

Motions Submitted to Council

In accordance with Chapter 2, Part 2 (Rule 15) of the Council's Constitution

Motion 2

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.

Monitoring Officer Comments:

Rule 15.2 of the Council Procedure and Rules states that a notice of motion must relate to a matter which affects the authority or the authority's area and must relate to a matter in respect of which the authority has a relevant function. The motion relates to the Council constitution and procedures rules.

Section 151 Officer Comments:

C2C have direct responsibility for the staffing of the station ticket offices and consequently there are no specific financial implications to the Council arising from the motion.

Is the above motion within the remit of Council to approve?

Yes