

# The South Western Report

Issue 4 | June 2019



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# Performance **update**

from Huw Margetts, Head of Performance

## Network Rail collaboration returning better performance for customers

A lot has happened since the last Stakeholder Newsletter in February. Our work with Network Rail in the Joint Performance Improvement Centre has evolved, and while there is still much to do, this collaboration has culminated in some of South Western Railway's (SWR) best performance figures since taking over the franchise in 2017.

### Some of the tangible things we've done since February:

- Analysis of our timetable, and customer feedback, tell us additional capacity will help improve punctuality during busier times. As a result, we have now introduced 15 additional peak-time services in our May timetable, which should reduce delays at stations as more customers can board the train at the same time. Overall, we hope that this will lead to a better customer experience. Trains now run with more coaches meaning a better experience for customers and less delays at stations.
- Incidents of railway crime such as trespass, vandalism and level crossing misuse caused over 300,000 minutes of delay to our services over the last year. Expert railway security firm, Land Sheriffs, are now employed on routes to target known problem areas: deterring and preventing incidents which delay our trains.
- In our Control Centre, we have introduced advanced support tools to assist the train service management team with managing and recovering services when things go wrong.
- The operational teams at SWR and Network Rail have worked together in regulating services on the approach to Waterloo station. This has encouraged a flexible approach in the way trains are allocated platforms, especially on our suburban services. This has ensured more trains arrive at Waterloo on time rather than being held outside the station awaiting access to an available platform.
- Our new timetable saw the full opening of the former Waterloo International Terminal. These extra platforms – following the Waterloo and South West upgrade in August 2017 – provide additional capacity and flexibility to recover services if there has been disruption.



## World War Two veteran unveils D-Day commemoration

To commemorate the 75th anniversary of D-Day, we dedicated the name 'The D-Day Story' to one of our train services



Unveiled by Artificer Jimmy Ockendon (above), a 97-year-old World War Two veteran who served in the Royal Navy, the plaque recognises the landmark anniversary and the city's dedicated visitor attraction.

The day began at London Waterloo station where period actors re-enacted an iconic scene from the home-front in 1939 (above): a couple lovingly kissing on the platform before the British Tommie departs for operational duty.



The special train was met by 80 enthusiastic children from Fernhurst Primary School as it arrived into Portsmouth Harbour station, while the Maritime Brass Ensemble band played a number of familiar war-time classics.



# Passengers benefit from the introduction of new services

May's new timetable sees 300 additional train services, providing extra seats and better connectivity for many customers across the SWR network

Passengers are now benefitting from more morning, evening and peak services across the network, following the introduction of the new timetable in May. Many of these new services were based on extensive consultation and feedback sessions with stakeholders, businesses, community groups and customers.

Jeremy Hunt MP and Anne Milton MP joined Andy Mellors, along with passengers, to welcome the new direct, half-hourly service between Farnham and Guildford.

Mr Hunt, commenting on the new service, said:

**“It is great news that there is a new direct link between Farnham and Guildford”.**

**Some May 2019 timetable highlights include:**

- New half-hourly service between Farnham and Guildford (Monday to Saturday)

- Extra later evening services from Waterloo to Salisbury and Waterloo to Portsmouth
- New Salisbury to Reading (via Basingstoke) service (Sundays)
- Extra weekday and weekend services from Yeovil to Waterloo calling at Castle Cary, Bruton and Frome
- All fast Portsmouth/Waterloo services will call Godalming (doubling the number of services)
- 15 new additional peak-time services

Full details of all timetable changes are available online at [southwesternrailway.com](http://southwesternrailway.com).

## RMT strike action

(Tuesday 18 – Saturday 22 June)

### A message from Andy Mellors, Managing Director

“I want to say sorry for what I know was a very challenging week for everyone. While we ran as many services as we could, I know that trains, particularly at peak times, were crowded and uncomfortable.

“Thanks to the efforts of our volunteer contingency guards, and guards who reported for work despite the strikes, we were able to run just over half of our normal services. While this allowed us to keep you moving I realise it's not what you expect or deserve, and for that I am sorry.

“We are committed to the role of the guard, we have over 70 more guards now than when we took over the franchise. What we want is for the union to work with us to help develop that role for the future in a way that benefits everyone.”

