager holds command role in addition to above• All the above mitigations, plus a strategic conference convened within 60 minutes of declaration and every 120 minutes thereafter to conclusion (previously known as 'Gold Command')
Major	<ul style="list-style-type: none">• Definition as per Network Rail National Emergency Plan• Rail Incident Commander appointed

*Note – categories above do not align with South Western Railway's PIDD categorisations.

Incident categorisation table

	Green	Amber	Red	Major
Threshold	Any incident expected to cause less than 100 minutes in train delay	Any incident expected to cause between 100 and 1,000 minutes of train delay OR a significant number of cancellations	Any incident expected to cause over 1,000 minutes of train delay OR any incident which meets the criteria below	As per National Emergency Plan

The below are examples which would require the incident to be classified as 'Red' or higher.

The below list should not be considered exhaustive:

- Any incident where a passenger train has been stranded outside of station limits for over 60 minutes with no imminent resolution.
- Any incident which could result in severe operational disruption and declaration of PIDD Black, including closures at stations caused by overcrowding or for other reasons (e.g. demonstrations).
- Any accident (derailment, collision, fire etc.) to a passenger train where fatalities or serious injuries occur.
- Any serious accident to a train (e.g. high-speed derailment or head-on collision) even if there are no casualties.
- Any accident involving the release or combustion of dangerous goods from a train which necessitates the evacuation of railway personnel or the general public from the area affected.
- Any dangerous occurrence involving a freight train carrying radioactive materials.
- Any collision between a train and a road vehicle at a level crossing (whether or not there have been any injuries).
- Any pedestrian fatality at any type of level crossing.
- Any fatal accident or serious injury (life threatening) to a rail employee on duty.
- Any child (age under 18 years) trespasser fatality or seriously injured on the railway.
- Any adult trespass fatality (non-suspicious or suspicious).
- Any fatality or life-threatening injury to a passenger.
- The overturning or collapse of any crane, collapse of a high scaffold, collapse of a bridge or tunnel, failure of a structure which occurs on, or blocks, the railway.
- Any incident of a runaway train, wagon, engineers' trolley or on-track machinery.
- Any reportable injury or dangerous occurrence not mentioned above which receives, or is likely to receive, media attention.
- Any security-related incident (or threat) where the National Threat Level has increased to 'Critical' and/or the Security Response Level (SRL) has increased to 'SRL3'.
- Any major/serious (Category 1) or significant (Category 2) environmental event as defined in the Network Rail National Emergency Plan, Appendix B.
- Any 'major incident' (as defined and declared by the emergency services), affecting (or with the potential to affect) the safe operation of the railway and/or its assets, including pandemics, major civil unrest or chemical, biological, radiological or nuclear (CBRN) release etc.
- Any other event as determined by Network Rail's Strategic Crisis Management Team (SCMT) or Wessex route senior management.

South Western Railway disruption grading

Our own grading system has been developed around how the disruption will impact you. The disruption thresholds reflect the nature of the three types of train services that we provide – Metro, Suburban and Mainline, operating at various distances to and from London Waterloo.

