

23 December 2011

**Freedom of Information request: F0008397**

Dear XXXXXX

Thank you for your information request of 5 December. You requested the following information:

*The issue of providing further platform capacity at Waterloo for SWT services is linked to government strategy set out in its high level output specification (HLOS). SWT submitted proposals to DoT in August 2009 but the travelling public have had no update on progress recently. I believe it is in the public interest and specifically commuters into Waterloo to know what the timetable is for completing these works to ease congestion at Britain's busiest railway station.*

The Secretary of State for Transport has today announced the department has reached agreement with South West Trains for 60 extra carriages to be added to the South West Trains fleet and for platform 20 at the former Waterloo International Terminal to come back into use from 2014.

The additional carriages mean services to Waterloo from Windsor and Eton Riverside, Weybridge (via Staines) and services on the Hounslow loop will be extended from 8 to 10 cars. This will mean around 8,000 more peak-time passengers will be able to travel into Waterloo every morning.

The carriages will begin arriving from May 2013. This will trigger an internal rolling stock cascade which will provide two additional peak services from Reading to Waterloo and one additional peak service from Hounslow to Waterloo. These will operate from 2014 using platform 20 in Waterloo International Terminal. South West Trains expects all new services to be in place by July 2014.

In addition, this agreement will strengthen seven mainline services from 2014 as follows:

Morning Peak

1. Southampton to Waterloo (8 to 12 car in high peak)
2. Portsmouth Harbour to Waterloo (5 car to 10 car)
3. Southampton to Waterloo (4 car to 5 car)

#### Evening Peak

4. Waterloo to Poole (5 car to 8 car)
5. Waterloo to Eastleigh (5 car to 8 car)
6. Waterloo to Eastleigh (8 car to 10 car)
7. Waterloo to Alton (8 car to 12 car)

Please find attached a link to the department's Press Notice about the announcement for your information. <http://www.dft.gov.uk/news/press-releases>. The Press Notice sets out that Network Rail is continuing to progress plans to make further use of Waterloo and Waterloo International to cope with future demand and the department's latest position can be found at the following website link: <http://www.dft.gov.uk/publications>

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

XXXXXX

## **Your right to complain to DfT and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF