

March 2021

connections

Keeping you moving

See how we're making sure everything's safe and ready for when we can travel more freely.



ThamesLink /
WE'RE WITH YOU

Hello from Patrick

03 Hello from Patrick

A word from our CEO

04 Supporting our communities during the pandemic

Celebrating those who've gone above and beyond

07 Customer satisfaction

Help us shape our future priorities by joining our online Passenger Panel

08 The colleagues keeping you safe

Get to know Sophie, an Area Station Manager; and Allen, our Senior Contracts Manager

10 Making every journey safer

What we're doing to support our customers

12 Community matters

We're making a positive difference in our local communities

16 Making our stations even better

A snapshot of over 1,000 projects under way at 250 stations

18 Always improving

The latest innovation and improvements to our services

20 Current and future engineering works

The latest on King's Cross, Gatwick Airport station and the Arun Valley line projects

22 Looking after you

Tips and resources to help you during these uncertain times

23 How we're performing

Our latest customer service and on-time performance targets

It goes without saying that the last year has been an unprecedented one for us all. Who would have thought so much could change, and that we would all manage to adapt so quickly to a world which continues to be in flux because of the pandemic?

COVID-19 has challenged everything we do, from our operations to customer services. Before I go any further, I want to pay the most sincere and heartfelt tribute to all my colleagues – they continue to work tirelessly, on the frontline and behind the scenes, to keep our vital rail services operating.



They have rightly been recognised as key workers and their work has allowed other key workers to get to their jobs safely and on time over the past year. In our global effort to beat Coronavirus, I'm proud that my teams have played their part.

To keep services running, we've worked closely with our user groups, business representatives, schools and hospitals – all informed by the insight of organisations such as Transport Focus – to ensure customers' needs are being met as far as possible. Services have changed several times in the past year to meet changes in demand; we've also added extra carriages and stops on some journeys for a safer, more reliable service.

Behind the scenes, we've worked closely with other organisations such as Network Rail, Transport for London, and even the NHS, to make sure we're doing everything we can to support our communities through this difficult time.

As we head into spring, I want to let you know that we're here for you and, when the time is right, we're ready to welcome you back to the railway – whether for work, leisure, or reconnecting with the ones you love.

Caring for our people, our customers and our communities has always been at the heart of our brand ethos and we have seen so many of our teams step up during

this time. From helping with the vaccination effort and getting bikes to NHS workers, to supporting passengers' mental health and working with homeless charities, you can read more about what they've been up to on [page 4](#).

At the time of writing, the vaccine rollout and Government's estimated roadmap are providing hope that we're heading towards more normal times. This is our opportunity to emerge stronger and better than before – encouraging people to get out of their cars and use a more sustainable form of transport to create a cleaner environment with better air quality and less pollution.

Whether travelling by bus, bike, or train, we will continue to work with businesses and local communities to encourage people to rethink their travel choices in this 'new normal.' And personally, I cannot wait to enjoy travelling by train more in the future.

Patrick Verwer, CEO
Govia Thameslink Railway

Supporting our communities during the pandemic



Our teams across the network have been going above and beyond to support not just our customers, but our wider communities during this pandemic.



Supporting the vaccination effort

While our car parks remain mostly empty, colleagues at Harpenden and Elstree stations have made free spaces available for the staff of their local vaccination programmes. They can also be used by those giving lifts to the elderly and vulnerable arriving for their jabs.

With the vaccination centres just around the corner from the stations, it's great to be able to support our local communities in such a practical way to help with the crucial vaccination rollout.

Volunteering with the London Ambulance Service

Tom Abbott, Head of Network Operations at Three Bridges Rail Operating Centre, has been volunteering with London Ambulance Service NHS Trust following a surge in demand due to COVID-19. Having previously worked as a medical technician for North West Ambulance Service NHS Trust, he had all the skills they were looking for.

Following a refresher course in April 2020, he's now crewing their frontline 999 ambulances as a volunteer, all while still doing a great job in his role with us. Tom says, "It's a unique environment with a real shared sense of purpose and camaraderie, not unlike the railway. It was an easy decision to answer the call and do my bit to support my ex-colleagues and the wider public."

"It's more important than ever that we all think of others and put in place real support. The Mental Health Hubs are a great initiative by Southern, encouraging people to talk and helping passengers open up about their mental health issues."

