

Southeastern Customer Report 1st April 2024 – 31st March 2025

Rail Period 1 – Rail Period 13 (Year 2024-2025)

September 2025

Introduction – Southeastern Customer Report 2024-2025

Welcome to the latest Southeastern Customer Report.

Earlier this year, Southeastern and Network Rail Kent Route united under a single leadership team to drive investment and efficiency and deliver for passengers and freight in an important step towards Great British Railways (GBR).

Operating as the South Eastern Railway team, this brings the publicly owned train operator (Southeastern) and infrastructure provider (Network Rail Kent Route) together, streamlining the structure and allowing for a more responsive railway with a common purpose and clear accountability for railway performance across the network.

This collaborative approach has resulted in greater efficiency with better, faster decisions for customers and taxpayers, leading to an improved railway.

This report provides a snapshot of data recorded and compiled by Southeastern and shows how we performed in the following areas (between 01/04/24-31/03/25):

- Operational Performance
- Customer Satisfaction/Experience
- Passenger Assistance
- Complaints Handling
- Service Quality
- Environment and Sustainability

Key achievements and what we're doing to improve

- Accessibility Improvements:
 - Access for All (AfA) Schemes have been completed at Shortlands and Herne Bay and work is now underway on the £28million AfA investment at Hither Green station, the largest award in the country under the AfA programme. Hither Green is a key interchange station, providing over 3 million entries/exits and half a million interchange journeys annually. More details can be found on our website [here](#).
 - Minor Works: Alongside these major enhancements, we have delivered smaller scale investments to improve facilities for passengers, such as new automatic doors, waiting shelters, handrails and customer information screens.
 - Passenger Assist: consistently high satisfaction scores for passenger assistance with 98.4% of passengers surveyed satisfied with the assistance they received, and increasing numbers of both booked and unbooked assistance on our network.
- Station Improvements: we're proud to be driving forward a £2 million station improvement programme, which benefited over 100 stations between March 2024 and March 2025. This ambitious initiative includes deep cleaning, repairs, and enhancements that will refresh and modernise station facilities across our network. More details can be found on our website [here](#).
- Operational Improvements: we achieved our highest ever gateline closure compliance of 95% (exceeding target by 5%) protecting against ticketless travel. Meanwhile, Ticket Office opening hours compliance rose to 87%.
- Trains: We are also working hard to invest in and improve our trains, with a major fleet improvement programme underway to provide a better, more reliable and sustainable railway. More details can be found on our website [here](#).

Key achievements and what we're doing to improve

- Sustainability initiatives: operating in a socially and environmentally responsible way is important to us. This is why we have developed our joint Sustainability Strategy with Network Rail. Our strategy aligns to the Rail Safety and Standards Board's Sustainable Rail Blueprint, with 11 goals to help us become a more sustainable railway. We have also had 85 applications for this year's Southeastern in Bloom initiative, empowering our station teams to make their Stations more eco-friendly with beautiful plants and floral displays. More details can be found on our website [here](#) and [here](#).
- Performance: running the railway is complex and challenging, with a number of factors that can affect performance (e.g. track defects, signalling issues, trespassers, train defects). However, working with Network Rail Kent Route, we have developed a Joint Performance Strategy ([link](#)) in place to create focus and purpose. For example:
 - We're delivering £306m of investment to renew and enhance our shared railway infrastructure to help keep trains on time.
 - We're investing in more fault-finding equipment so we can fix problems before they happen, to avoid delays.
 - We're working with British Transport Police and using drones and AI-powered cameras to quickly detect and prevent people from trespassing on the railway.
- Growth: over 138 million journeys were made over the last year, a rise of nearly 10m compared to the previous year.

