



DEBATE PACK

Number CDP 2016-0050, 24 February 2016

Reliability of Southeastern train services

Summary

This debate will take place between 9.30 and 11.00 am on 2 March in Westminster Hall. The Member who secured the debate is Clive Efford MP (Lab., Eltham).

Relevant PQs and Parliamentary debates on Southeastern can be [found here](#).

The House of Commons Library prepares a briefing in hard copy and/or online for most non-legislative debates in the Chamber and Westminster Hall other than half-hour debates. Debate Packs are produced quickly after the announcement of parliamentary business. They are intended to provide a summary or overview of the issue being debated and identify relevant briefings and useful documents, including press and parliamentary material. More detailed briefing can be prepared for Members on request to the Library.

Louise Butcher,
Transport Policy Specialist

Contents

| | |
|--|----------|
| 1. Southeastern franchise | 3 |
| 1.1 Basic information | 3 |
| 1.2 Direct Award | 3 |
| 1.3 Devolution to TfL | 4 |
| 2. Performance | 5 |
| 2.1 Public performance measure (PPM) | 5 |
| 2.2 Right-time performance | 5 |
| 2.3 Cancellation and significant lateness (CaSL) | 5 |
| 2.4 Delay split | 6 |
| 3. Customer views | 7 |
| 3.1 Passenger satisfaction | 7 |
| 3.2 Complaints | 7 |
| 4. Compensation | 8 |
| 5. Recent Parliamentary information | 9 |

1. Southeastern franchise

1.1 Basic information

[Southeastern](#) is the operating name of London & South Eastern Railway Limited, owned by Govia – a joint venture between Go-Ahead Group plc and Keolis (the latter majority-owned by the French state rail operator SNCF). The franchise began in April 2006 and was due to end in October 2014, but the Government made a Direct Award to the incumbent operator to continue running the service until June 2018.

In 2014/15 Southeastern received £32.5 million in subsidy equating to a subsidy of 0.7 pppkm (pence per passenger km); in 2005 the total subsidy over the duration of the franchise was estimated to be £585 million.¹

The National Franchise Terms that apply to this franchise, the Franchise Agreement and associated ancillary documents are available on the [Gov.uk website](#).

1.2 Direct Award

The 44-month Direct Award is intended to deliver:

- 95,000 extra seats across the network, including 1,000 extra daily seats on high speed services;
- improved connections between London, North Kent and East Kent with a new hourly high-speed service via Gillingham, Ramsgate, Dover and Ashford;
- high speed services calling at Snodland, Martin Mill and Walmer for the first time, and extra high speed services for Margate, Broadstairs and Ramsgate;
- a peak-time Hastings Business Express service saving up to 10 minutes on the current journey times into London;
- new direct services between Maidstone East and Blackfriars, and between Sheerness-on-Sea and London Victoria;
- extra evening and weekend services between Dartford and London Victoria;
- a commitment to work with TfL to roll out Oyster acceptance to Dartford and Swanley, and to introduce Oyster on the high speed service between St Pancras and Stratford International; and
- a 'refresh' of more than 300 trains, to include toilet upgrades and improve accessibility, installing self-service ticket machines at more stations and ticket gates at Swanley and Staplehurst, and extend opening hours at Cannon Street so the station is open for 21 hours a day.²

The refranchising process for South Eastern is scheduled to begin in November 2016, with the new franchise to begin in June 2018.