Chris Heaton-Harris MP,
Rail Minister

Mental health hubs at our stations

In October, we collaborated with Sussex Partnership NHS Foundation Trust to set up drop-in mental health hubs in Brighton and Eastbourne stations. Trained psychologists and therapists from the Trust were on hand to speak to passengers and the local community about issues or concerns they had about their or others' mental health.

Community bike scheme for NHS staff

Following their successful scheme with Luton Council, Thameslink have been working with St Albans City & District Council and St Albans Cycle Campaign (STACC) to provide free restored bikes to NHS workers.

Over 100 bikes that were abandoned and unclaimed at our stations have been restored to safe, roadworthy conditions and donated to NHS workers. St Albans City Hospital nurse, Jane O'Connor, was the proud recipient of our first bike and we look forward to supporting more NHS staff in the communities we serve going forward.

The Great Sock Appeal

In the run up to Christmas, we once again worked with our regional charity partners to provide support for the homeless during the winter with 'The Great Sock Appeal'. Often overlooked, this basic item of clothing is essential for those sleeping rough for keeping feet warm, dry, and healthy.

This year was even more poignant for us as Allen Howe, our Senior Contracts Manager (interviewed on [page 9](#)), has spoken for the first time about his experiences of being homeless, with the hope of breaking the stigma around homelessness.

"I know all too well the hardship and danger facing homeless people this winter, having spent many months on the streets myself after suffering abuse as a child and being forced out by my stepmother soon after my 16th birthday.

There's a huge stigma around being homeless. People often think it's related to drugs or alcohol – or that you've done something to get yourself there. The average person doesn't realise that if you miss just three mortgage payments, you too could find yourself on the streets. There were many times I felt like giving

up, but if you do then you'll never experience the positive side of life."

Instead of physical donation hubs, this year we set up an online fundraising page and are proud to say we managed to raise £3,517.11 (which equates to 1,758 pairs of socks).

"The collaborative effort to make this campaign impactful for our community has been truly heart-warming. So we'd like to thank the whole team and everyone who has donated to the campaign for their ongoing support."

Jayshree Mistry from
Helping Herts Homeless



Customer satisfaction



Due to the pandemic, we've been unable to monitor customer satisfaction the way we usually would, with programmes including the National Rail Passenger Survey (NRPS) put on hold.

However, ensuring you have a great journey is incredibly important to us, so we've continued to engage with our Customer Cabinets and Access Advisory Panel, as well as sending regular surveys to our online Passenger Panel. This has helped us understand how our customers feel about our services – whether they are travelling with us at the moment or not.

Since May 2020, we've conducted nine surveys and received over 8,000 responses. Thank you to everyone who's completed one so far and if you want to get involved, we always have space for you to join our online panels. Simply sign up [here](#).

Accessibility during the pandemic

Since the start of the pandemic, accessibility has been a central consideration for us. From implementing timetable changes and station crowd control measures, to

providing our frontline teams with what they need to deliver Covid-secure assistance.

We're always working to ensure that everyone has the confidence and support they need to access the railway – that's why we're investing in new training, new methods of support and new information, which you can read more about in our latest [Accessible Travel Policy](#).

We've continued offering our Assisted Travel services throughout the pandemic; we know how vital this service is for disabled people or anyone who benefits from additional support. Our dedicated team have been proactively contacting customers who have pre-booked assistance to work out personalised solutions to support them.

On top of this, we've enhanced our travel support tools to make rail travel easier for those who need assistance and for those exempt from wearing a face covering, such as with our travel support card. We have also developed our Easy Travel Guide, in partnership with County Care, to support customers with learning difficulties. Kelvin Lindsay from County Care said, "It makes us feel safe knowing we can all travel safely under the new guidelines and that we are all treated the same."

Pic Liz Mead, Accessibility Champion, Stevenage



The colleagues keeping you safe

Over the past year, all of our colleagues have been busy keeping the nation moving as safely and easily as possible. We've caught up with Sophie and Allen to find out what they've been doing during the pandemic.

Q&A Meet Sophie

What's the best thing about being an Area Station Manager?

I'd definitely say the variety. From dispatching trains to running the ticket office, there's always lots going on and you never know what you're going to have to deal with each day – it's never boring.

