

Marcus Clements  
Head of Consumer Policy  
Directorate of Railway Markets & Economics

28 November 2018

Alan Penlington  
Customer Experience Director  
South Western Railway

Dear Alan

**South Western Railway – high passenger impact incident on 19 November 2018**

As part of our monitoring of the provision of information to passengers we routinely review incidents on the network that have a high passenger impact. The incident on Monday 19 November when engineering work overran in the Wimbledon area is in this category.

Whilst such high impact events occur relatively rarely, it is important that when they do they are reviewed and any lessons are learnt. Industry action PIDD-31 makes provision for routine reviews of CSL2 incidents focussed on customer impact and this is a commitment that South Western Railway (SWR) makes in its PIDD local plan<sup>1</sup>.

For incidents that are rapidly evolving, paragraph 25 of our regulatory guidance<sup>2</sup> makes it clear that the need to provide perfect information should not prevent train services being provided.

**Therefore, I shall be grateful if you will provide to ORR the results of the review that SWR has carried out about this incident, showing its conclusions and learning points for the future.** We are particularly interested in the impact on your passengers, including those travelling through London Waterloo, and how you plan to improve their experience in future as a result. We would also like to understand how the learning points from this and other reviews are tracked by your Customer Experience Improvement

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<sup>1</sup> PIDD local plan, October 2018 published on the SWR website at:

<https://www.southwesternrailway.com/~media/files/other/about-us/pidd/swr-pidd-local-plan.pdf>

<sup>2</sup> [http://orr.gov.uk/\\_data/assets/pdf\\_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf](http://orr.gov.uk/_data/assets/pdf_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf)

Group, including how lessons learnt are acted upon and have oversight from senior managers.

We note your advice to passengers was to not travel. **Therefore, I shall be grateful if you will set out arrangements for refunds.** In particular, how you advised passengers of their rights for an abandoned journey refund under the National Rail Conditions of Travel, and how this applies to your season ticket holders who followed your advice and did not travel.

### **Next steps**

I shall be grateful if you will provide me with your response by **Tuesday 11 December 2018.**

Please note that this letter and any non-confidential reply will be published on our website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Clements', written in a cursive style.

**Marcus Clements**

CC. Andy Mellors