SWR status definitions	Criteria	Metro routes	Suburban routes/branch lines	Mainline routes
Green good service		<ul style="list-style-type: none"> Isolated incident delaying up to 2 trains by less than 5 minutes If degraded working level 1 or 2 (D1/D2 status) is in place on service close, customer messaging will remain active Any incident not affecting services (e.g. overnight) but with potential to impact trains when service resumes 		
Yellow minor delays CSL2 optional		<ul style="list-style-type: none"> OFF-PEAK: Incident expected to delay less than 15 trains by less than 15 minutes PEAK: Incident expected to delay less than 10 trains by less than 5 minutes 3 or more alterations/cancellations on the same route due to a single incident Any major disruption issue affecting 2 or more TfL routes interchanging with South Western Railway stations 	<ul style="list-style-type: none"> More than 3 services running between 5 and 15 minutes late 3 or more alterations/cancellations on the same route due to a single incident 	<ul style="list-style-type: none"> More than 3 services running between 5 and 25 minutes late 3 or more alterations/cancellations on the same route due to a single incident
Red major disruption CSL2 mandatory		<ul style="list-style-type: none"> Localised line closure (e.g. Fulwell-Shepperton) where timetabled alternative transport operates Loss of 5% of capacity during morning/evening peak in service groups 5 or 7 		
		<ul style="list-style-type: none"> OFF-PEAK: Incident expected to delay 15 or more trains by 15 minutes or more Incident expected to delay services by more than 15 minutes PEAK: Incident expected to delay 10 or more trains by 5 minutes (in line with customer flow) Incident expected to delay services by more than 5 minutes (in line with customer flow) or more alterations/cancellations on a core route Any closure of 1 or more lines (e.g. UMSL, UMFL), on a Core Route in peak times 	<ul style="list-style-type: none"> More than 5 services running more than 15 minutes late Consistent alterations/cancellations to services on one line 	<ul style="list-style-type: none"> More than 5 services running more than 25 minutes late Consistent alteration/cancellations to services on one line
		<ul style="list-style-type: none"> Any instance of evacuation from a train not at a station Any implementation of crowd control measures at a category A or B station Any closure of a category A or B station or attached TfL facilities Core Route blocked in either direction between the start of service and 0000 Any large-scale TfL service suspension involving 4 or more lines intersecting with South Western Railway stations Any train trapped not at a platform >20 minutes Any loss of third rail power supply Any other route blocked with no alternative transport option available Loss of 20% of capacity during morning/evening peak on any core route 		
Black CSL mandatory "Do Not Travel" considered				
		Service suspension <ul style="list-style-type: none"> An infrequent incident that causes widespread delays resulting in extensive parts of the network becoming unavailable (examples would be terrorist and weather related events) 		
Blue CSL2 optional		Customer experience-affecting incident <ul style="list-style-type: none"> Any weather event as determined by an EWAT to have significant adverse effect on customer experience (e.g. snow plan, leaf-fall) Any category A event likely to have significant impact on customer experience but not on train service (e.g. rugby at Twickenham Stadium; Royal Ascot, issues with lavatories on board or short formations on services) Loss of Customer Information System/Train Describers on any route 		This classification acts as a pre-notification code, alerting customers and front-line teams to issues that affect customer experience but do not impact upon the timetable

South Western Railway

The map illustrates the extensive South Western Railway network, starting from London Waterloo and extending westwards to Weymouth. Key stations include London Waterloo, Reading, Salisbury, Southampton, Bournemouth, and Weymouth. The network is color-coded by region: London (red), Reading (blue), Salisbury (green), Southampton (yellow), Bournemouth (orange), and Weymouth (purple). The map also shows connections to other services, including London Underground, London Overground, Tramlink, and various ferry and hovercraft links. A legend in the bottom right corner explains the symbols used for different types of connections.

Network Map

Connections to:

- London Underground
- London Overground
- Tramlink
- Other services
- Bus links
- Ferry links and Hovercraft links
- Heritage Railways

How the process affects us

All our teams within control, information and key customer facing roles within South Western Railway and Network Rail has been fully briefed and trained on all the processes in this guide.

Our teams are there to support the recovery of our train services, activating our Customer Service Level 2 status through to keeping you informed, as well as arranging travel when you are stranded.

We are committed to providing regular comprehensive training for all our colleagues to make sure they understand what to do to support the recovery of our services and how to keep you informed when our trains are delayed.



Section 2: The teams operating your railway

Our Control Centre Team

Working in partnership with Network Rail our Wessex Integrated Control Centre Team play a vital role in keeping our trains running.

We work jointly to monitor the infrastructure our trains use, our trains themselves, and any incidents which involve our customers. When something goes wrong, the relevant team members will take the lead in working to resolve the problem and get services back to normal.

Both South Western Railway and Network Rail are responsible for the production of contingency plans, which are made to help get services back to normal after an incident.

