Passenger Information During Disruption

Our delivery plan

Spring 2019

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Introduction

Feedback from you, our passengers, consistently tells us that providing you with timely and reliable information, particularly when things go wrong, is one of your biggest priorities. Whilst we've invested heavily in this area over the last few years, the results from the National Rail Passenger Survey and our own internal surveys tell us that there is still more to be done.

This isn't unique to Southeastern and the rail industry has developed a Code of Practice for Passenger Information During Disruption (PIDD) which can be downloaded from the transparency section of our website. This Code of Practice sets out the minimum standards of information that Train Companies should provide during disruption and we at Southeastern are committed to meeting these standards, and exceeding them wherever we can.

In addition to the Code of Practice, the industry has also developed a Good Practice Guide for the provision of information during disruption and we work hard to ensure that how and when we let you know about disruption is consistent with this guide.

In this document, we'll let you know how we'll keep you informed during disruption and where you can get information at your fingertips when things go wrong. We've included how this links in to the Code of Practice document detailed above

We're always keen to hear your thoughts on this important topic so please do get in touch if you've any comments or suggestions on how we can make things even better.

The Basics

PIDD Code of Practice section 8

We work closely with Network Rail, who own and maintain the tracks and signals that our trains use every day, and have a joint team located within the Kent Integrated Control Centre (KICC). It is from the KICC that operational decisions are made which may affect your journeys, and is at the very heart of our processes and procedures for providing you with information during disruption.

When things go wrong, the first key stage in the information chain is information from the site of the incident. Network Rail, in the case of incidents that affect the operational running of the railway, takes the lead role and have a set of established procedures to provide information back to the Control Centre so we can let our passengers know what's going wrong and what we're doing to put things right.
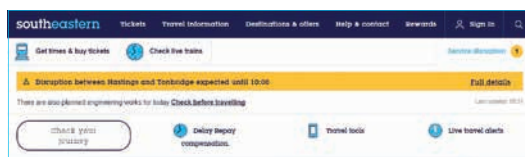

Train comes to a stand

Driver contacts signaller

NetworkRail

southeastern

Information is passed to our control room

BRITISH TRANSPORT POLICE

Kent Fire & Rescue Service

Information from other agencies

National Rail Enquiries

Once the Control Centre is aware of an incident, our dedicated Information Delivery Team will start the process of updating all of the tools and channels that are available to provide information. We'll start to do this straight away although some channels take a little longer than others to update. As a starting point, we aim to have information about disruption our website within 5 minutes of the Control Room being aware of an incident.

As an incident develops, we'll keep all our information channels regularly updated. The information about the problem, the impact on your journeys and advice on alternatives, will be updated at no less than 20 minute intervals during more severe periods of disruption.

The "4C standard"

To make sure that information is easy to understand and consistent, we apply what we call the "4C standard" across all information channels, the 4Cs are;

Clear – Information that is easy to read, and free of jargon

Consistent – The same information, through every channel

Correct – Factual information, and if we "don't know", we'll tell you that too

Concise – Focussed on the facts; what we're doing and, most importantly, how this affects you, in an easy to understand way. No-one wants to read "War & Peace" when things are going wrong!

A number of other companies run trains in our network area but if you're using one of our stations then our commitments in this document will still apply.

Telling you what's gone wrong

When an incident occurs, the information we provide will be focussed on 3 key areas;

The Problem – What's happened, where and when

The Impact – How does it affect my journey

The Advice – We'll let you know what you need to do, for example to travel via an alternative route or postpone your journey

Emergency timetables

We have created pre-prepared emergency timetables for use during periods of major disruption, for example heavy snowfall. When this happens we'll give you as much warning as possible and we have robust processes in place to make sure that all information channels are updated as quickly as possible.

The timetables will be available for download from our website **southeasternrailway.co.uk**

Alternative routes

Sometimes we may need you to travel on a different route, or with a different provider, to complete your journey. When this happens, we'll make arrangements with the operators of these services to make sure you aren't unnecessarily charged and we won't advertise them until these arrangements are in place.

