

**Streatham Action**

***The Community Forum for Streatham***

**Transport Group**

**Background info to assist with responding to the GTR/Southern Rail consultation and/or with attending Streatham Action online meeting about the proposed ticket office closures**

This document replaces all previous information supplied by Streatham Action in relation to the proposed closure of ticket offices and the redeploying of ticket office staff to concourse working.

I and my Streatham Action Transport group colleague, Emma Elliott, both attended an online meeting with representatives from GTR on Friday 14th July and subsequently received some specific further information – at our request – on the precise usage of our three Streatham ticket offices. This data, which is mainly centred on the recent one-month period between 29th April and 26th May, is all contained within an appendix to this document. I would encourage you to take a look at that additional information, which has been supplied by GTR on the back of a series of requests from us. You will also see additional ticket office usage data for the quarterly period between January and March 2022.

This is all information that extends beyond what is contained on the GTR website, which focuses on the proposed hours of operation for staff operating on the three stations’ concourses, alongside details on how to respond.

Please take the time to respond to this consultation by London TravelWatch. The consultation, which had been due to end at midnight on Wednesday 26th July, was subsequently extended by five weeks through to **Friday 1st September**.

Here is the link:

<https://www.londontravelwatch.org.uk/southern-ticket-office-consultation/>

Please then click first “on their website” and then on “station information document” to read full information as it relates to our 3 Streatham stations.

For your ease of reference, the proposed changes by GTR in relation to the current hours of operation of the ticket offices at our 3 Streatham stations versus the proposed replacement ticket assistance hours for our 3 Streatham stations are as follows:

**Current ticket office hours for the 3 Streatham stations:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of station** | **Weekdays** | **Saturdays** | **Sundays** |
| Streatham | 06.20 – 19.45 | 06.45 - 20.10 | 07.45 - 16.20 |
| Streatham Common | 06.15 - 20.00 | 06.40 - 21.00 | 08.15 - 17.45 |
| Streatham Hill | 06.10 - 20.00 | 06.40 - 20.00 | 08.10 - 16.45 |

**Proposed ticket assistance hours for the 3 Streatham stations:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of station** | **Weekdays** | **Saturdays** | **Sundays** |
| Streatham | 05.30 - 00.30 | 05.35 - 01.00 | 06.30 - 00.00 |
| Streatham Common | 05.30 - 00.35 | 05.35 - 01.00 | 05.15 - 00.41 |
| Streatham Hill | 05.30 - 00.45 | 05.30 - 01.10 | 06.45 - 00.30 |

On the back of this extended consultation period, Emma Elliott and I have arranged an online Streatham Action Transport group meeting to discuss GTR’s proposals.

Details of this online meeting are as follows:

**Date: Tuesday 22nd August**

**Time: 19:00 – 20:30**

**Venue: online via Zoom**

I am pleased to say that at least 2 representatives from GTR, Paul Codd and Martin Darby from the stakeholder engagement team, will be attending this meeting. They will make a brief 10-minute presentation and then be on hand to answer questions from those attending the Zoom meeting.

Given the fact that accessibility issues comprise such a key part in considering these proposals, I am pleased to say that our online meeting will also be attended by Baroness Grey-Thompson, a House of Lords cross-bencher, whose views on these proposed ticket office closures around the country have been prominent. I should like to thank one of Streatham’s strongest advocates on accessibility issues at our stations, Sam Jennings, for having secured Baroness Grey-Thompson’s commitment to join the meeting.

If you have not attended a Streatham Action Transport group meeting at any point over the past year, then you will not automatically receive the Zoom link for this meeting. If you would like to join the meeting, on the basis that you use one or more of our three Streatham stations on either a regular or irregular basis, then you will be very welcome.

Please email me at [vicechair@streathamaction.org.uk](mailto:vicechair@streathamaction.org.uk) if you would like to attend, making it clear in your email that you are local to our area and that one or more of our stations is your regular station of choice for starting your journey.

