



Stakeholder Report November 2024

We're on a journey to better

South Western
 Railway

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Western
way

Hello and welcome to this year's Stakeholder Report, covering activity on our network between November 2023 and November 2024.



Foreword

Stuart Meek
Interim Managing Director

I am delighted to have this opportunity to write my first foreword to our annual Stakeholder Report, having taken over as Interim Managing Director in March of this year. I'd like to start by paying tribute to my predecessor, Claire Mann, who is now Chief Operating Officer at Transport for London. She achieved a great deal during her time at SWR, through careful and thoughtful leadership, including a particular focus on our workplace culture and shared values. I and the rest of the team here wish her well in her new role.

I joined SWR as Chief Operating Officer in August 2022 and I'm very proud to now lead this wonderful part of the railway. I have been getting out and about on the network as much as possible to meet customers, colleagues and stakeholders in the communities we serve.

At the start of the year, the first of our Arterio trains entered passenger service, carrying customers from London Waterloo to Windsor & Eton Riverside. This was a landmark moment and the feedback from customers has been fantastic. These trains will transform the customer experience on our suburban network. Since then, we have introduced these trains onto our line from Shepperton and also Surbiton, with more destinations to come as the roll out of this fleet continues over the coming months.

While our Arterio fleet is about the future, we've been celebrating the past too. In March, our team at Bournemouth Depot commemorated our award-winning Class 455 fleet by giving one of the trains a retro British Rail livery. The 'Minerva Grey' makeover is its last paint job ahead of its eventual retirement. As it happens, the Class 455 is viral trainspotter Francis Bourgeois's favourite train, so we treated him to an exclusive look at the special unit for one of his videos.


Also in June, we were honoured to play an important role in the official events to mark the 80th anniversary of the Normandy Landings. As well as helping to move people to and from Portsmouth for the national commemorative event on Southsea Common, we held a small ceremony of our own at Portsmouth Harbour station, where, we renamed one of our Class 444 trains The D-Day Story in partnership with Portsmouth City Council and the D-Day Museum.

The railway played a crucial role in the preparation for the Allied liberation of Europe 80 years ago, just one of the countless examples of how it has shaped the country and the world since the first passenger train in 1825. Preparations are well underway for Railway 200, the national series of events and engagement programmes, which will mark its historic contribution to the world, but also its importance for the future.

Following the election earlier in the year we have engaged with the many returning and newly elected MPs across our region, as the whole industry moves towards the creation of Great British Railways. We are working closely with the Department for Transport as part of this, as well as other key industry partners like Network Rail.

Keeping our customers and colleagues safe will always be our number one priority. I'm so pleased that our security and safety assurance team are setting an example nationally in this area. At the very end of last year, we achieved the top mark of 100% for the British Transport Police Safeguarding on Rail scheme accreditation, demonstrating an industry leading approach to safeguarding. In May, the team hosted the UK's first national conference dedicated to safeguarding on the railway, with the highlights available to watch online.

We are also committed to tackling the worrying rise in abuse directed at far too many of our frontline colleagues. This is a trend that has been seen across sectors, from supermarkets to the NHS, and unfortunately the railway has been no different. We know that most people don't set out to be abusive, but that, sometimes, frustration can take over. However, we won't tolerate any abuse against our colleagues, and in March, our marketing colleagues launched a campaign encouraging people to think twice and just be kind.



We've been rolling out significant investments in stations across our network, as part of hundreds of projects of varying sizes, to enhance the customer experience and boost accessibility. This includes £6.5 million of investment from our programme of continuous station improvements, upgrading toilets, refurbishing waiting rooms, installing new benches, repainting stations, among other changes. We're also seeing great progress on delivering Government-funded Access for All schemes jointly with Network Rail, with six of our stations – Isleworth, Walton-on-Thames, Barnes, Motspur Park, Stoneleigh and Teddington – getting transformative accessibility improvements for customers with pushchairs, luggage or reduced mobility. These come alongside a series of other accessibility improvements taking place at other stations, making our network a more welcoming environment for all.

We know the big difference these changes make for customers and our local communities, allowing them to travel more independently, which is why we work so hard with local stakeholders and partners to secure them. There are numerous examples at the end of this report of other stations where we have worked in partnership with local authorities and Network Rail on major improvement and enhancement schemes. I'd like to thank all those stakeholders we've worked with to help make the railway a better place - we couldn't do it without you.

Moreover, we're continuing to invest in community and charitable projects and causes. In June, we announced £400,000 of grant funding, matched by an additional £400,000 in third party contributions, going towards local communities through our Customer and Communities Improvement Fund. This funding is supporting a wide range of projects, from developing a community centre in Pinhoe, Devon, to teaching cycling mechanics in Hounslow, West London.

I hope you find this report of interest. We'd love to hear your feedback.



Stuart Meek
Interim Managing Director

November 2024



Customers

Performance

At South Western Railway (SWR), we know that you want a safe, reliable, and punctual service. We're committed to providing this, and to delivering the best service we can. We continually measure our service reliability and punctuality and report on how we are performing against targets which are set in our Passenger's Charter.

All our services are monitored every day, including on Sundays and Bank Holidays, and we have a range of performance metrics in place to measure the levels of performance we are delivering to our customers.

Notes on these charts in this section

Over the next few pages, we've set out some graphs and charts showing the performance of our services during the last full railway year (April 2023 to March 2024) and then the first part of the current railway year.

- The timeframe for all the charts is April 2023 to September 2024. The railway operates in 13 four-week periods, and a Railway Year (RY) runs from the start of April through to the end of March
- 'On Time to 3' is defined as the percentage of station calls where the train departed within three minutes of its timetabled time
- 'All cancellations' includes those attributed to any source including SWR, National Rail (NR), other train operators etc.
- 'SWR cancellations' refers only to those incidents and cancellations where they are the responsibility of SWR
- More details on definitions and the breakdown of performance statistics can be found on our website at www.southwesternrailway.com/travelling-with-us/performance

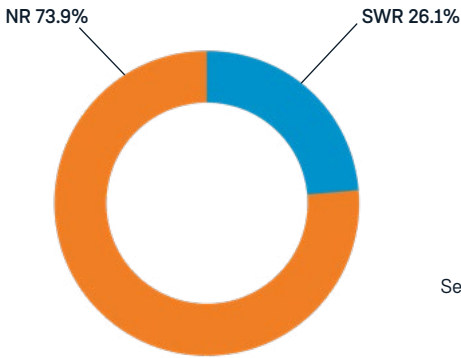
Delay and cancellation attribution

This graph shows the top ten reasons for delays and cancellations, as well as the organisation considered responsible in the attribution system the railway uses - either SWR or NR.

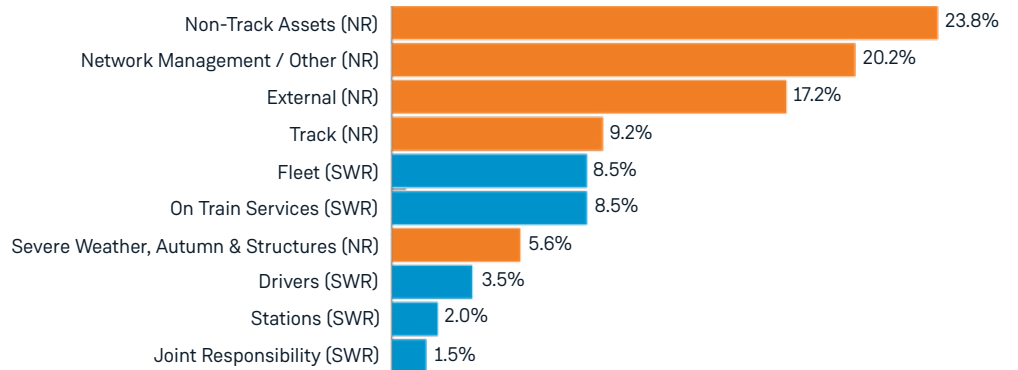
Category	Responsibility	Description
Non-Track Assets	NR	Faults with physical fixed infrastructure other than track (signaling, points, power supply and circuitry).
Network Management / Other	NR	A blanket category for infrastructure-related issues not covered by other categories (trees or animals on the line, non-technical signaling issues, overrunning engineering works).
External	NR	Incidents caused by outside factors or members of the public (trespass, fatalities, infrastructure damaged by road vehicles).
Track	NR	Faults with physical track (cracked or warped rails) causing speed restrictions or line closures.
Fleet	SWR	Mechanical faults and incidents attributed to fleet engineers and fitters.
OTS	SWR	Incidents attributed to train guards (passenger alarm management, late attendance to train, customer assists at unstaffed stations), low guard availability, and outside-factor incidents taking place on trains (ill customers, disorder).
Severe Weather, Autumn & Structures	NR	Incidents caused by climate factors (flooding, subsidence, extreme heat or cold), and by leaves on the line.
Drivers	SWR	Incidents attributed to train drivers (slow or constrained driving, late attendance to train), and low driver availability.
Stations	SWR	Incidents attributed to station staff or station equipment (wheelchair ramp issues, lighting failures, customer assists at staffed stations), and outside-factor incidents taking place on stations (ill customers, disorder).
Joint Responsibility	SWR	Large-scale incidents with shared responsibility between SWR and NR, mostly fatalities and trespass.

Period: April 23 - Sept 24

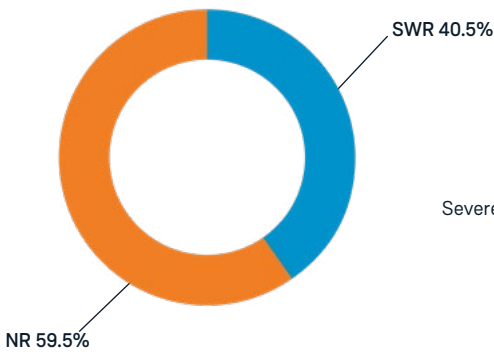
Delay Minutes by Organisation



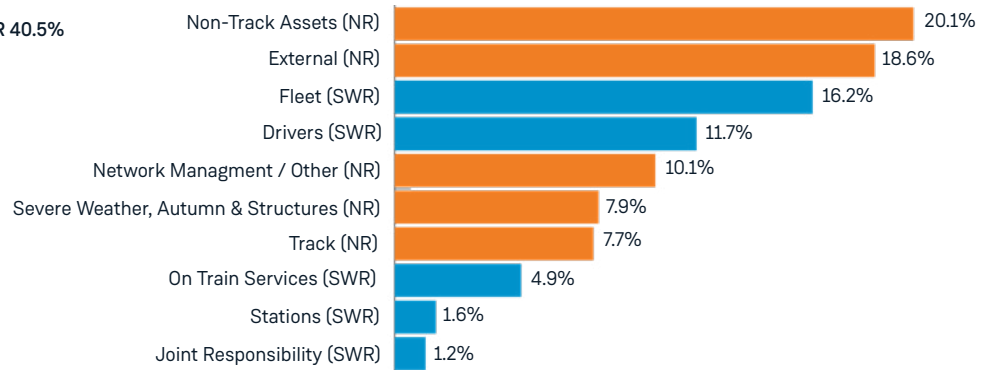
Delay Minutes by SWR Functions and NR Categories (Top 10)



Cancellations by Organisation

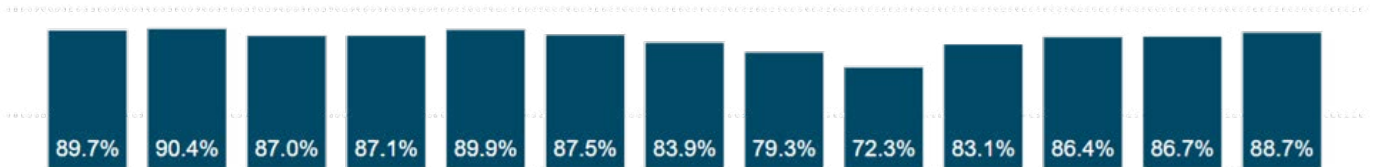


Cancellations by SWR Functions and NR Categories (Top 10)