Key achievements and what we're doing to improve

- Service Quality (SQR): monitors the service we provide on board of our trains and at our stations through a mixture of mystery shopping and auditing. This helps us to identify areas of opportunities and to improve the overall experience at Southeastern. We are scored per railway period of 4 weeks and against benchmarks set by the Department for Transport, the latest scores can be found on our website [here](#).
 - We are currently under Department for Transport Improvement Plans for both Stations and Onboard SQR to address some underperforming areas. These plans ensure focus and dedication to improvements via action plans and further investment, covering both behavioural/system changes and physical improvements. We have already seen a great improvement in a number of areas, and continue to push to ensure the best possible experience for our passengers while using our network.
- Consultations: we regularly hold consultations and drop-in sessions with a variety of stakeholders, including via our Accessibility Panel and Stakeholder Surveys. We use this feedback to help shape our focus for the upcoming years (e.g. prioritising accessibility improvements or performance-impacting areas).
- Forward looking plan: we have a number of initiatives planned for the upcoming year to improve our passenger's experience of the railway, including:
 - Work with local communities to make use of under-utilised spaces in our stations for community use
 - Further refurbishments and accessibility improvements to stations, supported by our SQR action plans
 - Fleet improvement programme underway with refurbishments and upgrades taking place
 - More details on all of these programmes will be provided throughout the year to come