What's a typical day like for you?

There's no real typical day – especially at the moment. We're always discussing new ways we can make things better for our customers – sometimes this focuses on day-to-day issues, but other times it's about planning for future improvements. I also work very closely with Network Rail and South Eastern because they're both based at my stations and we have a 'one team' approach to make sure we're being consistent for all our customers.

How did you cope with the challenges of the pandemic?

At the beginning, I left my current role to lead the Covid Response Team for Southern Stations. The advice was changing almost daily but we quickly set up safety measures such as screens at the ticket offices, hand sanitisers around the stations, and clear customer notices – we've continued to adapt throughout. We also really focused on communicating

with our colleagues, letting them know any changes as we received them, as well as answering their questions and concerns, to make sure everyone felt safe and 'in the know'.

What has changed the most over the last year?

The biggest thing has been the drop in the number of customers, as well as all the measures that have been put in place to protect everyone. Our ways of working have also changed, with all our team meetings being virtual now. In some ways it's good as it can be more efficient but at the same time, we've really missed the interaction. I cannot wait to have all my team together in one room again!

How have your teams handled all the changes and new measures?

Honestly, they responded brilliantly and I'm so proud of them. They've come to work every day and done their best for our customers, despite facing their own personal challenges – and they've really looked after each other too. I think it's great that they've been acknowledged as key workers because they've kept the country moving.

Any standout moments?

We've received a lot of positive feedback from our customers and



that's made such a difference to us all. We had some lovely messages from lots of doctors and nurses saying, 'thank you'. It's great to share that with our colleagues to show them that, even when it felt like no one was travelling, what they were doing was still really important because they were getting these really important people to where they needed to go.

Is there anything you'd like to say to our readers?

Thank you to those who have been travelling and have been following the guidance, and to those who have been sending in the positive feedback. For everyone else, we're really looking forward to welcoming you back later in the year and want to let you know we're doing everything we can to keep you safe and comfortable when you travel with us.

Sophie is an Area Station Manager looking after London Victoria and London Bridge. She works with over 200 colleagues to make sure everything runs smoothly and safely at both stations.

Meet Allen Q&A

"I had a very clear understanding of the difference between cleaning and sanitisation, so I definitely felt I had a head start."

Allen joined us just three days before lockdown began but, having just spent over 15 years at the NHS, his timing couldn't have been more perfect. He's our Senior Contracts Manager and knows a thing or two about how to keep trains and stations clean.



What exactly is a Senior Contracts Manager?

I look after various contracts across our four companies that are there to keep our customers and colleagues safe. I manage what we call all the 'hard and soft' services contracts – that's anything electrical, water-based, or to do with cleaning or waste management etc.

How has your time at the NHS helped you while being with us?

In so many ways – in fact, the skillset I needed there is exactly what ended up being needed here. Having worked for so many years at the NHS, I had a very clear understanding of the difference between cleaning and sanitisation, so I definitely felt I had a head start.

What have you done to make the trains and stations safer during the pandemic?

We very quickly introduced new cleaning methods and new technologies. This included a brand new virucide that sticks to surfaces, killing the COVID-19 virus for up to 30 days. We also have one that kills it for 24 hours, which we use multiple times a day on key touchpoints. Plus, we started dry steaming, cleaning with microfibre, and using electrostatic guns to help the chemicals stick to surfaces – all things that were normal use in the NHS but weren't being used on railways. We were also the first train company to introduce misting backpacks which cover large areas quickly – great for our trains and stations.

And we hear you've been sharing your knowledge with other companies?

That's been key to making sure that our stations are as safe as possible for our customers. We've been collaborating with the whole travel and rail industry throughout – often getting phone calls asking, 'how are you doing that?'. So we've shared our processes with lots of other organisations to make sure there's been a real joint response and travelling is as safe as can be.

Sounds like you've been busy!

What drives me is that I want to keep our colleagues and customers safe, so we've been constantly researching, reviewing and evolving procedures to keep improving things. The targets we're setting ourselves are the same as the ones I was setting myself in the NHS – we test our surfaces on a regular basis and continue to achieve really high sanitisation rates.

What have you been most proud of during this time?