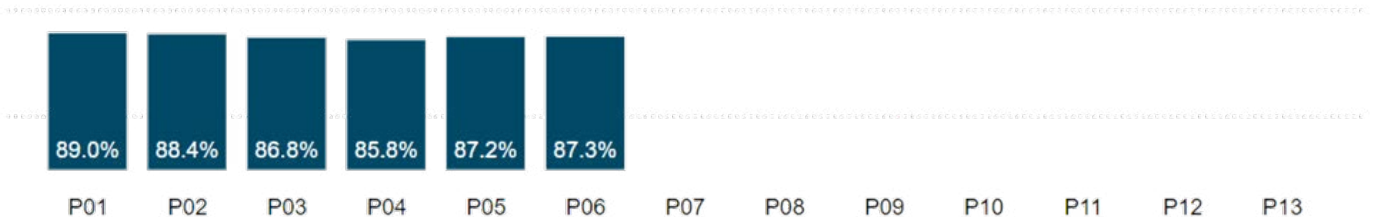


On Time to 3 by Rail Year and Period

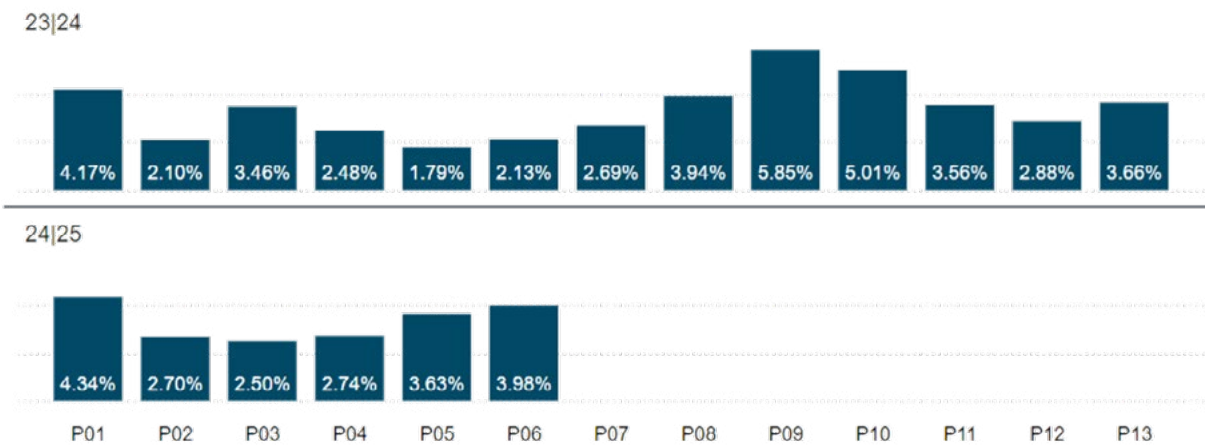
23|24



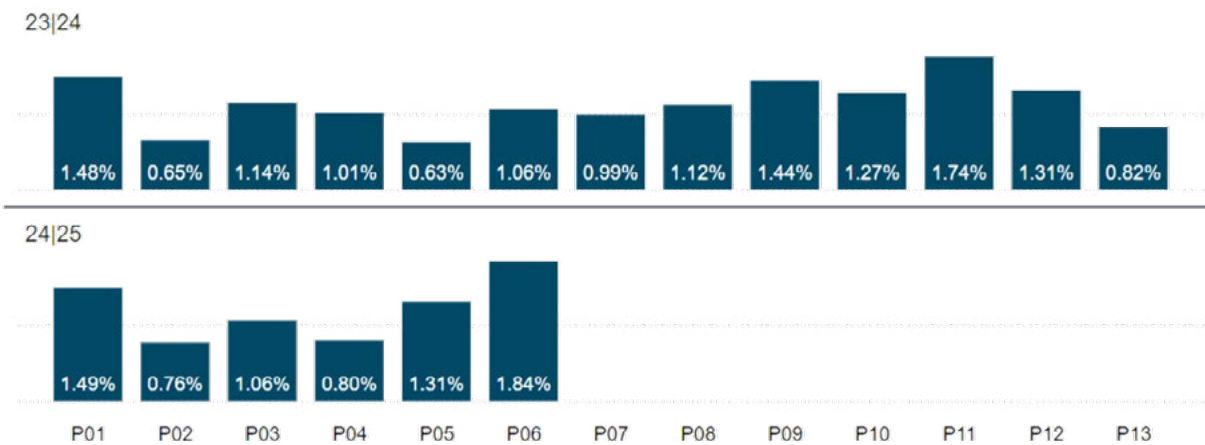
24|25



All Cancellations by Rail Year and Period



SWR Cancellations by Rail Year and Period



Commentary

As these graphs show, On Time to 3 performance has been broadly consistent and steady through RY 23/24 and into RY 24/25. The worst performing periods have been P8 – P10 of RY23/24, equivalent to mid-October to early January. These are always the most challenging periods for performance as the weather worsens through Autumn and Winter, as well as the impact of leaf fall and more cautious driving to compensate for this.

There were also some major disruptive incidents during these same periods, as shown in the All Cancellations chart. These included:

- A fatality at Wimbledon in P8 which caused over 8,000 minutes of delays and over 300 service cancellations
- Nine days of industrial action by ASLEF in P9, with one full strike days and eight days of 'Action Short of a Strike' (typically an overtime ban)
- The impact of Storm Henk during P10 across our network
- Multiple incidents of flooding on the Island Line due to severe winter weather and Storm Henk

Trespass and fatalities unfortunately continue to grow as one of the major causes of delays, both in terms of the number of these incidents and also the disruption they cause. Given our duty of care and to try and preserve life, we will typically have to switch off the power to the third rail during these incidents. If this occurs at a busy part of the network (for example near Raynes Park, Wimbledon or Earlsfield) and during or just before one of our busy peak periods, the disruption caused can be extremely severe.

A photograph of a busy airport terminal. In the foreground, a woman with curly brown hair, wearing a green top and a colorful patterned scarf, is smiling and pulling a red suitcase. To her left, a woman with long blonde hair is walking past, slightly out of focus. In the background, other passengers are visible, some pulling luggage, and the airport's interior with its characteristic lighting and structure is visible.

Performance taskforce

Last year we launched a performance taskforce between ourselves and Network Rail, with the objective of working together to tackle identified ongoing problem areas. The work of this group has already seen an improvement in performance delivery across the network in recent periods.

Industrial relations

It has been a turbulent period for industrial relations across the rail industry over the past two years, with SWR suffering significant periods of industrial action alongside all UK train operators, as part of nationally coordinated action. We always sought to try and operate some level of train service on every day of action within the severe constraints this posed, prioritising delivering services for key workers and schoolchildren.

Despite these challenges, SWR's local relationships with trade union representatives remain strong, leading to a constructive and progressive employee relations environment where harmonious relationships thrive. We are pleased to note the positive resolution of these recent disputes and now look forward to further constructive engagement with our trade union partners over the future of the industry.

Fleet

Arterio

The Arterio fleet continues to be our biggest active project for our network, colleagues, and customers.

Our £1bn investment in this new fleet aims to transform daily journeys for millions of customers to and from one of the busiest stations in Europe, London Waterloo, and its surrounding Metro area.

A huge amount of work continues to take place, including readying the fleet, our wider business and colleagues for this change, that will provide the backbone of our Metro services for the coming decades. Testing of these units with manufacturer Alstom has been ongoing throughout the year, to ensure the fleet is fit and ready for passenger service.

Our Clapham Traincare Depot houses two of our new Arterio simulators for driver training, the focal point for the over 700 drivers to pass through the course. To date, over 60 candidates have now passed through the dedicated Depot Driver training course, that allows us to move the 55 units currently in SWR ownership around within our depot confines.

Maintenance for this fleet will be completed at Wimbledon, with other locations like Feltham depot used for stabling and storage. Infrastructure readiness is also an important consideration. Stations across the Metro area are constantly being assessed and, where required, upgrades or changes are being made to accommodate Arterio trains.

This year, we launched our first passenger service in January on the Windsor line. After months of proving work, we started our full fleet introduction. As of November 2024, four daily services are active across Windsor, Surbiton and Shepperton routes into London Waterloo.

Our training colleagues have been working tirelessly to upskill station and train crew as well as drivers. We now have 90 guards and over 150 station operators passed as competent. Our focus in 2025 is to continue this solid foundation in training, whilst balancing the day to day demands of running our Suburban railway.

We continue to work closely with Alstom, ensuring the programme delivers for our customers and colleagues, closely monitoring the fleet's performance day to day. In the first few months of 2025, we plan to have 10 units in passenger service daily, with as many as 10 further units deployed across training and testing activity each day.



Class 707

All of our former 707 units have now been returned to Southeastern and are being used on their suburban services (now badged as CityBeam).

Class 15x fleet (158s and 159s)

This year, our 15x Fleet team won the prestigious Golden Spanner Award once again. We are now moving forward with the first-in-class LED fitment, with the modification expected to be completed by 2025. Our on-board Passenger Information System (PIS) has become obsolete, so we're replacing it. We've been engaging with the market through competitive tendering to finalise designs for this and establish a rollout programme. We plan to begin the fitment process next year and this will take about a year to complete. Additionally, the fleet is scheduled for a major engineering overhaul starting in mid-2025, to be carried out at our Bournemouth Depot. During this overhaul, the fleet will receive a full repaint and internal refresh, ensuring that it remains in service through to 2030.

Class 455

We are continuing to maintain our 455 fleet of trains alongside the introduction of the Arterios. Some people may have also seen them off site at third party maintainer's locations (in Scotland) for routine corrosion rectification. We were pleased that the engineering team working on our 455s also won the Golden Spanner Award again this year.

Class 458

Over the last 12 months, we have also seen the introduction of the refurbished 458 fleet onto Suburban services (12 units per day) to help with delivering our timetabled services pending the introduction of our Arterio fleet. A total of 25 trains have been converted so far, with a further 3 still waiting for refurbishment. The remaining 458/5 that won't be converted are still in operation until we no longer need them, or reach a point of requiring heavy maintenance overhaul.

Class 484

There has been no change this year to the 484s on the Island Line. We did however take the opportunity during a recent month-long engineering blockade on the Island to give the trains a deep clean and various performance enhancing modifications to improve component reliability and deliver a consistent modification status across the fleet.

Class 444/450

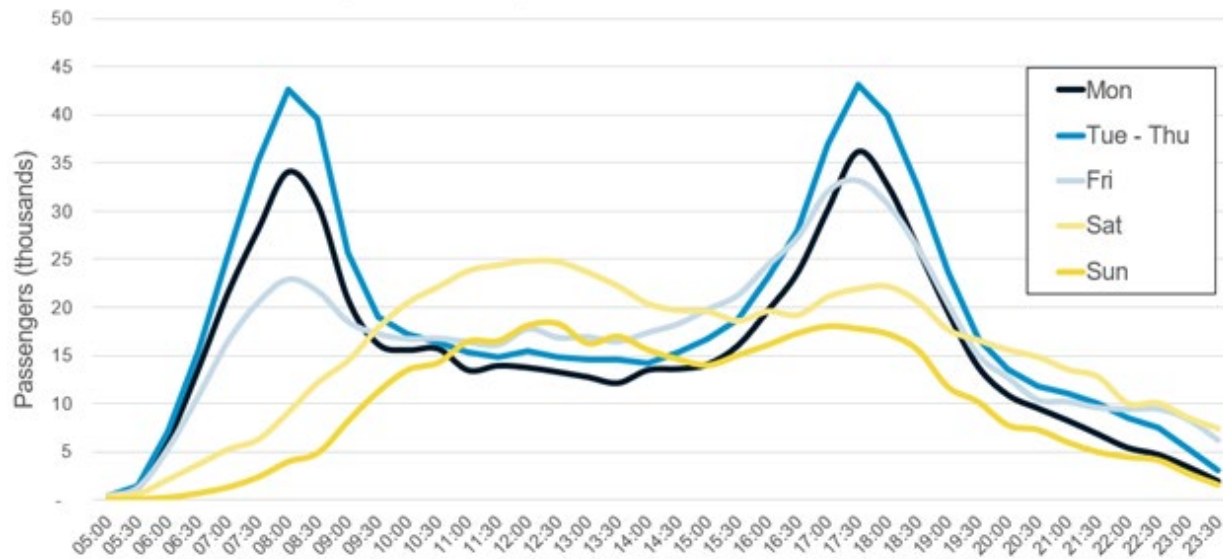
The Repaint Program of the Class 444/450s concluded in April 2024. Since then, the Class 450 bogie overhaul programme continues to be delivered, expected to end in late 2025 when the 444 fleet will then start. We continue to invest in performance enhancements with our maintenance provider, Siemens, and have seen a positive increase in fleet reliability over the past eight months since starting the enhancements.



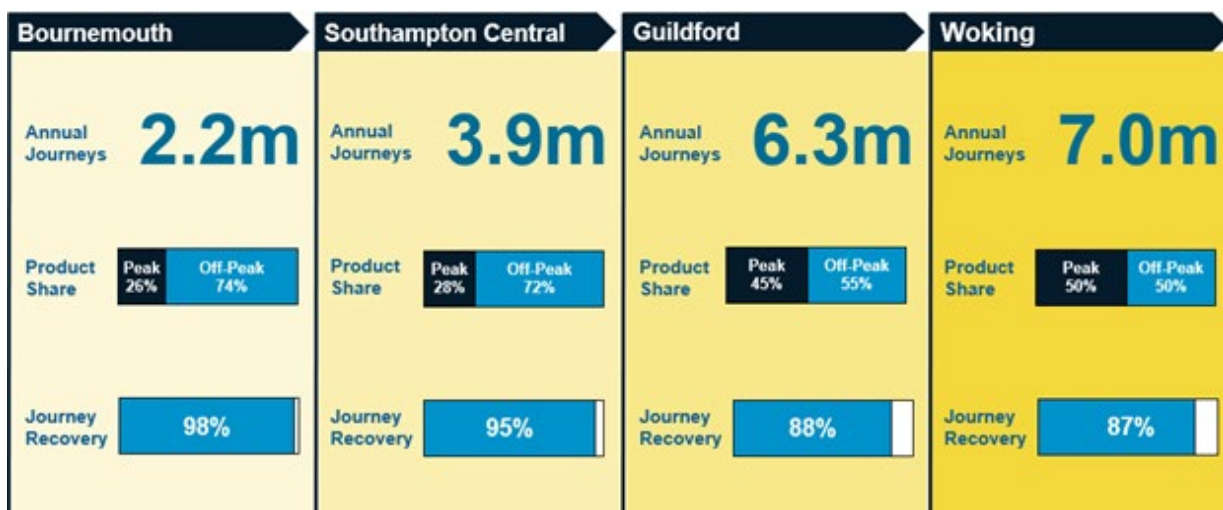
Commercial

Passenger journeys continue to grow, with year-on-year change of +7.8% since April 2024. Continued Industrial Action, including strikes and action short of a strike, significantly disrupted our services across last year and into May this year. Once the impact of this disruption is removed, the underlying journey growth is around 3.8%.

Average footfall every 30 minutes - London Waterloo



Footfall through London Waterloo by day of the week (see above) shows that Tuesday/Wednesday and Thursday remain the most popular days of the week, with more demand than on Monday and Friday, and Monday being the next most popular day. Demand levels across the mid part of the day are highest on a Saturday, although Saturday demand is much lower overall than any weekday. Sunday sees the lowest level of demand.



The impacts of the pandemic continue to be felt by our network, with work-related travel remaining lower than pre-Covid. Leisure travel has though in many areas returned to pre-Covid levels. This means that stations with a higher proportion of off-peak demand have seen higher recovery rates overall. This can be seen in the graphic above, where stations closer to London such as Guildford and Woking, which have tended to see larger amounts of commuting into London historically, are still seeing lower recovery compared to stations such as Bournemouth and Southampton. These see less work-related travel into London and more leisure travel, although we know they are also important work locations in their own right for their local areas.

Marketing

Our marketing focus for the past year has been to generate incremental revenue and journeys. The primary audience has been leisure customers, with London being our key destination for which we've tried to stimulate visits and journeys. We have promoted the rewards campaign as the added value incentive to make more trips into London and around the region, by offering great deals on big days out, evenings out and special occasion treats like luxury afternoon tea. In addition to the rewards campaign, we have tried to remind customers of the good value on offer with products including advance fares, advanced fares on the day, evening out and Sunday out tickets.

Our Spread Your Wings campaign has evolved to become relevant and relatable to this leisure customer. We developed specific campaign creatives using our 'avian ambassadors' Wes and Sandy to promote the leisure travel opportunity and the different destinations on offer across our region. Wes and Sandy featured in our TV ad as well as all our digital marketing channels. The performance of these campaigns across all four seasons been incredibly successful, with a return on our advertising spend exceeding our targets by 53%. The likeability, recognition and effectiveness of the campaign is also evidenced by ongoing, independent brand tracking results.

