

# South Western Railways update

I have received this update from the Secretary of State for Transport:

Dear John

## **South Western Railways update**

I would like to provide you and your constituents with an update following the reckless strikes which affected thousands of South Western Railway journeys throughout December.

Due to the unprecedented level of strike action by members of the RMT union, and the wholly unnecessary impact this had on passengers, I am pleased to say this Government has worked with South Western Railway to secure compensation arrangements.

The compensation package offers up to five day's worth of travel to season ticket holders and daily ticket holders who travelled frequently during the strike. Season ticket holders whose station received no train service or bus replacement will receive the full cost of travel for the days in which they had a valid ticket during the period of the strike.

The compensation scheme will run in two phases: the first phase targets SWR season ticket holders who will be contacted directly to arrange compensation, and the second phase is for customers for whom SWR doesn't hold details, including weekly season ticket holders, who will need to apply for compensation. SWR will notify customers when each phase opens and further details can be found here:

[www.southwesternrailway.com/december-2019-strike-compensation](http://www.southwesternrailway.com/december-2019-strike-compensation).

This compensation is above the standard Delay Repay scheme which entitles holders of any ticket type – including passengers who travel less frequently – to claim compensation for delays of 15 minutes or more, whatever the cause of the delay. The Department continues to encourage passengers to also claim using Delay Repay.

I hope this update provides some relief to your constituents who were affected by the senseless strikes on South Western Railway. This Government remains committed to protect commuters from unreasonable strike action in the future and are introducing new laws to address this. I will also shortly be bringing forward reforms to the railway to ensure the whole industry is focused on delivering what passengers want: reliable trains that run on time.

Yours ever,

Rt Hon Grant Shapps MP

SECRETARY OF STATE FOR TRANSPORT