

**RAIL PUBLIC REGISTER COPY
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- (1) The Secretary of State for Transport
- (2) MTR First South Western Railway

South Western Railway

**Business Plan Commitments
1 April 2024 – 31 March 2025
(agreed 23 May 2024)**

Contents

- 1. Leadership, Management & Resource Plan.....3
 - 1.1 Business Plan Commitments3
- 2. People Plan5
 - 2.1 Business Plan Commitments5
- 3. Collaboration Plan6
 - 3.1 Business Plan Commitments6
- 4. Train Service Operations (TSO) Plan.....6
 - 4.1 Business Plan Commitments6
- 5. Customer & Communities Plan7
 - 5.1 Business Plan Commitments7
- 6. Revenue Plan8
 - 6.1 Business Plan Commitments8
- 7. Environmental Sustainability Plan9
 - 7.1 Business Plan Commitments9
- 8. Accessibility Plan10
 - 8.1 Business Plan Commitments10

1. Leadership, Management & Resource Plan

1.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
30/03/25	Ensure Open Data Champion attends consultative meetings such as the Open Data Champion Forum, provides advice and guidance to DfT on any barriers or challenges to open data (including information held or owned by third party companies, including IP ownership) and proactively identifies solutions to overcome such challenges.	LS001
[REDACTED]	The Operator shall by no later than [REDACTED] deliver CCTV in 2024/25 as part of the 3-year CCTV renewal programme via the agreed contract or any subsequent contract and update the SoS quarterly on progress against contractual milestones and financial outlay.	LS002
31/03/25	The Operator shall conduct an annual staff survey and share a written summary of the results with SoS.	LS003
[REDACTED]	The Operator shall update the Department with a written update on progress against their Safeguarding Strategy by no later than [REDACTED] including: <ul style="list-style-type: none"> • Numbers of safeguarding incidents being reported through Operator systems; • Numbers of safeguarding incidents being reported to the British Transport Police and resulting in a police Safeguarding and Vulnerability Report; • Numbers of new starters undergoing a basic DBS check (or higher if required for the role); • Numbers of public facing staff trained in safeguarding; and • Numbers of Safeguarding Champions within the organisation. 	LS004
[REDACTED]	The Operator shall provide a written update to the Department on progress against their Suicide Prevention Plan by no later than [REDACTED].	LS005
[REDACTED]	The Operator shall, by no later than [REDACTED] make available to the Secretary of State a Rail Data Marketplace open data publication pipeline, setting out specific and timed plans to publish open datasets.	LS006
[REDACTED]	From [REDACTED] the Operator shall publish free of charge as a minimal viable product, on the Rail Data Marketplace, the planned seating capacity and formation data (where possible and applicable differentiated between standard class, first class, and standard premium) as outlined in the long-term plan, ahead of each timetable change:	LS007

Delivery Date	Proposed Business Plan Commitment	BPC Ref
	<ul style="list-style-type: none"> • per train • per station stop • per day of week and the Operator shall grant the Secretary of State access at all times to the Rail Data Marketplace.	
[REDACTED]	From [REDACTED] the Operator shall publish on the Rail Data Marketplace, at least once following each Passenger Change Date, the representative rolling average of the number of passengers (where possible differentiated between standard class and first class) on each train service using a minimum of four (4) Automatic Passenger Counts (APC) or manual (e.g. guard) counts, wherever such data is available and for each train service in the current timetable period: <ul style="list-style-type: none"> • per train • per station stop • per day of week and the Operator shall publish this data free of charge and at all times, on the Rail Data Marketplace.	LS008
[REDACTED]	<p>Body Worn Cameras</p> The Operator will complete the roll out of Body Worn Video (BWV) equipment and training of all RO grades by [REDACTED].	LS009