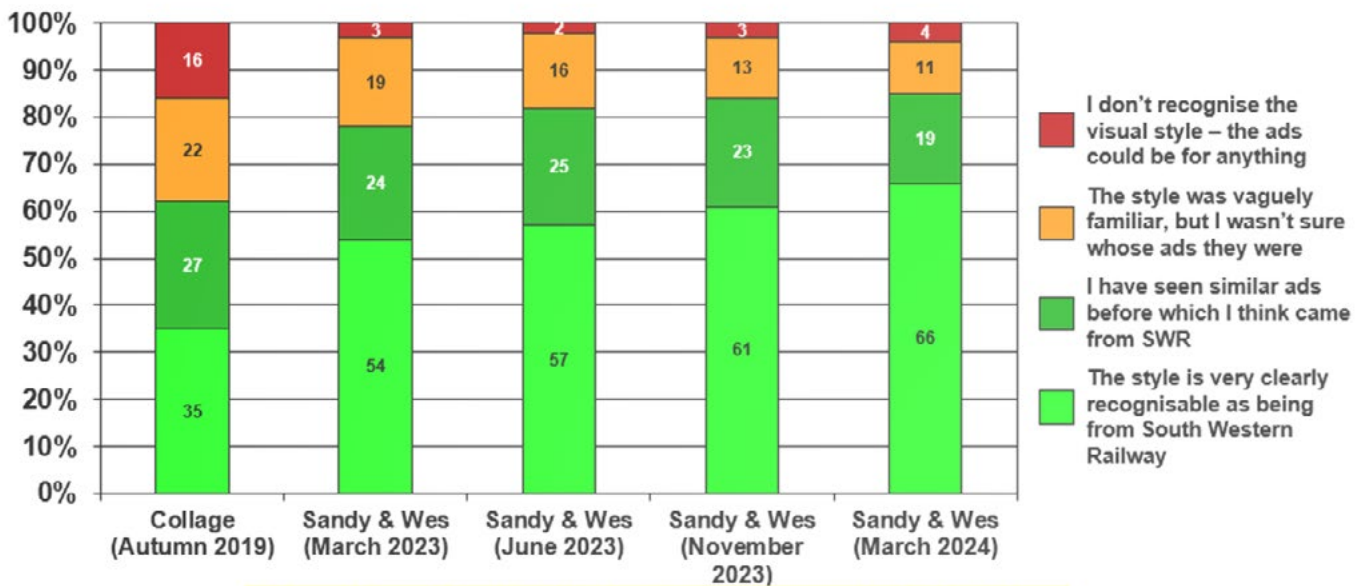
- 85% of all customers are familiar with the campaign and 65% of those liked the campaign
- 81% of people aware of the campaign are likely to make their next relevant journey by train versus 71% of those unaware.

Our marketing activity also promotes the use of digital tickets which are more flexible and, in many instances, cheaper for customers. Particular emphasis in this part of the campaign is placed on targeting regular customers, educating them about the benefits of products including flexi seasons, automated delay repay, weekly capping of tickets and the added security and sustainability benefits on tickets on our SWR Touch Smart cards. Over 75% of our ticket sales are now made by customers benefitting from the convenience of smart digital products.



Recognition of visual style

Thinking only about the visual style of the ads, which one of these four statements best summarises how you feel?



Recognition of 'Sandy & Wes' continues to increase (and is far higher than 'collage' was in 2019).

We have also worked with partners to promote events and reasons to travel across the network, including the Watercress Line, Great South Run, and Winchester Cathedral. We were able to generate modal switch from car to train by encouraging visitors to Christmas markets at Exeter, Salisbury, Portsmouth, Winchester and London Southbank to use the train.

An interesting area of growth for us is the provision of free and paid rail shuttle bus services from SWR stations to key locations. Through collaboration with partners, we aim to offer an alternative to using cars, generate additional revenue for SWR, and foster collaborative efforts with internal and external stakeholders to drive innovation. A great example of this is the Hampshire Cricket Club free shuttle bus. Hampshire County Council has reported that over 30% of visitors to the Utilita Bowl now choose sustainable transportation methods, resulting in a year-over-year increase in attendance. The total number of visitors using the free bus service was 23,000 across 13 matches.

We have worked with colleagues in our safety team to create two new eye catching safety messages. Our ongoing Watch Your Step customer safety campaign was focused on 41 stations with a higher than average incidence of accidents. Data from the stations where the Watch Your Step message has been live showed a 34.5% decrease in passenger injuries.

We are also proud to have stood up for front line colleagues everywhere with our provocative campaign Be Kind, which challenges customer behaviour, looking to reduce the level of verbal abuse aimed at colleagues. This generated a lot of interest from consumer and trade press, allowing us further opportunities to engage with journalists and their audiences to explain the context and issues we were trying to address.



Trips and falls make up over half of all accidents at our stations.

South Western Railway

SWR021123



The thoughtless abuse given to our staff, can stay with them.
BE KIND.

South Western Railway

Customers

Stations

The infrastructure and property team have spent over £6.5M at our stations during 2023/24, delivering over 100 enhancement projects and programmes. This section gives a flavour of the improvement works delivered across the network during this time.

Toilet Refurbishments

The locations for 2023/24 were chosen on the basis of a mix of large and small locations as well as completing all of the facilities at those locations.

The improvements that have been incorporated into these refurbishments continue to aim to benefit the following areas:

- Customer experience
- Sustainability
- Ease of cleaning
- Maintenance

A total of 11 facilities at 6 locations have been completed. The locations are as follows:

- Bookham
- Farnham
- Kingston
- Richmond
- Woking
- Yeovil Junction

The opportunity has been taken at Bookham and Yeovil Junction to alter the layout of the combined male and female toilets to create balance of capacity between facilities, and also enable the inclusion of a new accessible toilet.

In 2024/25, we are in the process of refurbishing facilities at the following locations:

- Claygate
- Esher
- Horsley
- London Road (Guildford)
- Milford
- Southampton Central



Richmond



Richmond



Woking



Woking



Waiting room refurbishments

The design of the waiting room finishes aims to provide a “warmer” and more welcoming appearance with timber effect floor finishes, restoration of existing heritage floor finishes where possible, new soft cushion benches with priority seat identification, and wall murals relevant to the specific location and surrounding area.

In addition, calming features that were trialled in 22/23, and which benefit customers with neurodiverse conditions, have been incorporated into the waiting room refurbishments where possible.

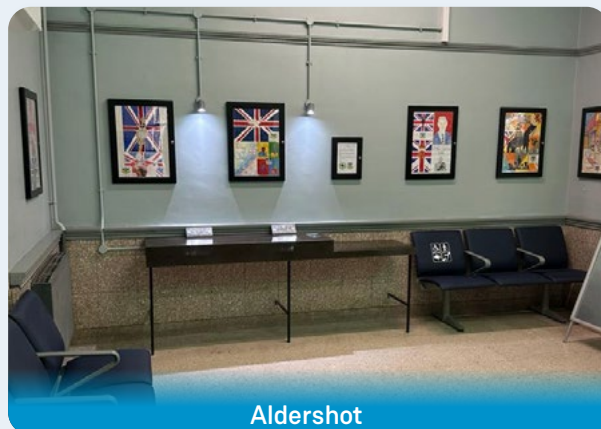
These calming features include relaxing coloured lighting, acoustic wall treatment to deaden sound, and the installation of realistic looking artificial plants.

Waiting room refurbishments have been completed in nine facilities at five locations:

- Aldershot
- Kingston
- Salisbury
- Swanwick
- Worcester ark



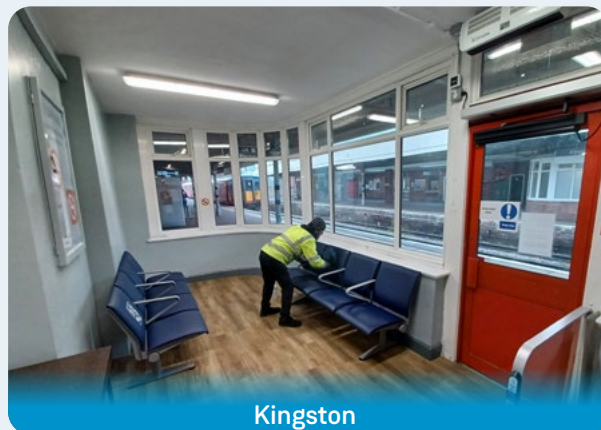
Aldershot



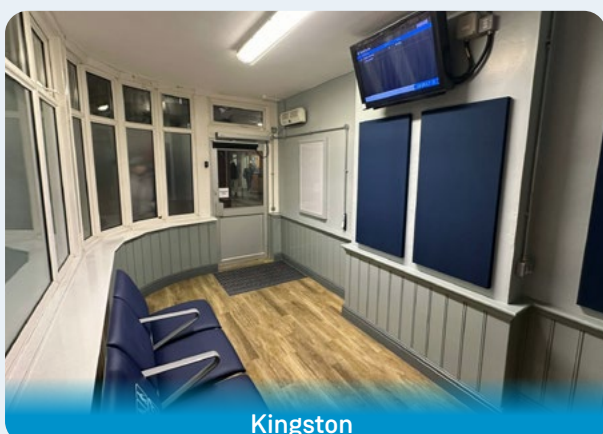
Aldershot



Kingston



Kingston



Kingston

In 2024/25, we are in the process of refurbishing facilities at the following locations:

- Wimbledon
- Farnborough (Main)
- Wanborough
- Witley
- Bentley
- Basingstoke
- Southampton Central
- Sherborne
- Christchurch

Station Painting Programme

In 2023/24, 33 stations were repaired as part of the painting programme. Where possible the programme was coordinated with Network Rail's programme of canopy painting to maximise benefits of both painting programmes.

- Beaulieu Road
- Bentley
- Chandlers Ford
- Dean
- Havant
- Longcross
- Martins Heron
- Mortlake
- Mottisfont
- North Sheen
- Portsmouth Harbour
- Portsmouth & Southsea
- Putney
- Raynes Park
- Redbridge
- Romsey
- Shawford
- Sherborne
- Sholing
- Southampton Airport Parkway
- Swaythling
- Syon Lane
- Teddington
- Templecombe
- Tisbury
- Twickenham
- Upper Halliford
- Vauxhall
- Wandsworth Town
- Wimbledon
- Wokingham
- Woolston



The following stations are being repainted as part of the 2024/25 programme:

- Alton
- Andover
- Ascot
- Bagshot
- Basingstoke
- Bedhampton
- Camberley
- Clandon
- Cobham & Stoke d'Abernon
- Eastleigh
- Esher
- Ewell West
- Fareham
- Farnham
- Fratton
- Hamble
- Kingston
- London Road (Guildford)
- Millbrook
- Netley
- Oxshott
- Pinhoe
- Pokesdown
- Totton
- Walton on Thames
- West Byfleet

Waiting Shelters

This programme was for the installation of new or improved waiting shelters at stations to either improve customer experience or performance.

Two new waiting shelters have been installed, one at Petersfield and one at Egham. An existing open waiting shelter at Hedge End has been improved to include side and rear panels to provide more shelter.

New waiting shelters are planned to be installed in 2024/25 at Fratton and Basingstoke stations.



Hedge End



Hedge End



Petersfield



Egham



New and Replacement External Benches

This programme is a continuation of the replacement of life expired or damaged metal and other non-compliant external platform benches with new compliant recycled plastic slatted benches.

A total of 58 new external platform benches have been purchased and installed in 2023/24 at the following locations:

- Bookham
- Chertsey
- Datchet
- Farncombe

- Hounslow
- Micheldever
- Mortlake
- North Sheen
- Isleworth
- Shepperton
- St Margarets
- Strawberry Hill
- Sunbury
- Sunnymeads
- Sway
- Tisbury
- Virginia Water
- Weybridge

A selection of photos of the installed benches is included on this page.



Sunnymeads



Hounslow

Accessible Toilets

New accessible toilets have been created at Bookham and Yeovil Junction and existing accessible toilets have been refurbished at Kingston and Richmond.

This programme was a continuation of the annual programme of the refurbishment of existing accessible toilets and the creation of new accessible toilets to the same standard of finishes as the standard toilet facilities.



Richmond



Yeovil Junction

RoomMate in Accessible Toilets

This programme is a continuation of the installation of automated audible guidance of the toilet layout for visually impaired users of accessible toilets.

The unit is activated on entry to the toilet and asks the user if they would like an audio description of the layout of the facility. If this is required, then the user waves their hand in front of the unit again and the audio description starts.

The benefit offered by these audible description units is increased inclusivity and accessibility for users of the accessible toilets at stations.

The RoomMate audible description units have been installed in accessible toilets at the following 14 locations:

- Aldershot
- Basingstoke
- Brockenhurst
- Egham
- Farnborough Main
- Fratton
- Hampton Court
- Southampton Central
- Thames Ditton
- Virginia Water
- Walton on Thames
- West Byfleet
- Weybridge
- Wimbledon

Additional Wide Aisle Gate at Richmond

This project was for the installation of an additional wide aisle gate (WAG) at Richmond to ease the congestion experienced at peak periods on the lower concourse.

The additional WAG will also benefit accessibility provision at the gateline.



Access for All Minor Works Programme

The improvements selected for completion in 2023/24 continue the ongoing replacement of staircase single handrails with compliant double height handrails, the installation of anti-slip treads to staircases, and the installation of warning tactiles at the base and top of staircases.

The following minor works schemes have been delivered to the value of £361,198.33.

Item	Location	Handrails	Treads	Tactiles
1	Basingstoke	Accessible parking bay access		
2	Barnes Bridge	✓	✓	✓
3	Bitterne	✓		✓
4	Chessington North	✓	✓	✓
5	Chiswick	✓	✓	✓
6	Earley	✓	✓	✓
7	Micheldever	✓	✓	✓
8	Milford	✓	✓	✓
9	Parkstone	✓	✓	✓
10	Sunningdale	✓	✓	✓
11	Wanborough	✓	✓	✓
12	Woking P5	Waiting room auto door		



We are currently installing similar minor accessibility improvements at the following locations:

Item	Location	Handrails	Treads	Tactiles
1	Addlestone	✓		✓
2	Ascot	✓	✓	✓
3	Ashurst New Forest	✓		
4	Brentford	✓		✓
5	Christchurch	✓		✓
6	Cobham & Stoke D'Abernon	✓		✓
7	Cosham	✓		✓
8	Fulwell	✓		✓
9	Haslemere	✓	✓	✓
10	Poole	✓		
11	Sherborne	✓		
12	Sholing	✓		✓
13	Strawberry Hill	✓		
14	Upwey	✓	✓	✓
15	Wareham	✓		
16	Weybridge	✓		✓
17	Woking	✓		✓

Public Access Defibrillators

Public access defibrillators have been installed at all of our staffed stations during 2023/24 and by the end of 2024/25 we will have installed them at all of our 187 stations.

The defibrillators are positioned at the front of the station where possible to enable access by the local community as well as railway customers at any time, day or night.