¹ [ORR Data Portal](#) and [DfT Stock Market Statement](#), 30 November 2005

² DfT press notice, "[New deal to boost rail services in London and the south east](#)", 11 September 2014

1.3 Devolution to TfL

On 21 January 2016 the Government and the Mayor of London announced that they would consult on transferring London's suburban rail services ("rail services that operate mostly or wholly within the Greater London boundary") from the various rail franchises where they currently sit, to Transport for London (TfL), to be run as part of TfL Rail as a 'London Suburban Metro' service.³ The anticipated timetable would see services under the current Southeastern franchise from Victoria, Charing Cross, Blackfriars and Cannon Street transfer to TfL in 2018.⁴

The *Evening Standard* reported that the TfL's rail services could stretch as far as Sevenoaks and Dartford in the South East, Epsom and Croydon in the South, Hampton and Chessington in the West and Hertford and Welwyn Garden City in the North.⁵

³ Mayor of London press notice, "[Transport Secretary and Mayor set out vision for rail travel](#)", 21 January 2016; TfL does not run its own rail network, it lets out concessions to the private sector to operate the railways on its behalf

⁴ DfT/TfL, [Rail passenger services in London and the south east: a new approach](#), 21 January 2016

⁵ "[TfL's London Overground to take control of capital's entire suburban rail network](#)", *Evening Standard*, 21 January 2016

2. Performance

The [Franchise Agreement](#) for Southeastern contains information as to the punctuality targets and service standards the franchisee is required to meet. It was updated in light of the new agreements reached as part of the Direct Award and published on 17 November 2014. Schedule 7.1 sets out the required performance benchmarks and the calculations as to what would be paid to DfT for failure to meet those benchmarks. The calculations involved in that amount are very complex (para 3 of the Schedule). For commercial reasons the “maximum amount to be incurred as expenditure by the Franchisee by way of Cancellations Performance Sum and TOC Minute Delay Performance Sum in respect of any Performance Calculation Year” has been redacted (as has the reverse payment by the Government to the franchisee in the event of over-performance) [footnotes 50 and 51]. Appendix 1 to Schedule 7.1 sets out the cancellations benchmarks. Again the payment amounts have been redacted. [pp268-271]

2.1 Public performance measure (PPM)

The public performance measure (PPM) shows the percentage of trains which arrive at their terminating station on time. PPM combines figures for punctuality and reliability into a single performance measure. It is the industry standard measurement of performance (it does not distinguish between extreme lateness and a brief delay). On this measure:

- Southeastern’s moving annual average (MAA, calculated over 365 days to 6 February 2016) is 87.7%. Comparing the same period in 2014/15 to 2015/16, it fell from 91.3% to 83.2%. The average for all operators is 89.3%.

2.2 Right-time performance

Right-time performance measures the percentage of trains arriving at their terminating station early or within 59 seconds of schedule. Network Rail cautions that “the process for gathering data of this accuracy is currently not 100% reliable and the industry is working on improving the quality of this information to make right-time data more reliable”. On this measure:

- Southeastern’s MAA is 60.2%. Comparing the same period in 2014/15 to 2015/16, it fell from 65.2% to 53.5%. The average for all operators is 64.8%.

2.3 Cancellation and significant lateness (CaSL)

In terms of Cancellation and significant lateness (CaSL), a train is counted as being cancelled if it is cancelled at origin or en route; the originating station is changed; or it is diverted. A train is counted as being *significantly* late if it arrives at its terminating station 30 minutes or more late. On this measure:

- Southeastern's MAA is 3.4%. Comparing the same period in 2014/15 to 2015/16, it rose from 2.4% to 4.3%. The average for all operators is 3%.

2.4 Delay split

The delay split for Southeastern shows that for the most recent period (10 January to 6 February), 71% of delays were attributable to Network Rail.⁶

⁶ [ORR Data Portal](#) and [Network Rail: performance](#) [accessed 24 February 2016]

3. Customer views

3.1 Passenger satisfaction

Transport Focus' most recent data shows that in Autumn 2015, overall Southeastern passenger satisfaction was 75%. In the five years to 2015 satisfaction levels ranged from a low of 72% in Spring 2014 to a high of 84% in the Autumn of 2013 and 2012.