**Click here** to read Andy's statement in full.



## Paramedics making the difference

Our Paramedic team have been shortlisted for a Railway Industry Innovation award after making a remarkable impact on ill customers and the reliability of SWR's services.

In 2018, nearly 400 passengers were taken ill on our services. Yet, since being introduced in November, the paramedics at Clapham Junction and Wimbledon stations have treated 110 passengers, including 9 who were sent to hospital.

Moreover, the ability to treat passengers on station platforms has meant Delays Per Incident figures have improved by 90% at Wimbledon and 60% at Clapham Junction.

Congratulations and good luck to our team, Chris Eason and Samantha Price (Clapham Junction), and Chris Lanyon and Andy Sims (Wimbledon), at the awards on 28 June.

See **page 8** for our National Rail Award nominations.

## SWR launches Station Watch

Participation in the scheme aims tackle anti-social behaviour and low-level crime at 10 stations across our network

The partnership with Network Rail and British Transport Police is designed to create a reassuring environment for our customers and employees, and deter anti-social behaviour. It builds on our success in reducing crime by 10% on our network since 2018.

Basingstoke, Bournemouth, Clapham Junction, Guildford, Richmond, Southampton Central, Staines, Surbiton, Wimbledon and Woking stations are covered by the new scheme.

Alessandro Finistrella, Senior Security & Route Crime Manager said:

**“Travelling by train is very safe. However, we are not complacent and are determined to drive down anti-social behaviour and criminality further. We all have a role to play in making the rail network safer and we would ask everyone who uses the it to support the Station Watch Scheme.”**



## Welcome to SWR|Stream, the ‘cinema in your seat’

### Customers get the latest onboard experience with faster Wi-Fi and SWR|Stream

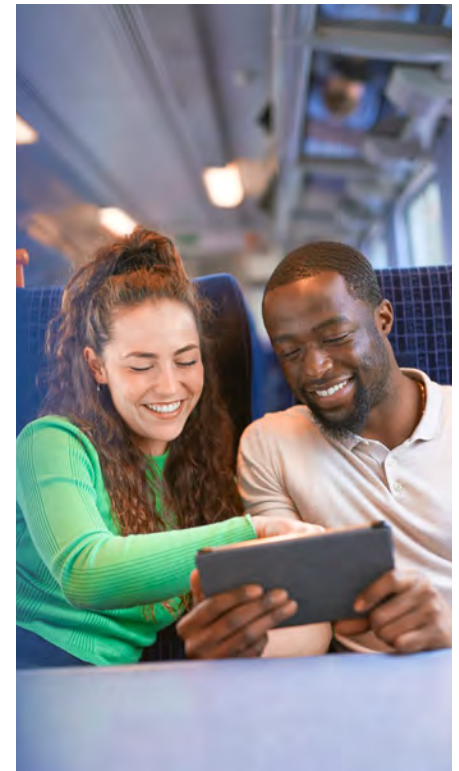
Customers travelling on selected South Western Railway long distance routes between London Waterloo and the south coast can now enjoy nearly 500 hours of BAFTA and Academy Award winning films, catch-up TV, and much more.

SWR|Stream, an onboard system underpinned by GoMedia’s entertainment platform, offers customers the ability to watch blockbuster movies, including hit films such as Jurassic World, Darkest Hour and Wolf of Wall Street, content from ITV Player showing the latest episodes of soap favourites, Coronation Street and Emmerdale, as well as shows from providers including HayU, NOW TV and UKTV Play.

We are also investing to improve onboard connectivity for customers across the network through upgrading trackside infrastructure. The strategic partnership with BT and Icomera, specialists in wireless connectivity on public transport, means more customers can benefit from more reliable and faster on-board Wi-Fi than ever before.

SWR|Stream is currently available on long-distance mainline destinations between Weymouth, Portsmouth and Southampton from Waterloo station.

When our new suburban fleet of trains has been introduced, every train on the mainland will have access to the new ‘Stream’ entertainment system and better internet connectivity.



## Friends of Wool Station become the latest adopters

### SWR is pleased to announce Wool station in Dorset has been adopted by the Friends of Wool station

Formed in May 2010, the community group has worked hard to help improve the station’s environment by planting and maintaining platform flowers and greenery, and facilitating school artwork.