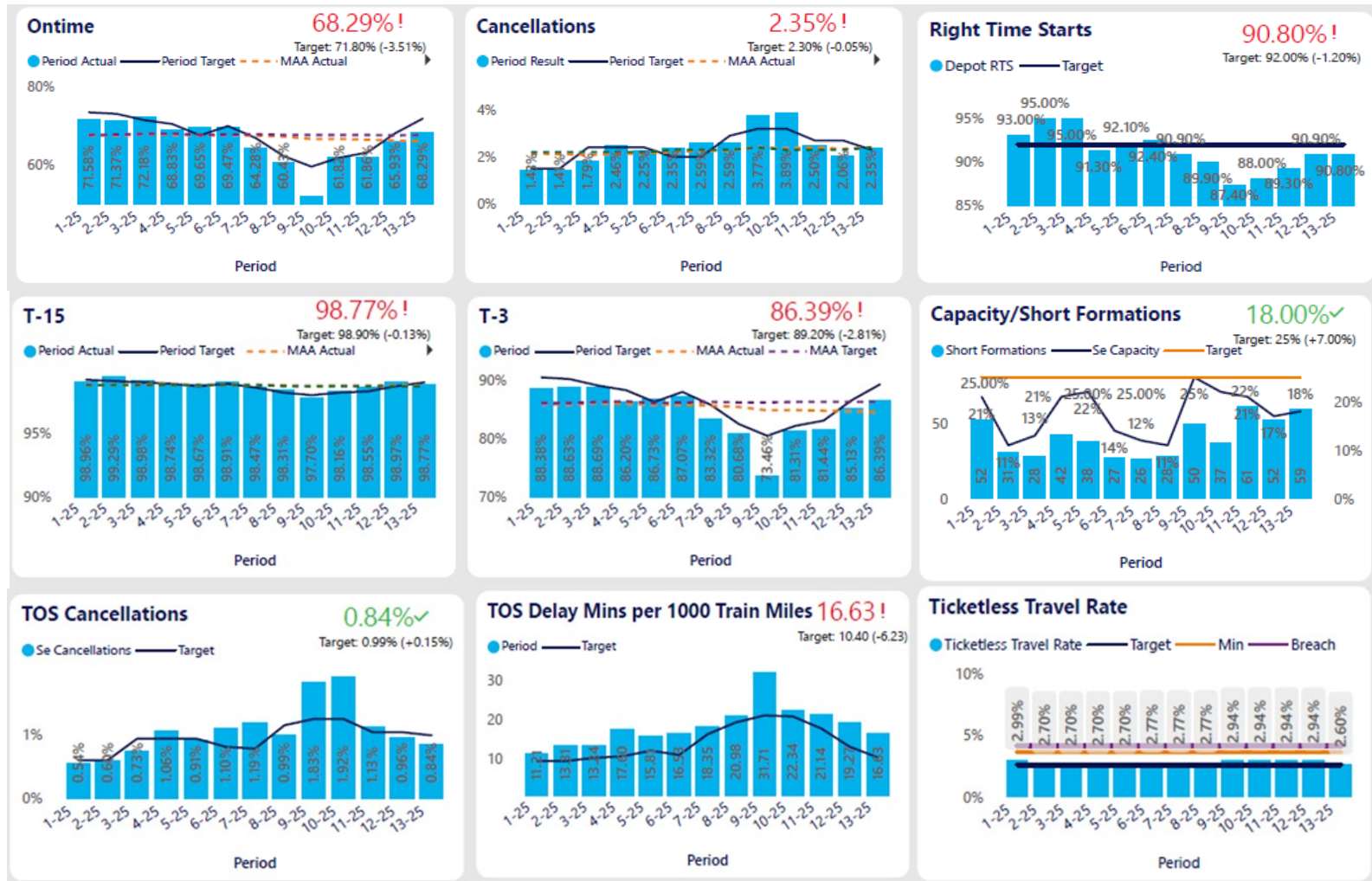
Operational Performance



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Operational Performance

01/04/2025-
31/03/2025



Key:

T-3 = The percentage of recorded station stops arrived at early or less than three minutes after the scheduled time.

TOS = TOC-On-Self. This is delays caused directly by the operator rather than external factors.

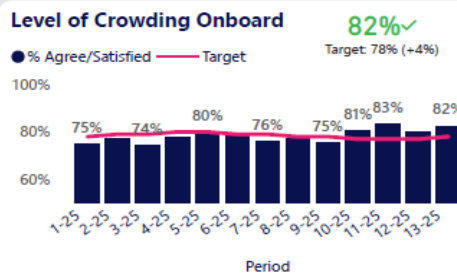
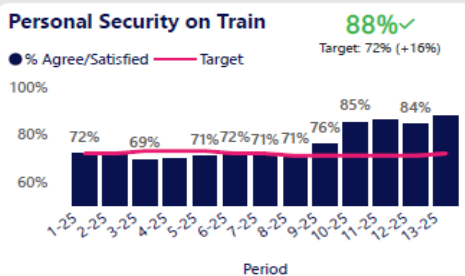
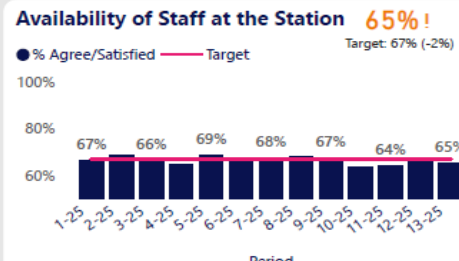