Role	Responsibilities
Senior Network Delivery Manager	Holds the responsibility of providing strategic command during incidents.
Duty Control Manager	Senior SWR manager on shift responsible for managing the SWR train service, provision of overall customer interests and management of incidents (including safety of the line incidents)
Network Delivery Manager	Holds the responsibility for the overall service operating on Wessex route covering infrastructure availability and the management of incidents.
Information and Customer Experience Manager	Responsible for managing the team handling information to our ground teams and our customers, including internal messaging systems, customer information screens on the network, train service information, and social media.
Incident Controller	Our first point of call for infrastructure teams and Network Rail response specialists during disruption. Will organise and monitor our resources in order to help us resolve an issue.
Service Delivery Controller	Responsible for overseeing performance of the whole train service on Wessex route and implementing contingency plans in disruption.
Train Service Manager	Controls the train service in an area and is responsible for managing the train service during disruption.
Duty Resource Manager	Manages our train crews through normal service and during disruption, including allocating any reserve crew members to services during disruption.
Information Controller	Responsible for managing the flow of operational information. Keeps our website updated and arranges ticket acceptance with other train operators when disruption affects services.
Information Team Leader	Responsible for managing customer service information, including giving notice of ticket office closures, and monitoring our network of Ticket Vending Machines. Leads our team of Local Information Controllers.
Local Information Controller	Manage our Customer Information Systems, displaying information on our platform screens. They also answer our network of help points located on our stations.

How we manage disruption information

Once our Control Centre is notified of an incident affecting our trains, they pass this information to the Information Controller. We aim to send this initial message within 10 minutes of an incident taking place.

Information relating to an incident is shared with our colleagues across the business, including (but not limited to):

- Other control room teams
- Ticket offices
- Station and platform teams
- Guards
- Revenue Protection teams
- Rail Community Officers
- Management teams
- Customer Services
- Outside agencies (travel information, National Rail Enquiries)

How our messaging works

We use a consistent style of messaging, providing you with three key pieces of information:

- The cause of disruption: what the problem is, and where it is
- The impact: what this means for your journey
- And advice: how you can continue your journey

We will also include details of how you can claim compensation and ask you for feedback so we can continuously improve the information we provide.

We will continue to provide updates for as long as the incident is still affecting the running of our trains.

Causes of disruption

We aim to keep our messages clear, consistent, and easy to understand, free from jargon and industry language.

Customer support and escalation

During significant disruption we activate our comprehensive on call manager structure which ensures we can recover the service as quickly as possible whilst keeping you informed.

Altering train services

Train alterations are managed by our Train Service Managers. Any changes to the running of our trains will be shared with both our Information Controllers and Local Information Controllers. We use an industry standard messaging system to keep all our teams and you updated with these changes.

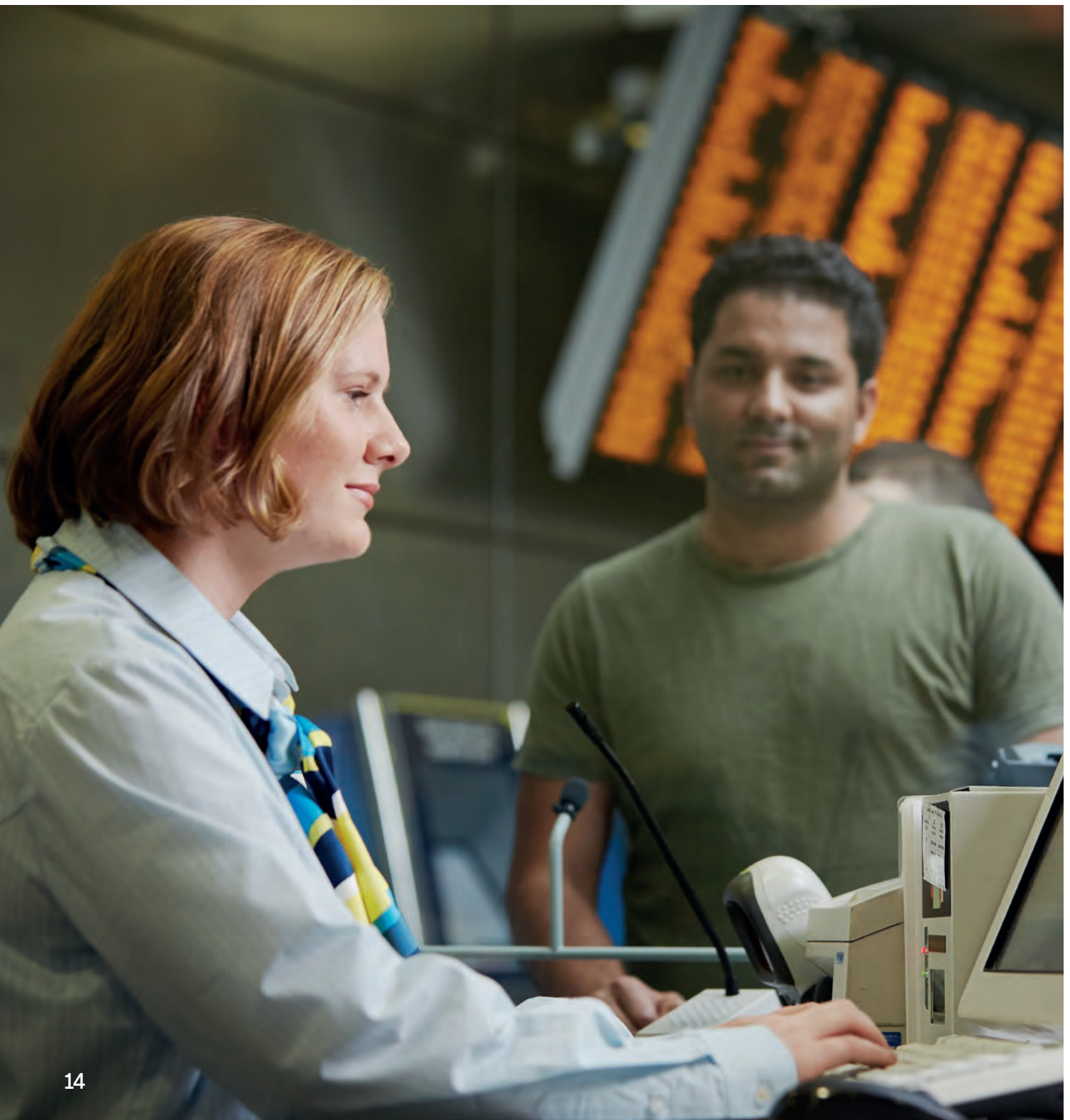
Our Customer Information System is managed by our Local Information Controllers, both at our Control Centre and at Station Control Points located around the network.