The locations of the defibrillators have been added to 'The Circuit' — the British Heart Foundation's (BHF) database, visible to NHS ambulance services who can direct 999 callers to its position, so the device can be used to help save lives.

Local ambulance services are provided with the codes so users can unlock the cabinets and access the devices.



Station Security & Information Systems

Basingstoke CIS

New customer information screens (CIS) have been installed at Basingstoke, complementing recent Network Rail renewals. This programme is a continuation of the annual programme of CIS enhancements across the SWR network. The high-definition digital screens are not only more visible to customers they also enable enhanced information, including dynamic disruption information multi-media playlists and next train information on key routes to be shown. Software enhancements have also been implemented that enable train occupancy data to show how busy the train is.

Mainland CIS

Additional CIS have been installed at Bentley, Botley, Fulwell, Hampton Wick, Hounslow, Salisbury, Sunnymeads and Winnersh Triangle. This programme is a continuation of the annual programme of CIS enhancements across the SWR network. Using energy efficient white LED and digital screens, information is now more readily available to customers at station entrances, near to ticket vending machines and validators, positioned where previously information wasn't available away from the platform.

Island Line CIS and PA

Additional CIS and public address systems (PA) have been installed on all platforms at Ryde St Johns Road, Brading, Sandown and Lake. This sees all stations and platforms managed by SWR provided with real-time information screens. The Isle of Wight is unique as the real-time delay information is provided by using global positioning data directly from the train rather than the traditional signalling system-based data, resulting in more accurate information at stations.

Enhanced / Multi-Modal CIS

Upgraded CIS have been installed at Alton, Axminster, Brookwood, Cobham & Stoke d'Abernon, Godalming, Netley, and Oxshott, complimenting recent Network Rail renewals.

This programme is a continuation of the annual programme of CIS enhancements across the SWR network. The high-definition digital screens are not only more visible to customers they also enable enhanced information, including dynamic disruption information multi-media playlists and local buses from the station to be shown.

Interactive Information Screens

New interactive information screens have been fitted at Shawford and Wareham. Based on SWR's popular mobile information totem these screens provide journey planning, real-time departures, disruption information and live route status, as well as general information content along with local information published by the local community partnerships.

Totton Video Surveillance

At Totton, we have increased security by providing additional video surveillance cameras on the platform, increasing coverage and safety at the station. The works have been completed as part of a scheme to improve access to the station through an additional accessible entrance being provided on platform 2.

Other

Godalming Forecourt

This project is phase 2 of a series of measures to improve pedestrian safety on the forecourt at Godalming station. The first phase was funded by a CCIF project and delivered in a previous year by the local authority and involved works to the station approach road to make the traffic flow one way giving more space for drop off at the station.

This second phase involved works to the layout of the forecourt to restrict traffic and improve pedestrian walking routes that link into the alterations carried out in phase 1. The layout of the forecourt has been amended to create a new entrance to the car park and change the use of the forecourt to taxis only.

Basingstoke Upside Forecourt

This initiative was for the reconfiguration of the upside forecourt area at Basingstoke station to improve pedestrian and cyclist safety and incorporate the potential for rail replacement buses to use the forecourt if required.

The scheme provides a larger and more protected pedestrian route from the decked car park to the station and reduces traffic speed through the forecourt area through the introduction of traffic calming measures. The traffic calming measures are also intended to discourage through traffic using the underpass to and from Bunnian Place.

Cyclists also benefit from the reduced traffic speed and a more defined route from the entrance road to the cycle store.

Aldershot Forecourt

We've been working with Hampshire County Council on their delivery of the works aiming to improve the public transport interchange within the station forecourt area and to deliver public realm enhancements on the approaches.

Works started in August 2024 and include the widening of the existing footway on the north-east side of station forecourt, between the public highway and the cycle store and station building, creating a suitable width footway on which to provide a shared use path, for use by both pedestrians and cycle users. Works also include the closure of the secondary car park access to motor traffic, and to provide a continuous footway in this area, which also allows improved pedestrian permeability into the car park.

Station Development Plans

This project was to produce development plans and feasibility designs at Weymouth and Bournemouth stations to enable the feasibility of potential solutions to be developed in order to inform planned future improvements that are identified in the Station Improvements Pipeline. At Bournemouth, the scheme aims to address capacity issues in the booking hall and toilet facilities. The reports will also enable consultation with the Conservation Officer in order to obtain listed building consent in the future.

The scheme at Weymouth aims to address the anti-social behaviour issues with the customer toilet facilities as well as create opportunities for an improved use of space.

Station Travel Plan customer survey updates

A total of 53 stations with previously low response rates were surveyed in November and December 2023.

As well as increasing sample sizes, these surveys also incorporated some revisions to the questions asked, giving more opportunity for free text and less multiple-choice, which was previously seen to be too generic and gave too little opportunity for customers to pin-point station-specific issues.

While the results have not yet been fully analysed, this looks to have led to an improvement in the usefulness of the responses.

The findings from these surveys have been shared with Hampshire County Council, along with the findings from previous surveys, to inform their Station Interchange Improvement Plan document.

Accessibility

At SWR we're committed to making travel easier for everyone. Our accessibility team works hard through the year to explore new initiatives and programmes which can support our customers who may require additional assistance while travelling with us. Some of these are summarised here.

SWR Director's Journeys

- Building on the success of previous trips last year, our Accessibility and Inclusion Forum have been on further journeys on our network with SWR directors.
- Our Accessibility & Inclusion Forum has seven members who have lived experience of disability
- Six journeys were arranged across the network, all starting from London Waterloo, visiting local stations including Aldershot, Woking, Guildford, Weybridge, Virginia Water, Richmond, Feltham, Windsor & Eton Riverside.
- Feedback was given to directors on positive aspects of travelling on the network as well as some of challenges forum members encounter including signage, ramp deployment, accessible toilets and lighting.
- Feedback from SWR directors was that this was a valuable experience to understand the positives and challenges across the network.

Outcomes

- Wishlist given to station property for improvements to some of the stations visited.
- Further understanding gained by SWR directors of the work of the Accessibility & Inclusion Forum and how they contribute to accessibility across the network.
- Further journeys to be taken with all Station and On-Train managers during the remainder of the Railway Year.



Accessibility and Inclusion Manager Allison Harbour out with forum members

Please offer me a seat badges

Pilot Campaign asking customers to offer another customer a seat if they are less able to stand on the train

- Suggestion received from the Rushmoor Accessibility Group based in Farnborough & Aldershot.
- Introduced in October 2023 to 17 stations across the network and the Customer Contact Centre, advertised on IOS screens and totems across the network.
- The poster and campaign is aimed at other travellers to be kind, recognise the badge and offer their seat.
- Currently awaiting feedback from stations and on-board teams.
- Incorporated within SWR's All Aboard Campaign.



All aboard

Kindness doesn't cost a thing

Some customers might **need** a seat on the train but are afraid to ask.

Please offer me a seat

SWR have produced 'Please offer me a seat' badges. If you see someone wearing one, please show a little kindness and offer your seat.

'Please offer me a seat' badges are available from a main ticket office or via the Customer Contact Centre: swrcustomerrelations@swrailway.com

South Western Railway

Changing Place toilet and Calming Spaces

- A new changing place toilet at Woking and new calming spaces at three stations
- We opened our first changing place facility at an SWR managed station, at Woking station
- 250,000 people in the UK require the use of a Changing Places facility. These are a specially equipped type of toilet, includes a hoist and height-adjustable sink allowing customers to use the space more independently.
- Calming spaces were also introduced at Woking, Salisbury, and Brockenhurst
- These spaces support customers who are neurodiverse through the use of mood lighting and sound absorption
- We worked with Autism Hampshire and one of our Accessibility and Inclusion Forum members on the design principles. We are incorporating these principles into our waiting room improvement programme



Mobility Scooter Vinyls and Permits

Mobility scooter vinyls showing the maximum measurements for mobility scooters on SWR network

- Located in booking halls to allow customers to measure their scooters before boarding a train.
- Scooter vinyls have been installed across all SWR step free stations.
- Collaborating with GWR, GTR, CrossCountry and London Overground at stations where their trains use SWR stations.
- Additionally, launched an electronic scooter permit, in addition to the current paper version.
- Launched a mobility scooter guide for customers.
- Engaging with local mobility scooter suppliers and hire companies to advise which scooters can travel on our trains.



Wheelchair and mobility scooter user guide



If your wheelchair or mobility scooter fits inside this box they will fit on all of our trains.
(70cm x 120cm)

Class 3 Scooters are not permitted on the trains.

British Sign Language (BSL)

- Trial of BSL information at Waterloo and subsequent rollout
- Since January 2023, we have been trialling departure information in BSL on our totem screens at London Waterloo.
- It displays the calling points, if the train is on time, delayed or cancelled.
- The information is delivered by an artificial intelligence (AI) generated person.
- The AI signer is clearly visible due to consistent lighting.
- We have rolled out to all flagship stations and other key stations during spring and summer 2024.
- We are now trialling Signapse, which uses AI generated images, to deliver information to deaf passengers on services between London and Exeter (via Basingstoke and Salisbury).



Passenger Assistance Staff App

Introduction of app to station and on-board colleagues to enhance Passenger Assistance service

- Passenger Assistance app introduced to SWR colleague on 13 March 2023.
- Video and training material designed and available on SWR learning and development system.
- Currently over 3,000 colleagues have access to the app via their work mobile phone.
- The app gives more visibility of Passenger Assistance bookings across the network to station and on-board colleagues.
- Ability to add Turn Up and Go customers into the App, so that all the PA Data is recorded in one place.
- Since March 2023:
 - Increase in Pre-Booked and Turn Up and Go Assistances period on period.
 - Average of over 20,000 assistances logged on the system every period.
 - PA numbers are up over 20% year on year since March 2023.
- Constructive feedback received and feedback to Rail Delivery Group for improvements to the App.



Autism Friendly Award – London Waterloo

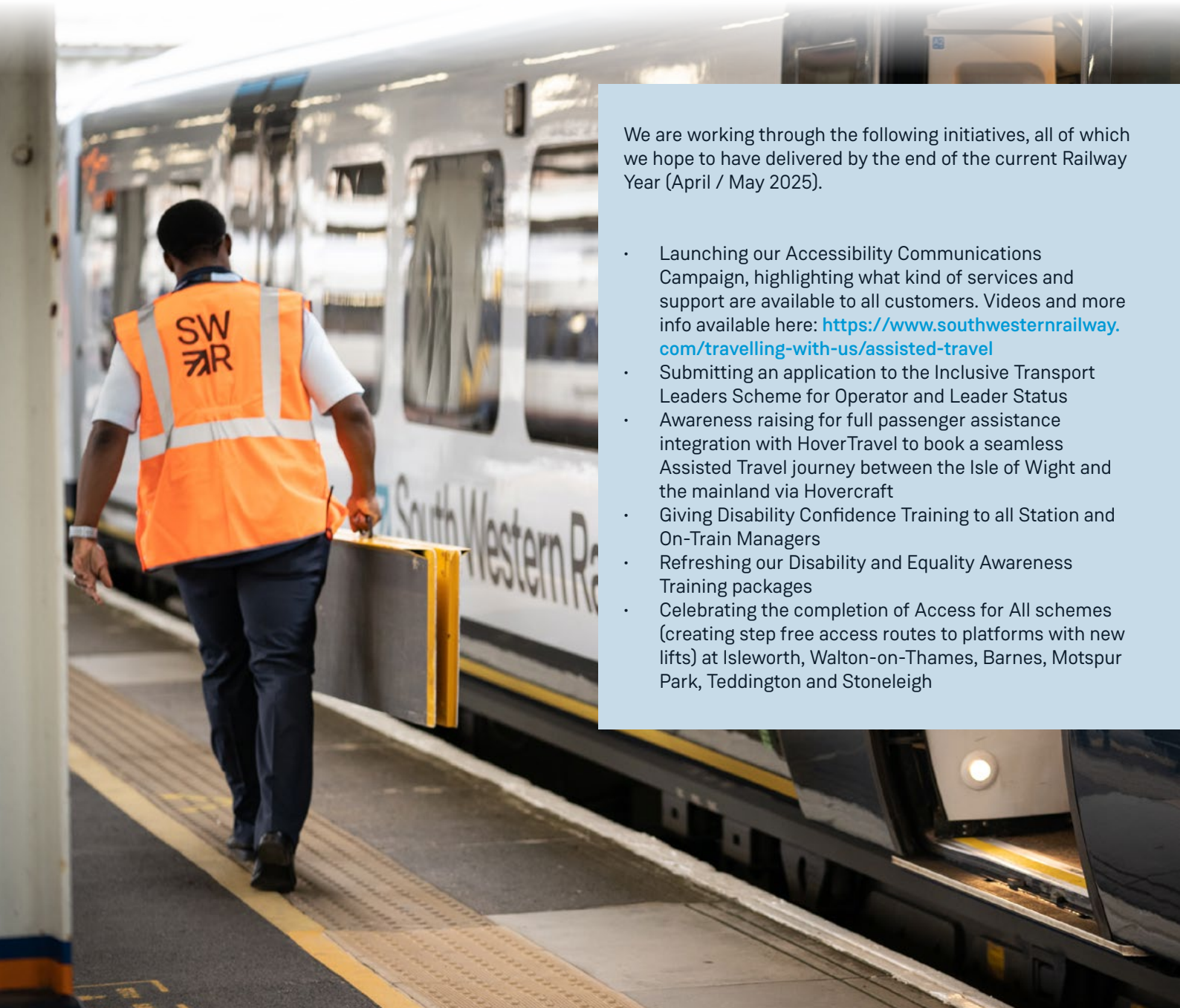
Collaboration with Network Rail and the National Autistic Society to make London Waterloo autism friendly

- At least 60% of all colleagues, both NR and SWR, have received autism awareness training.
- Non-useful announcements have been dimmed and working on cutting them even further.
- Online guide to Waterloo station available on the NR website, which includes a video showcasing what customers can expect when they visit the station – the sights, the sounds.
- Further autism awareness training is being rolled out across every station region of SWR, with our aim to apply for an Autism Friendly Award across all 187 stations.



We are working through the following initiatives, all of which we hope to have delivered by the end of the current Railway Year (April / May 2025).