**Some background information from GTR on reasons for closing Streatham stations’ ticket offices**

* The rail industry body, the Rail Delivery Group says that only 12% of tickets are currently sold at station kiosks on average, compared with 85% in 1995, as a consequence of passengers buying more tickets either online or at machines.
* The closure of the ticket offices at each of the three Streatham stations will enable staff to operate from the station concourses and assist customers with a number of duties, including assisting with use of the ticket machines, providing travel advice and providing additional assistance from an accessibility perspective.
* As can be seen from the above tables shown at the bottom of page 1 and at the top of page 2, it is proposed that concourse staff will be on hand for the whole of the time that each of our 3 Streatham stations are open, ie from around 05.30hrs through until after midnight 7 days per week. This would, therefore, provide greater concourse presence than currently, providing that current ticket office staff are redeployed to these roles.

**Some background information from an accessibility perspective**

Whilst GTR clearly wishes for us to focus our attention upon the amount of usage that our three stations’ ticket offices actually encounter – please see the attached appendix for further information on that aspect – accessibility arguments extend well beyond that and with a key focus being highlighted on the following issues:

* If a ticket office closes, then the statutory duty for staff at that station is gone;
* If a ticket office closes, then the current Turn Up And Go (TUAG) arrangements are also gone, effectively meaning that disabled people may thereby lose the right to use trains in the same way as non-disabled people;
* Over the past 2 years, wheelchair users have been strongly encouraged to book their tickets through an app, which doesn’t always work;
* Ticket machines are hard to use for wheelchair users, as you can’t always see either the screen or the card reader.

**Some background information from the perspective of trade unions**

Key concerns that have been most prominent from the rail unions over the course of discussions on this issue are as follows:

* Concerns that train operators will issue statutory staff redundancy notices, thereby leading rail unions to question train operators’ wishes to make station staff more visible and customer facing;
* As accessibility advocates are emphasising, if ticket offices are closed then that removes all regulation of station staffing under Schedule 17 arrangements, which may thereby lead to a reduction in station staffing.

**Conclusion and code of conduct of the Zoom meeting**

Clearly, this whole issue is one that is highly contentious, not just for Streatham, but across the whole country.

On behalf of Streatham Action’s Transport group, Emma Elliott and I are pleased to have secured the commitment from two GTR representatives to attend this upcoming Zoom meeting. The fact that we also have the commitment of two leading accessibility advocates to join the meeting - one more nationally focussed and the other more locally focussed - will ensure that we have questions for GTR to answer surrounding the key aspect of accessibility issues. An agenda for the meeting will also accompany this updated information document on our Streatham Action website by Monday 21st August at the latest.

As ever, with any Streatham Action group meeting, we shall utilise our existing code of conduct. If anyone steps out of line with that code of conduct, which will be read out at the start of the meeting, then they will be warned once, before then being muted for the rest of the meeting if in further breach of that code of conduct.

I hope that many people will wish to join this Zoom meeting and will find it both informative and helpful, in advance of responding to the consultation by Friday 1st September.

Neil Salt

Chair, Streatham Action Transport group 18th August 2023

**Appendix**

**Data supplied by GTR, on the request of Streatham Action, in relation to ticket office sales at the three Streatham stations**

Whilst all information data further on in this Appendix relates to the much more recent period between late April and late May 2023, the below information on the breakdown of the source of tickets used for travel during 2022 is most fairly served by utilising by using the figures shown here for the first quarter of 2022, rather than for any other time period that year.

This period was chosen by GTR “*as it was not affected by major engineering work or industrial action, so would give a clear picture of the composition of the type of tickets being used. We would expect it to be indicative of the type of tickets being used today*.” Here is that analysis:

**Breakdown (in percentage terms) of tickets purchased, Jan - Mar 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of ticket** | **Streatham station** | **Streatham Common station** | **Streatham Hill station** |
| TfL contactless bank card | 48.1% | 50.9% | 46.4% |
| TfL Oyster card | 28.4% | 29.7% | 25.2% |
| Ticket machine purchase | 19.0% | 15.5% | 22.3% |
| Online eg Trainline | 1.9% | 2.1% | 3.0% |
| Ticket office | 1.7% | 1.1% | 2.4% |
| Other | 0.8% | 0.7% | 0.6% |

