

Amendment to Rail Ticket Offices motion – tabled by the proposer Councillor Paul Hodgkinson

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Amended motion:

Council notes with concern the announcement by the Rail Delivery Group that train companies are pressing ahead with plans to close up to 1000 rail ticket offices across England over the next 3 years.

Council believes that ticket offices provide a vital service to residents in the Cotswolds. Having a clearly sign-posted place in the station for people with ticket enquiries provides certainty and confidence for customers who may struggle to otherwise locate station staff.

Council is concerned the closure of ticket offices will disproportionately affect elderly and disabled residents in the Cotswolds – as well as those with poor IT skills.

Council notes the statistics from Age UK that 3 million elderly people in the UK do not have access to the internet, and statistics from the Royal National Institute for Blind People that only 3% of those with partial or full sight loss feel able to use ticket machines.

Council is also concerned about the possible implications for current station staff and the concerns that have been raised over possible staff redundancies – given that there will be no regulations for minimum staffing levels at stations and on platforms.

Council therefore resolves to:

- Instruct the Chief Executive to write to Mark Harper MP Secretary of State for Transport, and the Chief Executive of the Rail Delivery Group, expressing Council's opposition to the possible closure of staffed rail ticket offices – and in particular the office(s) at Moreton in Marsh, Kemble and Kingham.
- Instruct the Chief Executive to write to Great Western Railway expressing the Council's opposition to any plans to close the staffed ticket office(s) at Moreton in Marsh, Kemble and Kingham.
- Refer this issue to the Overview and Scrutiny Committee with the recommendation that representatives from Great Western Railway are invited to attend a Scrutiny Meeting at the earliest possible point to discuss future plans for ticket offices and staffing at our local stations.
- **Petition the MP for the Cotswolds to write to Mark Harper MP, Secretary of State for Transport, to request a review of the provision of rural ticket offices in the Cotswolds.**