

26 July 2023

## Agenda Item 16

### **Amendment to Motion 2**

#### **Original Motion submitted by Councillor Watson**

“Thurrock Council notes with concern the news that the Department for Transport and the 13 train operating companies it manages have announced plans to close almost all staffed ticket offices in England, totalling nearly 1000, following changes to the Government’s guidance relating to ticket office opening hours and operation. Statutory Consultations began on 5th July and will close on 26th July. Thurrock Council believes that ticket offices provide a vital service to residents using the stations at Stanford le Hope, Ockendon, Purfleet, Tilbury and East Tilbury and support passenger safety, security and accessibility. Having a central place in the station for people requiring advice and assistance provides certainty and confidence for customers who may struggle to otherwise locate station staff and also acts as a point of safety for passengers. At many stations, access to facilities such as toilets and waiting rooms is reliant on ticket office staff. Thurrock Council is concerned the closure of ticket offices will disproportionately affect disabled, deaf and older residents in Thurrock – as well as those with poor literacy and IT skills or on lower incomes. Council also notes the possible implications for current station staff and believes that the closure of ticket offices could lead to a de-staffing of rail stations. Council therefore resolves to:

- Instruct the Managing Director/Chief Executive to write to the Secretary of State for Transport, expressing Thurrock Council’s opposition to the possible closure of staffed rail ticket offices – and in particular the offices at Ockendon, East Tilbury, Tilbury, Stanford Le Hope and Purfleet
- Instruct the Managing Director/Chief Executive to write to C2C expressing the Council’s opposition to any plans to close the staffed ticket offices at those stations.”

#### **Proposed Amendment submitted by Councillor B Maney**

“Thurrock Council notes the news that the Department for Transport and the 13 train operating companies it manages have announced plans to close almost all staffed ticket offices in England, totalling nearly 1000, following changes to the Government’s guidance relating to ticket office opening hours and operation. Thurrock Council believes that ticket offices can provide an important service to some residents using the stations at Stanford le Hope, Ockendon, Purfleet, Tilbury and East Tilbury and support passenger safety, security and accessibility.

Having staff who can offer advice and assistance provides certainty and confidence for some customers. At many stations, access to facilities such as toilets and waiting rooms is reliant on the presence of staff. Thurrock Council should therefore seek assurances that the closure of ticket offices will not disproportionately affect vulnerable residents including the disabled, deaf or older people, as well as those with poor literacy and IT skills or on lower incomes. Members also note the falling numbers of passengers who purchase tickets from staffed ticket offices. We further note that the plans announced include moving staff out of ticket offices and onto platforms and public areas in order to provide enhanced 'customer help' roles.

This chamber:

- Requests that the leader of the council write to the Secretary of State for Transport and c2c in order to seek assurances over the impact of possible closures of staffed rail ticket offices and in particular the offices at Ockendon, East Tilbury, Tilbury, Stanford Le Hope and Purfleet.
- Requests that the Planning, Transport and Regeneration Overview and Scrutiny Committee consider this matter at the soonest opportunity and assess the potential impact of staffed ticket office closures in Thurrock, making such representations to the Department for Transport and c2c as it deems necessary.”