The teams I look after. The people looking after ventilation, water safety and (most importantly) our cleaners – they are all the real heroes. Without them the rail industry would have ground to a halt. I'm not doing anything special, they are. They're the ones who do the work, day in and day out, and have kept our network going and all the hospitals we serve going. I am just so proud of them and all our frontline teams.

Is there anything you'd like to say to our readers?

Follow the guidance and be confident that our trains are safe – if I didn't believe that, I wouldn't be doing my job.



One way
systems
at the
busiest
stations



New Live Maps
for smarter
journey planning
(more information on [page 18](#))

E-tickets available
at more and
more stations



19,000
floor signs
across the
network



1,000 touch-
free hand
sanitiser
points in
stations and
staff areas

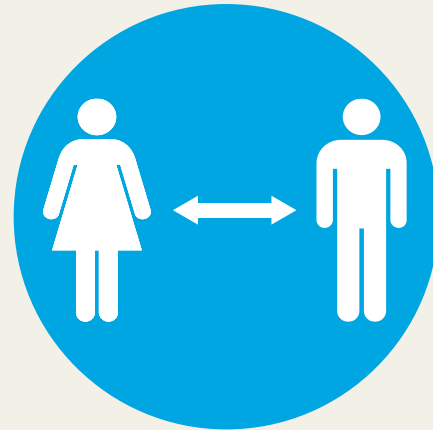


All
customer-facing
colleagues wear
face coverings
(unless exempt)

A '[How busy is my
train' checker](#) so
you can check
your train before
you board



25,000 train signs,
posters, adverts and
announcements to
remind people to
socially distance



A new staff app
lets us monitor
passenger
volume and
movement,
and identify
hot spots.
We use this to
modify services
where possible

2,700

All train carriages are sanitised every night

VIRUCIDE

We use our
virucide on our
trains, stations,
offices and depots

KILLING OFF VIRUSES,

Virucide sticks to surfaces
for weeks at a time

Making every journey safer

Looking after our colleagues
and customers has been our
number one priority during
the pandemic, so we've
followed advice issued by
the UK Government,
the Health and Safety
Executive, and the
Office of Rail and
Road to ensure our
trains and stations
are clean and safe
for all.



The contactless
way to buy tickets



No paper
No queueing
Less contact



Order a free
Smartcard online



It'll arrive in
the post



Buy your
tickets online



Add them to your
card using your
phone or tapping
at the station

More details can be found [here](#).

Community matters

In this edition, we're celebrating helping people get into work, encouraging young people to wear face coverings, and spreading important messages on World Suicide Prevention Day.

Our goal of encouraging mask-wearing

To increase the uptake of mask-wearing among young people, we built on our partnerships with Stevenage FC and Luton Town FC's academy footballers, whose players have been supported with free travel between their place of study and training from us for many years. Now, they're representing their clubs as role models by always wearing their face coverings while travelling and encouraging other young passengers to do the same.

Proving age is just a number

During National Apprenticeship Week, 8th - 14th February, we celebrated our many apprentices who defy the idea that these schemes are only for younger people. In fact, 69% of our apprentices are over 30 (with over 40s accounting for half of them), so there are always exciting new opportunities available with us – no matter your age.

Zoey Hudson, our Head of Talent, Diversity and Inclusion, comments: "We are very proud



Pic Luton Town FC's academy footballers



Pic Bob Bryce on Sky News

to see that so many different age groups are represented in our apprentice workforce. We have set out to challenge the stereotypes associated with careers in rail, and our applicant numbers – as well as their demographic split – reflect that."



Spotlight on Bob Bryce

Bob is currently completing our Level 3 Supervisor Apprenticeship Course and, at 76, is thought to be the oldest apprentice in the UK. In fact, it's made him something of a celebrity – you may have spotted him on TV being interviewed on Jeremy Vine, and Steph's Packed Lunch.

"I joined the railway in 1999 and my biggest regret is that I didn't do it sooner! It's the best job I've ever had, which is why I want to keep working as long as possible. I'm a passenger

host and team leader based at Luton station and I'm doing a Level 3 Supervisor apprenticeship so that I can improve my skills even further.

I was hesitant to do the apprenticeship at first because of my age – I left school over 60 years ago without any qualifications! It's been hard at times to get back into the routine of learning again. Although Covid-19 has delayed things, I'm on the home straight now with just one exam left to go.