We've a number of ways to provide you with information, depending on the stage of your journey e.g. whether you're still at home or the office planning your journey, or waiting on the platform for your train.

Shown on the next few pages are each of the different information channels, together with details on how they work and our commitment to keeping them up to date.

Online/planning your journey

PIDD Code of Practice section 7.2
The Southeastern website

Our mobile friendly website contains a number of handy tools to get information about your journey;

Disruption warning:

If an incident has occurred on the network, we'll show a prominent warning / warnings on the front page of our website;
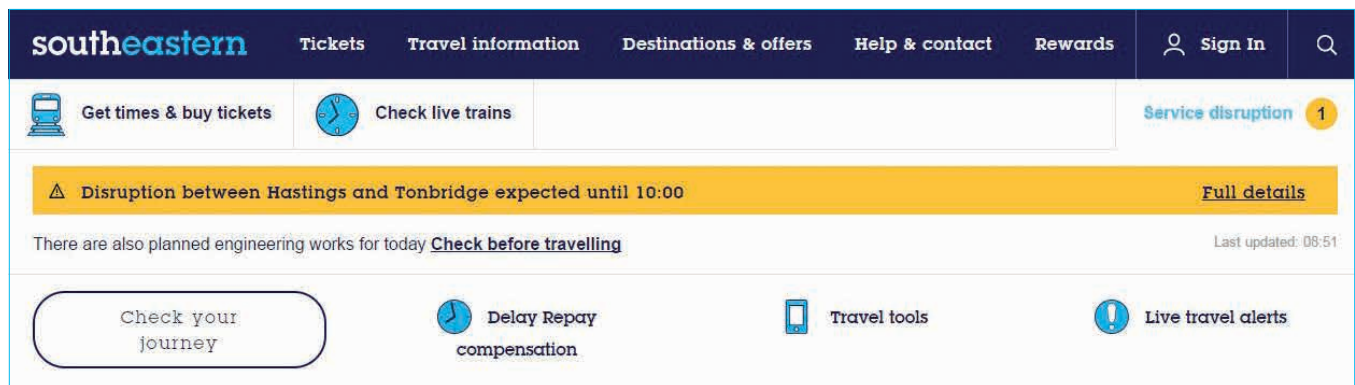
Clicking on this message will expand the warning and provide you with details of what's happened, what we're doing about it and what you need to. We'll also include a map showing the location of the incident, together with other handy information such as details of the Twitter hashtag that's being used and a link to our Delay Repay pages.

For major incidents, where it's appropriate, we'll also include images so we can show you what's happened and help you understand how & why it's disrupting your journey.

Did you know?

We work closely with our industry partners at National Rail Enquiries (NRE), so the information you'll see on the Southeastern website is the same as shown on NRE as there's a direct link between the two sites.

⚠ Disruption between Hastings and Tonbridge expected until 10:00   Hide details ↑

A **signalling problem** at Battle is causing disruption to trains between Hastings and Tonbridge. Trains will be cancelled, delayed or revised until approximately 10:00.

What's happened?

A signalling problem at Battle is disrupting trains on the Hastings Line. Staff are on site and are working to resolve the problem as quickly as possible.

How does this affect my journey?

Although all lines are open, trains need to be manually directed through 1 signal towards London, and 2 signals towards Hastings. This will continue to delay services in both directions, as trains will be running at reduced speeds through the affected area.

Some alterations and cancellations are still expected as a result.

What do I need to do?

-Replacement buses have been arranged to run between Hastings and Tunbridge Wells, and will run in place of any cancelled trains.
-You can also use your ticket on Southern services between Hastings and Ashford, and also between Hastings and London at no additional cost.
-**London Underground** are also accepting valid tickets, to help you reach your destination.

Twitter:
If you would like to follow this incident on Twitter, please use **#HastingsLine**

Check before you travel:
Please use the National Rail Enquiries real-time **Journey Planner** to check your journey before you travel.