In recognition of their efforts, we have helped the group become registered members of the Association of Community Rail Partnerships (CRPs),

the national body of adopters and CRPs, enabling them to adopt the station.



# Helping customers go greener with **60 new** charging points

£100,000 investment at six SWR station car parks



We are committed to making travelling by rail sustainable. By the end of the summer, customers will be able to plug-in and charge their electric vehicles while parked for the day at six SWR railway stations.

Amelia Woodley, Head of Sustainability, said:

**“This investment in new charging points will not only make it easier for customers to charge their electric vehicles at SWR stations, but help to reduce the uncertainty of ‘range anxiety’ as well as make**

**a positive contribution to reducing carbon emissions and improving overall air quality.”**

We have contracted mechanical and electrical engineering specialists, SSE Enterprise Rail, to install trickle-charge units at busy commuter stations in Basingstoke (18 units), Farnborough (12), Andover (10), Haslemere (8), Wokingham (6) and Fleet (6).

Once completed, each charging point will have a designated parking space clearly marked for customers to charge their electric vehicles.



## Dexter wins the full value of his season ticket

Dexter Hutchings becomes the latest customer to win back the full value of his season ticket through our ‘Renew without the Queue’ prize draw

Mr Hutchings from Stoneleigh, was automatically entered in to the prize-draw by switching to our Touch Smartcard and renewing his season ticket.

He won just over £1,000, and intends to spend the money on a holiday.

## Automated Delay Repay (ADR) customer compensation

**Time taken for customers to claim and receive payment now dramatically cut**

Customers who have bought Advance Purchase tickets or a Touch Smartcard season ticket from the SWR website can receive compensation if their service has been delayed by 15 minutes or more.

Customers will automatically receive an alert email to inform them a payment is

awaiting confirmation. By clicking ‘claim’ (after reviewing the journey summary provided), customer accounts will be credited immediately.

Rolling out ADR is a part of wider programmes to improve the customer experience for anyone travelling with

SWR. Exciting innovations over the course of the franchise include better Wi-Fi connectivity, a new onboard infotainment system, and more comfortable journeys with the introduction of new trains.



# Former Prince's Trust trainees “buzzing” to start SWR career

Young people with disadvantaged backgrounds are getting a foot-hold on the employment ladder from our partnership with the Prince's Trust



Te-Jay Lawrence and Harrison Jones are the two latest recruits to join SWR, graduates of the Prince's Trust and SWR's customer service employability skills course. Following their graduation, both have begun working at Waterloo station.

The four-week vocational training course aims to develop customer service, communication and conflict resolution skills, as well as an opportunity to put what they had learned into practice at a station.

Harrison, a ticketing inspector, said:

**“I’m buzzing to get my foot in the door and to progress my career with SWR. This is just the start, I want to get into management in the future.”**

Te-Jay, a train dispatcher, added:

**“It is exciting because it is a life changing experience. There are lots of opportunities at SWR to progress and to learn new skills.”**

Today's job market is more competitive than ever, so the partnership with the Prince's Trust is an opportunity to help 14 young people develop new skills, unlock their potential and build confidence in themselves.

**SWR has run three courses so far, with a fourth expected to commence from October, based in Southampton.**



## Mothers and toddlers group “Try the Train”

We help Homestart Butser members gain confidence traveling by train

Organised with Homestart Butser, a charity which supports local families and young children with friendship, advice and support, the latest ‘Try the Train’ offered vulnerable parents an experience to become more confident in traveling with young children and toddlers.

Our Community Ambassadors travelled with the group between Portsmouth and Southsea and helped explain which station facilities and services

are available to help parents travelling across the network.

For many parents, this was the first time they had taken their child on a train. Their feedback showed the experience was “really beneficial” and many were surprised at “how easy it was to use a pushchair on a train”. They also said it was a “really useful to find out about the assistance line” to notify the station ahead someone is travelling with a pushchair.

## SWR bids for £2m worth of cycle funding

12 stations have been put forward to receive funding from the Government to improve cycling facilities across the network

Bids totalling nearly £2m have been submitted, in collaboration with local councils, to the Department for Transport to deliver cycle parking, new routes and e-bike hubs at stations including Gillingham, Weymouth, Aldershot, Bournemouth, Cranbrook, Hook, Salisbury, Winchester, Basingstoke and Tolworth.