We aim to put train alterations into our messaging system as soon as we receive them. This means you can find the latest information about an incident on our website or our JourneyCheck site.

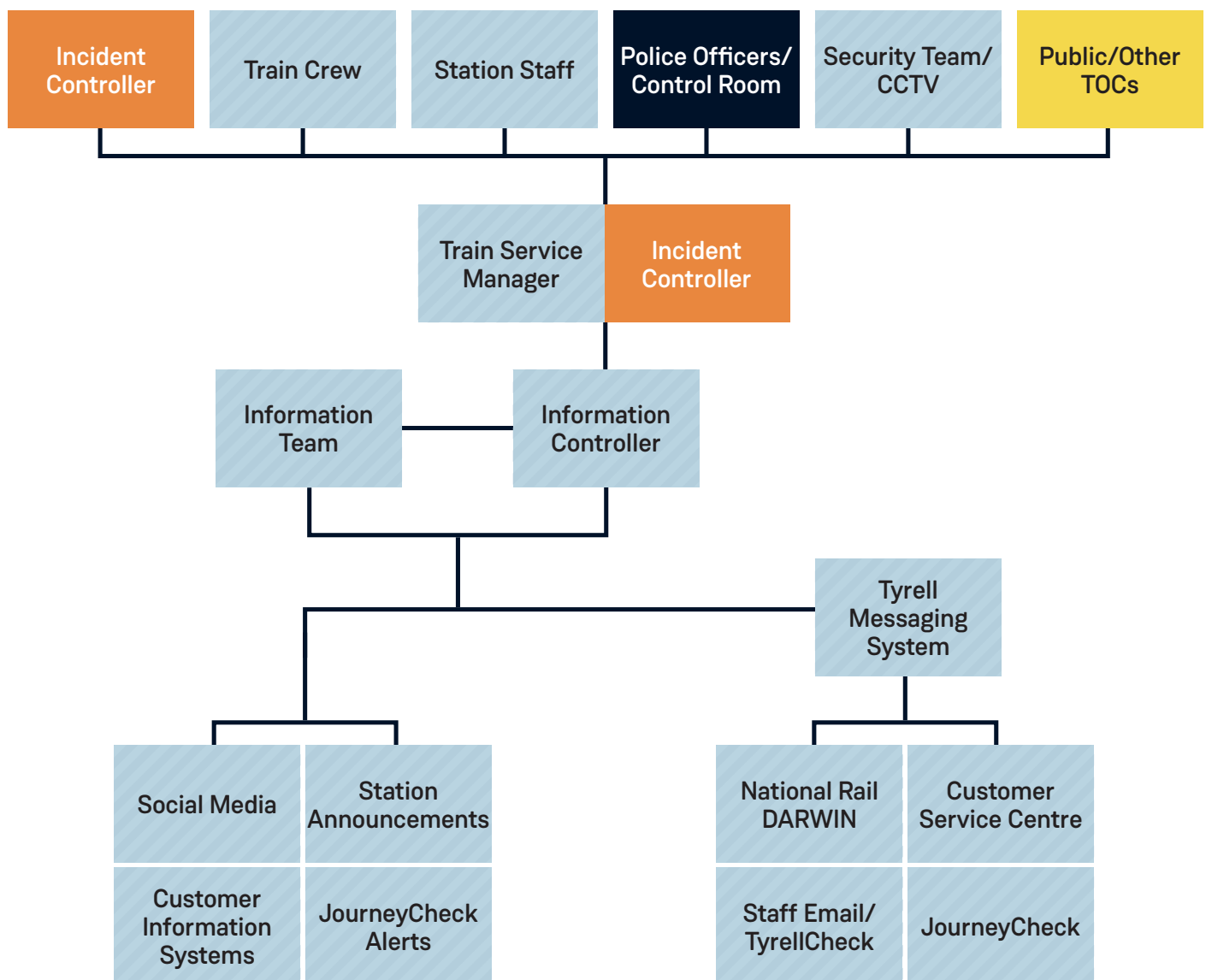
Contingency plans

We have a full suite of disruption contingency plans covering all the things that can go wrong on our network, so that we can get our trains back to normal as soon as possible. This includes policies on managing trains which are stranded outside of a station, 'do not travel' and ticket acceptance policies, on-call procedures, and major incident plans.

When possible, we will update any timetable changes in industry information systems ahead of time, enabling you to plan your journey with confidence.



Section 3: Keeping you informed



Estimating when services will return to normal

Our teams aim to give you the best information possible, so we will never say that disruption will last 'until further notice'. We will do our best to provide an accurate and honest assessment of how long we think it will take us to return services to normal.

We will estimate how long services will take to return to normal based on the following:

Time we expect normal service to resume			
Incident type	Nature of incident	Metro and Windsor	Outer Suburban and Mainline
Infrastructure issues	Axle counter/track circuit failure (line blocked)	Time for engineers to arrive + 2hrs	Time for engineers to arrive + 3hrs
	Axle counter/track circuit failure ('talking past' signals)	Time for engineers to arrive + 1hr	Time for engineers to arrive + 2hrs
	Track defect (line blocked)	Time for engineers to arrive + 3hrs	Time for engineers to arrive + 4hrs
	Track defect (trains running)	Time for engineers to arrive + 2hrs	Time for engineers to arrive + 2hrs 30m
