



Monica Harding
Member of Parliament for Esher and Walton

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Lawrence Bowman,
Managing Director, Southwestern Railway,
4th Floor, South Bank Central
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21st July 2025,

Dear Lawrence,

Congratulations on your appointment as the new Managing Director of Southwestern Railway (SWR); I look forward to meeting you this summer and working together on the issues facing Esher and Walton and local rail users.

Today, I am writing to you regarding the severe disruptions which struck our railways over the weekend and again today. The wave of delays and cancellations across SWR services affected and inconvenienced many of my constituents. This is not good enough.

On Saturday, a signalling failure at Waterloo led to hours of disruption – throughout SWR's network, trains were delayed for well over an hour. As the rain poured, rail users were left to sit indefinitely at stations in my constituency of Esher and Walton, missing plans and appointments.

This represented a serious breakdown in our transport system and in SWR's services, so I was dismayed that this morning, *another* major signalling failure occurred. As commuters in Esher and Walton were trying to get to work, they were greeted with mass cancellations and the advice, "do not travel." My constituents put their faith in the railway system and when it fails, it is not only disruptive, but it also consequences for their work and for the economy.

I am keen to see that the events of the last few days are addressed so that they do not happen in future, and that my affected constituents receive timely and easily accessible compensation. Could you therefore please tell me what caused these signalling failures, and can you assure me that disruption on this scale will not be repeated?

I appreciate your engagement with these matters and look forward to your response.

Monica Harding MP
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