I don't want to retire anytime soon! I want to keep my brain active and working and I would encourage anyone in later life to consider an apprenticeship because you're never too old to learn something new."

"You're never too old to learn something new."

Bob Bryce, Passenger Host and Team Leader at Luton station

"As we begin to get back to the 'new normal', we want to play a central role in supporting our communities – helping those who may be at risk from exclusion, enabling social mobility, and doing all we can to look after the wellbeing of our passengers."

Angie Doll, Managing Director for Southern and Gatwick Express



Offering new ways into the industry

We've always worked with our partners to give employment and training opportunities to people who may be out of work or struggling to find employment. By integrating these schemes with our recruitment processes, we've been able to help people build essential employability skills, gain qualifications, and find meaningful employment.

We launched our first ever Sector-based Work Academy Programme (SWAP) with East Sussex College in November, which supported people from towns along the West Sussex coast getting into three Southern frontline roles, as well as further work placements with our recruitment agency.

We're also getting ready to welcome more young people into the workforce through the government's Kickstart scheme, which gives young people the tools and skills needed to prepare them for employment. They'll be joining us from April and will play an important role in welcoming our customers back. We will be supporting them in the best possible way – through high-quality training and mentoring.



Pic Sector-based Work Academy Programme

Celebrating Pride in lockdown

With Brighton & Hove Pride events in 2020 cancelled, we swapped stilettos and sequins for sofas and slippers to join in with the digital 'buloso' festival – enjoying performances, archive footage, comedy, cabaret and more.

Leading up to the festival, our LGBTQ+ Network co-chairs, Stephanie Sauvarin and Nicola Baillie, set up a week of online events just for our staff, including quizzes, alternative photo competitions and a virtual event hosted by professional drag queen, Annabelle Lectar. Incredible fun was had by all.

Love is in the air

Pride wasn't the only thing Stephanie and Nicola were celebrating. After meeting at work and dating for a year, they decided to get engaged, and weren't going to let a global pandemic get in the way. Stephanie secretly bought a bag of Haribo so she could use a jelly ring to propose.

Nicola accepted the surprise ring... shortly before eating it. Stephanie said, "This year's been horrible and really unexpected, but it's made me realise that I wouldn't want to spend it with anyone else."



Pic above Pride 'Trainbow' 2019



Pic left Stephanie and Nicola at Pride 2019 (pre-pandemic)

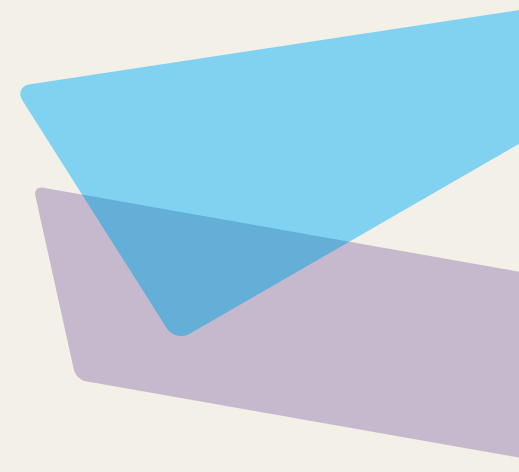


Pic Affirmation Art Programme being installed

Spreading messages of hope

On World Suicide Prevention Day in September, we unveiled 'Affirmation Art' across some of our busiest stations. The beautiful chalk messages were designed to offer support and spark discussion around this incredibly important subject, helping to give passengers and colleagues a positive boost in these challenging times.

If you or anyone you know needs support, you can call Samaritans for free any time, from any phone, on 116 123.



Pic left Affirmation Art at Blackfriars station

Making our stations even better

As part of the Improving Your Stations programme, we're spending over £15 million improving station facilities across your network. Despite restrictions during the pandemic, we've been busy progressing with a lot of the schemes – many suggested by local passengers, community organisations and councils.

We're excited to be delivering over 1,000 improvements across 250 stations, focusing on:

Download a detailed list of the improvements [here](#)



Pic Lingfield waiting room update



Ambience

We're improving the look and feel of stations by redecorating, landscaping and installing artwork – often with substantial input and inspiration from local people. Cricklewood station in North London is a great example of this, with two eye-catching murals celebrating the area's rich aviation history.



