



Andy Thomas,
route managing director,
Wessex

I am delighted to present the Wessex route's summary Control Period 6 (CP6) Strategic Business Plan for 2019-2024.

We run one of the busiest parts of Britain's railway, with 212 million passenger journeys across our network every year. Waterloo station is the busiest in the country with around 330,000 passengers a day – equal to four full capacity crowds at the Twickenham stadium.

Our purpose is to connect people, businesses and communities, to support economic growth for all. I firmly believe it is only when we put passengers and freight at the heart of our operations, will we ensure our customers safely get to where they want to go on time, whilst keeping them informed and minimising service impacts during any potential disruption.

Passengers will look forward to seeing the benefits of new trains and additional services. The emphasis on maintaining and improving the reliability of existing services is welcome – this is a key passenger priority for improvement.

South Western Railway and Network Rail must continue to work together to put passengers' needs and experience at the heart of the railway.

Catherine Folca
stakeholder manager for Transport Focus

To deliver our purpose over CP6, and meet our strategic business plan commitments, we have been awarded more than £2bn of funding - this is 20 per cent more than we were awarded in Control Period 5 - which will be invested across the region. This is really good news, as in setting our business plan we engaged with our stakeholders, and the wider industry, to ensure we achieved the best possible outcome for all.

This funding will support the operations, maintenance and renewals needed to operate our existing infrastructure – such as stations, tracks, bridges and signalling equipment.



Service improvements from enhancement projects will be funded and delivered separately on a rolling basis with the Department for Transport and third-party investors. This can include anything from a new lift at a station to improve access, through to a major capacity enhancement to make room for more trains on our tracks. This additional investment in the railway will bring further economic benefits across the region.

I am proud to be leading a professional team of more than 1,800 people, working 24/7 across the route, delivering value for money services for our communities, passengers and freight services. We will be doing all this jointly with our train and freight operating companies, particularly South Western Railway, to ensure we maintain focus on the right outcomes for our customers.

Working closely with our customers, with the support of stakeholders and the dedication of our people, I am confident our plan sets out a course of action that will put passengers and freight users first and improve train services as quickly as possible.

By working closely with our colleagues at Network Rail, I am positive that we will see real and lasting improvements for our customers in CP6.

We have already established a Joint Performance Improvement Centre at Waterloo which acts as the focal point to address emerging issues relating to service punctuality.

We are also investing £1.2bn over the course of our franchise to increase capacity, improve our services and enhance the customer experience with new trains and better station facilities.

With the forthcoming introduction of the May 2019 timetable, there will be more than 300 extra services a week across our network. These extra services will help improve connectivity between the communities we serve and provide more capacity on an already very busy route. By the end of the year, we expect to have started the introduction of our new, state of the art Class 701 Aventras.

We will continue to work with Network Rail throughout CP6 to deliver the better services which our customers deserve.

Andy Mellors

managing director for South Western Railway

Our work in CP6 and passenger benefits

In collaboration with our train and freight operating companies we will be working hard over the next five years to provide a more reliable and safer railway, which is easier to access, with more space for our passengers.

Our work will include significant resignalling, at Feltham in west London, and Farncombe to Petersfield in Surrey and Hampshire, replacing outdated infrastructure with the latest technology. This will help improve reliability of our infrastructure in these areas and means signalling teams can for the first time be co-located at our state-of-the-art Railway Operating Centre in Basingstoke. This will help make us more efficient in running the railway, including providing better live passenger information.

We will be replacing more than 200 miles of old train tracks, twice the distance between Waterloo and Bournemouth stations, and 292 sets of points across the route. This will improve track quality and allow us to remove more temporary speed restrictions, helping more passengers reach their destination on time. We will be laying almost 20 miles of new power cables and replacing old conductor rail, which carries the electrical current. This will help us carry more electricity used to power trains and reduce the risk of power failures. New remote monitoring

Our route at a glance



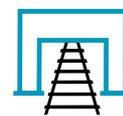
212m

passenger journeys across the route each year



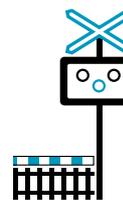
200

stations across the route



1,983

bridges



323

level crossings



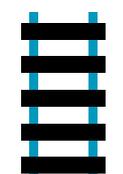
1,800

employees



2,000

passenger and freight services every day



1,300

miles of track on the route

will also mean we will be able to spot developing electrical faults and intervene before they fail.

Improvements to our structures includes re-glazing Waterloo station's victorian roof to provide a brighter station environment. Passengers will also benefit from a new destination shopping centre, set to open under the former Waterloo International Terminal in 2020. We will be repairing historic Ryde Pier on the Isle of Wight, a crucial piece of economic infrastructure, which links ferry services from the mainland to rail services on the island. In Woking we will be collaborating with Woking Borough Council to strengthen and widen Victoria railway bridge, allowing the local authority to make the road below a dual carriageway, and include a cycle and walkway either side. And in Dorset we will be replacing two old bridges in Yetminster, with modern, more reliable structures suitable for a modern railway.