- Launching our Accessibility Communications Campaign, highlighting what kind of services and support are available to all customers. Videos and more info available here: <https://www.southwesternrailway.com/travelling-with-us/assisted-travel>
- Submitting an application to the Inclusive Transport Leaders Scheme for Operator and Leader Status
- Awareness raising for full passenger assistance integration with HoverTravel to book a seamless Assisted Travel journey between the Isle of Wight and the mainland via Hovercraft
- Giving Disability Confidence Training to all Station and On-Train Managers
- Refreshing our Disability and Equality Awareness Training packages
- Celebrating the completion of Access for All schemes (creating step free access routes to platforms with new lifts) at Isleworth, Walton-on-Thames, Barnes, Motspur Park, Teddington and Stoneleigh



Customer Experience

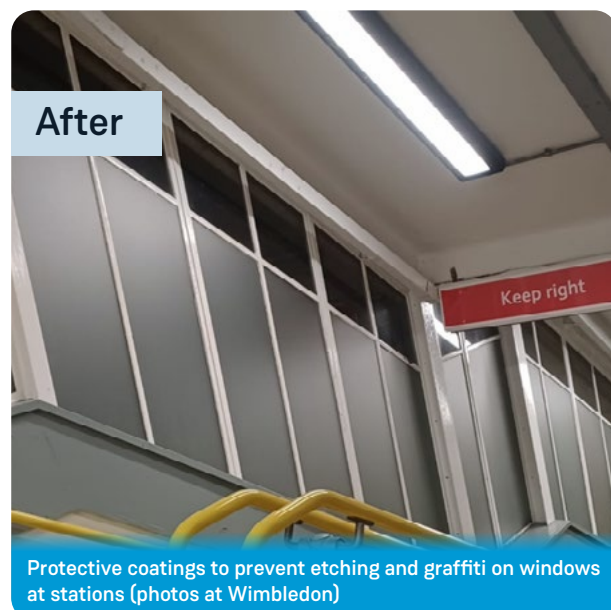
Service Quality Performance

As part of our ongoing service quality programme, we regularly monitor the passenger experience at stations, on trains, and during interactions with our colleagues. To ensure we maintain high standards, an independent agency carries out 370 inspections or mystery shops every four weeks.

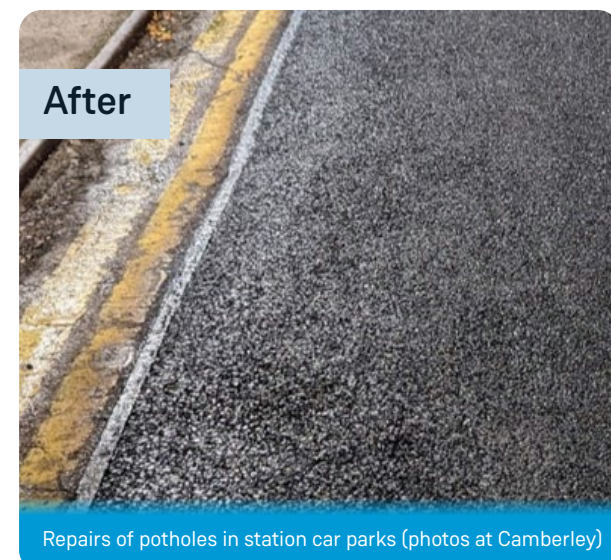
The insights from these assessments are used to produce periodic performance scores and guide our efforts for continuous improvement. Some of the key initiatives that have been delivered over the past year include:



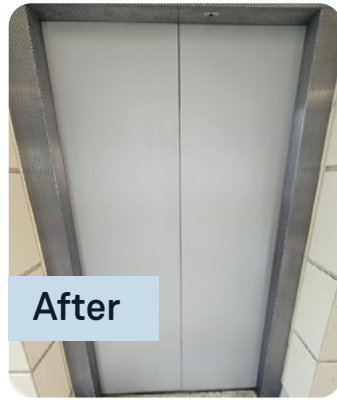
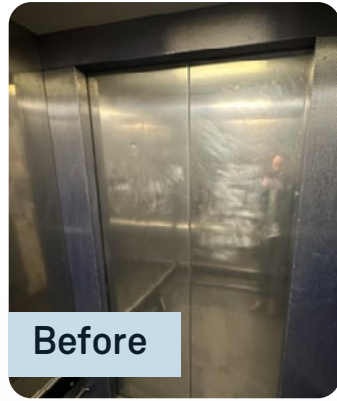
24/Period 7



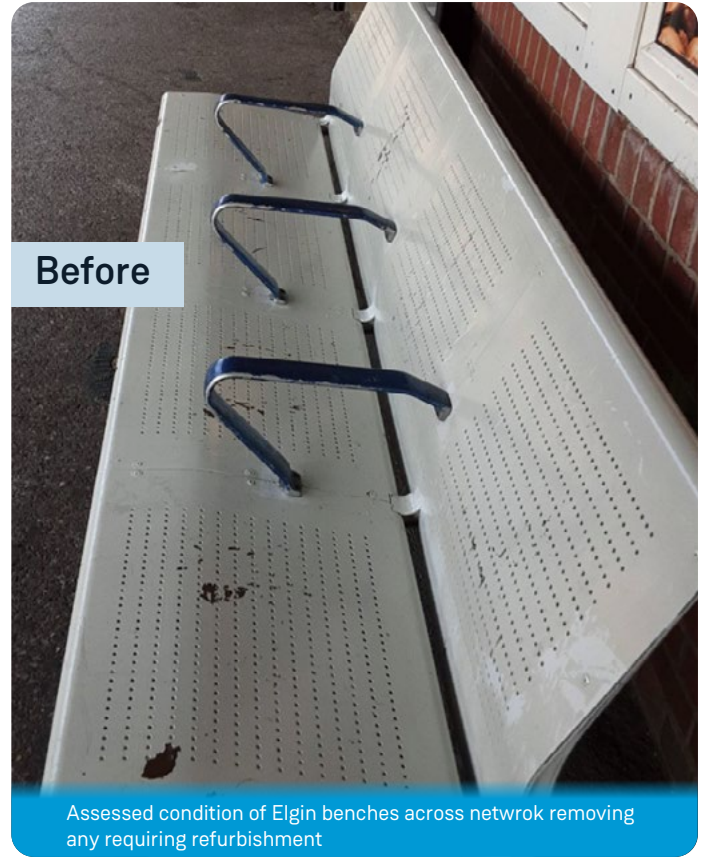
24/Period 13



Feltham Lift Trial



25/Period 5



Engagement

Guards July Depot Day

Taking place at Waterloo in collaboration with the Safety and Security Intelligence Manager and Safeguarding Co-Ordinator, focussing on visibility.

Guards On-Boarding

13 new guards undertook a session on the importance of service quality and how it applies to the guards role.

Station Managers Quarterly Review

Review meetings were held with station managers in each region to review service quality performance and key areas of focus.



Colleagues

People & Culture

Recruitment and talent development

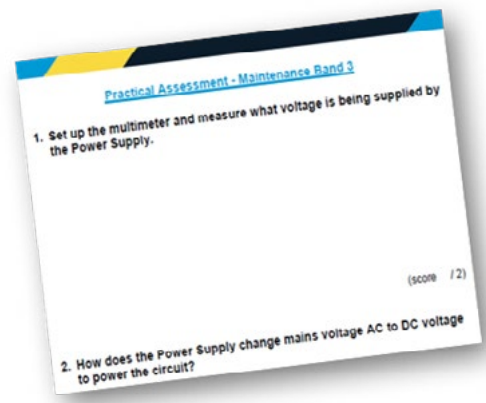
As a team, we are constantly developing our recruitment strategies, to ensure that we can attract as many great people as possible. We've been working more closely with managers to identify essential skills for roles and the best way to establish applicants' abilities during the recruitment process. This has led to a reduction in pen and paper and online assessments for many roles.

We are now more focused on revising our interviewing techniques and questions, ascertaining if people have the right attitude and will live and breath our company values and behaviors. Interview questions have been revised to ensure they give equal opportunity to both internal and external applicants and are conducive to establishing the relevant skills.

46% of roles are filled by internal promotion – a figure we're really proud of!

Reducing the vacancy gap – bulk recruitment days

We have started running bulk recruitment days – **four this year** at hotels in **Woking & Southampton**. The focus has been on filling customer service roles across our stations function. Over **190 people have been invited to attend** interviews on these days and 95 people met the SWR standard. This has led to **72 people accepting jobs** with us – many for different positions to those they initially applied for. Additional spaces have been added to training courses to bring great people into the business as quickly as possible.



Improving Diversity

Our recruitment team is exploring avenues to tackle the diversity issues currently faced within the rail industry. We have collaborated with the customer experience team to use the latest technology at our careers events to attract the younger demographic into the industry. We have also attended STEM careers fairs, set up to target a female audience. This included a talk from one of our female on colleagues about the benefits of working in rail.

We have partnered with Vercida, a tech company dedicated to promoting diversity in the workplace. The platform showcases companies that have diversity & well-being at the top of their agenda.





Our Women Drivers Campaign

Across the industry, fewer than 1 in 10 drivers are women. At SWR, 7.23% of our train drivers are women.

With the support of our ED&I and marketing teams, we recently launched a promotional women's drivers campaign, which emphasises that the train driver role is for everyone.

Since the launch of the video, we have received an influx of applications and a real interest for various driver talent pools across our network.

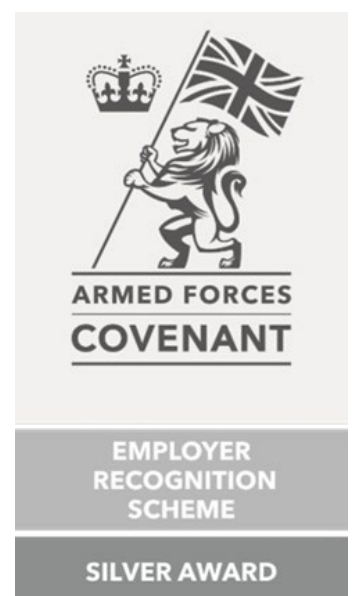
The launch of the video also captured the interest of local media. The article was published in both the BBC News and The Independent, and interviews held with Greatest Hits Surrey and East Hampshire, BBC Radio Surrey, Radio Solent and more.

Armed Forces Covenant

Employer Recognition Scheme: Silver Award

The Employer Recognition Scheme is a way of advocating on behalf of and supporting Defence and the Armed Forces Community within corporate organisations in the UK. This year, SWR was awarded the Silver ERS Award, and are now striving towards Gold. As part of being Silver Award holders we:

- Offer support for veterans and service leavers, posting information on our Career Transition Partnership website, hosting career insight events, attending military careers fairs.
- Offer support for military spouses/partners, as advertised on Forces Families Jobs website.
- Have established an Armed Forces Network of colleagues with a military background to support different events
- Champion our reservist policy, offering additional 10 days' paid leave for our veterans, and our Cadet Force Adult volunteer policy, offering three days unpaid leave for those wishing to volunteer with the Cadet Force.





Armed Forces Week

To mark Armed Forces Week in June, SWR and NR held a joint celebration event at Waterloo, and £443.63 was raised for the SSAFA military charity. SSAFA supports both regulars and reserves in the Royal Navy, Royal Marines, British Army and Royal Air Force and their families by providing both physical and/or emotional care.

Careers Fair

In June this year, SWR attended CTP South Coast Employment Fair, where we sought to encourage more people to begin a career in the railway.



Career Insight Days

This year, SWR have also held multiple career insight days. In June, for instance, one was held at Tidworth Military Recovery Centre, in Basingstoke. A joint SWR and NR day is also taking place this November, where individuals will talk with SWR colleagues about potential careers in control, track maintenance, and as a driver.

Army Officer Selection Board

This year, SWR attended the Army Selection Board as part of our commitment to Army engagement. This allowed colleagues to gain more detailed insight into the skills and qualities of those sought after in the Armed Forces.





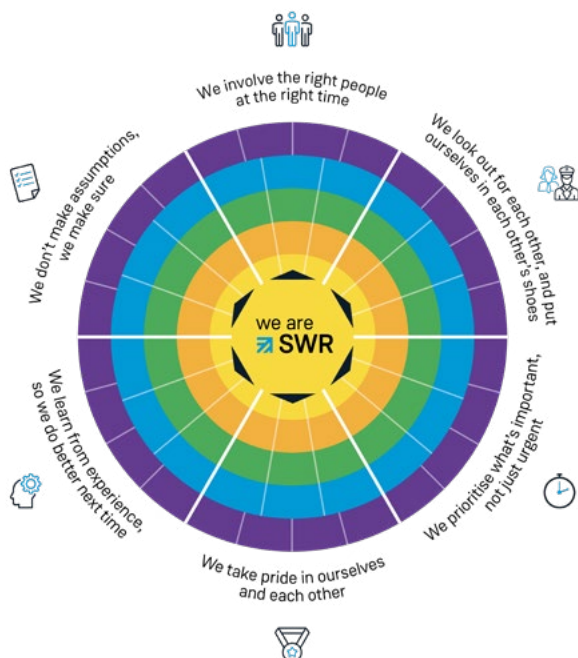
People Development

As an organisation, SWR encourages personal and career development among colleagues through different colleague initiatives, guides and web pages.

We offer 1-2-1 development support for colleagues in CV writing, application and interview top tips, and mentoring. 30% of SWR colleagues have secured new roles from 1-2-1 meetings. We also provide the 'On Track for Success' booklet, offering a guide to the best possible job application, assessment, and interviews for internal & external roles.

We also offer a workshop dedicated to helping colleagues build the skills and knowledge to further their careers. 'Elevate your Skills, Secure your success' teaches colleagues how to build their own brand, navigate the preparation, application and interview stages of job applications and discusses the importance of feedback.

The apprenticeships team also offers individuals advice on starting a career with SWR at pop-ups along the network, and also offers support to current colleagues about their development and job opportunities.



Recruitment & Selection Interviewing skills

Monthly workshops are held for all managers and supervisors providing essential skills to successfully conduct interviews in line with SWR's policies and procedures including:

- Our purpose, vision and mission
- Our behaviours
- Recruitment process
- Candidate journey
- What is unconscious bias? How can it be managed?
- Discrimination in interviews
- Neurodiversity
- Interview and questions types

Talent and succession

The 2024 annual talent & succession review highlighted that 34% of the management population at SWR have been identified as having the potential to progress into a senior role within the next five years.

Talent pipelines have now been built across 53 business-critical roles by identifying and developing colleagues who will be able to fill these roles in the future.

- 14 Managers nominated for the LEAP leadership programme.
- 3 senior leaders identified for Accelerate.
- 1 senior leader identified for the Rail Windsor Strategic Leaders programme.