2. People Plan

2.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
[REDACTED]	<p>Armed Forces Covenant The Operator will work toward delivering the Gold Award under the defense employer recognition scheme by [REDACTED].</p>	PP001
[REDACTED]	<p>Apprenticeships The Operator will produce an Apprenticeships Strategy by [REDACTED] and share with the SoS for approval.</p>	PP002
30/04/2024	<p>Apprenticeship Service Digital Account a. The Operator shall use the government “Apprenticeship Service” which is accessed online at gov.uk and create a digital account (“Apprenticeship Service Digital Account”) (set up via Sign in to your apprenticeship service account - GOV.UK (www.gov.uk)) by no later than 30 April 2024. b. The Operator shall, throughout the Business Plan Year, use all reasonable endeavours to utilise the entirety of the funds allocated to the Operator within the Apprenticeship Service Digital Account to support the continued training of the Operator’s apprentices.</p>	PP003
[REDACTED]	<p>Occupational Training The Operator shall by no later than [REDACTED] register with Routes into Rail and provide opportunities for young people to join the rail industry and receive on the job training.</p>	PP004
[REDACTED]	<p>D&I Strategy a. By no later than [REDACTED] the Operator shall update their D&I Strategy to include a commentary on how the Operator will work towards recruiting apprentices from its existing workforce and new recruits from veterans, ethnic minorities, women, and other underrepresented groups. b. The Operator shall report on its performance in relation to the recruitment of apprentices as part of its D&I Annual Report.</p>	PP005

3. Collaboration Plan

3.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
31/03/25	<p>The Operator shall, during the Business Plan Year commencing on 1 April 2024, collaborate with the Secretary of State and Network Rail in planning for the migration of the network to ETCS Level 2 as part of the Digital Signalling Portfolio. This may encompass various activities, such as:</p> <ul style="list-style-type: none"> the establishment of a cross Train Operator stakeholder group that will convene every two months; supporting individual Train Operator sessions as required by the Secretary of State and the Digital Signalling Portfolio team to develop individual operator plans for migration to ETCS; and Supporting and contributing as required to wider industry initiative relating to ETCS considering, for example, approaches to procurement for onboard fitment, driver training and business change and the trackside. 	CO001

4. Train Service Operations (TSO) Plan

4.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
31/03/25	Subject to funding being made available in 24/25, the Operator will develop the GRIP 3 proposals for maintenance depot capacity enhancement for the Desiro fleet to GRIP 4 (Detailed Design).	TS001
[REDACTED]	The Operator will deliver a plan for operational use of Assisted Breaking and Door Opening (ABDO) by [REDACTED] for consideration in the ABP process for [REDACTED].	TS002
[REDACTED]	[REDACTED]	TS003

5. Customer & Communities Plan

5.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
[REDACTED]	Commitment to develop and maintain a pipeline of potential station improvement schemes for consideration as part of future annual Business Planning rounds (and potentially in-year if the affordability position allows. This pipeline should be shaped by customer and community engagement and revised by [REDACTED].	CC001
[REDACTED]	The Parties acknowledge that the amount of [REDACTED] has been allocated to CCI within the Cost Budget for the Business Plan Year commencing 1st April 2024 (the “CCI Amount”) to be split between CCIF and SIF, such split to be advised to the Secretary of State during [REDACTED].	CC002
[REDACTED]	<p>The Operator shall by no later than [REDACTED] produce, issue to the Secretary of State for comment, and thereafter once agreed, publish a social value report in such readily accessible formats as the Secretary of State may require (including in booklet or other similar hard copy formats, in electronic formats (such as on the Operator’s website, through social media channels and by email)), which shall include:</p> <p>(a) an overview of the progress the Operator has made in delivering a positive social impact; and</p> <p>(b) future projects, aims and measures which the Operator intends to develop and implement with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided, (the “Social Value Report”).</p> <p>The Operator shall:</p> <p>(a) utilise the RSSB’s Rail Social Value Tool in developing the Social Value Report to monitor and measure the social value of its projects and day to day operations; and</p> <p>(b) produce the Social Value Report in line with the Secretary of State’s and RSSB’s relevant guidance and requirements as they may be updated from time to time.</p>	CC003
[REDACTED]	The Operator shall:	CC004

