



HOUSE OF COMMONS

LONDON SW1A 0AA

Lawrence Bowman
Managing Director
South Western Railway
4th Floor South Bank Central
30 Stamford Street
London
SE1 9LQ

27 July 2026

Dear Lawrence,

Re: Timetable review survey results - Residents demand urgent improvement to SWR services, especially at Hampton, Fulwell and Whitton

I am writing to submit my formal feedback, on behalf of my constituents, as part of South Western Railway's (SWR) consultation on timetable changes – which I'm aware will be the first review of timetables in over 20 years.

I am grateful for the opportunity to provide my feedback in this pre-consultation phase, before SWR launches its full public consultation on the proposed changes later this year. Whilst timetable changes alone won't address all of the issues with SWR services in our area, I believe this is an important opportunity for residents to share their views on all aspects of rail services.

I am summarising here the results of the survey I conducted with constituents – along with some specific calls to action – and attach the full survey results alongside this letter. The survey shows a clear need to improve rail services in our area, with a particularly desperate need in Whitton, Hampton and Fulwell, which have long been neglected.

Rail services that are not fit for purpose

The overall message that came out loud and clear in my survey was that residents are fed up with paying ever-higher fares for an increasingly unreliable service. Many pointed out that services have never been restored to pre-Covid levels: whilst demand has recovered, services have not.

The dire state of rail services has a real and serious impact on people's day-to-day lives: parents being late (and running up late fees) for nursery collection; students being late to school or university; patients missing hospital appointments; commuters being late to work or missing important meetings; families missing important engagements with family and friends.

I have experienced this myself as a Whitton resident – with delays and cancellations wreaking havoc with my journeys to and from Westminster.

I've been raising residents' concerns about SWR services since the moment I was elected over six years ago, both with SWR and with ministers in Parliament. This includes the constant delays and cancellations across the network, and the need to improve services on the Shepperton line in particular - especially on Sundays. I have repeatedly called for the Hounslow loop to be reinstated, in order to improve the frequency of services for both St Margarets and Whitton passengers, and asked for the Reading service to stop at Whitton.

The 650 responses I received to the survey echo the calls I've been making for years, and illustrate the strength of feeling on this issue. Whilst around 40% of respondents rated SWR

The Hamptons • St Margarets • Strawberry Hill • Teddington • Twickenham • Whitton

services as 'Fair', only 17% rated them 'Good' or 'Excellent'. Meanwhile, 42.31% rated them 'Bad' or 'Terrible'.

The 'Good' and 'Fair' ratings are clearly linked to stations that are better-connected hubs, with more frequent – and faster – services (such as Twickenham station). These stations also have better access to alternative transport modes, which means better resilience when things go wrong. However, even amongst the 'Good' and 'Fair' respondents, the same frustrations are raised:

- A completely unreliable service, with endless delays and cancellations
- Need to more evenly space services, to avoid long gaps and missed connections
- Insufficient frequency – not enough trains per hour, including not enough peak and Sunday services
- Overcrowding as a result of the above issues

Hotspots of dissatisfaction

Whilst these problems affect all stations across the Twickenham constituency, there are two areas where the problems are particularly acute: Whitton and Hampton/Fulwell. These stations not only have been chronically under-served for some time, but also bear the brunt of SWR service issues when things go wrong.

There is a very clear concentration of dissatisfaction in the survey, which backs up what I have already heard anecdotally from residents in these areas.

The 'Bad' and 'Terrible' responses are dominated, by a large margin, by respondents living closest to the following three stations: **Hampton** (the single biggest contributor to Bad/Terrible ratings); **Whitton** (the second largest group of dissatisfied respondents); and **Fulwell** (the third largest group, but still significant). Hampton and Fulwell have in common being on the Shepperton line, whilst Whitton is on the Windsor segment.

Whitton – “service doesn’t meet demand”

Whitton commuters pointed to insufficient peak hour services, and the fact that Whitton only has two trains per hour for most of the day.

Commuters also pointed to the need to spread services more evenly in the peak periods when the Hounslow loop does stop, to avoid situations where two trains come in quick succession, followed by a long gap. Further, because Whitton suffers from poor transport connectivity with the rest of the borough, one problem with the service leaves residents completely stranded, with no alternative. Simply put, as one resident said in the survey, the service simply doesn't meet the demand.

To address these issues in Whitton, I and residents urge SWR to:

- Add more trains (returning to four per hour, in line with pre-Covid levels), with more at peak times
- Evenly space trains every 15 minutes or so
- Reinstate Hounslow loop trains and/or allow Reading trains to stop at Whitton

Hampton/Fulwell – paying London fares for a sub-par London service

Hampton and Fulwell commuters, meanwhile, expressed outrage at paying full-price, London-level fares for a sub-par London service - with service in Hampton/Fulwell *worse* than in areas that are *further* from London. I have been raising the poor service on the Shepperton line for years.

With too few services on weekdays and Saturdays, one cancellation can mean endless waits, as well as overcrowding. The fact that Hampton and Fulwell commuters only have one train per hour on Sundays is also unacceptable. Commuters also tell me of suffering from trains skipping stops without warning, or of being kicked off at Fulwell, leaving Hampton commuters in particular completely stranded.

To address these issues in Hampton and Fulwell, I and residents urge SWR to add:

- Minimum 4 trains per hour throughout the day (two via Richmond and two via Kingston)
- More trains at peak times
- More trains on Sundays

An opportunity to create the reliable rail services that residents need and deserve

Like many people, I had hoped that SWR services would improve following its nationalisation in May 2025. However, statistics show that SWR's service has actually worsened since nationalisation. It is particularly galling for residents to be paying ever-higher train fares for an increasingly unreliable service.

This consultation is a golden opportunity to take residents' views and concerns into account, and create the reliable rail services that residents need and deserve.

Whilst this letter is focused on reliability issues, I hope that SWR will also take into account other feedback from constituents, which can be read in full in the attached survey summary. This includes accessibility at stations and on trains (for the elderly, the disabled, and those with buggies); safety concerns (not wanting to be stranded late at night when things go wrong); and communications (the need to better communicate when there are problems).

There are also, of course, the environmental implications. With service so unreliable, residents tell me they are often left with no choice but to jump in the car, if indeed they have one. Reliable, affordable and accessible public transport plays a vital role in tackling climate change, improving air quality and reducing congestion in our communities. Yet, if we want more people to choose the train, the service has to work for them.

I would like to thank you for willingness to engage with me thus far, and hope that you will take this specific feedback on board to improve SWR services in the Twickenham constituency. Commuters deserve nothing less.

Yours sincerely,



MUNIRA WILSON MP
Member of Parliament for Twickenham