Comfort and safety

This is one of our top priorities, so we're renovating waiting rooms, adding platform shelters to 80 stations, and installing new seats in over 130 stations. We're also refurbishing more than 60 toilets and adding new information screens at 60 stations.



Pic Installing an aviation history mural in Cricklewood.



Sustainability

We're including better facilities for cyclists at 30 stations, adding solar panels to new buildings and landscaping gardens at 75 stations – including wildflower areas to help the nation's bee population thrive.

We've opened the railway's largest electric vehicle charging hub at Hatfield station featuring 27 charging points, while at Haywards Heath station a 12-point hub was installed; this brings the total number of electric charging points at our stations to more than 150.



Pic Hatfield EVC hub

We've opened the railway's largest electric vehicle charging hub at Hatfield station featuring 27 charging points

Always improving



How we're making every journey better.

Thameslink routes temporarily added to the Tube map

All services between Zones 1 and 6 (as well as Dartford and Swanley) are now included on the map to give customers more options during the pandemic, and to help with social distancing. Step-free information for all Thameslink stations shown will also be included to support those with accessibility needs.

Introducing Live Maps for smarter journey planning

We're the first train operator to launch Live Maps, which let you see exactly how the network is performing at any given moment. Our network status is colour-coded using Red (if 20% of trains are delayed by more than 20 minutes), Amber (if 10% of trains are delayed by more than 10 minutes) and Green (all good). This enables customers to see any issues immediately and be alerted to alternative routes.

The new feature can be found on the top right-hand side of our [homepage](#) and is interactive, so you can click on your local station to see Live Departures and the service status of our trains.

You can now pay for parking 24 hours later

We've introduced 'Late Pay' at 61 of our car parks so if you're in a hurry to catch your train, you can simply park your car and pay any time up to 24 hours later. Using Automatic Number Plate Recognition, our systems log your vehicle so you can easily pay through the APCOA Connect website for no extra fee.

See the full list of car parks [here](#)

Weekday trains between Stevenage and Hertford North are back – and better than ever

Thanks to the completion of the £40 million Stevenage station project, we're now running a new all-day service with two trains per hour. There's also now a dedicated fifth platform at Stevenage station for trains around the Hertford Loop to London – improving reliability for all customers.

Twice as much space on services between King's Lynn and Cambridge

Thanks to Network Rail's completion of the Fen Line upgrade, we've been able to run services with eight carriages between King's Lynn and Cambridge, instead of the usual four. This means passengers can now socially distance more easily when travelling.

£3.9 million upgrade at Crawley station to improve accessibility

As part of the Department for Transport's Access for All programme, Crawley has a new lift and footbridge to make it easier to get from platform 2 to the main station and shopping centre. Tactile surfaces, that help visually impaired customers recognise potential hazards, have also been installed on all platforms.

We've secured more than £300 million with the Access for All programme, so you'll be seeing similar improvements at Biggleswade, Finsbury Park, Eridge, and Alexandra Palace stations in the future.

Pic below King's Lynn announcement

"Colleagues across our business have been busy preparing to welcome customers back to the railway and we've been doing all we can to ensure they return to a service that has been transformed for the better."

Tom Moran, Managing Director for Thameslink & Great Northern



Current and future engineering works



Pic Horsham Station

Arun Valley line upgrade dates

The route between Three Bridges and Arundel via Horsham will be closed for several weekends and a nine-day period this summer. This will enable our colleagues at Network Rail to deliver £8.5 million of vital improvement works, including replacing track and signalling in the area.

During the upgrade, train services will be suspended along much of the Arun Valley line as far as Three Bridges, and between Horsham and Dorking. Plans for alternative transport, including other routes and rail replacement buses, are being developed at the moment and will be available soon.

Upgrade works will take place on the following dates:

- Enabling work: 11th July, 17th-18th July and 31st July -1st August 2021
- 9-day closure: 14th-22nd August 2021
- Follow-up work: 4th-5th September and 3rd October 2021

We're working with local councils, communities and businesses across the network to raise awareness of the improvements and ensure that we do everything we can to support people to travel – encouraging people to visit the area this summer and beyond.

For more information on the upgrade, [click here](#)

Gatwick Airport station update

Work has continued on the multi-million pound upgrade of Gatwick Airport railway station, set for completion in 2023.