In Autumn 2015 Chiltern had the highest satisfaction rate of any franchised operator (91%). The three bottom ranked operators (Thameslink and Southern – now one franchise called Thameslink, Southern and Great Northern) and Southeastern all share the common factor of operating on the line to London Bridge where extensive works are underway. This may account for some of the common dissatisfaction on these services.⁷

3.2 Complaints

In terms of complaints, the number of appeals dealt with by Transport Focus in 2015 for Southeastern was 28 – one of the lowest for any franchised operator. This represented a sharp decline on previous years when the number of appeals range from 90 in 2013 to 141 in 2012.⁸

⁷ Transport Focus, [National Rail Passenger Survey](#) [accessed 24 February 2016]

⁸ Transport Focus, [Complaints](#) [accessed 24 February 2016]

4. Compensation

Southeastern operates delay/repay. Delay/repay compensation kicks in at 30 minutes delay. The amount of compensation payable increases with the length of delay – 50% of the relevant ticket (or portion of ticket) at 30 minutes and 100% at 60 minutes. It is a ‘no fault’ scheme – compensation is payable regardless of the cause of the delay. Season ticket holders must claim compensation for individual delays in the same way as other ticket holders.

There are no collected statistics on the proportion of affected passengers who claim compensation. The best information we have is from work by third parties, which shows that take up of compensation is generally low. In 2014 the rail regulator (ORR – the Office of Rail and Road), found that only 11% of passengers who participated in their 2013 survey of 1,000 rail passengers ‘always’ or ‘usually’ claimed compensation when they were delayed; 15% said that they ‘rarely’ claimed and 68% said they ‘never’ claimed compensation.⁹

More information on compensation can be found in HC Library briefing paper [SN3163](#)

⁹ ORR, [Passenger compensation and refund rights for delays and cancellations](#), February 2014

5. Recent Parliamentary information

[Railways: Performance Standards](#)

Asked by: Baroness Randerson

To ask Her Majesty's Government what action they plan to take to improve customer satisfaction with South Eastern, Southern, and Govia Thameslink train services, and whether they have plans to take over any of those franchises.

Answering member: Lord Ahmad of Wimbledon | **Department:** Department for Transport

It is for the operators of the relevant franchises to take steps to improve customer satisfaction and deliver the requirements set out in their respective Franchise Agreements.

Gatwick Express and Southern are operated as part of the Thameslink Southern and Great Northern franchise operated by Govia Thameslink Railway (GTR). The Franchise Agreement includes a Passenger Experience Metric which was developed for this franchise to measure, reward and incentivise good levels of customer satisfaction. GTR failed to meet its benchmark for cancellations set out in its Franchise Agreement. In order to address the poor performance, the Department issued GTR with a Remedial Plan Notice that requires them to set out the measures they will take to improve their performance. GTR submitted its Remedial Plan and discussions are on-going to ensure the plan is robust. Once the measures are agreed they will become contractually binding through a Remedial Agreement.

This year GTR will introduce new trains on the Gatwick Express service, replacing the current 25-year-old trains with a fleet better suited to the needs of airport passengers.

The Southeastern franchise includes a financial penalty regime if the operator does not achieve the National Rail Passenger Survey (NRPS) benchmarks for stations, train services and customer service. We will review performance against these benchmarks in March 2016, and any penalties incurred must be re-invested into raising passenger satisfaction, with plans agreed by the Department.

The Department has no plans to take over either of these franchises.

10 Feb 2016 | Written questions | Answered | House of Lords | HL5797

Date tabled: 02 Feb 2016 | **Date for answer:** 16 Feb 2016 | **Date answered:** 10 Feb 2016

[Southeastern: Railway Track](#)

Asked by: Greenwood, Lilian

To ask the Secretary of State for Transport, with reference to the oral contribution of the Parliamentary Under-Secretary of State for Transport

of 28 January 2016, Official Report, column 523, on trains running over tracks from the 1930s, which sections of track on which routes carrying Southeastern services date from the 1930s.

Answering member: Claire Perry | **Department:** Department for Transport

I would like to clarify that, in my contribution to the debate in Parliament on 28 January 2016, column 523, I was making a statement about how certain areas of the network in the South East have not been substantially changed or enhanced in keeping with the modern demands being placed upon them since the 1930's, though evidently renewals will have happened over time.