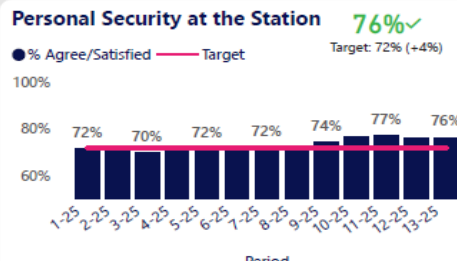
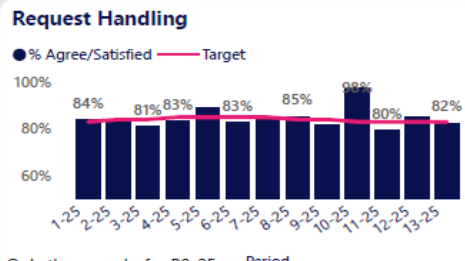
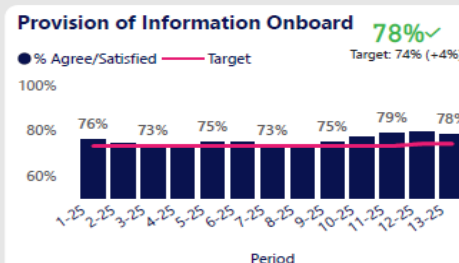
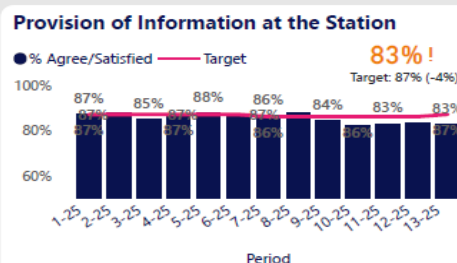
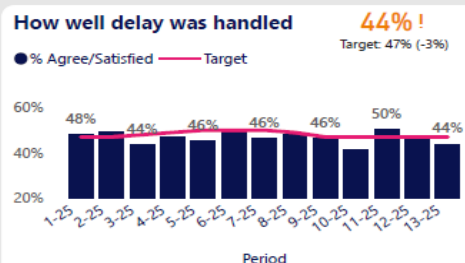
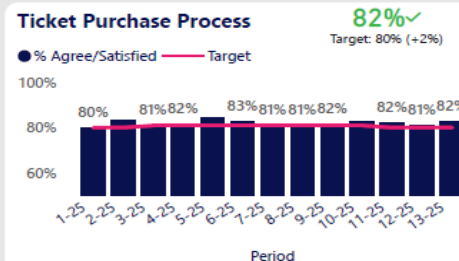
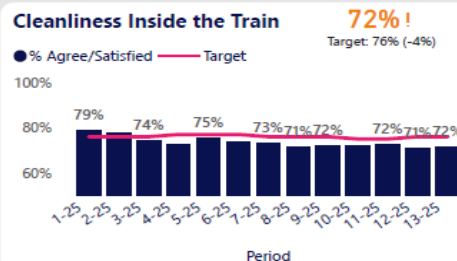
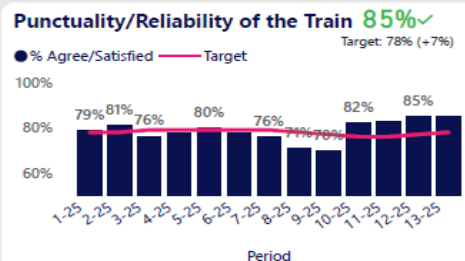
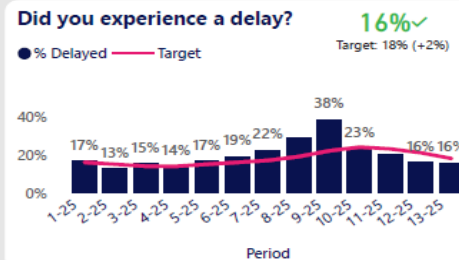
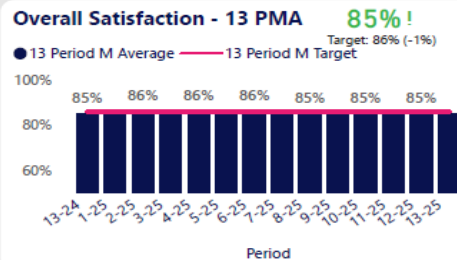
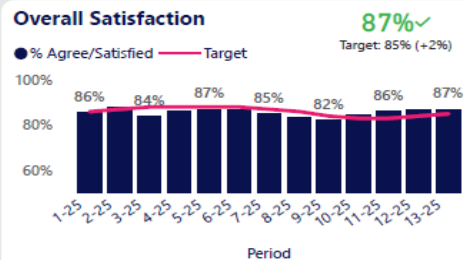
Customer Satisfaction Scores