From track engineers through to maintenance teams, we will be investing in extra posts, creating new and larger teams to help us better maintain the railway, monitor our infrastructure and respond to incidents. We will also have the opportunity to invest in the latest technology to help us carry out more remote 'intelligent' monitoring of our infrastructure. Our CP6 settlement will also see us invest an extra £2 million a year to manage lineside vegetation, reducing delays in autumn and making the railway safer.

Our work to improve safety includes reducing the gap between the train and curved platforms at Clapham Junction and Guildford stations. We will also be closing 14 high risk level crossings and replacing nine half barrier crossings with full barriers across the route. While improving safety on the railway, this will help us remove more speed restrictions on the line. Our earthworks at Crewkerne in Somerset, and Gillingham and Honiton in Dorset to strengthen cuttings on the side of the railway will also reduce the chance of landslips onto our tracks.

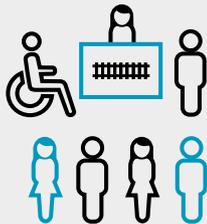
There are several packages of wider enhancement work, which are yet to be funded, but we hope to begin in CP6. These enhancements will provide more space on our network, relieve congestion at key points during peak times and improve accessibility at our stations. We hope that this will not only improve the reliability of our services but also create a more comfortable passenger experience for the people who use our network. Thanks to third party funding, ongoing work expected to be completed in CP6 includes the rebuilding of Guildford and Twickenham stations and the opening of a new Reading Green Park station, creating more space for passengers.

Stakeholders

We worked closely with our stakeholders, including train and freight operating companies, local communities, passenger groups, politicians and business groups in defining our priorities for CP6 to make sure we understood their needs, and that our objectives were aligned. This included running a series of stakeholder workshops before drafting our CP6 plans. The themes raised by the majority of our stakeholders were:

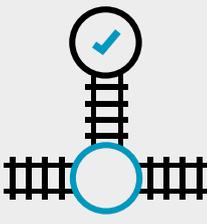
Stakeholders we engaged with

Train operating companies
<ul style="list-style-type: none"> • South Western Railway • The Island Line • Cross Country • Great Western Railway (GWR) • Govia Thameslink Railway (GTR) • London Overground • London Underground
Freight operating companies
<ul style="list-style-type: none"> • DB Cargo • Freightliner Group • GB Railfreight
Local Authorities
Rail Delivery Group
Advisory Bodies



Better consultation in possession planning

- Value for money possession options through sharing cost information.
- Early engagement.
- Alignment with other routes during disruptive possessions.
- Fewer late notice changes with better possession planning.



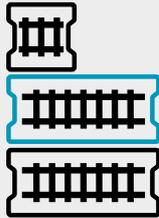
Growth

- Opportunity to capture more revenue as Sunday passenger numbers rise.
- Overall journey time improvements, which are key for long distance operators.
- W10 freight diversionary route to allow works on Reading to Basingstoke (BKE).
- Three trains per hour on the North Downs line (from 2 tph).



Better asset reliability

- Smoother and quicker journeys with better track quality and the removal of Temporary Speed Restrictions (TSRs).
- Increased capacity and reliability by delivering Feltham and Farncombe to Petersfield re-signalling schemes.
- Reduced Delays Per Incident (DPI).



Freight

- Reduce journey times from Southampton to Reading.
- Increase East/West services for the growing aggregate market.
- Reduce derailments through effective maintenance and renewals plans for sidings and yards.
- Review and establish the value of removing Heavy Axle Weight, Restrictions where applied on track / structural assets.
- Better TSR/PSR management and removal plans.

Our people

We want to attract, develop and retain great people on Wessex. We also want to create an environment that will allow everybody to reach their full potential and support Network Rail's commitment to creating a more diverse and inclusive railway. With this in mind we have ring fenced £6 million to help improve facilities for our frontline staff, including making sure we have toilets and changing rooms at our delivery units for all staff. In addition, our cadre of almost 100 Wessex diversity champions are continuing to help drive the right behaviours across the route to help us all become more inclusive. We are also building on our work training a team of Wessex Science Technology Engineering Mathematics (STEM) Ambassadors who will be visiting schools across our route, encouraging young people into STEM subjects and a future career in the railway.

An exciting future

It is an exciting time for Network Rail and the Wessex route. In February we announced changes to the way we are structured, to put us in the best position to deliver our CP6 commitments. This includes the creation of a new Southern region, supported by four routes – Wessex, Sussex, Kent and NR High Speed. These changes will enable more local decision making, improve responsiveness and relationships with our regional stakeholders, and will help us put more focus on improving train performance and putting passengers and our customers first. As these changes bed in, the Southern region will publish an updated strategic plan and associated settlement, laying out how we will continue to work to deliver a safe, reliable railway we can be proud of.

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Wessex