The upgrade will:

- Double the size of the station concourse
- Improve customer access with five new lifts, eight new escalators, and new wayfinding through the station
- Reduce platform overcrowding and train delays by widening platforms and making it easier for passengers getting on and off our trains

You can keep up-to-date with the project [here](#)



Pic & insert Gatwick Airport railway station upgrade

King's Cross station remodelling is underway

Network Rail is currently delivering the largest phase of the King's Cross Remodelling Programme. Having started on 26th February, they are set to finish on 6th June 2021.

The track, overhead wires and signals on the approach to the station have been untouched since the 1970s and so are being replaced with a new streamlined layout. They're also reopening a disused tunnel, which will increase the number of tracks into the station from four to six – meaning easier train movements and increased reliability.

While the remodelling is taking place, there will be no significant changes to services except over the weekends of 23rd-25th April and 4th-6th June, when there will be no trains along the East Coast route into London. You can find out more [here](#).



Pic above King's Cross remodelling in progress



Looking after you

During these challenging times, it's more important than ever to make sure we're taking care of ourselves and each other. So our Health and Wellbeing Manager, Jamie Blower, has pulled together some great tips and useful phone numbers to support your physical and mental health.



Connect with people

If you're self-isolating, try to keep in touch digitally with friends, family and colleagues.

Eat well and stay hydrated

Try to drink at least 6 to 8 glasses of water every day, and eat more wholegrains, nuts, beans, lentils, fruit and vegetables. It's also best to minimise high sugar foods, caffeine and alcohol.

Try to keep active

Build physical activity into your daily routine, whether that's cleaning your home, dancing to music, going up and down stairs, doing [seated exercises](#) in front of the telly or following an online workout.

Spend time away from the screen

Try having a little digital detox. Instead of messaging, call someone you've been meaning to catch up with. Give your house a spring clean. Or settle down with a really good book.

If you are feeling anxious

With so many things changing, it's perfectly normal to feel anxious at times, but there are things you can do to help calm yourself down. MIND has lots of different resources, with [games and puzzles](#) you can use to distract yourself, as well as relaxing [breathing exercises](#).

Find ways to relax and be creative

Whether you're into arts and crafts, DIY, colouring, mindfulness, writing, yoga or meditation, being creative can really help you relax. I'd also recommend getting as much sunlight, fresh air, and time with nature as you can – even if that's just spending time with the windows open to let the fresh air in.

Keep your mind stimulated

Read books, magazines and articles. Listen to podcasts and do puzzles. And check out [FutureLearn](#) and [OpenLearn](#) which have loads of free online courses you could try.

USEFUL CONTACT NUMBERS/ INFORMATION

MIND Infoline:
0300 123 3393

Open 9am to 6pm for non-urgent mental health support

Samaritans: 116 123

Whatever you're going through, you can call them any time

Rethink Mental illness:
0808 801 0525
rethink.org/advice-and-information

Specific articles for Black, Asian and Minority Ethnic (BAME) mental health

MindOut: 01273 234 839
mindout.org.uk

An online lesbian, gay, bisexual, trans and queer mental health service

How we're performing

Operational performance

The tables below provide our performance scores for the 2020/21 financial year to date. They indicate a strong performance overall, despite the effects of the COVID-19 pandemic.

We adapted quickly to the dramatic decline in people travelling during each lockdown, and increased the number of services in line with customer demand and requirements

during the period when restrictions were lifted – both to provide a good service and allow as much social distancing as possible.

We've also managed to improve our punctuality scores, in part because having fewer trains on the tracks has eased congestion and consequently resulted in fewer incident delays.

KEY

- GTR:** Govia Thameslink Railway
- GX:** Gatwick Express
- GN:** Great Northern
- SN:** Southern
- TL:** Thameslink
- PPM:** Public Performance Measure

Year Starting April	2016/17	2017/18	2018/19	2019/20	2020/21
PPM Target	85.8%	84%	83.1%	85.4%	85.1%
PPM Achieved	74.2%	81%	82.7%	84.8%	90.6%

Delay Responsibility	2016/17	2017/18	2018/19	2019/20	2020/21
GTR	37.6%	32.6%	35.8%	29.1%	25.6%
Network Rail	59%	62.5%	58.7%	64.3%	70.1%
Other Operators	3.5%	4.9%	5.5%	6.6%	4.3%