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Customer Satisfaction Scores

01/04/2024-
31/03/2025



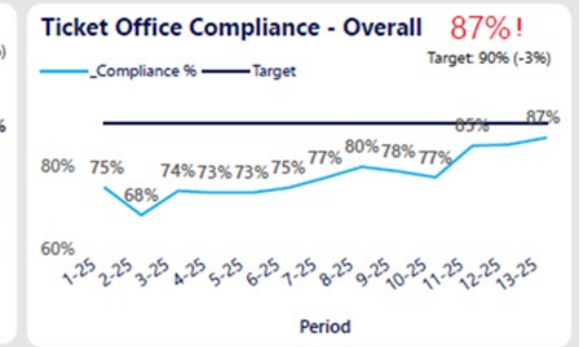
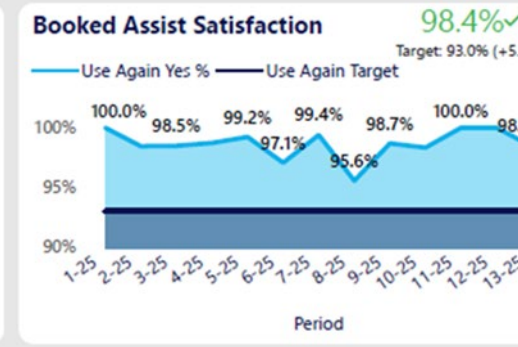
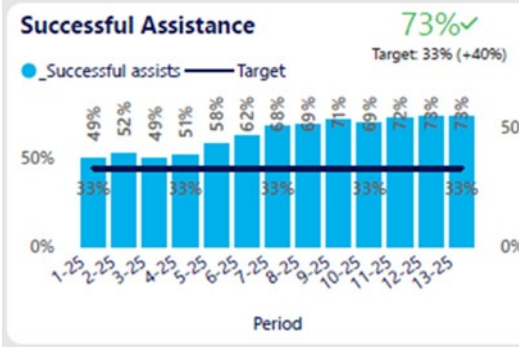
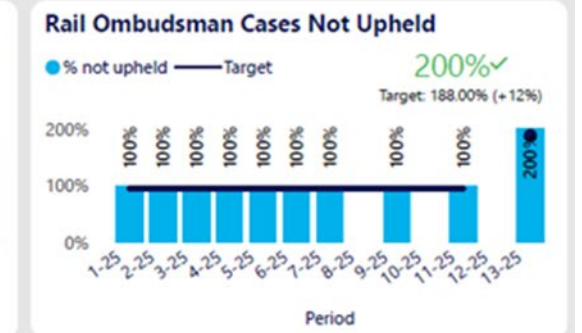
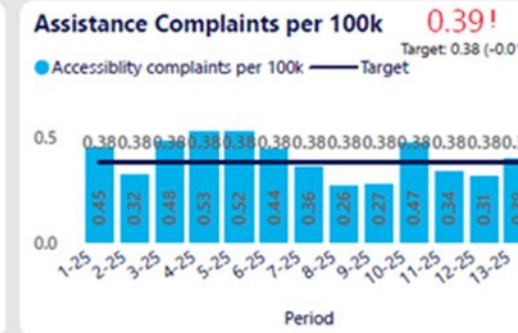
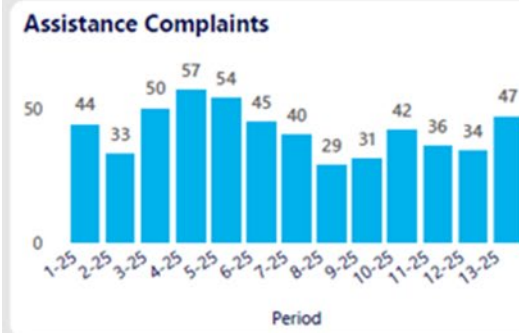
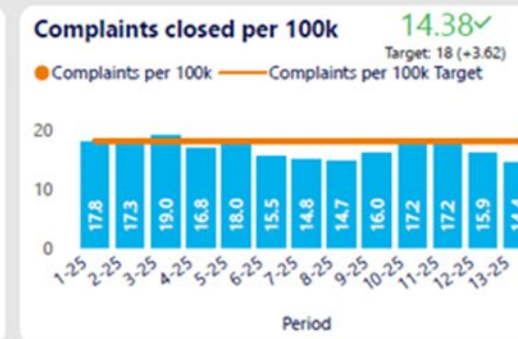
Passenger Assistance and Complaints Handling



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Passenger Assistance and Complaints Handling