Ascent Development

Ascent is the brand FirstGroup has created to house all Group-level development programmes, replacing the previous programmes known as Step and Reach. The Ascent development programmes have been designed for colleagues who belong to groups who are under-represented in management and leadership roles, including:

- Women
- Ethnically diverse colleagues
- Colleagues with a disability, or who are neurodiverse
- LGBTQ+ community members

Key achievements:

- Over 200 colleagues have participated since 2020.
- 38% have moved into a higher paid role.
- Participants receive after care on return to work such as a mentor, career advice and access to peer learning groups.



Apprenticeships

At SWR, we offer robust apprenticeship programmes that aim to develop the next generation of railway professionals. The apprenticeships we offer encompass numerous sectors that we have in engineering, operations, customer representatives or digital jobs among others.

We are dedicated to training our apprentices, providing programmes that allow them to gain hands-on knowledge and formal education to provide them with all the necessities for a successful career at SWR.

In 2024, we recruited 24 new apprentices into our young talent, leadership and engineering programmes. These were selected from among the 612 applications for the advertised positions. This demonstrates an increase in demand for apprenticeship roles within the rail industry.

Our efforts to promote the opportunities available have secured our place as a company that invests in our people. We improved the visibility of the programmes available by better utilising our website, introducing a dedicated page to attract potential apprentices. This expression of interest form led to over 400 enquiries itself.

We have also developed an apprenticeship strategy, the primary purpose of which is to capitalise on the number of opportunities for apprenticeships and how they can be increased in a sustainably managed way. We will work closely with internal and external stakeholders to support the growth of apprenticeships, champion diversity and reduce the skills gaps to ensure that future skills are developed.



Programme Expansion and Diversity

Over the past year we have expanded our apprenticeship programmes to include new subjects such as digital and operational roles. We've seen a significant increase in the number of applications to join programmes within SWR, reflecting our efforts to make careers in rail more accessible and appealing to a broader audience.

We remain committed to promoting diversity and inclusion within our apprenticeship schemes. Targeted recruitment campaigns have been developed and implemented to attract underrepresented groups, including women, ethnic minorities and individuals with disabilities.

We have piloted a T-Level placement that supports our ability to increase placement offerings. T-Level placements offer real world experiences to students, allowing them to gain hands-on experience in their chosen field. The placements will help students develop both technical skills and soft skills such as communication, teamwork and problem solving.

Partnerships and Collaboration

We have strengthened existing and developed new partnerships with local schools, colleges and training providers to enhance the quality of the programmes we offer and how we promote the opportunities. Internal initiatives have enabled us to offer apprentices access to facilities and guidance, bridging the gap between academic learning and practical application. We have aligned apprenticeship standards to specific roles within the business to promote opportunities to enhance skills and meet personal aspirations.

We've also engaged with community organisations to raise awareness about apprenticeship opportunities within SWR. Our planning includes hosting open days, workshops, roadshows and careers fairs; enhancing our ability to connect with potential candidates and attract the next generation of railway professionals.

Look Ahead

Looking ahead, we have plans to further develop our apprenticeship offerings by introducing higher-level apprenticeships and exploring opportunities in emerging fields such as sustainable transport and green technologies. In addition to this, we are utilising performance data and outputs from development reviews to ensure we are identifying and addressing skills gaps within our workforce. We are committed to continuous improvement, ensuring our programmes adapt to the evolving needs of the rail industry and the communities we serve.

Sharing our Stories

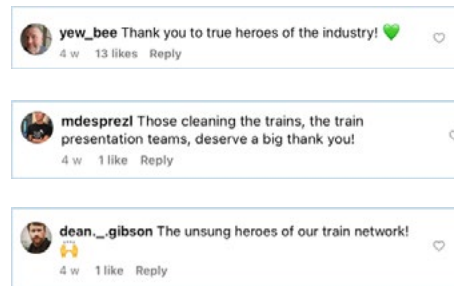
Our external communication team loves to highlight the hard work of colleagues across our business, telling SWR's story in ways which are interesting and engaging. Here are a few examples of this from the past year.

Train presentation ft. Francis Bourgeois

This July, TikTok sensation Francis Bourgeois joined colleagues from SWR's train presentation team for a night shift cleaning trains at one of our depots. Our trains get turnaround cleans at the end of night journeys and a standard overnight clean each night. Every 30 days, trains are also deep cleaned with a whole team focusing on the details for an entire shift. This involves steam cleaning along with state-of-the-art chemicals and powdered extraction machines.

This video, with the help of Francis, was created to showcase the work of our hidden heroes in the train presentation teams who work tirelessly to keep our fleet of trains looking spotless, and offer a behind-the-scenes look at the important work they do.

The video received 30k likes and 500 comments on Francis' post, as well as 3k views and 198 likes on SWR's Instagram and 19k views and 26 likes on X.



The 'Noisy Carriage'

Also in July, the external comms team and marketing team partnered with Chessington World of Adventures (CWoA) to create a dedicated 'noisy carriage' with an on-board DJ for families heading to the theme park from London Waterloo over the summer.

This partnership was created to highlight the key destination on our network, increase awareness of our Rewards offer (1/3 off entry to CWoA), and to promote ease of access to Chessington from Waterloo.



Sun
Train lets off steam

THE first noisy train carriage has been introduced so parents can let their children run riot during the school holidays.

It will have DJs, entertainers, music and games for the 30-minute journey. It has been launched by Chessington World of Adventures, which found a third of parents struggle to get their children to sit still and be quiet on public transport.

Six in ten said they found controlling their noisy behaviour stressful. The trains will run from London Waterloo to Chessington, Surrey, at 8.30am on Monday and Wednesday.

Wimbledon and Ascot

Other great bits of content created by the external communications team were videos on destinations such as the Wimbledon Championships and Royal Ascot. The external comms team got dressed up in tails and top hats and headed down to the station to interview those travelling on the way to these popular and well-known sporting events.



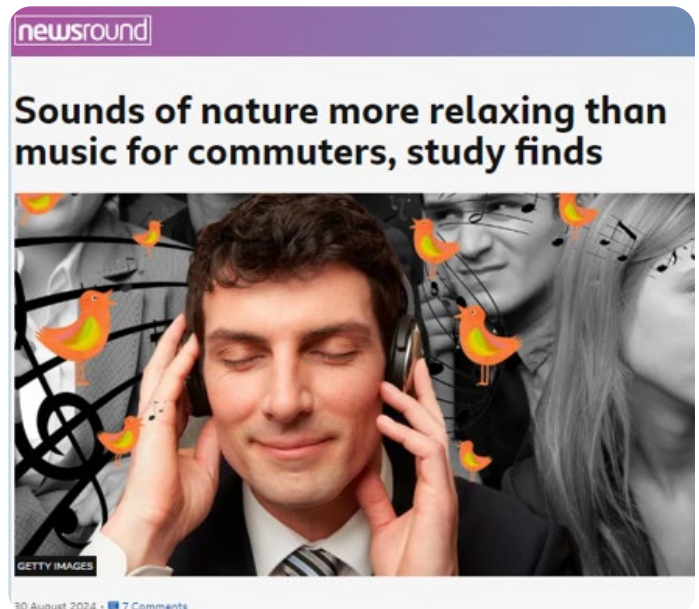
South Western Railway colleagues support Wimbledon — thank you!



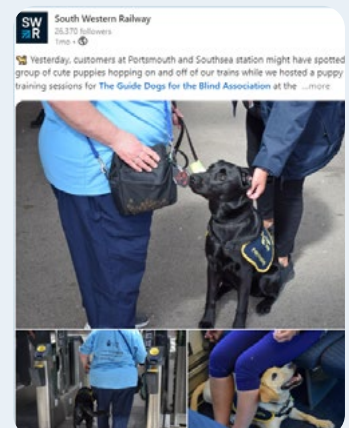
Nature soundscapes on Spotify

The external communications team worked with Charles Spence, a professor in experimental psychology from the University of Oxford, to conduct research into a new way to relax on train journeys. The research found that sounds of nature had a more relaxing impact on commuters than music and podcasts.

This research was done to provide a compelling creative news story for media to write about the positives of travelling by train and introduce the SWR brand to fresh audiences and channels.



As well as promoting the amazing work that colleagues do across our network through fun and engaging content, the external communication team also works hard to promote company news externally to the public, including station investment schemes, the redevelopment of vacant spaces, D-Day Story train dedications, CCIF investment schemes, and work around safety and safeguarding. This is done through constant regular updates on social media platforms, and regular correspondence with external stakeholders. They are also constantly reacting to news stories and press enquiries from across the network.



Safety & Security

Safeguarding on Rail

We were delighted to be notified this year that in the Safeguarding on Rail Scheme (operated by British Transport Police on behalf of the Department for Transport) we achieved the highest possible score of 100%, reflecting our organisational efforts with regards to safeguarding.

National Safeguarding Conference

Building on our successes in safeguarding, we were pleased to host the first national conference for safeguarding on the railway earlier this year. Train Operating Companies, Department for Transport, British Transport Police, local authorities, and key charities all attended and took the opportunity to celebrate and share best practice.

Safety and Security Reporting App

Security and crime reporting within SWR required duplication with internal and external reports to BTP. To save time on the front line and streamline complicated reporting processes, we have created and linked our Safety and Security Reporting App, which links directly in to BTP's force control room. Whereby all crime and security related incidents are captured internally and shared externally with BTP for crime and intelligence purposes. We get over 250 crime and security incidents reported per period.

Body Worn Video

As part of our body-worn video rollout, all guards now have access to the devices, along with rail operator colleagues who are at a station with a physical gateline. Our 2024/25 expansion will see all rail operator's have access regardless of location.

Staff Assault Victim Withdrawal Rate

We were concerned to note a 38% increase in colleagues not supporting police investigations into assaults against themselves. This led to a SWR and BTP joint operation to understand the reasons for this. The operation highlighted areas of improvement on both sides which have stated to be addressed. Initial changes have already reduced this rate to 28%.

Rail Community Officer Depot, Salisbury

A new rail community officer depot is opening on the West of England line to meet the challenges being faced by colleagues in relation to anti-social behaviour. The officers have been recruited and are currently being trained, we hope to see the effects of their hard work on the line shortly.

Safe Spaces

SWR continue to support 'safe space' initiatives at several locations across our area. This includes Clapham Junction, Wimbledon, and Southampton.

Be Safe Training for SWR colleagues

We have developed the Be Safe training - within the course content, we developed the WHAT protocol to deal with behaviours, which enhances the managing suicidal conversation training. WHAT deals with behaviours, although, written as a security protocol, we've enhanced the training to identify those in crisis at our stations.

Our Golden Rules for Safety

1

Be prepared for work

- Well rested and fit for work? If not tell us
- Trained for task?
- Correct PPE and equipment?

2

Stay alert

- Stay focussed – has anything changed?
- Don't walk past unsafe behaviours or conditions (HOT/WHAT)
- Avoid conflict

3

Engage

- Make safety and security part of your day
- If it doesn't look right, report it
- Tell us your ideas



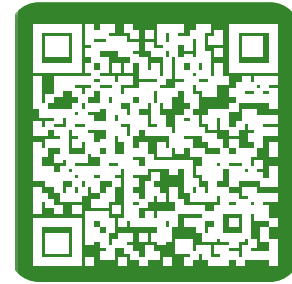
Communities

Sustainability

Our Journey to a Better Future

As one of the UK's largest train operators, we are committed to providing customers with a more sustainable way to travel. Our "Journey to a Better Future" strategy outlines how we will continue to lead the rail industry in building a more sustainable future. This strategy focuses on three key pillars - planet, places and people - defining our vision to protect, enhance, and support the communities and environments we serve.

Our "Better for Our Planet" pillar focuses on bringing emissions down, reducing waste and encouraging nature. By doing so, we can create a more enjoyable travel experience for our passengers, while contributing to a greener, more sustainable future.



Find out more about our Journey to a Better Future by scanning the QR code.

Bring emissions down

Our Decarbonisation Strategy includes ambitious emission reduction targets which are grounded in climate science. As the UK's first train operator to develop a detailed and cost-effective roadmap to achieve net-zero carbon emissions by 2040, ten years ahead of the legal deadline, our targets align with the Science Based Targets initiative (SBTi) and the goal of limiting global warming to 1.5°C.

We remain committed to our long-term decarbonisation pathway, reducing both traction and non-traction carbon emissions, in line with our strategy and SBTi commitments.

To target these emissions:

- We continue to install LED lighting across our network, including on trains and in our depots.
- A trial building management system has been implemented at four key sites to centrally control heating, cooling, and lighting, ensuring efficient energy use.
- We've launched a carbon engagement programme to encourage colleagues to reduce energy consumption, helping lower emissions by simple actions such as turning down heating and switching off lights.

- Used infrared heating technology at our gatelines and in our waiting rooms to more effectively warm colleagues and customers during the colder months.
- We continue to maintain our ISO50001-certified energy management system, which provides a structured framework for tracking and optimising energy use, leading to lasting efficiency improvements
- We use advanced reporting tools to visualise our sustainability KPIs, enabling colleagues to monitor performance metrics, identify trends, and make informed decisions, helping us track progress and identify areas for improvement.



Reducing Waste

We have successfully implemented a waste management programme across our network, achieving an 84% recycling rate and maintaining our zero waste sent to landfill status.

This programme includes dedicated segregation officers at 11 of our highest waste-producing sites, ensuring the separation of key waste streams such as glass, food, paper, plastics, cans, coffee cups, and general waste.

To further improve recycling, we continue to enhance recycling facilities at stations by installing additional recycling bin hoops in locations that previously lacked them. All collected waste is processed at a materials recycling facility, where it is further sorted.

Any non-recyclable waste is diverted to an energy from waste facility, (where it is incinerated and converted into energy).



Encouraging Nature

Our network stretches across the South West, and is home to a diverse range of plant and animal species that we are committed to protecting and helping thrive.

SWR was the first UK train operator to sign the Nature Positive Business Pledge and commit to a target of becoming biodiversity net positive by 2030. This means not just preventing biodiversity loss, but actively enhancing it to ensure our actions benefit nature.

We're excited to be making a real difference to local biodiversity. As part of our commitment to the Nature Positive Business Pledge, we're working to increase the biodiversity across our network. Over the past year, we've held volunteering events at several stations to promote biodiversity. Thanks to the incredible efforts of our volunteers, these areas are now thriving with new life.

Together, we're creating a greener future for everyone.

Feltham Marshalling Yard

We continue to care for a 30-acre plot next to Feltham depot, where a joint biodiversity project between SWR and Tilhill Forestry services has rejuvenated this historical marshalling yard.

Originally built between 1916 and 1918 during the First World War, the Feltham Marshalling Yards closed in 1969 as rail freight declined in favour of road transport. In 2020, we launched a biodiversity project to enhance and protect the trackside wildlife, contributing to our goal of becoming biodiversity net positive by 2030.