09 Feb 2016 | Written questions | Answered | House of Commons | 25989

Date tabled: 04 Feb 2016 | **Date for answer:** 09 Feb 2016 | **Date answered:** 09 Feb 2016

[Southeastern Rail Services](#)

We effectively now have rail fares going up at the lowest level, certainly relative to wages, in over a decade. We will continue that cap, which is costing the Government about £700 million a year, precisely because we do not think that fares should be going up at a time when we are doing engineering works and causing disruption, not just at London Bridge but right across the country. We have a £38 billion investment programme and we cannot deliver that without some disruption. That cap is worth about £425 to the typical commuter on a season ticket over the course of this Parliament.

My hon. Friend raised the question of customer service levels, and he was right to say that Southeastern was not at the top of the list for overall satisfaction. It is not quite at the bottom, but it is not at the top either. I know that there are many people out there who are genuinely in despair about their journeys. Nothing could be more dispiriting for them than showing up at the station only to find that their train is delayed, or being unable to get home to pick up their children from day care at the regular time. That is incredibly dispiriting, and that is why we need to make these investments. However, 75% of the users of Southeastern say they are satisfied with their journeys. There might be pockets of dissatisfaction, but overall, three out of four users are satisfied. We would clearly like that figure to be higher, of course.

I can tell the House that we included in the franchise agreement some specific improvements to customer services that we wanted the operator to make. My hon. Friend talked about information systems, and they are not always perfect. However, the company has made a considerable investment in better information systems, including through giving its staff real-time devices. Drilling through the numbers, I was interested to note that the score for how well Southeastern deals with delays has gone up by 9 percentage points in the past year. Similarly, the score for the attitude and helpfulness of staff has gone up

by 4 percentage points, so it looks as though some of the improvements are starting to bear fruit. The company has also made a £5 million investment in stations, which has included deep cleans at Bromley South, Bromley North and Chislehurst, which I hope

my hon. Friend has noticed. I do not have the numbers on station improvements, but I think that passengers are starting to recognise that they are taking place.

I understand the concerns and I know that the industry has to do more, particularly on the infrastructure side, to stop the delays. [...] Clearly, some hon. Members will think that some of the services involved should go into a TfL-type service, although others might wish to raise concerns about that, particularly in relation to democratic accountability. I believe that there is a solution out there. This kind of devolution of service has happened before.

The new partnership is designed to give passengers what they need. We are trying to design the industry around passengers and customers. This proposal could deliver more frequent services and more reliable trains. It would also move the decisions on stations and stopping patterns away from Horseferry Road—much as I have fantastic officials—and closer to the people who actually use the services. This will be similar to the devolution process that we have seen in relation to transport investment in the north, as well as the support for TfL. I urge all Members who have an interest in these devolution proposals to stand up and ensure that their voices and those of their constituents and transport users are heard. The deadline is 18 March.

28 Jan 2016 | Proceeding contributions | House of Commons | 605 cc525-8

Member: Claire Perry

Subject: Network Rail; Standards; Southeastern

[Southeastern Rail Services](#)

Southeastern has already added 95,000 seats to the network, although it is a bit like the M25: as soon as the seats are provided, people travel, because they feel that they can now get on to the trains. In some instances, we are running to stand still.

Southeastern has also refreshed and improved its trains. I sometimes get on to a train and think, “This looks nice”, and then remember that it is a 40-year-old train that has been repainted. What we want are trains that look good, provide capacity, and have state-of-the-art toilets, and some of that has been achieved on this line.