Compensation:
You may be entitled to **compensation**
as both will be required to support any

Feedback:
We want to make information better -

≋ **National Rail** Enquiries | Home | Train times & tickets | Stations & on train | **Changes to train times**

Service indicator | Latest travel news | Future engineering works | Cleared service disruptions | Timetable changes | Holidays

Service alteration details

PAGE LAST UPDATED: 30/05/2017 08:52. Update now

Find out details about how services are running and be informed on any disruption on your journey.

Check my journey

From [Station / Postcode] to [Station / Postcode]

[Today] 📅 at [09 ▼] : [00 ▼] [Go]

Disruption between Hastings and Tonbridge expected until 10:00   ^

Incident created	30/05/2017 06:04
Last updated	30/05/2017 08:39
Route affected	Trains between Hastings / Ore and London Cannon Street / London Charing Cross / Tonbridge
TOC(s) affected	Southeastern
Description	A signalling problem at Battle is causing disruption to trains between Hastings and Tonbridge. Trains will be cancelled, delayed or revised until approximately 10:00.

What's happened?

A signalling problem at Battle is disrupting trains on the Hastings Line. Staff are on site and are working to resolve the problem as quickly as possible.

Live updates 🐦 Follow

≋ **National Rail** @nationalrailenq

#HastingsLine - Tickets will be accepted on London Underground services.

30 May 17 - 08:40   ← ↻ ★

≋ **National Rail** @nationalrailenq

#HastingsLine - Delays can be expected between Hastings and Tonbridge.

30 May 17 - 07:08   ← ↻ ★

Rainbow Board

We provide a "Rainbow Board", similar to what you may be familiar with on the London Underground. This will give you an at a glance view as to how your route is running. Even if there isn't a specific incident on your line of route, if there are a number of trains running late or cancelled then we'll show this too.

When there's disruption the following statuses will be shown;

Minor Disruption: The route is open, but there may be a small number of cancellations or delays.

Major Disruption: The route may be closed and / or there may be a large number of cancellations and heavy delays. You may need to do something different to complete your journey.

Special Timetable: A special / amended timetable is in use but trains are generally running well, based on this new timetable.

Engineering work: The route is affected by planned engineering work.

No Service: The route is completely closed and there are no alternatives available.

Service update

Woolwich	Good Service	
Bexleyheath	Good Service	
Sidcup	Good Service	
Hayes	Minor Disruption	
Grove Park	Good Service	
Bromley South	Good Service	
Sole Street	Good Service	
Maidstone East	Good Service	
Paddock Wood	Good Service	
Hastings	Major Disruption	
Medway Valley	Good Service	
Sheerness	Good Service	
HS via Ashford	Good Service	
HS via Graves...	Good Service	

Journey Planner

Using the very latest information, including details of our any delays or cancellations, the journey planner allows you to plan your journey to any station in GB, and will include any alternative routes that you may need to take during disruption.

The Journey Planner is fully integrated into our information about disruption so if there's a problem affecting your journey, we'll show this to you prominently and provide a link to get more information.

If a train is showing as cancelled, you won't be able to buy a ticket for it from our website.

Live Departure Boards

The Live Departure Boards allow you to see upcoming departures (and arrivals) for any station on the UK network. This will include the platform number (when it's been confirmed) together with the latest status of the train, including details of delays or cancellations and the reasons for these.

Details of the number of coaches on each train is now included, and we're working to introduce additional information such as clear warnings when the toilets aren't available on a train. We expect this to be available later in 2019.

If there's other important information about the station, for example the lifts are out of order, we'll show you that too.

Live departures for Tunbridge Wells

Departures   Arrivals

Due	Origin	Platform	Expected		
13:09	London Charing Cross	1	On time	4 coaches	See details
13:10	Hastings	2	On time	8 coaches	See details
13:21	London Charing Cross	1	On time	8 coaches	See details
13:39	London Charing Cross	1	On time	4 coaches	See details

On Track app

Our On Track app, available through Google Play and the iTunes app store, provides you with all the information you'll need to help you before, during and after your journey.

