



Department
for Transport

From the Secretary of State
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Dear Colleague,

South Western Railway Performance

I want to update you on the steps that are being taken on South Western Railway (SWR) to improve performance. I have been very disappointed with the performance of SWR over recent months, and I know many of you have also been frustrated by the issues passengers have experienced.

Whilst it is important to recognise that a significant proportion of the delays on SWR routes are attributed to Network Rail and that we have seen some good progress in performance in recent weeks, overall performance has simply not been good enough and I am determined that we see a long term, sustained performance improvement across this route.

That is why I have commissioned an independent review of SWR and NR, to ensure all possible steps are being taken to improve performance and the passenger experience. The review will be independently chaired by Sir Michael Holden, who has over 40 years' experience in railway operations and will be completed in summer 2018.

You will be interested to know that the new SWR Franchise Agreement has provisions that incentivise SWR to improve their own performance, and to work jointly with Network Rail. Where performance falls below expected levels, SWR are required to invest additional sums into initiatives to address the causes of the poor performance.

As a result, SWR have committed to investing around £5 million in performance improvement initiatives in 2018/19 and I will be closely monitoring progress.

Rt Hon Chris Grayling MP
SECRETARY OF STATE FOR TRANSPORT