	Signal failure	Time for engineers to arrive + 1hr 30m	Time for engineers to arrive + 2hrs
	Overrunning engineering work	Estimate for lines reopening + 2hrs	Estimate for lines reopening + 3hrs
	Electrical supply issue (running at reduced speed)	Time for engineers to arrive + 2hrs 30m	Time for engineers to arrive + 3hrs
	Electrical supply issue (lines blocked)	Time for engineers to arrive + 3hrs 30m	Time for engineers to arrive + 4hrs
Train failures	Broken down freight train (line blocked)	3hrs 30m	4hrs
	Broken down freight train (able to divert)	2hrs 30m	3hrs
	Broken down passenger train (line blocked)	2hrs 30m	3hrs 30m
	Broken down passenger train (able to divert)	1hr 30m	2hrs 30m
	Issue moving trains from the depot	2hrs	3hrs
Weather related	Flooding (lines blocked)	From inspection + 2hrs	From inspection + 2hrs 30m
	Flooding (trains running at reduced speed)	From flood subsiding + 1hr 30	From flood subsiding + 2hrs
	Heat-related speed restrictions	Until 1800 or temperature reduction	Until 1800 or temperature reduction
	Blanket speed restrictions	Until time stated on Network Rail brief	Until time stated on Network Rail brief
External	Trespassers	Time for response teams to arrive + 2hrs	Time for response teams to arrive + 3hrs
	Person hit by train	Time for response teams to arrive + 3hrs 30m	Time for response teams to arrive + 5hrs
	Animals on the line (lines blocked/animal struck)	Time for response teams to arrive + 2hrs	Time for response teams to arrive + 2hrs 30m
	Animals on the line (running at reduced speed)	Time for response teams to arrive + 1hr	Time for response teams to arrive + 1hr 30m
	Bridge strike (trains able to run)	Time for response teams to arrive + 30min	Time for response teams to arrive + 1hr
	Bridge strike (lines blocked)	Time for response teams to arrive + 2hrs	Time for response teams to arrive + 3hrs