Tilhill's forest managers have implemented various site improvements, including planting mixed-species trees, managing habitats, installing bird and bat boxes, and maintaining the rare acid grasslands. These efforts provide valuable homes for wildlife and encourage species diversity.

Key areas of note for habitat management:

- Restored parts of the 30-acre site to native acid grasslands.
- Removed leftover fencing from the depot construction, improving movement for amphibians and reptiles.
- Surveys revealed a large bat population, representing 50% of all UK bat species, including the noctule bat, the UK's largest, alongside hundreds of insect species.
- Collaborated with urban rewilding specialists to responsibly open the area for public use.
- Managed scrubland through selective cutting, dead hedging, and clearing, enhancing the habitat for local wildlife.



Feltham Marshalling Yard



Feltham Marshalling Yard

A Quieter Railway

Noise is a significant environmental concern for the rail industry, and we've been working closely with specialists to assess and manage noise risks across our operations. Through comprehensive noise assessments at our stations and depots, we have identified potential risks and hotspots along our routes.

Our proactive noise interventions have enabled us to engage with local councils and demonstrate our commitment to effective noise management. We've developed a detailed noise management strategy and action plans to show local authorities that we are using the 'best practicable means' to mitigate noise, helping to prevent the need for abatement notices.

In 2023, SWR was Highly Commended in the Silent Approach category at the Noise Abatement Society's John Connell Awards, recognising our efforts to be a considerate neighbour and deliver a quieter rail service.

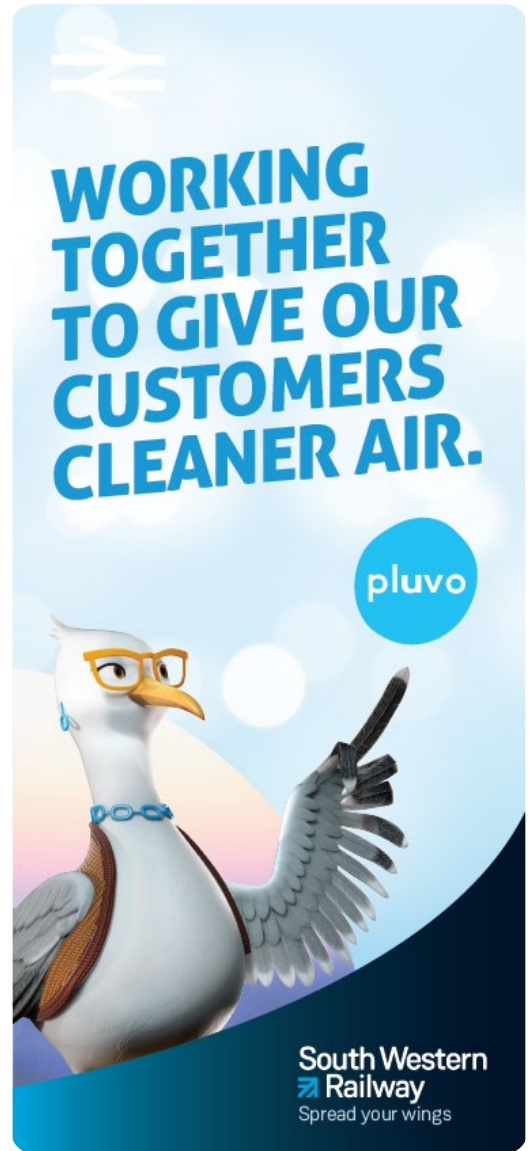


Clean Air

SWR is proud to be the first UK rail company to trial an innovative air-purifying totem from Pluvo, a leader in clean-air technology, at one of our busiest stations. The Pluvo column, situated on the platform at Salisbury station, uses cutting-edge air-filtration technology to monitor and eliminate harmful pollutants, creating a cleaner, healthier environment for passengers.

If successful, SWR plans to extend the installation of these columns to additional stations, as part of our commitment to enhancing customer journeys through improved air quality. This partnership with Pluvo is just one of several initiatives SWR has undertaken to promote sustainable travel.

In the past five years, SWR has added over 4,000 cycle spaces across our network and continues to champion low-emission transport options for onward travel.



Supporting our Charity Partners

We are proud to support six local charitable organisations across our network through our corporate charity partner programme. These charity partners include:

Alex Wardle Foundation

We've partnered with the Alex Wardle Foundation to raise awareness of sudden arrhythmic dead syndrome (SADS). This longstanding partnership has resulted in the installation of defibrillators at 154 at our staffed stations and the naming of a train loco 444023 with The Alex Wardle Foundation name and logo.



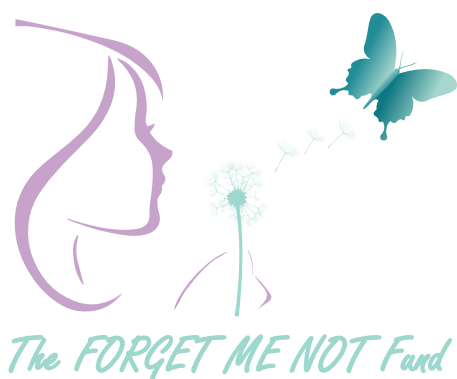
Scotty's Little Soldiers

We've partnered with Scotty's Little Soldiers to raise awareness for bereaved military children. Each year, over 2,100 children lose a parent who served. The charity provides essential support through activities, gifts, and bereavement counselling. Our partnership includes station posters with QR codes for donations and special announcements from the charity's founder Nikki Scott talking about the charity and signposting people to find out more.



Devon Air Ambulance

Devon Air Ambulance is a charity that operates air ambulance services in Devon, UK, providing emergency medical care and rapid transport to people in critical situations.



Forget Me Not Fund

Forget me Not Fund supports families who have experienced late miscarriage, stillbirth or babies lost shortly after birth. We have worked with the charity to provide guidance to managers on baby loss and supporting colleagues to return to work. Partnering with the charity during Baby Loss Awareness Week to carry out activities at stations to raise awareness and raise funds for the charity.

SERV Surrey and London

SERV Surrey and London is a volunteer-led charity that provides a vital medical transport service, primarily delivering essential items such as blood, blood products, and other urgent medical supplies to hospitals and healthcare facilities. SERV stands for Service by Emergency Rider Volunteers, and they operate predominantly during out-of-hours times when NHS services may be less available, such as nights, weekends, and public holidays.



YoungMinds

YoungMinds is a UK-based charity focused on improving the mental health and emotional well-being of children and young people. Their work addresses the rising mental health challenges faced by young people, providing resources, support, and advocacy to help them thrive.

YOUNGMINDS
fighting for young people's mental health



Customer and Communities improvement Fund (CCIF)

In April 2024, we were pleased to be able to announce that £400,000 of grants were to be awarded to 15 local projects across SWR's network through our Customer and Communities Improvement Fund (CCIF). CCIF is SWR's programme to support projects that have a commitment to a community benefit, which address an area of social need or educate and engage with local residents. It is intended to support small and medium-sized projects which can be completed over the course of the year.

From London Waterloo to Dorset, the 15 projects across our network - sharing £400k in funding alongside a further £400k in match funding - have taken our total investment through CCIF to more than £7.5 million since 2018.

While this year's projects vary tremendously in size and scope - from developing a new community centre in Pinhoe, Devon, to encourage exercise and healthier living, to teaching under-represented groups in Hounslow, London, to repair and maintain bikes - all provide a community benefit or address an area of social need.

The smallest grant of £3,300 will let Vectis Radio CIC on the Isle of Wight use their broadcasting experience to help young people on the Island to build their confidence and improve their communication skills. The largest - £50,000 - will help Portsmouth City Council link the Hilsea Linear Park, the UK's longest urban park, to Hilsea Railway Station. This will improve journeys for both commuters and residents in the area by installing CCTV cameras, improving lighting and introducing wayfinding signs.

Also included in the 15 projects led from grassroots neighbourhood groups, local authorities, charities and social clubs are:



Also included in the 15 projects led from grassroots neighbourhood groups, local authorities, charities and social clubs are:

- An 8-week course run by Southampton-based charity Solent Mind, which aims to teach individuals (particularly those who are isolated, suffering from mental health problems or periods of illness), the fundamentals of using computers, phones and tablets. £44k worth of CCIF funding will support the running of 5 courses and 2 drop-in sessions per week, as well as volunteering opportunities to improve wellbeing and employment prospects.
- Awareness campaigns, a dedicated helpline and an Advice and Wellbeing Hub run by No Limits, a youth charity supporting vulnerable children and young people across Hampshire, to protect young people from County Lines and other crimes
- Funding to enable PEDALL, a cycling-based health and well-being project in the New Forest area for anyone with a disability or barrier to outdoor physical exercise, to employ a full-time ride leader to deliver inclusive cycling sessions and other community services.
- A second, full-time dedicated community outreach worker in the London Waterloo area who will engage with rough sleepers and support them in getting off the streets and into accommodation as quickly as possible.

Our CCIF budget is provided by the Department for Transport, agreed through our annual business planning process each year. For details on all 15 projects that we are supporting this year, please visit our CCIF webpage:

<https://www.southwesternrailway.com/ccif>



Community Rail

We provide funding for 12 community rail partnerships (CRPs) and work alongside over 100 station adoption groups. Initially set up to encourage people to make use of their local rail services, these not-for-profit organisations help to further connect the railway with the communities they serve by promoting healthy and sustainable travel, bringing communities together around station projects, and by supporting social and economic development at a local level. Initiatives led by CRPs range from forming partnerships with local attractions, hosting 'Try the Train' days for those with less confidence in using the railway and transforming redundant spaces into community hubs.

A Network of Artwork

Over the last 12 months, our CRPs and adoptions groups have helped to bring our stations to life. Feltham, for instance, was chosen to host 2024's England National Mural. Feltham Station Adopters, alongside Feltham Community Development Association, Hounslow Council and Feltham residents created over 1,300 tiles to make a unique piece of art. Bitterne station saw the opening of its new wildlife art trail, supported by Hampshire CRP, with a special appearance from celebrity guest Chris Packham, and Micheldever station saw the unveiling of its new mural, organised by Sue Bell from Friends of Micheldever and painted by local artist Sian Storey.



A Focus on Sustainability

Our CRPs and station adoption groups have also continued to make a big push towards sustainability with their projects and planting.

This year, Feniton station underwent a major makeover, with vegetation cleared from the disused platform and new station planters added containing wildlife-friendly planting and items designed to encourage insects.

Loyal volunteers at Incredible Edible Community Garden, Staines station, have taken disused land and transformed the space into a thriving, fruitful community focal point and the produce is available for all to enjoy for free.

The sustainability team hosted a biodiversity volunteer week in March, with teams of colleagues visiting stations to enhance and help improve the biodiversity at stations. This included moving a tonne of topsoil into the flowerbeds at Raynes Park, planting eight planters with UK-native flowering plants at Pokesdown, and weeding and tidying the flowerbeds at Havant.

Connecting our Communities

Our CRPs have built upon existing relationships with businesses and other communities on the network, with great results.

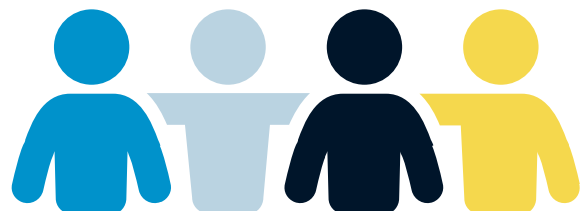
The Salisbury – Exeter Rail Ale Trail, organised by Devon and Cornwall CRP and Blackmore Vale CRP, was launched this year to encourage people to visit local pubs by train across the network.

The first Rail to Trail Walking Festival took place in April, connecting SWR's railway to guided walks around the beautiful surrounding countryside. The walks were developed in partnership with the Hills to Harbour CRP, and, New Forest and Isle of Wight CRP and were a great success with over 100 people taking part.

Several of our CRPs have also continued to work in partnership with local attractions but supporting onward travel from our stations. Purbeck and South Wessex CRP for example collaborated on an informative tourism video to encourage customers to travel to their stations

SWR are also proud to say our station adoption number has also now reached over 105 – which is tremendous. We welcomed to the community rail family this year – New Milton, Fleet, Beaulieu, Pokesdown, Ashvale, Cosham, Southampton Central and Vauxhall plus some new additions to original groups at Christchurch and Woking.

We owe a big thank you to all our CRPs and station adoption groups, for their hard work, dedication, and support for community rail this year and look forward to the year ahead as we start to celebrate Railway 200.





Community Rail Conference

In October, we held our annual Community Rail Conference in Woking attended by over 100 members of our Community Rail family. As well as a host of inspiring speakers we also held our very first Community Awards, and were delighted by the quality and quantity of the nominations. Each category was fiercely contested, and we had some very worthy winners.

Best Art at the Station Award

- Highly Commended – The Arts Society Basingstoke
- Winner – Friends of Honiton Station

Best Photograph Award

- Highly Commended – Berrywood Primary School, Hedge End
- Winner – Broadlea Primary School, Lake

Biodiversity Award

- Highly Commended – Friends of Crewkerne Station
- Winner – Friends of Feniton Station

Sustainability Award

- Highly Commended – Friends of Brockenhurst
- Winner – Friends of Raynes Park

Best Communication and Education Award

- Highly Commended – Suit Yourself
- Winner – Purbeck Community Rail Partnership

Young Person Award

- Highly Commended – Friends of West Byfleet
- Winner – Friends of Hedge End

Outstanding Volunteer Award

- Highly Commended – Thames Ditton Volunteers
- Winner – Derek Beer

Community Engagement Award

- Highly Commended – Linda Stokes
- Winner – Reading Station Family Day.





Working together

Network Rail

Mark Goodall, Route Director Wessex

Hello all, you might notice I'm a new face to the Wessex route. I recently rejoined Network Rail in March 2024, and I'm delighted to be back to where I started out as a management trainee. Returning as the route director for Wessex is a real privilege; together with my team, we manage 1,300 miles of railway including some of the busiest lines in the country and the majority of SWR's network.

My career history includes significant time spent both within Network Rail and the train operator world with Chiltern Railways and CrossCountry. I've been lucky enough to work across resignalling projects, in freight, been the Station Manager of Birmingham New Street as well as the Operations Director of Chiltern Railways and Service Delivery Director of CrossCountry. As Route Director I hope to utilise my experience of both worlds to recognise the very real impact of our actions on passengers and will work in partnership with SWR to drive better and more reliable journeys as we move towards Great British Railways.