**More detailed information by GTR utilising the time period of 29.04.23 – 26.05.23**

With regard to drilling down on further information beyond that breakdown of source of tickets used for travel, ie greater specifics as to the number of tickets sold from each of the 3 Streatham stations and the nature of those tickets/products sold, that more detailed information from this recent one-month period is included below:

**Numbers of tickets/products sold from Streatham’s ticket offices, 29.04.23 - 26.05.23**

|  |  |  |  |
| --- | --- | --- | --- |
| **Itemised details** | **Streatham** | **S’am Common** | **Streatham Hill** |
| Tickets/Products sold | 859 | 692 | 884 |
| Entries and Exits | 92,693 | 170,433 | 107,301 |
| Ticket office sales as a rough proportion of entries and exits\* | 1.85% | 0.81% | 1.65% |

Further breakdown of these tickets/products sold:

* 68% represent tickets/products sold as regular train tickets bought by passengers turning up on the day;
* 17% represent tickets purchased online but collected at the ticket office;
* 15% is a combination of tickets bought in advance, staff discounted tickets and refunds.

With regard to the third bullet point cited above, GTR emphasises that this “further breakdown of tickets/products sold” is on the back of an average of 1.7% of Streatham journeys that are made via the ticket offices. The actual percentage of sales for Streatham journeys will consequently be considerably less than the percentage of ticket office sales across each of our three Streatham stations shown here:

|  |  |  |
| --- | --- | --- |
| **Streatham** | **Number** | **Percentage of TO sales** |
| Standard tickets bought on the day | 584 | 68.0% |
| Tickets collected at the ticket office | 149 | 17.3% |
| Advance tickets purchased | 32 | 3.7% |
| Staff discounted tickets | 32 | 3.7% |
| Seat Reservation Only ticket | 23 | 2.7% |
| Ticket Office refund | 17 | 2.0% |
| Ticket Office Child flat fare | 6 | 0.7% |
| Ticket Office warrant | 5 | 0.6% |
| Ticket Office Gatwick staff discount | 4 | 0.5% |
| Ticket Office sundry | 3 | 0.3% |
| Ticket Office SEASON CHANGE | 2 | 0.2% |
| Ticket Office pre-purchase season non-smart | 1 | 0.1% |
| Railcard issued | 1 | 0.1% |
| Total | 859 | 100% |
|  |  |  |
|  |  |  |
| **Streatham Common** | **Number** | **Percentage of TO sales** |
| Standard tickets bought on the day | 465 | 67.2% |
| Tickets collected at the ticket office | 103 | 14.9% |
| Staff discounted tickets | 34 | 4.9% |
| Advance tickets purchased | 32 | 4.6% |
| Ticket Office refund | 17 | 2.5% |
| Ticket Office Child flat fare | 12 | 1.7% |
| Seat Reservation Only ticket | 11 | 1.6% |
| Railcard issued | 9 | 1.3% |
| Ticket Office pre-purchase season non-smart | 3 | 0.4% |
| Ticket Office sundry | 3 | 0.4% |
| Ticket Office SEASON CHANGE | 2 | 0.3% |
| Ticket Office warrant | 1 | 0.1% |
| Total | 692 | 100% |
|  |  |  |
|  |  |  |
| **Streatham Hill** | **Number** | **Percentage of TO sales** |
| Standard tickets bought on the day | 618 | 69.9% |
| Tickets collected at the ticket office | 155 | 17.5% |
| Advance tickets purchased | 28 | 3.2% |
| Ticket Office refund | 16 | 1.8% |
| Railcard issued | 16 | 1.8% |
| Ticket Office Child flat fare | 15 | 1.7% |
| Staff discounted tickets | 14 | 1.6% |
| Ticket Office sundry | 14 | 1.6% |
| Ticket Office warrant | 5 | 0.6% |
| Ticket Office Gatwick staff discount | 3 | 0.3% |
| Total | 884 | 100% |

**Number of tickets sold to customers using Disabled Person’s Railcard, 29.04.23 - 26.05.23:**

|  |  |
| --- | --- |
| **Name of station** | **Number of tickets sold** |
| Streatham | 5 |
| Streatham Common | 17 |
| Streatham Hill | 12 |