



TSD Customer Experience Plan– Newbury / Bedwyn / Newbury

Purpose

As we plan for the next timetable change in December 2023, at GWR there has been a requirement to review our fleet availability across the whole business, this review has sadly resulted in some areas not having the direct links as previous, this plan covers services between Bedwyn and Newbury and beyond.

GWR Train Service Delivery and Stations Team will work collaboratively to ensure customers travelling between Bedwyn – Newbury and beyond get the best possible experience.

Bespoke Connectional Policy

The Connectional Policy has been amended to include additional holds at Newbury, as outlined below. **This policy is based around the SX timetable. The same principles can be applied to weekends; however, a specific plan is not created due to the large number of variations due to engineering works/events at weekends, therefore holds should be agreed with GWR Control using this document as a guide.**

Up Services	Train being held	Hold (mins)	Additional comments/Next service off Newbury
2T04 0700 Bedwyn -Newbury 0717	2K23 0722 Newbury - Reading	3	1A70 to Paddington at 0745 2K25 to Reading at 0753
2T06 0749 Bedwyn -Newbury 0806	Connection is 1A71 which follows 2T06	See Note	Connection 13 mins 1A71
2T08 0846 Bedwyn–Newbury 0904	1K09 0920 Newbury-Paddington	4	Next service 2K29 0925 Newbury – Reading, can hold up to 4 minutes
2T10 0954 Bedwyn -Newbury 1014	1K13 1024 Newbury-Paddington	4	Connection time 10 minutes
2T12 1055 Bedwyn -Newbury 1113	Connection is 1A77 which follows 2T12	See Note	Connection time 11 mins
2T14 1157 Bedwyn -Newbury 1215	1K17 1221 Newbury-Paddington	No Hold	6A26 passes Newbury at 1226
2T16 1252 Bedwyn -Newbury 1313	Connection is 1A81 which follows 2T16	See Note	Connection time 20 mins, 1A81 calls Hungerford
2T18 1348 Bedwyn -Newbury 1405	2K39 1410 Newbury – Reading 1K21 1420 Newbury-Paddington	4 No Hold	Needs to run ahead of 6A61
2T20 1457 Bedwyn -Newbury 1517	Connection is 1A85 which follows 2T20	See Note	Connection time 15 mins 1A85 calls at Hungerford
2T22 1550 Bedwyn -Newbury 1608	1K25 1634 Newbury-Paddington	See Note	Connection time 26 mins
2T24 1655 Bedwyn -Newbury 1713	Connection is 1A89 which follows 2T24	See note	Connection time 12 mins, 1A89 calls at Hungerford
2T26 1804 Bedwyn -Newbury 1822	2K49 1847 Newbury - Reading	See Note	Connection time 25 mins
2T28 1855 Bedwyn -Newbury 1915	Connection is 1A94 which follows 2T28	See Note	Connection time 23 mins
2T30 1955 Bedwyn -Newbury 2013	2K53 2017 Newbury - Reading	4	Next service 2058 1K35 to Paddington
2T32 2116 Bedwyn -Newbury 2134	Connection is 1A98 which follows 2T32	See Note	Connection time 10 mins 1A98 calls at Hungerford Newbury Station Unstaffed
2T34 2225 Bedwyn -Newbury 2242	2K59 2247 Newbury - Reading	5	Newbury Station Unstaffed



Down Services	Train being held	Hold	Additional comments/Next service off Newbury
2K24 0550 Reading–Newbury 0611	2T00 0624 Newbury - Bedwyn	6	
2K28 0637 Reading–Newbury 0704	2T05 0722 Newbury - Bedwyn	4	
1K02 0707 Padd– Newbury 0756	2T07 0813 Newbury - Bedwyn	4	
1K04 0808 Padd – Newbury 0858	2T09 0908 Newbury - Bedwyn	4	Platform required at 0912 for arrival of 2K90
1K06 0906 Padd – Newbury 1002	2T11 1022 Newbury - Bedwyn	4	
1K08 1006 Padd – Newbury 1106.	2T13 1129 Newbury - Bedwyn	4	
1K10 1108 Padd – Newbury 1200	2T15 1222 Newbury - Bedwyn	4	
1K12 1207 Padd – Newbury 1301 1C81 1235 Padd - Exeter 1315, 1C81 calls Hungerford	2T17 1321 Newbury - Bedwyn	4	
1K14 1307 Padd – Newbury 1401	2T19 1412 Newbury - Bedwyn	10	
1K16 1407 Padd – Newbury 1501 1C85 1436 Padd - Paignton 1515	2T21 1522 Newbury - Bedwyn	4	
1K18 1507 Padd – Newbury 1602	2T23 1616 Newbury - Bedwyn	4	
1K20 1607 Padd – Newbury 1703 1C89 1635 Padd – Plymouth 1715	2T25 1724 Newbury - Bedwyn	See Notes	5T25 to be held at Newbury RC for up to 6 mins if 1K20/1C89 are late as they are all booked into platform 1
1K22 1708 Padd – Newbury 1756 1C91 1736 Padd - Plymouth 1816	2T27 1826 Newbury - Bedwyn	4	
1C93 1806 Padd – Plymouth 1914 Train calls at Hungerford and Bedwyn	2T29 1924 Newbury - Bedwyn	4	
1C96 2003 Padd – Plymouth 2042	2T31 2049 Newbury - Bedwyn	6	Platform required at 2058
1C98 2104 Padd – Plymouth 2143	2T33 2153 Newbury - Bedwyn	6	Newbury Station Unstaffed
2K66 2210 Reading–Newbury 2239	2T35 2247 Newbury - Bedwyn	6	Newbury Station Unstaffed

Train Service Delivery / Station Team

We will support enhanced monitoring and reaction to when things don't go so well

1. Priority unit allocations on the Bedwyn - Newbury 16xx fleet and 387 fleet for start of service
2. Enhanced Connectional Policy
3. **In addition to the agreed holds, we will not dispatch services where customers are in the process of connecting and moving from one platform to another. This includes waiting for customers who need extra help and who may be using the lifts to cross platforms, a clear understanding with driver, signaller and control required on additional time. If the station informs control of a hold, we can add the wording on CIS "Train is Held"**
4. **If 1J93 1808 Paddington to Frome is cancelled or starts from Reading, Station team please arrange with control for stop orders on 1C93 1836 Paddington -Plymouth for Kintbury**
5. Replacement unit will be sent from Reading at the earliest opportunity
6. Newbury station team will increase staff visibility when connecting trains arrive at the station.
7. Station team to have access to manually change customer information screens
8. Train Service Managers / Area Operations Managers will monitor services and work with Network Rail to regulate where possible for best connections when services are in perturbation.
9. Customer Experience Manager East will communicate with the team at Newbury to ensure real time information is communicated.
10. Newbury station is unstaffed after 2100, the team at Swindon Control will need to monitor last trains of the night and work with NR and the drivers on the connecting services.