Let me now deal with the issue of performance. Basically, people can tolerate a great deal if their trains run on time, but I know that my hon. Friend shares my disappointment at the fact that this franchise holder has not met its public performance measure targets at any time over the last year—well, it may have done so on a daily basis, but not on a monthly basis. I can tell my hon. Friend that 60% of that failure is

infrastructure-related, about 25% is the fault of Southeastern and involves issues related and unrelated to trains, and the rest is “train operator on train operator” stuff. I do not think customers care about that. My hon. Friend is right to say that we can demand improvements through the franchising programme, we can hold operators to account, we can demand plans and we can issue financial penalties, but what we actually want to do is run a reliable railway. I also make the following commitment to my hon. Friend and the House. Although the quadrant taskforce has been running and there has been an unprecedented level of co-operation between the operator and Network Rail, the industry needs to do more. I will be having that conversation with it in the next few days.

It is crucial, not least for the delivery of the Thameslink service which is so important in increasing the number of journeys through the core of London, that the outer bits of the track work effectively. Not only are the current levels of delays unacceptable, and in some cases inexcusable, but we have to get this working right to get the benefit out of the £6.5 billion the Government are investing in Thameslink. We have to keep demanding that Southeastern and Network Rail work together to keep the disruption to a minimum.

There have been some changes, although that is not always obvious. There have, for example, been small changes such as putting relief drivers at Cannon Street, so if there is a delay drivers are quickly on hand and do not have to move around; continuing to review the timetable to make sure there is resilience should there be a delay; and making sure trains leave the stations and the depot exactly on time—not 10 or 20 seconds late—because in a busy stopping service all that builds up.

I am very sorry to say one of the great causes of delay is trespass and suicide on the line. Someone takes their life every 30 hours on the national rail network. That causes an immense amount of delay and is, of course, often a dreadfully distressing experience for the staff and train drivers, as well as there being the tragedy of the loss. I know that Southeastern and the whole industry are working closely with the Samaritans to try and reduce that.

On compensation, in an ideal world we would not be paying it at all because the trains would be running perfectly on time. I am keen, however, to reform the delay repay scheme. It is already among the most generous in Europe; train users in other countries do not get a lot of money back. However, although in delay repay we have one of the most generous compensation schemes, we want to go further. As the Chancellor said in his autumn statement, we want to take the time at which the clock starts ticking from 30 minutes to 15 minutes, which will start to address some of my hon. Friend’s constituency problems. I expect to make announcements on that shortly. We are gearing up to reform that and I will have further details on it.

I also want to point out to the House the London Bridge improvements. There is light at the end of the tunnel. Part of that station will be open

in August of this year, although there will be continued disruption to some Southeastern services. I urge the operators and all Members to make sure everyone is fully aware of those changes. By 2018, when this station opens, it will be a brand-new, state-of-the-art station with much more capacity, able to run many more services through the core of London.

28 Jan 2016 | Proceeding contributions | House of Commons | 605 cc524-6

Member: Claire Perry

Subject: Network Rail; Standards; Southeastern

[Bexleyheath Railway Line: Landslips](#)

Asked by: Efford, Clive

To ask the Secretary of State for Transport, pursuant to the Answer of 19 January 2016 to Question 22574, for what reasons, during the closure of the Bexleyheath rail line during the week beginning 11 January 2016, (a) Southeastern services on adjacent lines were cancelled, (b) there was a lack of information about alternative services and (c) staff had no information to pass onto customers about alternative services or when replacement bus services would arrive; what systems were put in place to communicate regular updates of information to staff so customers could be given accurate advice; what advice was given to staff regarding assistance for people with disabilities; what steps he is taking to determine whether the responses to the situation from Network Rail and Southeastern were adequate; and if he will make a statement.

Answering member: Claire Perry | **Department:** Department for Transport

Following the unfortunate landslip at Barnehurst, it was necessary to close the line serving Bexleyheath in order that repairs could be carried out.

As a result of the Bexleyheath line closure, Southeastern have had to run more trains on the adjacent lines to provide extra capacity for passengers. This led to minimal cancellations to the scheduled timetable on adjacent lines.

Information regarding alternative travel arrangements was provided by posters at affected stations, station announcements, on National Rail Industry systems, the Southeastern website and on social media.