It includes all of the services available through our website, as shown above, but also allows you to claim Delay Repay compensation when things have gone wrong.

During times of major disruption or major engineering work, we'll show a prominent warning on the app.

We can also send you "push" notifications, when there's really important information we need to get to you.

Social Media (@SE_Railway)

We provide a service on Twitter 24 hours a day, 7 days a week. When disruption occurs, we'll send regular "Broadcast" tweets letting you know what's happened on and where you can get more detailed information. Where it's appropriate, we'll also include links to photos and other useful documents to give you more insight as to what's going on.

As well as sending broadcast information, we'll respond to your messages too although do please bear in mind that during particularly busy times we aren't always able to respond to all tweets individually.

More information about our Social Media policy is available from our website southeasternrailway.co.uk/about-us/our-policies/social-rules-of-engagement

> **Southeastern** ✓ @Se_Railway · 3h
> Trains on the #HastingsLine are disrupted by a signalling problem at Battle.
> Buses are being arranged to run Hastings - Tunbridge Wells
>
> ↩ 3   ⟲ 1   ♥ 1

Alerts

In conjunction with National Rail Enquiries, you can sign up to receive alerts for any disruption to your regular or one-off journey.

Alerts can be provided via Email, SMS or Twitter Direct Message or any combination of these.

More information on the alerting service is available at **nationalrail.co.uk/alerts**

Alerts for point-to-point (single leg) journeys can also be provided via Facebook Messenger, in conjunction with National Rail Enquiries.

More details are available at **nationalrail.co.uk/times_fares/208333.aspx**

Media (Local radio & television)

We work closely with local radio & television stations and provide them with regular updates during times of disruption, so they can use this information in their "Travel News" updates etc.

At the station

PIDD Code of Practice section 7.3
Customer Information System (CIS)

All of our stations have digital screens showing the status of the next train(s) from the platform and details of any delays or cancellations.

This information is linked in to the signalling system through a system called "Darwin", which also provides information on our app, National Rail Enquiries and other 3rd party channels.

We've invested heavily in enhancements to our CIS which enables us to provide better information, automatically, during disruption.

These enhancements include:

- **Warning of Future Delays:** We'll tell you if there's disruption further along the line which may delay your journey, even if your train is currently on time.
- **Train location:** Where we can, we'll show you the last reported location of the train. If you're boarding the train at the station where it begins its journey, we'll show you where the inbound train is.
- **Next fastest train:** If your train is disrupted, and there's a faster train available to your destination, we'll let you know.
- **Trains started forward:** In the event of your train being cancelled, and starting it's journey at another station, if there's an alternative train available to connect with the train we'll let you know. In addition, at our London terminals, if your train is diverted to another station, we'll let you know.
- **Compensation:** If your train is significantly disrupted, we'll remind you about our Delay Repay scheme and where to claim compensation.
- **Travelling in London:** Within our "Metro" area, we'll display and announce the status of TfL services in the capital (eg London Underground, DLR etc).

Introducing Darwin

Until the autumn of 2014, the information systems at stations operated completely independently, which meant that the information shown on the screens, or being announced, wasn't always consistent with what was being shown on apps or online.

As part of a national programme, the Customer Information Systems used by all of the UK train companies were linked together using a system called Darwin.

Darwin takes a real-time feed from the signalling system, so it can "see" where a train is and monitor its progress during the journey. This information is then shared with the CIS, websites and apps which means that you'll see the same information whether you're planning your journey at home / work or stood at the platform.

The Information Delivery Team within our Control Centre monitor the status of Darwin round the clock and can manually make any changes / corrections if they are needed

As soon as our Control Centre becomes aware of any disruption, we'll update the CIS with the details.

"Why does my train show "Delayed"? – That's not helpful!"