Delivery Date	Proposed Business Plan Commitment	BPC Ref
	by no later than [REDACTED], produce and issue to the Secretary of State the details of projects, aims and measures which the Operator shall implement within the Business Plan Year, with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided; and by no later than [REDACTED] publish a social value report utilising the RSSB Rail Social Value Tool, which shall include: i. an overview of the progress the Operator has made in delivering the projects detailed under limb (a) above; and ii. detail of future projects and aims and measures which the Operator shall develop and implement within the next Business Plan Year with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided.	
[REDACTED]	The Operator shall deliver a programme of planned station improvements by [REDACTED] up to a value of [REDACTED] subject to the CCI fund split being confirmed in [REDACTED].	CC005
[REDACTED]	The Operator will provide a written update on progress against the Station Social and Commercial Development Plan (SSCDP) by [REDACTED].	CC006

6. Revenue Plan

6.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
[REDACTED]	Within [REDACTED] of date from which the entire new ARTERIO fleet (60 x 10-car and 15 x 5-car units) has entered passenger service, implement the ARTERIO poster frames initiative and the ARTERIO digital screens initiative as set out in the Ancillary Revenue Implementation Plan, and each individual unit meets the requirements within 3 months of entering service.	RE08 a)
[REDACTED]	The Operator shall provide a written update the Department and provide an update on progress against their Revenue Protection Strategy by no later than [REDACTED].	RE001

7. Environmental Sustainability Plan

7.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
31/01/2025	The Operator shall publish a report which summarises noise complaints made during the previous 12 months, actions taken to address these and the steps it has taken to comply with the approach it set out in its noise strategy, including in relation to the implementation of its strategy, action plans and noise related measures, following RSSB published guidance.	ES001
31/03/2025	Subject to funding being available, the Operator shall continue to deliver the strategy and long-term pathway towards total decarbonisation by 2040 of both traction and non-traction carbon, in line with Sustainability Strategy commitments and SWR Science Based Targets.	ES002
[REDACTED]	The Operator shall continue to work collaboratively with RSSB to establish and monitor baseline air quality data at stations through the Air Quality Monitoring Network; agree priorities and potential mitigations; and subject to funding develop and implement air quality improvements plans aligned to agreed industry-wide approach and/or policy by [REDACTED].	ES003
[REDACTED]	The Operator will develop, and subject to funding, deliver biodiversity interventions at least 5 locations in collaboration with Network Rail’s Biodiversity Action Plan by [REDACTED] to support the roadmap for achieving biodiversity positive by 2030.	ES004
31/03/25	The Operator will continue to work with industry partners to investigate opportunities to reduce diesel emissions from the 15X fleet.	ES005
[REDACTED]	<p>Seamless Journeys By [REDACTED]: “The Operator shall provide a report to the Secretary of State demonstrating how they have engaged, developed plans and implemented actions in improving Seamless Journeys (across bus, taxi, cycle, scooter and foot integration), including proposals for the Secretary of States consideration, which includes:</p> <ul style="list-style-type: none"> i. engaging with shared transport operators (including bike and car sharing schemes) and any planned or built mobility hubs local to managed stations; ii. creating designated spaces for the pick up and drop off of shared vehicles in managed car parks and on managed land; and 	ES006

Delivery Date	Proposed Business Plan Commitment	BPC Ref
	creating designated spaces for any additional supporting facilities in managed car parks or on managed land.	

8. Accessibility Plan

8.1 Business Plan Commitments

Delivery Date	Proposed Business Plan Commitment	BPC Ref
[REDACTED]	The Operator shall, by no later than [REDACTED], embed improvements to accessibility audit data into their customer facing channels, including the Station Information pages on their website, National Rail enquiries, as well as within passenger assist channels for both customers and staff.	AC001
31/03/25	The Operator shall, complete Minor Works in accordance with paragraph 2 of Chapter 5.3 (Accessibility and Inclusivity) including in accordance with the Code of Practice. The Operator shall not less than quarterly, report on actions in relation to the delivery of Minor Works. The Operator shall, in carrying out its obligations under this paragraph, incur a maximum spend which does not exceed [REDACTED].	AC002
31/03/25	The Operator will continue to operate a quarterly Accessibility & Inclusion Forum and Accessibility Mystery Shopping Programme	AC003
[REDACTED]	The Operator will achieve Operator status in the Inclusive Transport Leaders Scheme by [REDACTED].	AC004
[REDACTED]	The Operator will use best endeavours to achieve Inclusive Transport Leaders accreditation of “Leader” status by [REDACTED] subject to the scheme remaining open for applications.	AC005