Section 4: Continuing your journey

Alternative routes and ticket acceptance

When services are severely disrupted, we can sometimes arrange for you to use an alternative route to complete your journey. When this means you need to travel on trains run by other train operators, we will obtain agreement from them to allow you to use these routes at no extra cost to you. In the unusual event that you do end up paying more, we will refund the difference in your ticket cost without question.

We appreciate that some routes are more expensive than others, for example, routes valid via London cost more than many routes valid via CrossCountry trains. If, as a result of severe disruption, it is better for you to use an alternative route then this will be arranged between us and the other train companies. We will ensure your ticket is accepted normally on their services via the alternative route, and you would need only to buy the lowest-price ticket for that journey in disruption.


















This will ensure that you are treated no differently and that no preference will be given to another operator's customers (except in the case of reserved seats). You will also have full use of available facilities on board for the class of the ticket you hold.

Any alternative routes will be promoted on our JourneyCheck site.

We will always try to make sure if another operator is also experiencing delays with their services, we don't divert you into further disruption.

Most of these alternative route arrangements come into place automatically once a Customer Service Level 2 status has been agreed, except for agreements with Cross Country, local bus operators and London buses. These arrangements are managed by the Control Room Teams.

The most common alternative routes are listed below:

Route affected	Alternative route/transport	We will arrange with:
Alton to Woking	Local bus services	
Basingstoke to London Waterloo	via Reading	 
Exeter/Bristol to London Waterloo	via Reading	
Southampton to London Waterloo	via Salisbury/Reading or with another operator	 
Portsmouth to London Waterloo	via Barnham	
Southampton to Portsmouth	with another operator	
Portsmouth to Havant	with another operator/ local bus services	 
Dorking to London Waterloo	via Sutton	
Windsor and Eton Riverside to London Waterloo	via Slough	
Wimbledon to London Waterloo	with another operator/ local bus services	 
Metro services	with another operator/ local bus services	  

Car parking acceptance

On some occasions, it may be possible for car park season tickets to be used at an alternative station. This is dependent on sufficient space being available and that the station car park is managed by us. Where the alternative station is more expensive, on a more costly route, or further from your destination we won't charge you anything extra for the car park or travel on the alternative route. When these arrangements have been agreed we will let you know on our website or via social media.

Completing your journey

When you buy a ticket from us, we will do our utmost to make sure you can complete your journey. However, sometimes disruption can result in you missing your last connection to your destination. If this situation occurs, we will do our best to:

1. Provide onward transport, whether by an alternative train operator or road transport
2. Overnight accommodation in a hotel if you are travelling a significant distance. We will also arrange for your tickets to be honoured on early morning services to get you to your destination.

If we advise you not to travel

There may be occasions when we need to advise you not to travel. This decision will only be taken during severe disruption and will be agreed with our Senior On-Call Manager for Customer Service and On Call Director. We will only issue this advice in the most extreme situations and we will update our website to ensure customers are kept informed.

If you purchased your ticket from us and you decide not to travel or abandon your journey as the result of disruption, we will give you a full refund of your fare. We will not charge any administration fees. You should claim your refund via your account on our website, at our ticket offices or through our Contact Centre within 28 days of the expiry date of your ticket.

If you purchased your ticket through another train company, you must contact them for your refund.