The outcome of the bids are expected to be announced very soon.



# £300,000 for major accessibility improvements at Chessington South station

Customers with reduced mobility now have step-free access and other new facilities

We worked in partnership with the Royal London Borough of Kingston, Chessington World of Adventures, and the Department for Transport, to invest £300,000 to make Chessington South railway station more accessible for our, including those with mobility issues and pushchairs.

Completed in May, the scheme is largely funded by the Department for Transport under

its National Station Improvement Programme along with contributions from SWR, local councillors, Royal Borough of Kingston and Chessington World of Adventures.

More than 300,000 customers use Chessington South station each year to travel to Chessington School and Chessington World of Adventures, as well as many other local businesses in the area.

## FIVE SWR

### stations receiving step-free access investment

Barnes, Isleworth, Stoneleigh, Walton-on-Thames and Wandsworth Town receive investment to improve step-free access

These five stations will receive a portion of the Department for Transport's £300m Access for All funding to help people with disabilities access SWR's network more easily.

Over the next five years, the programme will help construct new footbridges, install lifts, as well as smaller scale improvements.

£300,000 investment has funded the following accessibility improvements at Chessington South station:



Step-free pedestrian path from platform 1 to the station forecourt

Compliant accessible car parking bays



Anti-slip treads on steps and new handrails

Lighting for the path and additional CCTV camera



And as a part of wider programme of investment:

A new cycle shelter and racking installed for 12 bikes



Easier access to bus stops



A local community garden



The project brings a range of benefits for customers using the station, particularly those with accessibility issues, such as wheelchair users. It also enhances safety and security as well encouraging cycling to/from the station.





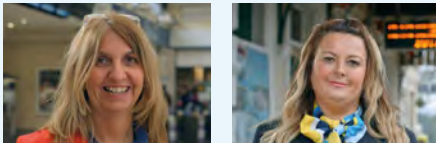
# The Excellence Awards 2019

In April, Southampton played host to our second annual Excellence Awards

Hosted by Kris Akabusi MBE, former Olympic bronze and silver medallist, the Excellence Awards ceremony was an opportunity for colleagues to come together and celebrate the outstanding achievements of individuals and teams across our business.

## Some of the winners include:

### Committed to our Customers (Team)



Community Ambassadors, Sheree Whetren and Tarnia Rayment, Woolston and Kingston station

“We couldn’t have won without all our fellow Community Ambassadors, this award is for all of us. We are one big team.”

### Accountable for Performance (Individual)

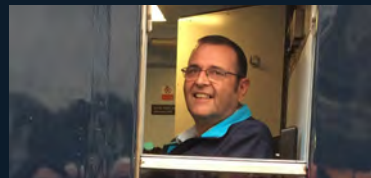
Andy Pomroy, Handyman, Isle of Wight



“I won. Unbelievable, there are no other words to describe it. It is absolutely unbelievable. I am going to tell my kids as soon as I get home.”



## Proud son drives father’s train as refurbished Class 442 enters service



South Western Railway (SWR) train driver, John Gardiner (above), proudly drives the same train his father worked on as the refurbished Class 442 train enters service.

John Gardiner, SWR train driver, said:

**“It was a real privilege to be given the opportunity to follow in my father’s footsteps and drive the first Class 442 to Waterloo as he did on their introduction back in the late 1980s.”**

Introducing these trains meant we could add the final 10 – of the more than 300 additional weekly – services planned for May’s timetable.

## Shortlisted for prestigious industry awards

SWR has six nominations in four categories for the National Rail Awards:

- Customer Service Excellence (Community Ambassadors)
- Outstanding Personal Contribution (Jeffery Fry, Passenger Assistance)
- Outstanding Personal Contribution (Tarnia Rayment, Community Ambassador)
- Outstanding Teamwork (Royal Wedding)
- Outstanding Teamwork (Corfe Castle)
- Safety Initiative of the Year (Paramedics)

**Congratulations** to all the teams and individuals involved. The winners will be announced in London on **Thursday 19 September 2019**.

**South Western Railway**

## Get in touch

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