Recent Months	August	September	October	November	December	January	February	March
PPM GX *	-	-	-	-	-	-	-	-
PPM GN	88.6%	89.1%	85.7%	91.8%	89.8%	92.8%	92.0%	82.1%
PPM SN	91.7%	90.5%	90.2%	89.1%	90.3%	89.9%	90.0%	95.9%
PPM TL	84.2%	85.7%	84.4%	88.3%	85.1%	85.0%	87.0%	91.7%

* Gatwick Express services have not been running due to COVID-19

Department for Transport contractual targets

The Department for Transport sets us a series of targets on a variety of performance measures. We monitor these and use the results – plus ongoing driver training, reliable train fleets and robust operational planning – to inform how we can improve services across all routes.

We publish detailed performance figures on our website every four weeks and monthly updates on the progress of our improvement plan. You can find these at [thameslinkrailway.com](https://www.thameslinkrailway.com), [greatnorthernrail.com](https://www.greatnorthernrail.com), or [southernrailway.com](https://www.southernrailway.com).

	2015/16		2016/17		2017/18		2018/19		2019/20		2020/21	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Delay mins per 1,000 miles	19.64	17.98	19.40	19.43	15.95	17.50	20.40	18.36	17.60	12.79	17.18	6.70
Cancellations	2.10%	1.94%	1.88%	2.20%	1.25%	2.02%	7.82%	7.75%	1.87%	1.87%	1.67%	1.23%
Trains running with fewer carriages than planned	0%	1.03%	0%	1.42%	0%	1.42%	0%	0.80%	0%	0.57%	0%	0.46%

Fare evasion

Why does fare evasion matter?

The rail industry loses millions of pounds a year through ticketless travel and fraud – money which could have otherwise been re-invested to improve rail services for you. During COVID-19, we are continuing to do everything we can to reduce ticketless travel.

Customer Satisfaction

How do we measure customer satisfaction?

We set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction. This is a combination of audits completed at stations and on trains, and an independent customer survey led by Transport Focus, the National Rail Passenger Survey (NRPS).

Measuring impressions of all UK train operating companies across a wide range of criteria, the NRPS would usually take place twice a year but, due to the pandemic, it is currently on hold. Because of this, we've made an extra effort to listen to customers via our 'We're Listening' passenger surveys during the last few months. You can read more on [page 7](#).



Pic Joe Healy,
station manager
for Thameslink

Our Commitments

We are continually improving the services we offer you on our network. Here we have tracked the progress of each commitment made to you from the start of the franchise.

Commitment	Route	Deadline date	Status
108 new carriages on Gatwick Express	Gatwick Express	2016	Complete
All-day staffing at 16 further stations	Southern	Jul-16	Complete
The key top-ups in third party retailers	All	Sep-16	Complete
New ticket vending machines	All	Sep-16	Complete
Introduce a subscription-based area of the website for over 65s with promotions and discussion board	All	Oct-16	Complete
Introduce more staff for train cleaning	All	Dec-16	Complete
Repainting programme for all GTR managed stations	All	Dec-16	Complete
Enhance and upgrade existing station CCTV and install CCTV at stations previously without	All	Dec-16	Complete
Introduce on a trial basis an online magazine aimed at 16-24 year olds	All	Jan-17	Complete
Additional £2.5m investment on improving facilities and information at stations	All	Jan-17	Complete
'My Journey' info on train performance for holders of 'The Key' smartcard	All	Apr-17	Complete
Investment in improving retail and catering facilities at stations	All	Jul-17	Complete
Programme of upgraded ticket machines and automatic payment methods at car parks	All	Sep-17	Complete
LED lighting installed at various stations and on older train units	All	Sep-17	Complete
Enhancements to on-train passenger information systems	All	Oct-17	Complete
London Bridge station reopens	Southern/ Thameslink	Jan-18	Complete
New class 700 introduction	All	2018	Complete
Further upgrades to customer app	All	2018	Complete
Class 717 introduction. 150 new carriages on the Moorgate route	Great Northern	2019	Complete
King's Lynn 8 carriage scheme	Great Northern	Dec-20	Complete

We're ready when you are
There's so much waiting to be rediscovered.



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We publish Connections twice a year to keep you on track with our progress and future plans.
All information is correct as of March 2021