Staff were given regular updates on the alternative travel arrangements and station announcements were made where appropriate.

Replacement buses were in operation between Lewisham and Dartford via Bexleyheath in both directions. Other bus services were accepting Southeastern tickets, additionally, Docklands Light Railway and London Underground were accepting tickets where appropriate. Regular updates were provided to station management, who provided briefings

to their station staff. The Passenger Assist service was in effect and Southeastern staff were advised to book taxis from stations that were not accessible for those passengers who required them.

My officials were in regular contact with Southeastern and Network Rail, who ensured that the line was opened as quickly as possible and that passengers were kept informed at all times.

26 Jan 2016 | Written questions | Answered | House of Commons | 23672

Date tabled: 21 Jan 2016 | **Date for answer:** 26 Jan 2016 | **Date answered:** 26 Jan 2016

[Bexleyheath Railway Line: Landslips](#)

Asked by: Efford, Clive

To ask the Secretary of State for Transport, pursuant to the Answer of 19 January 2016 to Question 22575, whether failure to inspect equipment or buildings situated adjacent to Bexleyheath rail line contributed to the line being blocked during the week beginning 11 January 2016; and if he will make a statement.

Answering member: Claire Perry | **Department:** Department for Transport

Network Rail has advised that a signalling control cabinet was pushed over by the recent landslip at Barnehurst, and then had to be moved to a location away from the affected area to enable access to temporarily stabilise the landslide. This involved moving the staging on which the cabinet was sited, the cabinet itself, and the cables.

Network Rail further advises that the earthwork was last examined on 5 February 2015, when its condition showed no signs of impending failure. Its condition prior to the earthworks failure was such that its next inspection would have been three years from that date.

26 Jan 2016 | Written questions | Answered | House of Commons | 23671

Date tabled: 21 Jan 2016 | **Date for answer:** 26 Jan 2016 | **Date answered:** 26 Jan 2016

[Southeastern](#)

Asked by: Efford, Clive

To ask the Secretary of State for Transport, whether Southeastern trains and Network Rail have contingency plans in the event of a rail line being closed due to unforeseen circumstances in order to (a) minimise disruption to other rail lines, (b) provide extra capacity on adjacent lines to get passengers as close as possible to their usual destinations and (c) ensure that up-to-the-minute information is provided to passengers regarding alternative routes and replacement services; and if he will make a statement.

Answering member: Claire Perry | **Department:** Department for Transport

Southeastern have Key Route Strategies in place in case of a line closure. These include options such as replacement buses, ticket acceptance on other routes and if possible on other forms of transport.

Where events are likely to disrupt the service longer term, Southeastern consider re-working the timetable to minimise disruption as much as possible.

Southeastern work closely with Network Rail in managing such events. Network Rail and Southeastern have confirmed that whilst rail lines in the South East are extremely busy and tend to already run at capacity at peak times, it may sometimes be possible to provide extra capacity by strengthening the service on adjacent lines, depending on both rolling stock availability and operating capacity in the peak.

Network Rail support train operators in providing timely information to passengers. Arrangements for putting contingency timetables in place have been improved significantly in recent years, which enables National Rail Enquiry Service to be amended earlier and more timely information to be communicated to passengers. This helps particularly with communicating timetable changes and rail replacement services.

19 Jan 2016 | Written questions | Answered | House of Commons | 22575

Date tabled: 14 Jan 2016 | **Date for answer:** 19 Jan 2016 | **Date answered:** 19 Jan 2016

[London Bridge Station](#)

Asked by: Efford, Clive

To ask the Secretary of State for Transport, if he will request that Southeastern Trains and Network Rail explain the reasons for disruption to services at London Bridge on 4, 5 and 6 January 2016; and if he will publish the responses of those organisations to that request.

Answering member: Claire Perry | **Department:** Department for Transport

Network Rail has informed me that problems with signalling equipment caused delays to some Southeastern services via London Bridge on 4, 5 and 6 of January. On the morning of 4th January, a track circuit failed near Cannon Street. On the evening of 5th January a track circuit failed on the line to Charing Cross and Network Rail was not able to rectify the fault until the morning of the 6th.