During disruption, trains can sometimes come to an unexpected stop because the line is blocked ahead. It's not always possible, particularly during the early stages of an incident, to predict when the train(s) will start moving again.

Once a train comes to stand, or isn't being monitored in the signalling system, for a short period of time (usually 5 minutes) it will show as "Delayed" as we are unable to give a precise time when it will start moving again. When the train does begin to move, or we are able to predict a departure time, the information will be updated with the revised departure time.

We understand how frustrating this can be and we've now added information to the displays and announcements to tell you exactly where the train is.

CIS during times of severe disruption

During more severe incidents, there may be a significant number of trains that are cancelled or delayed. To ensure that the information being displayed adds the most value, we may need to put the system in "Disruption Mode" which means that we'll only show those trains that are confirmed as definitely running.

If we do need to do this, we'll make sure that we let you know by way of a notice on the displays.

Announcements

Most of our stations have Public Address (PA) facilities, which will announce the standard arrival and departure information.

When there is disruption, the Control Centre will record additional announcements to explain what's going on, and how it affects your journey. As for the displays, during times of severe disruption we may need to stop making announcements for those trains which are delayed and focus on those trains confirmed as running.

We've also invested in a 'Long Line Public Address' system which has been rolled out to the majority of our stations. This will allow our main (hub) stations to remotely make announcements at smaller stations and provide localised information.

We'll also use the PA system to let you know of any other important information, for example details of upcoming engineering work that may affect your journey.

We like to be a good neighbour so, at some stations, we can't make announcements in the evenings or early in the morning. During times when we can't make announcements, we'll provide as much information as we can on the visual displays.

Information from our employees

We have given many of our staff the latest mobile and tablet devices to allow them to access a number of systems so they can receive the very latest information from our Control Centre. This includes a dedicated Smartphone app which enables us to provide information without needing them to be confined to a desktop computer.

During times of significant disruption, we'll deploy extra staff to our major stations to provide extra help and assistance. If we have to use replacement buses, we'll provide extra staff to assist you at interchange points.

" I have more information available than your staff, how can this be right? "

This is something we've heard quite often in the past. While this may be a perception rather than a reality, we are continuously training our staff so that they can use all of the systems available to them, effectively this includes the Code of Practice and principles detailed in this document.

Help Points

All of our stations have a Help Point which allows you to talk to one of our team 24 hours a day. The operator who answers your call will have access to the very latest service information to help you on your journey. The 'emergency' button will connect you to either our control centre or the British Transport Police who will be able to make sure urgent situations receive an appropriate response.

Accessible facilities

If facilities such as disabled toilets aren't available at the station, we'll publish this information on our website and through National Rail Enquiries.

You can search for your station by visiting southeasternrailway.co.uk/travel-information/more-travel-help/station-information/stations

If toilet facilities aren't available on the train you're planning to catch then we'll do all we can to let you know through a visual comment on the CIS and an announcement.

Onward travel

All of our stations have an 'Onward Travel Poster' which details local bus routes (where available) and contact numbers of local Taxi providers.

This information is also available online through our website here southeasternrailway.co.uk/travel-information/more-travel-help/station-information/stations (under 'Other Transport') or through National Rail Enquiries.

Telephone

PIDD Code of Practice section 7.5
Customer Service Centre

Our Customer Service Centre is open 24 hours a day, 7 days a week and has a direct feed from our Control Centre to provide you with information about your journey, including during times of disruption. The number to call is **0345 322 7021**.

Onboard

PIDD Code of Practice section 7.4
Announcements

When there's important information about your journey, for example explaining why the train is being delayed or disrupted, our onboard teams can make manual announcements.

On trains where we have a Conductor or Onboard Manager, they will be provided information directly from our Control Centre which they can then pass on to you by way of announcements or personally when they walk through the train.

Some of our trains only have a Driver onboard, in which case they have to wait for information to be provided by the signaller before they can give an explanation for the cause of any disruption.