Compensation when things go wrong

We know from customer research how important it is to you to know when you are entitled to compensation. So, when disruption does happen, we commit to:

1. Keeping you informed about delays at stations and on our trains.
2. If your train is delayed and you cannot complete your journey, we will try to get you to your destination by bus or taxi. If this is not possible, we will provide you with overnight hotel accommodation so you can continue your journey the next day.
3. If your train is delayed for an hour or more, we will offer you free non-alcoholic refreshments (when available and while stocks last).
4. If your train is delayed or cancelled, you may be entitled to claim compensation through our Delay Repay process. This also applies if the delay or cancellation of a South Western Railway train causes you to arrive late at your destination when connecting to other National Rail Services. Regardless of the reason we will offer the following compensation:
 - If you were delayed for 15 to 29 minutes: 25% of the cost of a single, 12.5% of the cost of a return ticket, 25% of the value of a delayed journey from a season ticket
 - If you were delayed for 30 to 59 minutes: 50% of the cost of a single ticket, 25% of the cost of a return ticket, 50% of the value of a delayed journey from a season ticket
 - If you were delayed for 60 to 119 minutes: 100% of the cost of a single ticket, 50% of the cost of a return ticket, 100% of the value of a delayed journey from a season ticket
 - If you were delayed for 120 minutes or longer: 100% of the cost of a single ticket, 100% of the cost of a return ticket, 100% of the value of a delayed journey from a season ticket

You can claim Delay Repay compensation on our website, www.southwesternrailway.com, or by filling out a Delay Repay form available at stations. All claims must be made within 28 days of the date of your delayed journey, and you can be compensated by electronic bank transfer (BACs), credit/debit card or National Rail Vouchers.

For full details of our Delay Repay scheme, please see our Passenger's Charter. Our policy does not in any way limit or exclude your rights under the Consumer Rights Act.

When our trains are running 15 minutes or more late then our on-board team will make you aware of our Delay Repay scheme. We will also provide regular updates via social media, on our website and via our disruption messages.

Section 5: Delivering information to you

Before you travel

Website

Before you travel you can check our website for the latest information about your journey. On our website you can plan your journey, check for delays as well as look for changes to your train and the facilities on board. We also have a dedicated section on our website offering information about the facilities available at our stations, including station maps, opening times, and locations for rail replacement transport during disruption. You will also find information about onward transport, including bus links.

JourneyCheck

Our JourneyCheck page will provide you with all the information you need to find out what's happening on our network ([journeycheck.com/swr](https://www.journeycheck.com/swr)). This includes changes to station facilities and train times. You can also sign up for the South Western Railway JourneyCheck Alerts. This is a free email service used to alert you to disruption that might affect your journey.

Customer service centre

Our Customer Service team is ready to help you plan your journey and you can contact them via live chat on our website or by phone.

Station facilities

You can find all the information you need about our station facilities on the station pages of our website. If you need help with onward travel such as buses, taxis or connecting services you will find posters and clear signage directing you where to go at our stations.

At stations

We work with our Station Area teams to ensure they are fully aware of their role in providing you with information during disruption. Our Control team ensures that our stations receive information promptly, and our Station teams take a lead role in keeping you informed.

During disruption we aim to make it as easy as possible to find help at our stations by ensuring our teams wear high visibility vests and that they're available to help.

Station control points

Our principal stations take a lead role in managing disruption information by acting as local information points for nearby stations and managing our customer information systems for stations in the surrounding area. Our Flagship Station Managers are often based here, providing a single point of contact with our Control Centre.

Customer Information System (CIS)

We employ dedicated Local Information Controllers to operate our CIS system from the control room. Alongside our Station Control Point teams, they work to ensure that the CIS system is kept up to date. They will also apply special messages on CIS systems to advise you of any disruption.

When large numbers of trains are cancelled, we may activate 'disruption mode' on our customer information system which will mean only confirmed trains will be displayed on the information boards.

Announcements

The team in our Control Room are responsible for recording and issuing any announcements related to disruption.

These announcements are played regularly during disruption, and ahead of any automated announcements, to ensure you have the latest information.

Many of our stations can also make local, live announcements.

Aural and visual information and guidance

191 of the 200 stations that we run have real-time customer information systems on all platforms and in booking halls. Our automated aural announcements are designed to be clear and easy to understand. Anyone who makes manual announcements is trained to ensure these are clear and jargon-free. Visual information is designed to help people with hearing and visual impairments. Our teams in the ticket office, on our trains and at our stations are trained in disability awareness. They understand the need to speak clearly and if required to write the information down to help you.

Help points

We have help points located at all our stations which connect you with our Control Centre Help Point Operators. They will provide you with help using our real-time information systems. We use two-button help points across our network, with a blue button for information, and a green button for emergencies. Using the help points is simple – press the button you require (Information or Emergency), and a member of our Control team will answer and assist you.