Network Rail and Southeastern worked together to ensure the issues were rectified as quickly as possible and passenger disruption was minimised.

I remain committed to ensuring disruption is kept to a minimum while we continue the vital Thameslink Programme works to improve capacity and reliability through one of the busiest rail routes in Europe.

11 Jan 2016 | Written questions | Answered | House of Commons | 21328

Date tabled: 06 Jan 2016 | **Date for answer:** 11 Jan 2016 | **Date answered:** 11 Jan 2016

[Southeastern Railways](#)

Asked by: Peter Kyle (Hove) (Lab)

Will the Minister tell us when the feasibility study on the Brighton main line 2 rail project was completed, and whether she will put the study in the House of Commons Library?

Oral questions - Supplementary

Answering member: Claire Perry | **Department:** Transport

Another person who cares about his local railways. I am hoping the hon. Gentleman will join us at London Bridge on Monday, where we are having a really deep dive into what is going on there and the recovery plans for his route. He will know that the Chancellor has committed further funding to the feasibility study, which will help inform us as to the overall benefits. Of course the hon. Gentleman knows that this line, although very welcome to many, has to be effective in terms of cost and affordability—that is what we will be looking to see.

16 Jul 2015 | Oral answers to questions | House of Commons | 598 c1073

Date answered: 16 Jul 2015

[Southeastern Railways](#)

Asked by: Heidi Alexander (Lewisham East) (Lab)

One of the main frustrations of my constituents who use Southeastern trains is the number of occasions on which shorter trains than expected arrive at stations, resulting in acute overcrowding. Will the Minister commit to redeploying some of the Thameslink class 319 carriages to the Southeastern network to ease that problem?

Oral questions - 1st Supplementary

Answering member: Claire Perry | **Department:** Transport

I commend the hon. Lady, who, unlike some of her colleagues, is an assiduous campaigner on the railways in her constituency. It is nice to see someone who really cares about the railways, rather than someone who simply reads out the Whips' questions. [Interruption.] She is a Whip, as she points out, and this is her own question. She is right to focus on the issue of rolling stock, and she will be pleased to know that we have received a proposal for improving the rolling stock on that route, which we are now considering. I will take her suggestion into account.

16 Jul 2015 | Oral answers to questions | House of Commons | 598 c1073

Date answered: 16 Jul 2015

[Southeastern Railways](#)

Asked by: Robert Neill

I am grateful to the Minister for the steps she has taken, of which I have had experience, but the fact remains that the performance of Southeastern trains is wholly unacceptable. I am getting emails from my constituents saying that their train is five minutes late more than 60% of the time, which tells me that the message is still not getting through. Should we not be urgently considering the introduction of financial penalties? Should we perhaps consider, even in advance of the franchise renewal in 2018, bringing in an operator such as London Overground, which operates its services infinitely more efficiently?

Oral questions - 1st Supplementary

Answering member: Claire Perry | **Department:** Transport

My hon. Friend will be pleased to hear that performance is recovering, from a pretty low point last autumn, and that right-time performance is about 62%. That is still not good enough, in my view, but performance is on the mend. We face a massive challenge, in that we are doing some of the biggest engineering works in the UK around the critical stations that serve that part of the network, but that is not an excuse. We have to get performance better during these times of disruption, and that is what the quadrant taskforce is dedicated to doing.

16 Jul 2015 | Oral answers to questions | House of Commons | 598 c1072

Date answered: 16 Jul 2015

[Southeastern Railways](#)

Asked by: Robert Neill

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Answered by: Claire Perry | **Department:** Transport

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to get performance better during these times of disruption, and that is what the quadrant taskforce is dedicated to doing.

16 Jul 2015 | Oral questions - 1st Supplementary | Answered | House of Commons | 598 c1072

Date answered: 16 Jul 2015

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