Should a train come to an unexpected stop between stations, we'll make an announcement and let you know the reason why. We recognise this doesn't always work well and we have invested in technology to enable our Control Centre to speak directly to the driver to speed up the flow of information.

In certain situations, our Control Centre can make announcements directly to the passengers on the train.

Passenger Information System (PIS)

All of our trains have a passenger information system which provides both visual and audio information detailing the destination and calling points of the train.

This is supplemented by manual announcements where it's necessary to provide more information.

Wi-Fi

All of our trains now have free onboard Wi-Fi.

From Summer 2019, we'll provide real-time information about your train through our Wi-Fi portal which will include the current location, stopping points and the reason for any delay.

You're onboard the 12:49 from Bromley South to Victoria via Herne Hill

Estimated Arrival Time — Last updated 12:59

12:49	Bromley South — On time
12:52	Shortlands — On time
12:55	Beckenham Junction — On time
12:57	Kent House — On time
12:59	Penge East — On time
13:02	Sydenham Hill — On time
13:05	West Dulwich — On time
13:07	Herne Hill — On time
13:10	Brixton — On time — Victoria Line
13:18	London Victoria — On time — Circle Line, Victoria Line, District Line

Why am I late?

This train has been disrupted due to a problem currently under investigation

Service updated 11:59

When things have gone wrong

PIDD Code of Practice section 8.2
Delay Repay

We operate the Delay Repay scheme which provides compensation when your journey has been disrupted (except for planned engineering work).

We'll promote the Delay Repay service through our website, Twitter feed and at stations and will make it as straightforward as possible for you to claim.

For more information on Delay Repay or to make a claim, please visit
southeasternrailway.co.uk/compensation

Post incident reviews

We understand that things don't always run smoothly during service disruption particularly around information so, after any major disruption, we'll carry out an internal review in conjunction with Network Rail so we can understand what worked well (and what didn't) and how we can improve for the future.

In addition to this, we work closely with Transport Focus to review the effectiveness of our information processes and procedures. At least twice a year, we carry out a joint review of an incident to see how we measured up and to identify areas where we can improve.

Getting your feedback

We're always keen to hear about your experiences and ideas for how we can improve our information to you.

You can get in touch with us in a number of ways:

@SE_Railway (24/7)

southeasternrailway.co.uk/contact

0345 322 7021 (24/7)

Measuring up

PIDD Code of Practice section 9

As well as the National Rail Passenger Survey (NRPS) which is carried out twice a year, we also carry out our own regular surveys of our passengers – known as CSS.

We use the feedback from these surveys to drive continuous improvement in what we do, and any specific areas of feedback will be acted upon.

As well as surveys, we also carry out "mystery shopping" exercises during periods of disruption using an independent company. This enables us to gain real-time insight on how we are measuring up against our commitments, and allows us to make adjustments where we can.

TRAIN: _____ (a) **Wave** 154 (b)

southeastern

Dear Customer

Your comments count.

Thank you for taking a few minutes to tell us what you think about the service we provide.

Your feedback is vital to help us know what you consider is working well and what needs to be improved.
You don't need to be a regular traveller to give us your opinion, we're keen to hear your views even if this is the first time you've used our services.

The questionnaire will take no more than five minutes to fill in and, once complete, can be handed to an interviewer or left on the seat for collection. Alternatively, you can ask the interviewer for a pre-paid reply envelope.

If you have any other comments that you would like to pass on, or would like to raise any other matter with us, please contact our Customer Service Department using our website **southeasternrailway.co.uk** or by telephoning 0345 3227021.

Thank you again for taking the time to help us.