At Network Rail, we work in five-year cycles of investment known as Control Periods. March saw the closure of CP6 (2019-2024) and the start of CP7 (2024-2029), so I wanted to share details of the improvements we've delivered during CP6 and what to expect moving forwards, plus some of our other activities and successes. I am hugely appreciative of stakeholder support and understanding (plus challenge where needed) as we deliver our improvements. As much as possible we've continued to utilise our 'blockade' approach, closing the railway for longer periods to get most of the work completed in one 'chunk' and minimising disruption to passengers. This reduces the need for less productive and more extensive weekend closures and is better value for taxpayers. These are no mean feat to make happen, but it's only possible with your collaboration, so thank you.



CP6 Summary

CP6 saw us invest over £2 billion to improve the railway infrastructure across the South West and into London to deliver smoother, more reliable journeys for our customers. During an unprecedented five years, our railway kept essential workers and freight moving during the Covid pandemic, a period that saw us lose 95% of our customers nationally. During this time, we devolved from a centralist structure, to five regional businesses that house 14 routes, of which Wessex is a key part of the wider Southern Region. As a business we faced industrial action, increasingly more extreme weather conditions and the post pandemic adjustment to working from home. Teams across the route have risen to these challenges admirably, keeping services running throughout and during major national events, including the Queen Elizabeth II's Platinum Jubilee, her State Funeral, and the Coronation of The King and Queen.



Major Infrastructure Projects

Feltham to Wokingham Resignalling Project (FWRP) commissioning

In February 2024, with support from SWR, we completed and switched on a £375 million investment to install state of the art signalling between Feltham and Wokingham. The upgrade, which began in 2020, was designed to deliver more reliable journeys between Reading, London and Guildford by replacing the old 1970s signalling equipment with a modern digitalised signalling system. The areas signalling was moved from Feltham and Wokingham signal box to the modern facilities at the Basingstoke Rail Operating Centre where we work closely with SWR to oversee the running of the railway.



Barnes Bridge

The major task for our engineers over the summer of 2024 was a much-needed upgrade to the 129-year-old Barnes Bridge in South West London. Over a 6-day closure, specialist teams worked both on and below the Grade II listed structure as we replaced all 48 wooden blocks, known as wheel timbers that support the railway track.

The new wheel timbers are made of a lighter, more weather resistant composite material that will last 30 years longer than the old type of block, and their better durability means we can be more sustainable maintaining them throughout their 50-year life cycle.

Island Line Closure

September 2024 marked the return of our engineers to the Isle of Wight, where we are currently in the middle of completing a large-scale two-phase programme of works on the Island, continuing a major project that started in October 2022.

Phase one began in early September this year and saw the line being closed in its entirety from Ryde Pier Head to Shanklin for vital maintenance. A month of round the clock works saw teams lay 110m of new track through Ryde Esplanade station, replace the bridge decks at both Park and Rink road bridges, renovate the historic footbridge at Brading and complete bridge repairs at Sandown. Island line services have resumed, with trains running every 30 minutes between Ryde Esplanade and Shanklin.

Phase 2 of the works is well underway as I write this report, with SWR and Network Rail personnel working to repair and preserve the historic Ryde Pier. This is an ongoing project that started in October 2022, as the pier was built in 1880 and after 150 years of harsh environmental conditions, parts of the structure have begun to deteriorate. Specialist engineers are completing both partial replacements and full refurbishments of the metal and timber structure, and the improved pier will open in early May 2025, in time for the holiday season.



Looking forwards - CP7

Over the next five years, we'll be investing £2.87 billion in renewing and maintaining the railway on the Wessex route. This includes £638 million to renew the track and signalling on key parts of the route along with a £152 million investment to renew critical electrification equipment. We will be investing £154 million to improve our station environment for passengers, as well as over £127 million to repair and refurbish bridges, viaducts and other structures across the Wessex route. In addition, we'll spend £158 million on earthworks, preparing and monitoring embankments and cuttings in reaction to increasing levels of rainfall and adverse weather conditions as we deal with the challenges posed by climate change.



Access for All Schemes

The Access for All programme was launched in 2006 as part of the Government's Inclusive Transport Strategy to address issues faced by disabled passengers and those with mobility restraints (such as heavy luggage or pushchairs) at stations. For CP6, Network Rail, SWR and local authorities secured funding for seven stations including Barnes, Isleworth, Motspur Park, Stoneleigh, Teddington, Walton-on-Thames and Wandsworth Town. All of these received investment to build fully accessible footbridges with lifts to ensure step free access for all platforms. Two have already opened to the public, Walton-on-Thames and Isleworth, with Barnes, Motspur Park, Teddington and Stoneleigh due to open over Q2 and Q3 of this financial year.

Honiton Tunnel Landslip

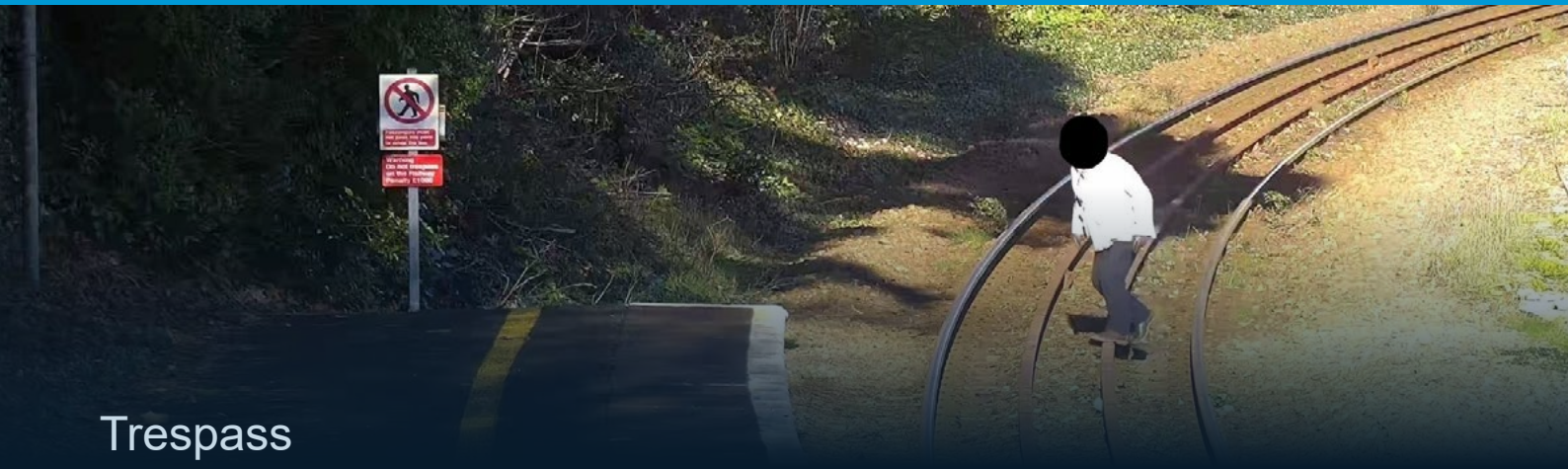
A landslip by Honiton Tunnel on the West of England line in August 2024 was a timely reminder of the climate challenges we face on the railway and highlighted the importance of our work to maintain and monitor our assets along the route.

Our remote monitoring equipment automatically detected movement after a water source saturated the ground above the Honiton Tunnel entrance and caused a muddy mix of rocks and earth to eventually flow down the slope and cover the tracks.

With the line shut to protect passengers, engineers installed 17 one-tonne ballast bags as a temporary barrier against the landslip. However, as the flow of slurry showed no sign of stopping, the decision was made to shut the line over the weekend to install a more permanent solution.

Working all hours, engineers battled muddy conditions and constant rain to install a 2m high protective wall, dug 6m into the earth. The new wall now sits flush with the tunnel, protecting the railway from future landslips in the area.





Trespass

Trespass is one of the largest causes of delays on the railway, in Wessex alone in 2023, 1,206 separate incidents caused over 120,000 delay minutes, which cost the railway approximately £10 million. We've been working closely with SWR to reduce the impact that trespass has and help stop it occurring.

An issue we face when dealing with trespass is sometimes the initial report of a person on the track doesn't contain very much information. This can mean we spend more time dealing with the incident than if we had some key details from the outset. We've introduced EDDY, a catchy acronym to help frontline teams remember what our signallers and incident controllers need to know when taking a report of trespass. By giving our teams the Exact location, Direction of travel, Description of the person and Youth, we can deal with the incident more quickly, helping passengers get on the move again.

As well as introducing measures to reduce the impact of ongoing trespass, I'm delighted to report our new initiative, Rail Safe Wessex officially launched on Monday 23 September at Haslemere station. The programme sees our Community Safety Team and local schools working even closer than before to educate pupils on the dangers associated with the railway and how to behave safely at stations and around our infrastructure. We're recruiting colleagues from Network Rail and SWR into the volunteer roles of school liaison officers, who will support local schools in giving an annual rail safety talk, taking part in rail safety activities and using rail safety as a topic for a class project for their pupils. If they do all of this, schools will get awarded with a plaque to display at the school and a matching one for their local station.

Digital Lineside

Our lineside neighbours are incredibly important and we want to keep them well informed about planned engineering, noisy or disruptive work within the local community. That's why we've launched an innovative new email scheme. Through our 'Digital Notification' programme, more traditional neighbour notification letters will be replaced by emails where possible – helping us get in touch more quickly and in a greener way.

Using the technology our community relations team can keep residents updated about any changes during ongoing work, as well advising on short notice (or emergency) works at a fraction of the cost and delivery time while continuing to issue printed letters for those not yet signed up.



Thank you

I'd like to thank all our stakeholders for your support and engagement. I'm grateful for the warm welcome I've received and I'm looking forward to meeting and working with more of you over the next year.

Working with Partners

Salisbury

Salisbury station is currently the focus for major partnership investment and activity including improvements to the subway and the station forecourt as well as longer term strategic planning.

Forecourt and Fisherton Gateway

Wiltshire Council is investing over £5m in substantial improvements to the station forecourt alongside a complementary scheme to enhance accessibility and the sense of place between the station and the city centre known as Fisherton Gateway. One of the major benefits will be the ability to introduce new bus routes directly into the station, improving onward travel to new destinations. Work is well underway and is expected to complete in early summer 2025.

As part of the scheme, a new temporary station car park at East Goods Yard is being built which will maintain the number of parking spaces at the station until a new deck for the main car park can be constructed. East Goods Yard is expected to open in March 2025.

Station Subway

It was recognised at an early stage of planning for the forecourt that the subway connecting the platforms and the station entrance needed to be improved to complement other works at the station including waiting rooms and general station painting. Years of water seepage and general wear and tear had made it an unattractive space as an introduction to Salisbury. It was particularly a poor experience for those with visual impairments.

Various partners including Three Rivers CRP, English Heritage, Railway Heritage Trust, Salisbury Cathedral and Salisbury City Council and Network Rail have worked with SWR on a £100,000 scheme to brighten up the subway and improve both accessibility and signage as well as promoting what Salisbury and the surrounding area has to offer.



Opening ceremony for Salisbury subway scheme
The project included:

- Specialist cleaning of historic tiles which also helped to better reflect the lighting
- New anti-slip floor surface in brighter colour
- Repainting of handrails in black for improved visual contrast
- Repair and repainting of concrete plinths
- New vinyls showcasing the local attractions and historic images of Salisbury
- Enhanced signing

Salisbury Area Strategic Study

Salisbury is a critical focal point for the railway and particularly the West of England line including its train depot. SWR, Network Rail and local stakeholders are working together to develop a long term strategic plan to help make the case for and guide future investment that coordinates planned renewals, such as signalling with the planned replacement of the West of England and GWR diesel rolling stock, future growth in passenger and freight services, track maintenance facilities and the future vision for the station itself including access needs.



Dorset Schemes

There is a lot of partnership work taking place at Dorset stations including:

- **Dorchester South:** Purbeck Community Rail Partnership and the station adoption group are working with us to add murals, artwork an e-bike 'parklet', improved digital information and new planting to complement the mid-tier accessibility scheme currently on site.
- **New e-bike bays** at Dorchester South and Weymouth as part of Dorset Council's new scheme in that area
- Improved bus interchange information at **Wool** with support from Purbeck CRP and the station adoption group
- New landscaping at **Wareham** with Purbeck CRP, Network Rail and the station adoption group



Dorchester South accessibility scheme works in progress

Strategic Studies and Local Plans

Considerable work is being undertaken with Network Rail and local partners to develop plans and business cases for longer term investment including:

- Strategic business cases for: Devon Metro, Yeovil – Salisbury, Dorset Strategic Study / Dorset Metro
- Strategic Station Plans: Bournemouth and Dorchester stations
- Developing rail's role in Sub National Transport Body regional priorities for investment
- Local Plans: developing infrastructure plans to support future housing and employment growth
- LTP4: working with councils to develop local integrated transport strategies
- Integrated bus links – we are working with councils and bus companies to strengthen and promote bus connections to and from stations

Southampton Central station forecourt scheme

In partnership with Southampton City Council, DfT and Network Rail, a significant investment of £5.5m has been made in enhancing this key flagship station in Hampshire, with £1.3m contributed by SWR. The delivery of this scheme has enabled:

- Improved integration between rail, bus, cycle and pedestrian users
- Enhanced bus links, clearer onward information, enhanced forecourt passenger facilities
- New real-time information screens displaying all different modes of onward travel
- New cruise ship waiting facility for customers wishing to access the port or other areas of the city
- Upgraded pedestrian link to and from the station
- Boosted transport connectivity by improving access to the station, increase bus capacity and deliver a modal shift towards sustainable travel



New Level Access route at Totton station

We have worked in partnership with Hampshire County Council, DfT accessibility team, Network Rail, Associated British Ports (ABP), the Nursery and New Forest District Council to deliver an accessible level route from the Bournemouth bound platform to a key area in Totton.

This new accessible route was constructed on an old railway line with the final link to the platform built on land previously owned by the Nursey. This partnership approach has delivered a scheme that allows our customers in the Totton area to travel as independently as possible. We have received feedback from customers and Southampton F.C. fans travelling on match days, that the new level access has made a big difference not only to those with reduced mobility, but also parents with baby buggies and small children.



Alton station forecourt

This project was led by East Hampshire District Council, working in partnership with a range of stakeholders including Alton Town Council, Hampshire County Council, Network Rail and South Western Railway under the Customer & Communities Improvement Fund.

Alton Railway Station is a key gateway into Alton town and prior to the redevelopment of the station car park and forecourt, there were a number of challenges in terms of its layout which did not provide a positive or welcoming gateway to the town for visitors or residents.

The improvement work included reconfiguration of the station forecourt access and egress as well as to the car parking, taxi bays and bus stop. Additionally lighting improvements and relocation of CCTV, plus additional safety improvements to the forecourt.

South Western
 Railway