01/04/2024-31/03/2025



Service Quality Regime



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Service Quality Regime

01/04/2024-
31/03/2025



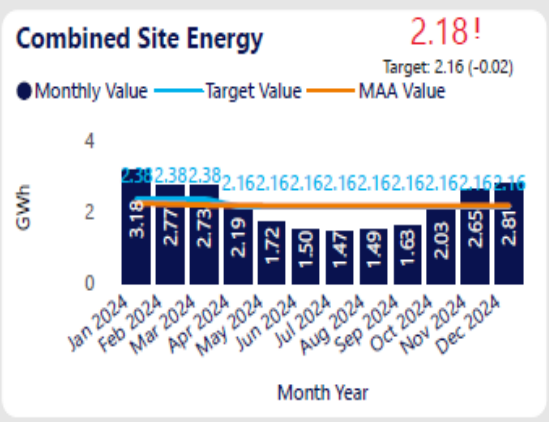
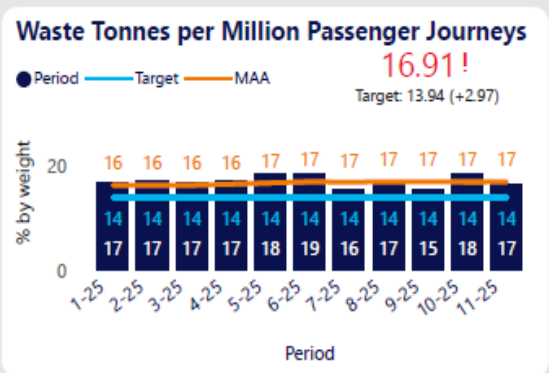
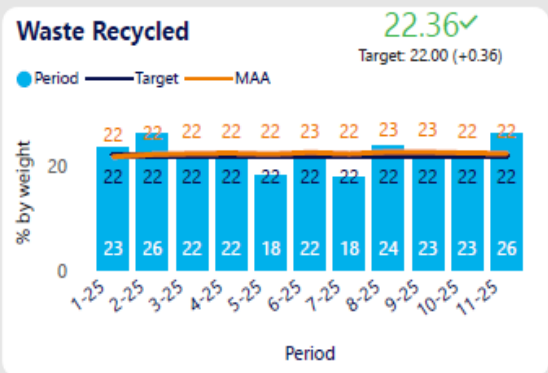
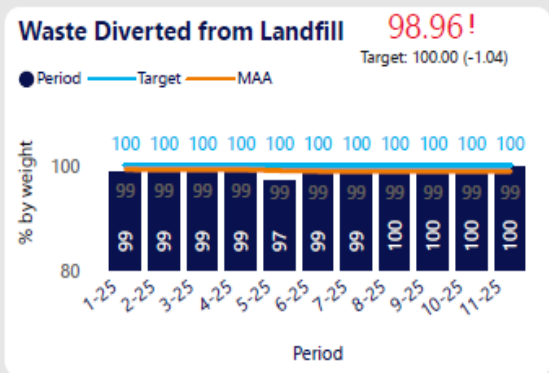
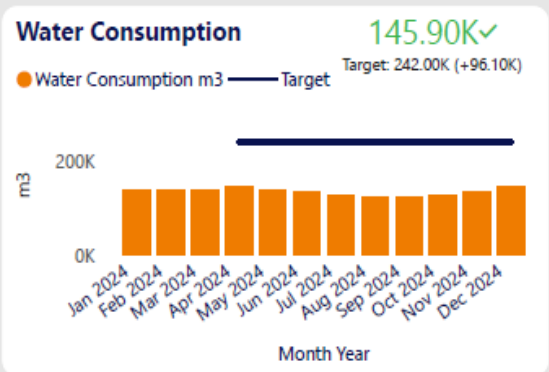
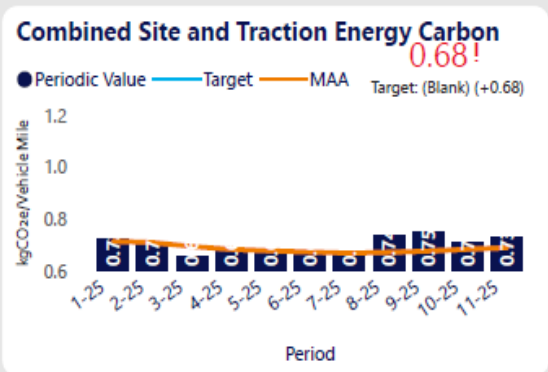
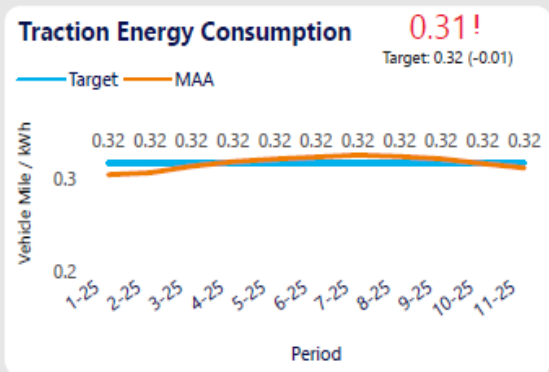
Environment and Sustainability



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Environment and Sustainability

01/04/2024-
31/03/2025





Thank you