David Statham
Managing Director, Southeastern

TO ANSWER THE QUESTIONS PLEASE WRITE IN YOUR ANSWER IN THE SPACE PROVIDED OR CIRCLE THE NUMBER NEXT TO THE ANSWER(S) THAT APPLY   e.g. Are you: Male   1   Female   ②

ABOUT YOUR JOURNEY WITH SOUTHEASTERN TODAY

Q1. Please write down the station where you boarded this train: (1)

Q2. Please write down the station where you will leave this train: (2)

Q3. How did you get to the station where you boarded this train?
(3)

Car (parked at station) 01	Underground 06	Walk 10
Car (parked near station) 02	Tram 07	Cycle 11
Car (given a lift to station) 03	Bus 08	Taxi 12
Docklands Light Railway 04	Motorbike 09	Other (please write in): 13
Rail (another train) 05		

Q4. What type of ticket are you travelling on today?
(4)

Anytime First Class (single/ return) 1	Super Off-Peak/ Off-Peak Standard 5
Off-Peak First Class (single/ return) 2	Advance Fare 6
Season ticket (weekly, monthly, annual) 3	One Day Travelcard 7
Anytime Standard (single/ return) 4	Other (please write in): 8

Q5. How did you buy your ticket for your journey today?
(5)

In advance, from the internet 1	On the day, at the ticket office 3	Ticket was bought for me 6
In advance, at the station 2	On the day, at the machine 4	Other (please write in): 7
	Season ticket 5	

(partial overlapping form)

...or your journey today?

	Dissatisfied	Very dissatisfied		Don't know
	4	5		6

question above, please indicate the reasons below:

ticket office	06	Insufficient staff knowledge about the tickets available	11
machine	07		
understand	08		
t working	09	Other (please write in):	12
I wanted	10		

Key'?   (7b)   Yes 1   *ASK Q7c*   No 2   *Go to Q8*

to Q8):   number of staff 5   Other (please write in): 7   Online 6

...RE YOU BOARDED THIS TRAIN

...s of:

	Fairly good	Neither good nor poor	Fairly poor	Very Poor	Did not use/ no opinion
	2	3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
		3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
	2	3	4	5	6
		3	4	5	6

please answer Q9 (otherwise please skip to Q10):
...ndled?

	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
	4	5	6

this train?

	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
	4	5	6

...HANDED THIS QUESTIONNAIRE

...ith:

...satisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
...satisfied	4	5	6

(right overlapping form)

	Neither good nor poor	Fairly poor	Very Poor	Did not use/ no opinion
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6
	3	4	5	6

...nded this questionnaire?

...nor	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
	4	5	6

No – but I was happy to stand   3
No – but I would have liked a seat   4

...THEASTERN OVERALL

...in you had planned to catch was ...ded this questionnaire

No delay	1	- Go to Q19b
Yes – minor delay	2	- Go to Q16
Yes – serious delay	3	- Go to Q16

...ning of my journey	01
...at my destination	02
...ch was cancelled	03
...was overcrowded	04
...to buy train ticket	05
...d my connection	06
...missed my train	07
...ay to my journey	08
	09

(bottom overlapping form)

(26)	...the train arriving/ departing on time)	1	2	3	4	5	6
	The length of time the journey was scheduled to take	1	2	3	4	5	6
(26b)	Level of crowding	1	2	3	4	5	6
(27)	Connections with other train services	1	2	3	4	5	6
(28)	The value for money of the price of your ticket	1	2	3	4	5	6

Hours: _____

Q18. How well do you think the train company dealt with this delay?

(47)

Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/ no opinion
1	2	3	4	5	6

Minutes: _____

Looking forward

PIDD Code of Practice section 9

We carry out regular reviews of our Service Disruption processes with both Network Rail and the wider industry, including those related to information and will update this document at least annually to reflect the latest changes in processes or our procedures.

We also work closely with the Rail Delivery Group through an industry wide Customer Information Group so that improvements to information provision and systems across the entire rail network can be made.

More information

We hope you've found this document useful. If you'd like more information about information during disruption, or for any other general enquiries please feel free to contact us:

@SE_Railway (24/7)

southeasternrailway.co.uk/contact

0345 322 7021 (24/7)

Other useful links

National Rail Enquiries **www.nationalrail.co.uk**

Transport Focus **www.transportfocus.org.uk**

Office of Rail & Road **www.orr.gov.uk**