Occasionally if we are extremely busy, we may divert your call to National Rail Enquiries. Rest assured they will be able to help you, as they also have access to the latest information from our Control teams.

We specify a clear standard for our Help Point Operators and give them guidance on how they answer calls and actions they should take in emergencies. We aim to answer all calls as quickly as possible.

You can also use our Virtual Ticket Office (VTO) facility found at more than 90 of our stations. Using the ‘help’ button on these specially equipped ticket machines connects you to a dedicated team who are there to help with the latest disruption information.

Lost property

We offer a lost property service through MissingX, the world’s largest lost and found database. So, if you have lost something on our trains during disruption you will first need to register the item on MissingX via our website.

On board

We issue all our Guards with a personal copy of our Guards Guide as part of their training.

Providing information

All our Guards have been provided with smartphones, to enable them to receive important disruption updates from our messaging system. This helps them to provide you with relevant and timely information.

The phones are also programmed with numbers for all the key members of our Control team, as well as for Station Control Points across our network.

All our Guards have been briefed on their duties when disruption affects our services, and we supplement this with the Guards Guide and with an Announcement Standards Guide.

Announcements

When it comes to providing you with information over public address systems on-board, we have comprehensive standards that must be met by our on-board teams. This includes:

- Making regular announcements about the train’s destination, calling pattern, and where they can be located on board
- Making an announcement if a train has been stopped unexpectedly for 2 minutes
- Providing regular announcements every 5 minutes whilst your train has been stopped

The quality of these announcements is monitored as part of our standard assessment process for our on-board teams. Sometimes, an announcement may take slightly longer if the Guard is busy dealing with the issue which is delaying you. Please be assured that our crews will be doing everything they can to get you on the move again.

At the start of your journey, our Guards ensure the train information systems announce and display the destination and calling points of your train. If the calling point changes, Guards can override the system to prevent it from announcing incorrectly and instead will make manual announcements to keep you updated.

Face to face service

Alongside public address announcements, our Guards will walk through the train whenever they can and aim to be seen at least every 30 minutes. This enables them to provide any additional assistance from revising your journey plans to advising you on where your ticket will be accepted.

The internet, social media, and telephone

We have a number of digital options to help you get the best information about your journey. JourneyCheck, JourneyCheck Alerts, and our website Rainbow Boards are managed and fed by our Tyrell messaging system.

Our customer service team also has access to these systems, alongside other internal industry programs, to make sure they can provide you with the most up-to-date information.

We also provide incident information to National Rail Enquiries, as well as travel information agencies such as BBC Travel.

Social media

Our Twitter feed, [@SW_Help](#), is managed by our Information Team in the control centre. They're here 24 hours a day, 365 days a year to provide live responses to your queries. We also use our social media feeds to identify and report situations arising on our trains and at stations to our control team in real time.

Consistent, accurate, timely

We have systems in place to help sense-check the information we provide, along with our partners, we monitor:

- JourneyCheck
- South Western Railway website
- National Rail Enquiries
- Social media
- Control Centre Tyrell Messaging



Section 6: Improving and learning

Incident reviews

We always work hard to deliver the best information to you during disruption, but we know there are always ways that we can do better.

After any major incident, we will undertake a performance review, to assess how we handled the incident. Team members from across the Control will attend, and each review will have a specific focus on the Passenger Information During Disruption Plan to determine how information was provided and suggestions for improvements.

External reviews

At least once a year, we have an external agency (normally another Train Operating Company) review a major CSL2 incident and our response. This helps us to share good practice and allows suggestions to be made by an independent agency to help us improve the information we offer.

Customer Experience Improvement Group

We discuss and appraise recommendations made at our Customer Experience Improvement Group. The group meets once per performance period (every 4 weeks) and is chaired by the Deputy Customer Experience Director. This is attended by Senior Managers from across the company, to ensure we deliver real improvements for you.

Your feedback

We welcome your feedback about how well we've done keeping you informed during disruption. You can tweet us your feedback at [@SW_Help](https://twitter.com/SW_Help), get in touch with our customer service team, or speak to the team directly via Live Chat or by phone.

We'll provide details of our Tell Us survey whenever there's disruption on our Live Departures page at southwesternrailway.com/disruption.



