

Southeastern Continuation Review – Factsheet

The Integrated Kent Franchise Agreement operated by Southeastern includes performance Benchmarks for:

Cancellations¹ – number of trains that don't run;

Train delay minutes ('Service Delivery') – delays to individual trains; and

Capacity - train services with less passenger capacity than planned for that service (short-formation).

The Benchmarks for Southeastern were set when the franchise was awarded in November 2005 by the previous Government. The Service Delivery benchmark is recalibrated at each timetable change to reflect changes in the train mileage being operated. If Southeastern exceed any one of these benchmarks then the procedures laid out in the Franchise Agreement will be followed.

Performance against each Benchmark is monitored to identify the cancellations, delays and short-formed services for which Southeastern itself is responsible. Cancellations and delays for which Network Rail is responsible are not included. Network Rail's performance is regulated by the Office of Rail Regulation.

The Target Benchmark levels are the relevant criteria in relation to the Continuation Review. Southeastern's Target Benchmarks and actual results during the Continuation Review period are itemised in table A below.

Table A
Continuation Review Schedule 7.1 Benchmark Summary

Rail Industry period ending	Cancellations			Capacity			'Service Delivery'		
	Target (%)	Actual (%)	Result	Target (%)	Actual (%)	Result	Target minutes	Actual minutes	Result
09-01-10	0.87	0.68	Pass	1.30	0.40	Pass	44980	23252	Pass
06-02-10	0.87	0.69	Pass	1.30	0.38	Pass	44980	24467	Pass
06-03-10	0.87	0.68	Pass	1.30	0.35	Pass	44980	24938	Pass
31-03-10	0.87	0.69	Pass	1.30	0.34	Pass	44980	25037	Pass
01-05-10	0.87	0.70	Pass	1.30	0.33	Pass	44980	25329	Pass
29-05-10	0.87	0.72	Pass	1.30	0.33	Pass	45020	25808	Pass
26-06-10	0.87	0.74	Pass	1.30	0.33	Pass	45020	25805	Pass
24-07-10	0.87	0.74	Pass	1.30	0.33	Pass	45020	25843	Pass
21-08-10	0.87	0.76	Pass	1.30	0.33	Pass	45020	26057	Pass
18-09-10	0.87	0.77	Pass	1.30	0.33	Pass	45020	26599	Pass
16-10-10	0.87	0.79	Pass	1.30	0.33	Pass	45020	27069	Pass
13-11-10	0.87	0.80	Pass	1.30	0.33	Pass	45020	28399	Pass
11-12-10	0.87	0.86	Pass	1.30	0.35	Pass	45020	29432	Pass

¹Where Capitals have been used within sentences these relate to defined terms in the Integrated Kent Franchise that can be count on the Department for Transport's website at the following link
<http://www.dft.gov.uk/pgr/rail/passenger/publicregister/current/lser/lsernational.pdf>

Cancellations and Capacity Targets and actual results are expressed as a percentage of the total number of trains scheduled in the timetable. The 'Service Delivery' target and actual results are shown as the average number of delay minutes. Performance against the Target Benchmarks is measured as a moving annual average of the previous 13 rail industry periods ending on the date shown.

Short-term spells of exceptionally bad – or good - performance are absorbed into this longer term average. This means that the 'rolling-year' result at the end of any period will not necessarily match the events within that particular period. Because the 13 periods will usually include some extremes of good and bad performance, the measure has the effect of smoothing out the peaks and troughs which arise from time to time.

To give some context to the percentage Targets and actual results - Southeastern currently operate circa 1,900² trains on a weekday. This means, as an approximate guide, on average no more than 6 to 7 services per day were short-formed and no more than 15 or 16 services per day were cancelled during the review period.

In addition, because the measures described above relate only to cancellations and delay minutes for which Southeastern is responsible (not those for which Network Rail is responsible), and relate to the Southeastern network as a whole, the performance described will not necessarily match the experience of individual passengers. For example, Network Rail is responsible for preventing and mitigating:

- the effects of weather on the rail infrastructure;
- events which originate externally to the railway but which affect train running; and
- the reliability of the track and signalling.

The measures assessed in the continuation review and shown in the table above were precisely targeted to incentivise Southeastern to address the causes of poor performance which are under its own control or influence. Improvement, Breach and Default Benchmarks apply and are monitored throughout the life of the Franchise Agreement to ensure the same incentives apply.

Aside from the Continuation Review process and through a separate contractual negotiation, the Department for Transport has secured an undertaking from Southeastern to introduce a new "Delay Repay" compensation scheme for passengers. This scheme would provide more generous real-time response for passengers who have experienced disruption. A consultation will now take place. If it receives a positive response, Southeastern intend to implement the scheme from 1 July 2011.

² Actual number of trains vary each day depending on planned engineering works to the network